

WRS Board
Date: 20th November 2025

Title: Activity and Performance Data Quarter 2 2025/26

Recommendation	That the Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.
Background	The detail of the report focuses on the second quarter of 2025/6, but the actual data allows comparison with previous quarters and previous years.
Contribution to Priorities	Board Members have asked the service to provide data on activity levels to help reassure local members that WRS continues to address a range of issues in each partner area and more broadly across the county.
Report	Activity Data The second quarter of 2025/6 provided us with the driest summer on record, a significant change from the previous two years which were both damp affairs, with many people querying whether we had a summer at all. The extended period of dry weather this year almost certainly impacted on at least one or two of our measures. Food: The number of food safety cases received during the year to date represents an increase of 23% compared to 2024/25 and an increase of 18% compared to 2023/24. At 326, the figure for quarter 2 is the highest number of complaints and enquiries in the 30-month period represented in the graphs. Of the 279 actual food complaints received during the year to date, 69% have related to issues with food products (such as poor-quality food or food containing a foreign object) whilst 31% have related to poor hygiene standards or practices at food businesses.

Of the 694 interventions undertaken during the year to date, only around 5% have resulted in businesses being rated as "non-compliant" (issued a rating of 0, 1, or 2). A higher proportion of non-compliant ratings continue to be issued to the hospitality sector (such as takeaways and restaurants) or small retailers. To find out more about food hygiene ratings, please visit <https://ratings.food.gov.uk>.

The overall number of health and safety cases received during the year to date is broadly comparable with 2024/25 but represents an increase of 7% compared to 2023/24. Looking at the graphs, both accidents reports and complaints remain reasonably within what might be expected. As usual, around half of cases relate to reported accidents in workplaces, with most cases relating to injuries where a worker was incapacitated for more than seven days or injuries to members of the public. Slips, trips, and falls remain the most frequently cited cause. Sadly, the service has investigated two further fatalities during the second quarter including an incident where a member of the public drowned in a swimming pool.

The overall number of licensing cases received during the year to date represents a reduction of 11% compared to 2024/25 and 6% compared to 2023/24. The number of complaints and enquiries was lower than the same period in the previous two years as was the number of applications and registrations. The split between applications and complaints/ enquiries is a approximately 68% to 32%. The most common types of applications submitted to the service relate to temporary events (33%), private hire vehicles (18%) and hackney carriage vehicles (11%).

Of the 807 complaints and enquiries, some 505 were what might be considered complaints about license holders, with approximately 40% relating to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards) and 30% relating to alcohol licensing (reports of businesses failing to comply with the licensing objectives). A further 12% of complaints have related to animal licensing with most cases relating to the unlicensed breeding and/or sale of dogs.

Planning enquiries continued to fall during Q2, but number are still 5% higher than the same period in 2024/25 and 26% up on the same 2023/24 figure. Whilst there have been falls in two consecutive quarters, it is too soon to say that this will represent a true change in the upward trend. Some 94% of enquiries were consultations for air quality, contaminated land, or nuisances; and approximately 1 in 4 enquiries have been processed on a contractual basis on behalf of local authorities out of county.



Information requests also fell between Q1 and Q2, however, not to a level that would indicate a change to the upward trend in workload.

The overall number of dog control cases received during the year to date is an increase of 27% compared to 2024/25 and an increase of 15% compared to 2023/24. Having talked about the lowest level of dog control complaints and enquiries in 3 years during Q1, we now see the largest number report in the Q2 figures for the same time-period. In comparison with other areas of our work, dog control complaints and enquiries are few in number each quarter. Of the 43 actual complaints received during the year to date, some 33 have related to a mix of dog fouling and dogs that were persistently straying from residential properties. A further 4 cases related to solely dog fouling.

Like complaints and enquiries, the number of reported strays in Q2 was the highest in the current 3-year reporting period, slightly surpassing last year's Q3 figure. The upward trend appears to be continuing.

Approximately 94% of cases have been reports of lost or stray dogs with most cases categorised as "contained strays" (meaning dogs were found and held by members of the public). Around 1 in 5 dogs assessed had welfare concerns and/or required veterinary treatment or examination. As outlined in previous reports, there has been a notable increase in these cases over the past few years. Overall, approximately 41% of dogs have been successfully reunited with their owners when accounting for the work we do for the partners and our contracted local authorities, however, this figure varies significantly between local authorities and the average across the six Worcestershire districts is approximately 51%. Obviously, the contracted authorities cover the costs of kennelling for the relevant period before rehoming, and any necessary veterinary costs.

The number of pollution cases received during the year to date is very similar to 2023/4 (around 2% less) but 21% higher than 2024/25, when we had that very wet summer. This may suggest that, whilst we always sad good weather results in more nuisance complaints, there is probably a ceiling on how much work the hot weather generate given how hot and dry this summer was. Around 92% of cases have been reports of potential nuisances with 45% of cases relating to noise from residential properties (such as noise from barking dogs or audio-visual equipment). As with previous reports, other prominent nuisances included noise from night-time economy businesses, noise from other hospitality businesses, smoke from the burning of domestic or commercial waste, and noise or dust from construction sites. The last of these can be particularly problematic during extended periods of dry weather.

Public Health complaints, usually relating to accumulations of rubbish or pest issues follow a similar trend to nuisance issues in thy increase into the summer. However, overall numbers are broadly comparable to both



2024/25 and 2023/24. Approximately 46% of cases have related to pest control and been enquiries about domestic treatments, enquiries about sewer baiting, or complaints about pest activity caused by the actions of neighbouring residents or businesses. A further 31% of cases have been reports of accumulations at residential properties, however, such complaints often reference the presence of rodents or other pests.

Some 351 domestic treatments were undertaken by pest control contractors during the year to date under the auspices of the subsidised schemes run by 5 of the partners. Around 47% of treatments related to problems with rats with a further 31% due to issues with wasps or hornets. This would probably be expected given the weather conditions. Around two thirds of treatments have taken places at properties in the Redditch or Wychavon districts

Performance

The non-business customer measure increased from 53.8% last quarter to 61.7% at the end of this. Number of people are happy with the speed of initial response is at 62%, and 60% are happy with the time it takes to reach a conclusion. The biggest issue remains our inability to deliver the outcome people would like to see, which is most often down to public expectations not being met by what the law on nuisance allows for. The figure for people feeling better equipped to deal with future problems is up from 42.9% to 57.8% Numbers of responses to our questionnaires, whether by paper or electronic, also remain low with just over 50 returned so far this year.

Business satisfaction has increased this quarter, from 91.8% to 95.1% but remains lower than we might expect. We will continue to monitor this and look at the detail behind the overall figures to see what may be at work.

Compliments continue to significantly outnumber complaints.

Performance on processing complete driver license renewals was slightly lower for the first 6 months at 88.4% within 5 working days, than the figures of 97.6% and 93.9% for the same period in the last 2 years. There were many pressures on the team over the summer and significant numbers of applications for 1 partner whose drivers all fall due at the same time every 3-years. We should see an improvement in the second half of the year. Once an application is made, drivers can continue to drive until their license is determined so slight delays in renewal do not impact this client group

The data on defective vehicles shows a significant improvement on the same period in recent years, with only 8 vehicles suspended whilst in



service. As members will be aware, this relates to situations where the vehicle is recorded as having been suspended either by the district garage on inspection or by an officer. This may follow a reported accident taking the vehicle outside the acceptable standards, or even when the vehicle is submitted for its routine 6-monthly check. In recent reporting periods we have seen on average of 32 vehicles suspended at this point in the year, many of which related to a single partner. Whilst this partner still has most of the suspensions, it is at a much lower level than seen previously.

Staff sickness has increased from 2.17 days per FTE to 3.04 days cumulative for the year. This is much higher than in recent years and closer to the figures shown pre-pandemic for 2019/20 (2.91,) and 2018/19 (2.77) at the same point in the year. Over 78% of the sickness is long term, so for a period beyond 28 days and mainly relates to a small number of officers with serious health conditions. Short terms sickness accounts for around 51 days in total, so significantly less than 1 day per FTE.

The overall rate of noise complaints against population is 0.77, slightly higher than the figure of 0.67 at this point last year, and just below the figure from 2023/4 of 0.79. All of these are well below the figures at Q2 in the most recent years preceding these (0.9, 1.08, 0.94 and 0.85, respectively.) The figures for nuisance complaints in Q1 and 2 were very similar to those in 2023/4, so given the hot weather over the summer, this feels quite good. Members will be aware that this measure has been significantly higher at this point in previous years, as high as 2.1 in 2017/18.

The rate of businesses in the hospitality sector allegedly not upholding the 4 licensing objectives is 5.1%, slightly above the 4% last year and in line with 5% the year before. It is also similar to the same time-period in other recent years. (6.7%, 4.3%, 4.9%.) So far, this is looking like a relatively normal year for this measure. We know it can vary, having seen figures as low as 2.7% at this point, and on occasion, one or other district can hit above 8% in the first half of the year.

Income brought in during the first half of 2025/26 is £347,337, which is higher than the previous three years (£258,989, 204,718 and £232,520 respectively.) Using the historic budget figure for 2016/17 (£3,017,000) to maintain the comparison with previous years, this comes out at 11.5% of that budget. Looking back at this point over recent years for comparison, the figures were 8.6%, 6.8%, 7.7%, 5.42%, 4.37%, 5.3% and 4.7% going back to 2018/19. The figure is roughly 8.09% of current revenue budget, so at a healthy level.



Contact Points

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Background Papers

Appendix A: Activity Report (separate document),
Appendix B below



Appendix B: Performance indicator table 2025/6

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	53.8	61.7		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	91.8	95.1		
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.3	Bromsgrove 98.3 Malvern Hills 98.1 Redditch 97.5 Worcester City 99.2 Wychavon 98.2 Wyre Forest 98.1 Worcestershire 98.3		
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.7	Bromsgrove 1.7 Malvern Hills 1.9 Redditch 2.5 Worcester City 0.8 Wychavon 1.8 Wyre Forest 1.9 Worcestershire 1.7		
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	88.4	NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA	8/1551 or 0.5% of the fleet county-wide Vehicles found defective in service (suspended during the period) are: BDC 0 MHDC 0 RBC 5 WCC 1 WDC 1 WFDC 1	NA	
7 % of service requests where	Quarterly NB: fig is cumulative	42.9	57.8		



	customer indicates they feel better equipped to deal with issues themselves in future					
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	3/11	5/25		
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	2.17 days per FTE	3.04 days per FTE		
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 6.8 Malvern Hills 3.5 Redditch 3.9 Worcester City 5.5 Wychavon 3.5 Wyre Forest 7.6 Worcestershire 5.1	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 0.74 Malvern Hills 0.86 Redditch 0.61 Worcester City 0.86 Wychavon 0.72 Wyre Forest 0.80 Worcestershire 0.77	NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	£347,337 which is 8.6% as a proportion of the 2016/17 revenue budget figure (£3,017,000) and 8.09% of current revenue budget (£4,293,000)	NA	
14	Cost of regulatory	Annually	NA	NA	NA	



services per head of population (Calculation will offset income against revenue budget)					
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