

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report | 2025-26

Published on 7th November 2025



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Foreword

Written by **Simon Wilkes** (Director of Regulatory Services)

Welcome to the second activity report for 2025/26. It follows the familiar format that Board members will have seen many times and, whilst the detail covers the period 1st July to 30th September 2025, figures in the graphs and tables will allow comparison with the data in previous periods.

Stray dog numbers continued to be high due to new contracts with other authorities, with the highest quarterly figure during the reporting period. Managing the space with kennelling partners has been taxing at times. Numbers of dog-related complaints and enquiries also leapt up after a quiet Q1.

Food complaints and enquiries were slightly above the established trend in Q2. Interventions were slightly down on last year for the same period, probably due to the better summer and more need to divert onto nuisance work. The figures still demonstrate a good number of interventions and again the food sector continues to show good levels of compliance. Health and safety work also generally following trends during this period. Another fatality was reported during Q2, a death at a privately run swimming pool, which remains under investigation.

Information requests fell slightly compared to Q1, but not enough to deflect from the upward trend. Requests for support in the planning system dropped marginally compared to Q1, but the overall trend remains upward, with combined demand for Q1 and 2 exceeding demand in the same period for the last 2 years. This year may be one of our busiest for planning support should requests continue at this level.

Overall, Licensing work involving both applications and complaints/ enquiries remained around the trend line during quarter 2, with complaints and enquiries slightly up but applications slightly down.

Pollution cases started the year on the increase and continued through the summer with the total for Q1 and 2 being virtually the same as 2023/4 and well above the same period last year during our very soggy summer. Given how good the weather was this year, it is a little surprising that numbers didn't increase even further, but perhaps this showed some increased tolerance of other people during this time. Public Health related complaints (accumulations, vermin, public burials, etc.) appear to be on trend and at similar levels to 2023/4.

We hope the report demonstrates the volume of work staff are undertaking and that some of the stories behind the numbers highlight the difficulties staff sometimes face. If you have further queries, please feel free to contact myself and the Team Managers.

Many thanks.



Community Environmental Health

Written by **David Mellors** (Environmental Health And Trading Standards Manager)

Quarter One

Quarter 1 was a challenging time for your Community Environmental Health Team, with some very complex and challenging cases coinciding with the retirement of one of the Principal Officers who led on noise and pollution issues and some officers requiring extended and unforeseen periods of leave. Recruitment has proven to be very difficult due to the nationally recognised shortage of qualified environmental health officers but remains ongoing.

Following receipt of a Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 notification, an accident investigation was carried out into a Jewson DIY outlet in Redditch. A Forklift truck had reversed into and run over the right foot of a window fitter from a local company, who was collecting building materials from the branch. He was attended by a paramedic and taken directly to hospital with multiple foot fractures and dislocated toes.

The Parent Company was subsequently successfully prosecuted in Q1, found guilty of offences under the Health and Safety at Work etc. Act 1974, and on appeal against sentence fined £300,000 with costs to the sum of £11,029.

Sadly, investigations continued into the several fatalities notified to the team and covered in previous reports, with regular liaison and updates being made to the Coroner's Office.

There was on-going CEH involvement following the discovery of a rodent infestation and food product recall in respect of a retail warehouse in Kidderminster. Following the voluntary closure of the premises, legal proceedings were instigated for food hygiene offences. The company has entered a guilty plea, and sentencing has been set for December.

The new programme of pro-active food safety interventions commenced, and your Officers continued to work with food giant Muller as part of the Primary Authority arrangement whereby WRS provide assured advice nationally.

The investigation into continuing food offences at a Bakery in Malvern Hills DC escalated with a prosecution pre-hearing scheduled for June.

The end of season reviews were completed on the designated sports grounds and stands on behalf of the County Council, which include Worcester Warriors rugby, Worcester City football, Bromsgrove Sporting, Kidderminster Harriers and Worcester Racecourse.

Infection control investigations were undertaken into cases of norovirus and cryptosporidium across the district, and an Officer was deployed to oversee an exhumation.

Major works in default were undertaken to resolve a long-standing drainage issue in Barnt Green. An old septic tank system and soakaway at a residential property had failed, giving rise to discharges of sewage across the property and into the road. The remedial works included the installation of a modern packaged sewage treatment plant with consented discharge into the highway drainage system, avoiding the need for a new soakaway which would have been costly and disruptive and prone to future failure.

In nuisance work, Officers are working with the respective partner legal teams following appeals against abatement notices served on Padel Courts in Bromsgrove District and a noisy water tank in a block of flats in Worcester City. Both unusual and novel issues.

Quarter Two

The summer months saw the Team involved in some very interesting and unusual nuisance investigations. In addition to the usual barking dog complaints which included the submission of an enforcement file for breach of an abatement notice in Worcester, Officers investigated nuisance arising from extensive development works in Bromsgrove, noise nuisance from a car wash in Redditch which has subsequently closed following our involvement, and noise in Bromsgrove in respect of the fast-growing sport of Padel, the sound of which unfortunately is somewhat akin in nature to that of a shooting range. We also received a query in respect of paramotor aviators in Malvern Hills. Not a problem for which we have powers, but we were able to signpost to the appropriate regulatory body.

In Food, allergens continue to provide a cause for concern and a restaurant in Worcester, operated by a large national chain, closed voluntarily whilst it carried out much-needed improvements in food safety.

In health and safety, we continue to liaise with the Coroner's Office in respect of the fatalities under investigation. We were also able to provide safety advice in respect of the re-enactment battles of Evesham and Worcester, which sounds somewhat ironic, and in respect of an algal bloom which made an appearance in a Redditch park, presenting a safety hazard. We also assisted the new owners in their preparations for welcoming Rugby back to Sixways and carried out checks at the Sunshine Music Festival.

In our infection control role, we are also supporting the invasive mosquito surveillance efforts coordinated by the Medical Entomology and Zoonoses Ecology Team (MEZE) at UKHSA. This project has been crucial in detecting invasive mosquitoes (*Aedes albopictus*/tiger mosquito and *Aedes aegypti*) on seven occasions since 2016. This surveillance is significant given the rising number of Dengue virus cases in Europe, exemplified by the detection of three locally acquired cases in Paris last year, necessitating invasive mosquito control measures. Our role is in running and submitting mosquito traps as part of the surveillance effort. With rising temperatures, we anticipate detections to become more frequent. Early detection and control of these mosquitoes will be increasingly crucial across England to mitigate public health risks associated with mosquito-borne diseases.

Licensing

Written by **Kiran Lahel** (Licensing And Support Services Manager)

Quarter One

It is apparent from the data presented that licensing applications have once again followed previous trends and numbers have again increased this quarter. Officers themselves have noted a larger increase, and this has largely been due to the number of early TEN's being submitted for events and a high number of three year licence renewals due in April this year for Wyre Forest. On a positive note, we can see that complaints and queries are reducing, and this is largely due to the triaging process and the steady introduction of Victoria Forms our online form submission process. The team have worked hard on creating detailed FAQ's and piloting the forms with key stakeholders prior to being rolled out.

A number of key areas have been noted to have increased officer input this quarter and have required either working with colleagues within the licensing team and Community Environmental Health, third parties or West Mercia Police.

Pavement Licensing

With all policies now introduced across the districts there has not only been an increase in application forms for this licence but also some non compliance visits required. Although work has commenced prior to summer there will be a requirement for another pavement licensing audit to take place prior to next spring and summer to ensure that everyone that requires a licence should have one in place. The introduction of the permanent scheme has allowed for a renewal licence which reduces the cost for businesses that already had a licence under the temporary regime.

Animal Licensing

Applications are again increasing in this area of work with more applications being received by the team for new licences. A project looking at 5* rated premises and undertaking interim visits by officers have unfortunately highlighted that not all businesses are keeping up standards and requirements as set out in the guidance long after an inspection has been carried out. As a result, a number of premises have had their licence suspended with officers providing advice and guidance to licence holders of the improvements required so that suspensions can be lifted. In this licencing regime if businesses have their star rating changed, or licence suspended or revoked they have a right of appeal to the first tier tribunal.

Taxis

Several districts have now been in touch through either Councillors, Licensing Chairs and operators or licence holders themselves to discuss the presence of 'Uber' in their areas and what can be done to prevent such a large presence. A report has been produced by the team and has started to be taken through the Licensing Committees in each district to explain the legislation and the limited amount of powers officers have. However, on a positive note the teams have also been engaging with colleagues at Wolverhampton City Council to arrange joint enforcement and compliance visits at night.

Joint Engagement

Officers have seen an increase in engagement activity on SAGs/Event Management Plans for large festivals jointly with community environmental health colleagues. There are several large recurring festivals over the summer periods where event holders are getting in touch early to ensure there are no problems however there have also been a few new festivals that are receiving increasing number of concerns due to the nature of them taking place near residential properties. If objections are received for these events not covered by a TEN then these would need to go to a licensing Sub Committee to be determined.

Quarter Two

Applications received by the team always tend to be higher in quarter 2 due to the number of Temporary Event Notices received by the team for summer events and festivals. This year has seen the first full summer using the victoria forms method for TENs and it has been not only positively received by the public but it has had a positive impact on the team from a processing perspective.

The high number of TENs received for festivals and events has come hand in hand with more out of hours compliance checks being conducted jointly with both West Mercia Police colleagues and Community Environmental Health colleagues. This year the team have seen a higher number of festivals that have caused concerns for nearby neighbours and therefore a joint up approach with colleagues has been essential and welcomed through investigations.

New Animal Licensing inspections continue to be submitted with a slight increase in applications since pre covid. This is an area of licensing that continues to pull on resources due to not only the length of time it takes officers to inspect premises but also due to the requirement to work with licence holders on their applications. The proactive work the team also continue to do has improved compliance across the County.

Compliance and multiagency work has continued throughout the summer with a number of visits taken place at caravan sites in Wychavon that have raised concerns in various partnership meetings and officers have continued to visit gambling premises across the County as part of the annual inspection programme.

On policy matters the team are working with each Licensing Committee on new Street Trading policies to incorporate changes in peoples buying habits and behaviours but also taking into consideration festivals, markets and events that sometimes require road closures. The Chairs of Licensing hope that it will bring a more flexible and up to date approach for both traders and the public.

Technical Services

Written by **Mark Cox** (Technical Services Manager)

Quarter One

The team were focused on production of the **air quality** Annual Status Reports (ASRs) for the six Districts prior to the end of June deadline but also continued to work on the draft air quality strategy in the background. In addition, following the review of real time monitoring data with deployment of the Earthsense Zephyr monitors last year, a number have been relocated.

As well as reviewing a number of priority sites, work on **contaminated land** has largely focused on the continued digitisation of records to enhance the services ability to respond to Environmental Information Requests.

In relation to **Planning and Environmental Enforcement**, a total of 9 Fixed Penalty Notices have been issued for fly-tipping and littering, and four Community Protection Warnings which progressed to four Community Protection Notices have been issued. In general, most planning enforcement matters are resolved by informal means or regularisation (through granting of planning consent retrospectively).

The number of **dogs** being reported as strays remains high and for quarter one is over 100 more than last year. The poor condition that a significant proportion of the dogs are found in is a worrying trend, such as a French Bull dog with a large mammary tumour, and others with a variety of infections, mange and emaciated. We also had a number of very young puppies and very old dogs, at 17 and 18 years of age. Such cases are difficult to cater for in terms of welfare whilst looked after by the Council and often presents a difficult task in obtaining a rehoming placement when not claimed. Unfortunately we have had an outbreak of parvovirus which is a highly contagious disease for dogs.

Towards the end of 2024, the Home Office announced that current guests in the UK under the **Homes for Ukraine** (HfU) scheme are eligible to apply for the Ukraine Permission Extension (UPE) scheme. As nearly half of the guests on the HfU scheme arrived between April and July 2022 in Bromsgrove and Redditch, the team experienced a particularly busy period the first quarter of this financial year, dedicating significant time to reminding guests to apply and assisting them throughout the application process.

Support was also provided in cases where application decisions were delayed beyond expected timeframes. Unfortunately, one notable case involves a guest who arrived as an unaccompanied minor and applied for her UPE in May 2025. As of the end of Q1, she has yet to receive a decision. This delay has caused considerable distress, as it prevented her from attending a planned university trip to the United States as well as a long-awaited home visit to Ukraine. Such cases are emotionally taxing for the guests and time-consuming for the support workers.

While the Homes for Ukraine scheme has generally received positive feedback, some challenges remain. In May, one host faced significant criticism from their family for their involvement in the scheme, ultimately leading to their withdrawal. As a result, the guest had to be relocated to temporary accommodation, a transition that was fully supported by the team.

During Q1 there were new arrivals across the 2 districts which WRS support with this work (4 adults and 4 children). There are currently 15 hosts in Bromsgrove (17 adults / 13 children) and 17 hosts in Redditch (20 adults / 9 children). Support Workers continue to provide assistance to all hosts and guests remaining on the Homes for Ukraine scheme, as well as to those guests who have transitioned to independent accommodation.

Quarter Two

Following successful delivery of our **gull control** programme during the breeding season over the summer months, our Gull Control Officer has been preparing the Organisational Licence return for Natural England to demonstrate compliance with our licence as well as finishing off arrangements for the last of the proofing works for this year. We have continued to receive requests for help and have prepared a programme of control for 2026/27 to be presented at Committee next quarter including a summary of this year's activity.

During the summer the updated **Contaminated Land** Inspection Strategies for Bromsgrove and Wychavon continued to progress through the respective committee processes. In parallel, the prioritization and risk scoring of approximately 10,000 potentially contaminated sites across the area has been actively ongoing. This process is critical for determining the order of site investigations based on potential risks to human health and the environment.

The summer months also saw a high volume of Environmental Information Requests (EIRs) related to contaminated land, alongside routine **planning consultations** (which is where support is provided to planning officers on environmental health related elements of applications or requests to discharge conditions). The team also continued to support Gloucester City Council and North Warwickshire District Council and responded to ad hoc consultations from Bristol City Council.

In August and September, WRS was asked to provide a second opinion on a planning application involving a site where remediation of a public open space had not been implemented, in Bristol City Council area. The original developer had gone into administration, and WRS reviewed the submitted assessment report, offering professional recommendations to the Environmental Health Officer.

A different significant planning case in Gloucester City involved proposed development on part of a closed landfill site. The site presents risks from ground gases and residual contamination, compounded by its proximity to the River Severn, in-situ leachate systems, and protected water supply zones. The inclusion of privately owned residential properties adds complexity regarding long-term infrastructure management. WRS's Contaminated Land Team has been actively working with the Local Authority and stakeholders to ensure the site is safe and suitable for its intended sensitive use. Furthermore, support was provided in the development of the South Worcestershire Supplementary Planning Document (SPD) for air quality. This work was led by the Senior Strategic Planning Officer at the County Council and culminated in the SPD being presented to committee in September, where it was formally approved by all three districts.

During this quarter, significant progress was made in **air quality** management across the region. The process of revoking several Air Quality Management Areas (AQMAs) was initiated, specifically those located in Bromsgrove (Lickey End and Redditch Road) and Wychbold in Wychavon. In addition, the relocation of ten low-cost air quality sensors was successfully completed. This forms part of the ongoing effort to improve spatial coverage and data quality for local air quality monitoring.

The Annual Status Reports for all Districts (ASR) were published in July and made available on the council's website, providing a comprehensive overview of air quality trends, monitoring data, and progress against local objectives.

Air Quality Behavioural Change work

The Behavioural Change Officer with support from colleagues undertook a series of community engagement activities aimed at raising awareness and promoting behavioural change around air quality issues across key locations in Worcestershire.

A number of school visits were conducted in Bromsgrove as part of the Community Awareness initiative. These sessions focused on educating pupils about the sources and impacts of air pollution, as well as practical steps individuals and families can take to reduce their exposure and contribution to poor air quality. The interactive nature of the sessions helped to foster a strong understanding of the topic among young people, encouraging them to become ambassadors for cleaner air within their schools and homes.

In September, the team participated in the 2025 Freshers' Fairs at both the Worcester and Redditch campuses of Heart of Worcestershire (HOW) College. These events provided an excellent platform to engage with new students, many of whom are new to the area and may be unaware of local air quality challenges. Through informative displays, interactive activities, and one-on-one conversations, students were introduced to the importance of sustainable travel choices, the health impacts of air pollution, and the role they can play in improving local air quality.

Further outreach was carried out through visits to community centres and businesses along Redditch Road and Lickey End Road in Bromsgrove. These visits aimed to engage residents and business owners in discussions about air quality, offering tailored advice on reducing emissions and exposure in both domestic and commercial settings. The team also gathered feedback on local concerns, which will help inform future interventions and policy development.

Additionally, a visit was made to St. Martin with St. Peter Church of England Church, where members of the congregation were engaged in a discussion about the links between environmental stewardship and air quality. This provided a valuable opportunity to connect with the community in a more reflective setting, reinforcing the shared responsibility for protecting the environment and promoting public health.

In relation to Planning and Environmental Enforcement, this quarter has seen an increase in the amount of Fixed Penalty Notices issued for fly-tipping and littering related offences at 18 with 4 Community Protection Warnings also served. The team are continuing to investigate and bring to account those responsible for such crimes in Bromsgrove and Redditch Council areas.

Our **Homes for Ukraine** work has continued in Bromsgrove District and Redditch Borough Council areas including the following two case studies:

One of our Ukrainian guests, 'Olga' (not her real name) a young student who arrived in the UK in April 2022, was recently refused admission to several local Sixth Forms. The reason cited was that her English Language GCSE result was not high enough at a Grade 3.

However, this decision did not reflect the full context of Olga's situation. As a newly arrived child from a war zone on the Homes for Ukraine scheme, Olga had no prior knowledge of English when she arrived in the UK. Despite this, she became fluent in the language within just three years, while also performing strongly in her other GCSE subjects. In addition, she is multilingual and has demonstrated exceptional resilience and academic potential.

With her mother's consent, our Homes for Ukraine Support Workers intervened by liaising with the admissions teams directly. They assisted in setting out Olga's unique background and achievements whilst showcasing her achievements, despite the significant pressure she endured whilst taking her GCSEs, while her father was serving on the frontlines in Ukraine providing medical aid, and her mother was undergoing treatment here in the UK for a life-threatening illness.

Shortly after our intervention, Olga's mother updated the team to confirm Olga went for an interview at a sixth form that had been contacted by the team and was successful in gaining a place. She went on to say 'I will remember your help for the rest of my life. Thank you again for everything! '

In our other case study, back in August 2022, a young guest and her mother arrived in the UK under the Homes for Ukraine scheme. Like many others adjusting to a new country, both mother and daughter faced significant challenges in settling into life in the UK. They struggled not only with the language barrier but also with mental health concerns, particularly for the young woman.

Recognising their need for additional support, one of our Ukrainian speaking support workers dedicated time to working closely with the family over the past three years. Her consistent involvement has been vital in helping them navigate both daily life and complex systems such as healthcare and education. We recently received the following message from a teacher highlighting the invaluable contribution of the support provided in our community:

'I just wanted to pass on my gratitude for allowing us access the support worker who interprets at our 6 weekly education progress meetings which are held between us, our pupil KP, the parent and school. These meetings are so important to ensure that school and parents are kept up to date with the pupil's progress and also of any concerns. These meetings would not be as effective without the support worker's input, not solely due to her interpreting so masterfully educational terms and pupil's mental health agencies such as CAMHS, but also helping us to understand the cultural differences. The family have started to make a positive step towards becoming more settled at home and at school and this is very much thanks to them. I think that the Homes for Ukraine scheme is fantastic and I do hope that you and your team appreciate how much you are supporting these families in so many ways.'

Dog Control

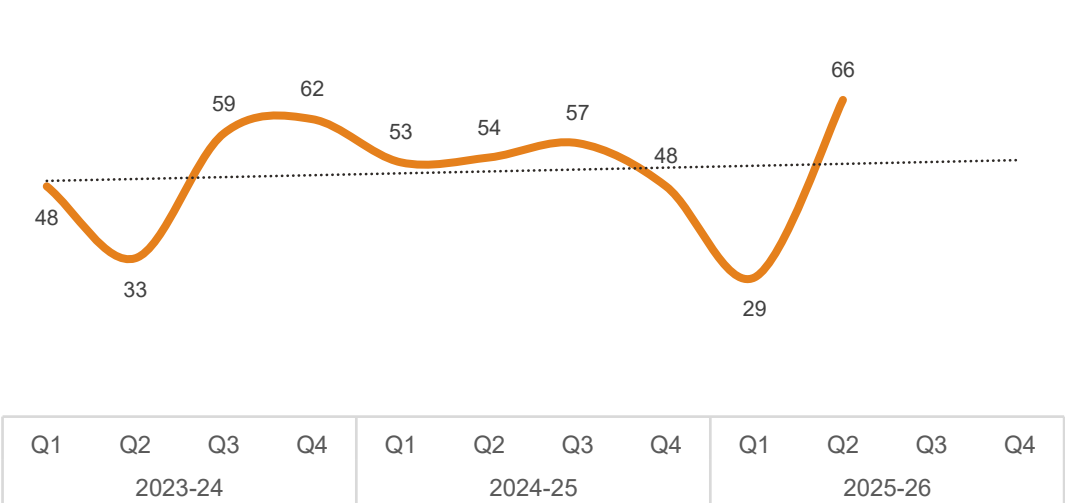
The data on this page shows the number of dog control cases (complaints, enquiries, and reports of lost or stray dogs) handled by the service over a three-year period. Complaints reported to WRS include reports of dangerous dogs, reports of dog fouling, and reports of dogs persistently straying. Complaints relating to the welfare of dogs, however, are investigated by the RSPCA and West Mercia Police unless the dog is found to be straying.

Comments

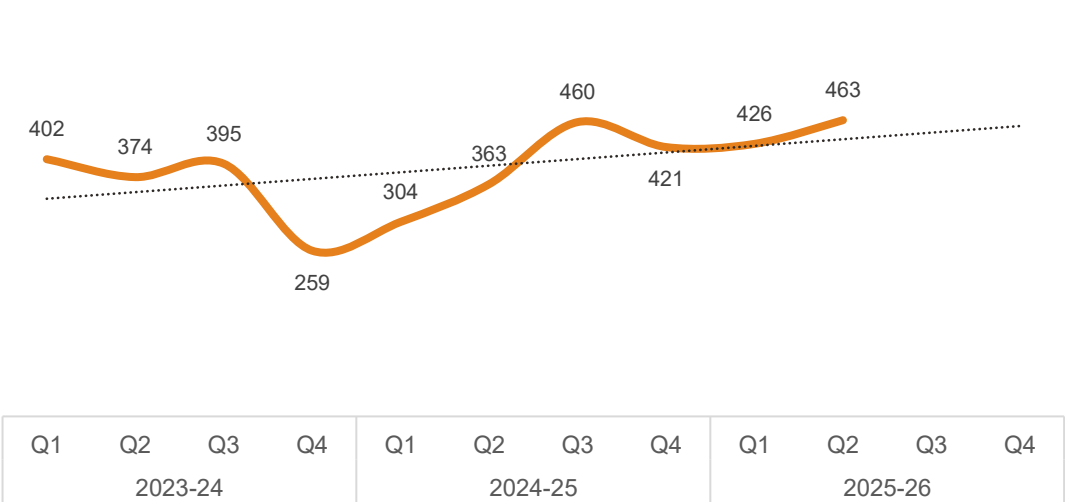
The number of dog control cases received during the year to date is an increase of 27% compared to 2024/25 and an increase of 15% compared to 2023/24. Approximately 94% of cases have been reports of lost or stray dogs with most cases categorised as "contained strays" (meaning dogs were found and held 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. Approximately 41% of dogs have been successfully reunited with their owners, however, this figure varies significantly between local authorities and the average across Worcestershire is approximately 51%.

In general terms, the service receives a low number of dog control complaints and enquiries each quarter. Based on the 43 complaints received during the year to date, however, 33 have related to dog fouling and/o dogs that were persistently straying from residential properties whilst 4 cases have related to dog fouling.

Complaints and Enquiries



Reports of Lost or Stray Dogs



Food Safety

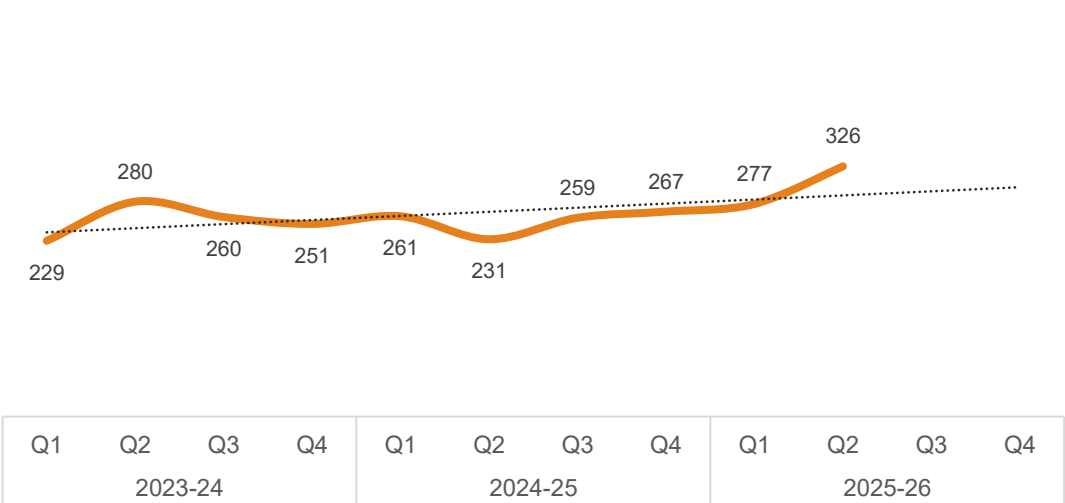
The data on this page outlines the number of food safety cases (complaints, enquiries, and notifications) handled by the service over a three year period. The data also outlines the number of food safety interventions undertaken at premises included in the Food Hygiene Rating Scheme. Complaints reported to WRS relate to food products and premises, however, complaints regarding the composition and labelling of food (including allergen labelling) are primarily investigated by Worcestershire Trading Standards Service. Enquiries handled by the WRS include requests for business advice, requests for hygiene ratings, and requests for export health certificates which are required by businesses seeking to export food to Northern Ireland, the European Union, and non-EU countries.

Comments

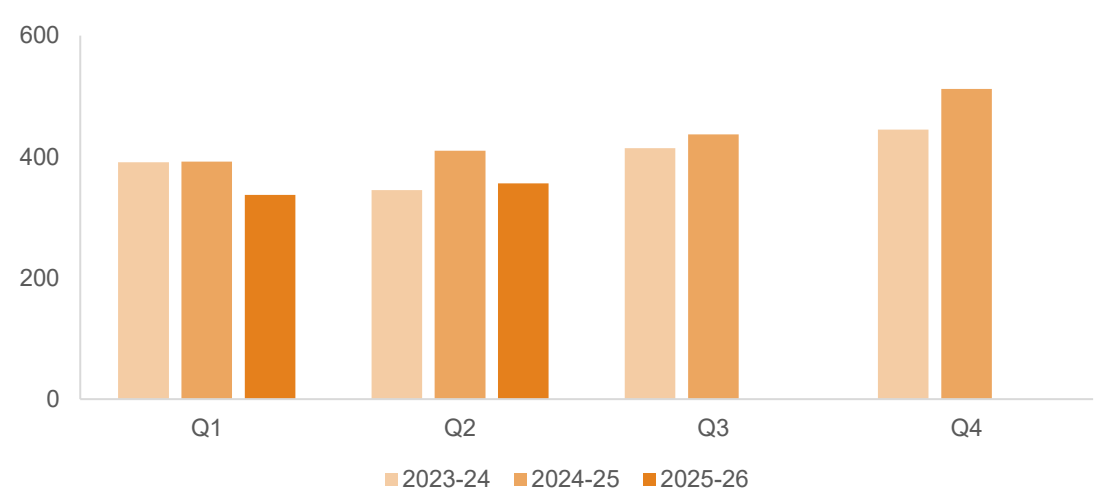
The number of food safety cases received during the year to date is an increase of 23% compared to 2024/25 and an increase of 18% compared to 2023/24. The service tends to receive a greater number of enquiries (including requests for business advice) than complaints. Based on the 279 complaints received during the year to date, however, 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.

Based on the 694 interventions undertaken during the year to date, 5% have resulted in businesses being rated as "non-compliant" (issued a rating of 0, 1, or 2). In parallel with previous reports, 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>.

Complaints and Enquiries



FHRS Interventions



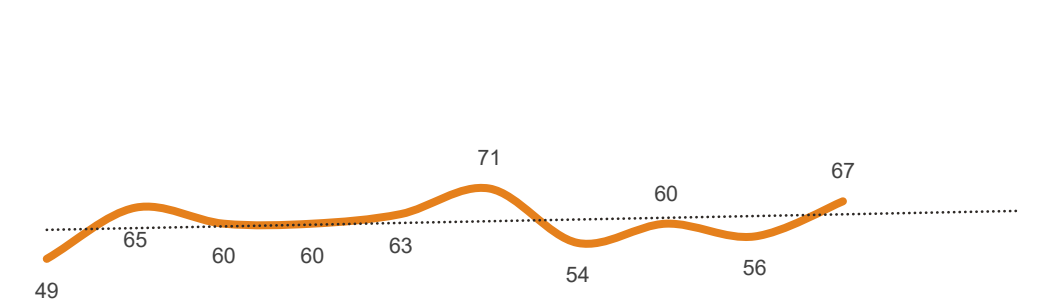
Health & Safety

The data on this page outlines the number of health and safety cases (complaints, enquiries, and reports of accidents in the workplace) handled by the service over a three-year period. Investigations are only undertaken by WRS where they relate to premises such as retail outlets, offices, leisure services, hospitality premises, and cosmetology premises. Other premises, such as factories and medical premises, fall with the remit of the Health and Safety Executive.

Comments

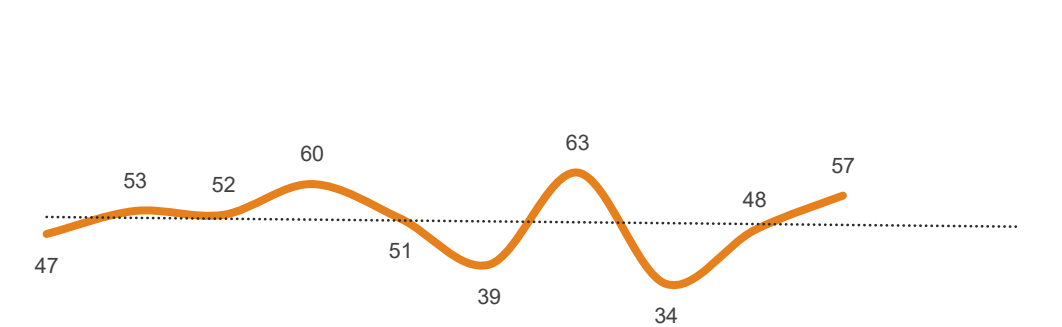
The number of health and safety cases received during the year to date is broadly comparable to 2024/25 but an increase of 7% compared to 2023/24. Approximately 46% of cases have been reports of accidents in workplaces with most cases relating to injuries where a worker was incapacitated for more than seven days or injuries to members of the public. In parallel with previous reports, most accidents have occurred due to slips, trips, and falls (whether on the same level or from height). 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.

Complaints and Enquiries



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

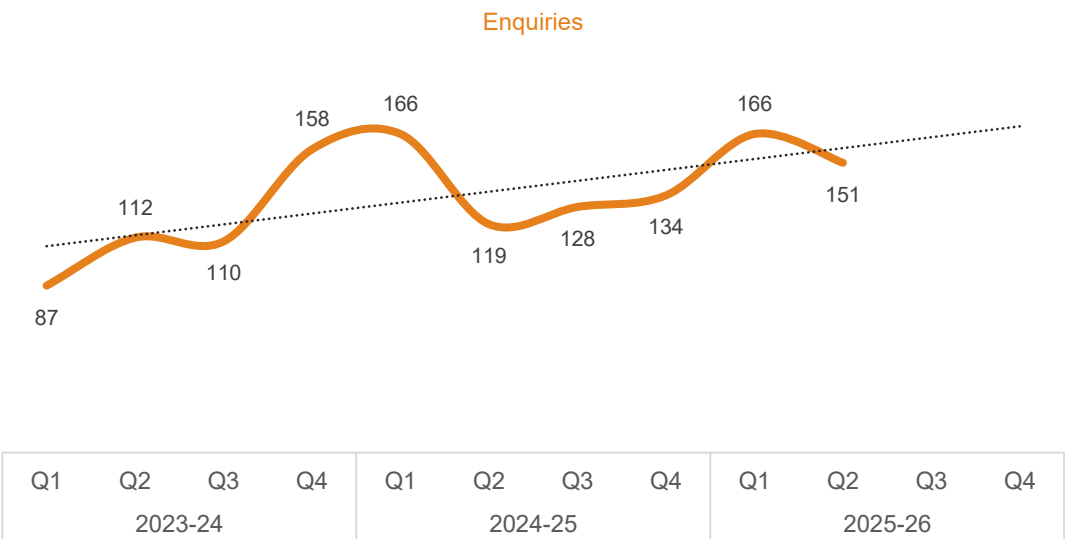
Accident Reports



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

Information Requests

The data on this page outlines the number of information requests handled by the service over a three-year period. Requests for information are generally received from the public, or private sector companies, and are made under the Environmental Information Regulations, the Freedom of Information Act, and the Data Protection Act (including Subject Access Requests). The service also handles requests for information from other local authorities, or law enforcement agencies, for the prevention and detection of crime and/or the apprehension and prosecution of offenders.



Licensing

The data on this page outlines the number of licensing cases (complaints, enquiries, applications, and registrations) handled by the service over a three-year period. Complaints reported to WRS can relate to licenced and unlicensed activitiy, however, cases generally relate to the following areas:

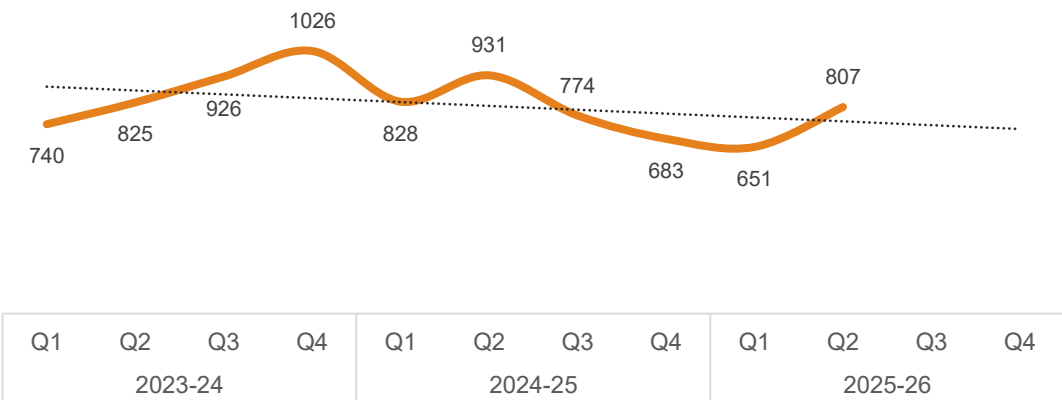
- Alcohol and Entertainment
- Animals
- Caravans
- Gambling
- Scrap Metal
- Sex Establishments
- Skin Piercing
- Street Trading, Amenities, and Collections
- Taxis

Comments

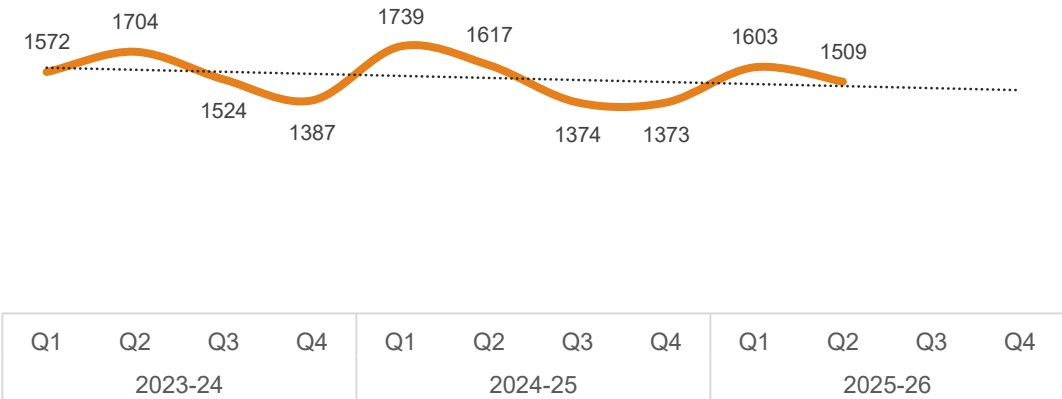
The number of licensing cases received during the year to date is a reduction of 11% compared to 2024/25 and a reduction of 6% compared to 2023/24. Approximately 68% of cases have been applications or registrations and, in parallel with previous reports, the most common types of applications submitted to the service relate to temporary events (33%), prviate hire vehicles (18%) and hackney carriage vehicles (11%).

In general terms, the service receives a higher number of enquiries (queries about regulations, by-laws, and licence conditions etc.) than complaints. Based on the 505 complaints received during the year to date, however, approximately 40% have related to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards) whilst 30% have related to alcohol licensing (reports of businesss failing to comply with the licensing objectives). A further 12% of complaints have related to animal licensing with most cases relating to the unlicenced breeding and/or sale of dogs.

Complaints and Enquiries



Applications and Registrations



Planning

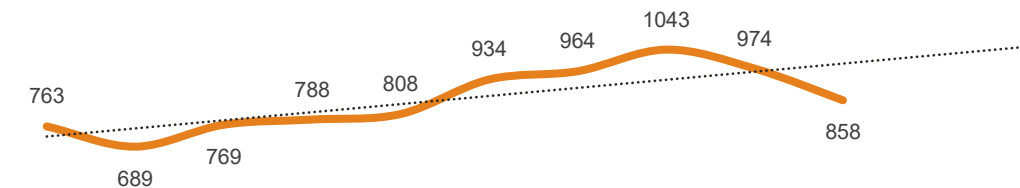
The data on this page outlines the number of planning enquiries handled by the service over a three-year period. Planning enquiries processed by WRS are either consultations or requests to discharge planning conditions, however, enquiries only relate to the following areas:

- Air Quality
- Contaminated Land
- Environmnetal Permitting
- Food
- Health and Safety
- Nuisance
- Private Water Supplies

Comments

The number of planning enquiries received during the year to date is an increase of 5% compared to 2024/25 and an increase of 26% compared to 2023/24. Approximately 94% of enquiries were consultations for air quality, contaminated land, or nuisances; whilst approximately 1 in 4 enquiries have been processed (on a contractual basis) on behalf of other local authorities.

Planning Enquiries



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

Planning Enforcement & Environmental Crime

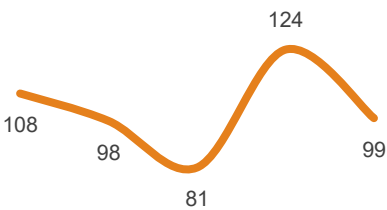
The data on this page outlines the number of planning enforcement and environmental crime cases (complaints and incidents) handled by the service over a three-year period. Complaints reported to WRS include reports of fly-tipping, littering, and planning breaches at residential or commercial premises. These functions are only delivered on behalf of Bromsgrove and Redditch Councils and have only been within the remit of the service since June 2024.

Comments

There is currently no comparable temporal data available for the planning enforcement and environmental crime functions as the service has only been delivering these functions since June 2024. Based on the 666 cases recorded during the year to date, however, 64% have related to fly-tipping incidents whilst 32% have been complaints about suspected breaches of planning legislation at residential or commercial properties. The planning enforcement function has seen a reduction in the number of reports of breaches of planning control and this has enabled the team to focus on finding resolutions to long standing cases.

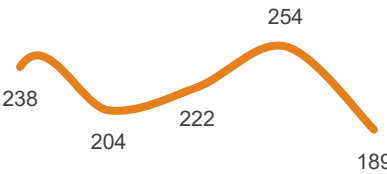
From an environmental crime perspective, it should be noted that the number of cases outlined on this page is the number of cases that have been (or are in the process of being) investigated by the service. During the year to date, approximately 1,243 fly-tipping incidents been reported to Bromsgrove District Council whilst 998 incidents have been reported to Redditch Borough Council. Where an incident is not investigated, this is commonly because there is no possible means for the service to identify a suspect and/or because insufficient information was supplied via the reporting form.

Planning Enforcement



Q1	Q2	Q3	Q4
2023-24			
Q1	Q2	Q3	Q4
2024-25			
Q1	Q2	Q3	Q4
2025-26			

Environmental Crime



Q1	Q2	Q3	Q4
2023-24			
Q1	Q2	Q3	Q4
2024-25			
Q1	Q2	Q3	Q4
2025-26			

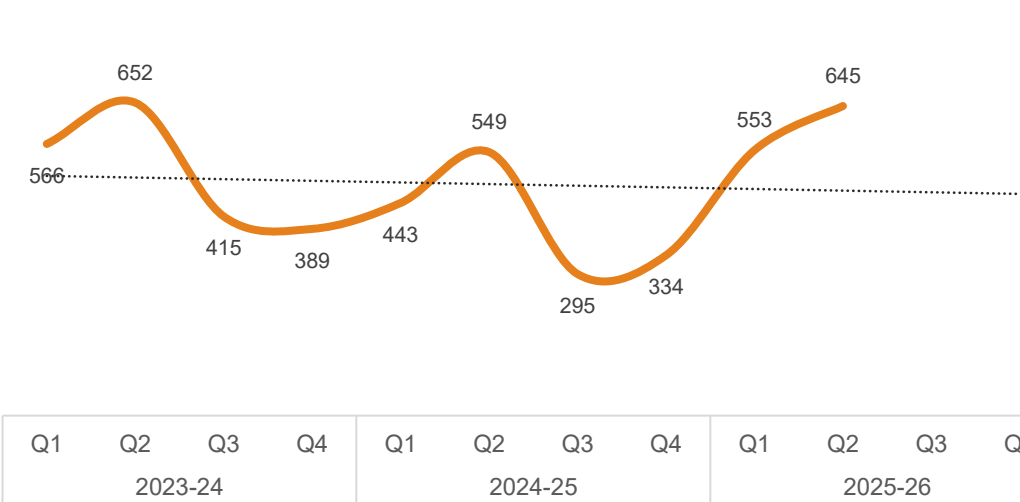
Pollution

The data on this page outlines the number of pollution cases (complaints and enquiries) handled by the service over a three-year period. Complaints reported to WRS include reports of nuisances (noise, light, odour, smoke) resulting from domestic, commerical, or agricultural activity and notifications of contamination incidents.

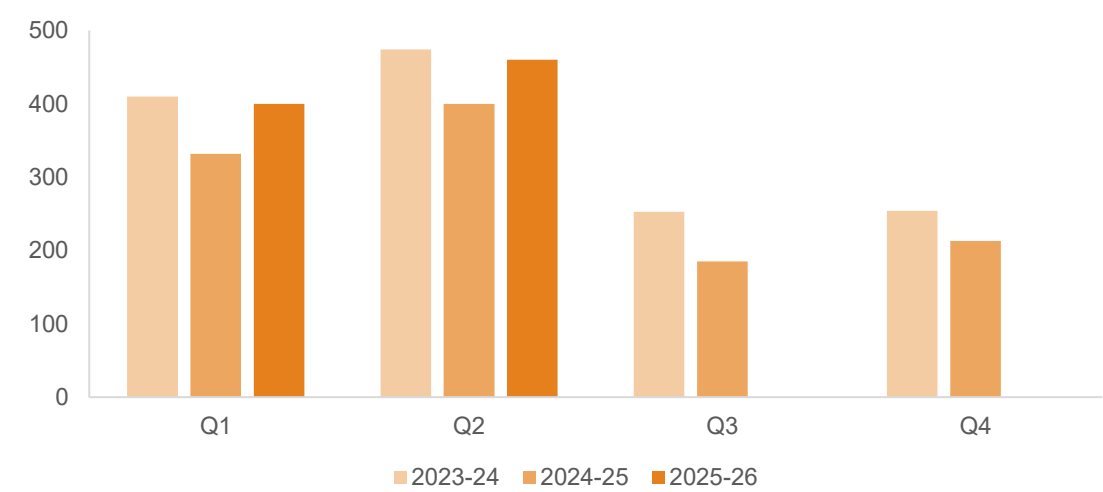
Comments

The number of pollution cases received during the year to date is an increase of 21% compared to 2024/25 but a reduction of 2% compared to 2023/24. Approximately 92% of cases have been reports of nuisances with 45% of cases relating to noise from residential properties (such as noise from barking dogs or audi-visual equipment). In parrallel with previous reports, other prominent nuisances included nosie 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.

Complaints and Enquiries



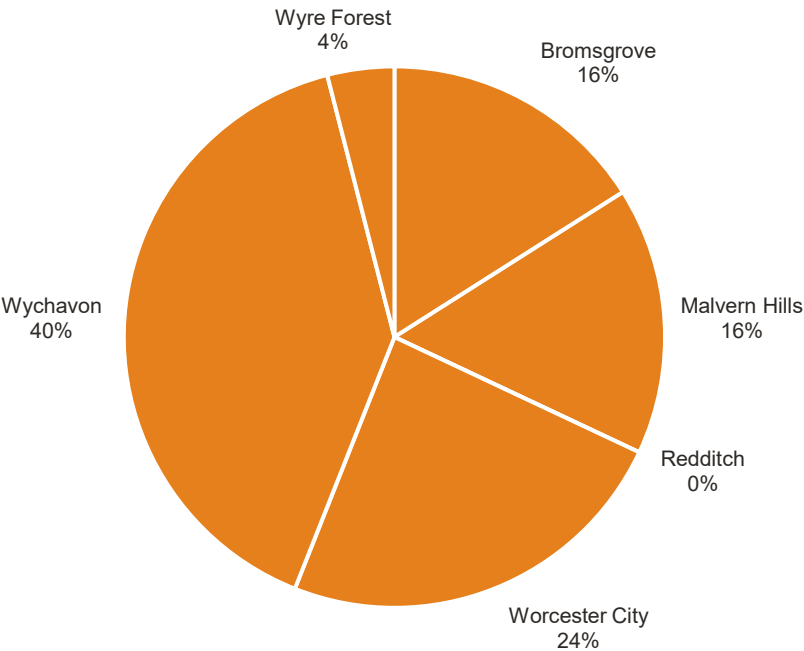
Complaints and Enquiries (Noise Only)



Noise

The data on this page outlines the wards in Worcestershire which have the highest rates of noise pollution cases. It also shows the districts where these wards are located.

Note: The figures in the table are cumulative and will continue to increase until the end of year report is published in April 2026. Where a ward is highlighted, it was also one of the top 10 wards featured in the 2024/25 Activity Report.



Ward	Total	Population	Rate
Barnt Green And Hopwood	9	2,951	3.05
Bredon	8	2,645	3.02
South Bredon Hill	7	2,427	2.88
Alvechurch Village	8	2,960	2.70
Little Hampton	14	5,899	2.37
Upton And Hanley	10	4,268	2.34
Aston Fields	8	3,513	2.28
Hartlebury	7	3,214	2.18
Longdon	4	2,087	1.92
Droitwich Central	5	2,621	1.91
Saint Peters Parish	10	5,310	1.88
Baldwin	4	2,216	1.81
Warndon	10	5,661	1.77
Bretforton And Offenham	5	3,010	1.66
Broadway And Wickhamford	8	4,885	1.64
Charford	6	3,677	1.63
Cathedral	19	11,760	1.62
Bedwardine	13	8,107	1.60
Wells	5	3,256	1.54
Saint John	13	8,736	1.49
Aggborough And Spennells	13	8,774	1.48
Upton Snodsbury	4	2,705	1.48
Rainbow Hill	8	5,418	1.48
Drakes Broughton	4	2,711	1.48
Dodderhill	4	2,809	1.42

Public Health

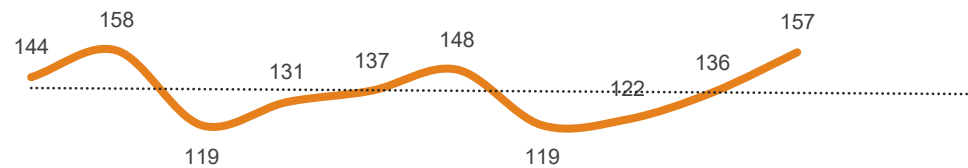
The data on this page outlines the number of public health cases (complaints and enquiries) handled by the service over a three-year period. The data also shows the number of domestic subsidised treatments carried out by contractors. Complaints reported to WRS include reports of accumulations and reports of pests due to the activities of local residents or businesses. Pest control treatments are offered by five of the districts, however, Wyre Forest District Council does not offer a subsidised pest control service.

Comments

The number of public health cases received during the year to date is 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 prescence of rodents or other pests.

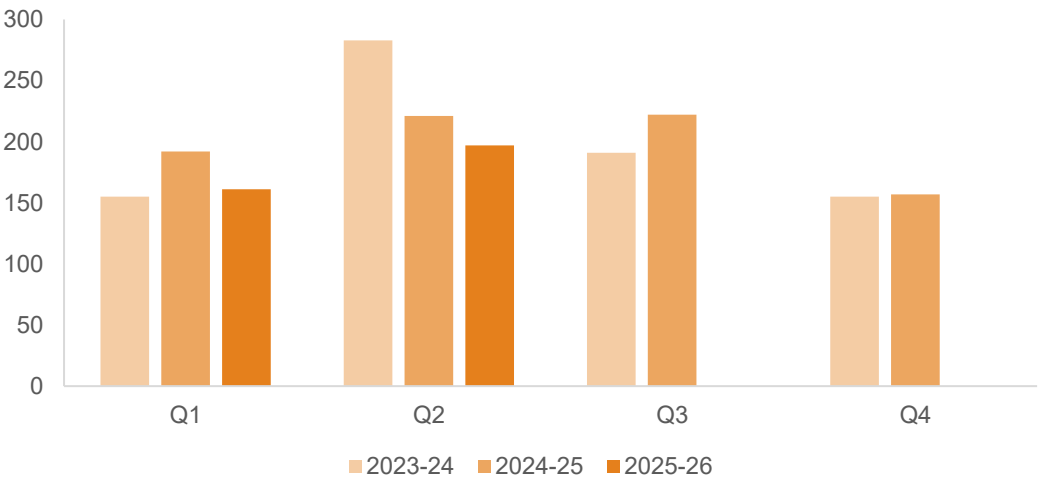
Based on the 351 domestic treatments undertaken by pest control contractors during the year to date, approximately 47% were due to problems with rats whilst 31% were due to issues with wasps or hornets. Around two thirds of treatments have taken places at properties in the Redditch or Wychavon districts.

Complaints and Enquiries



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

Domestic Subsidised Treatments

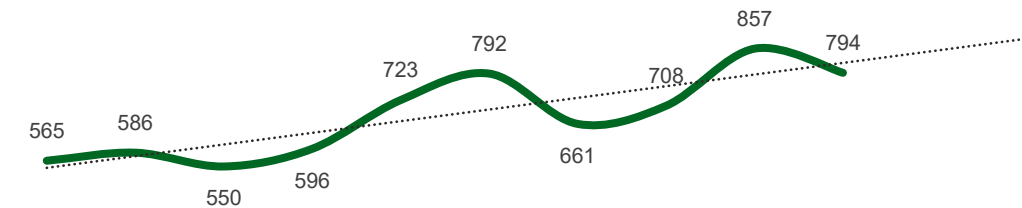


Bromsgrove

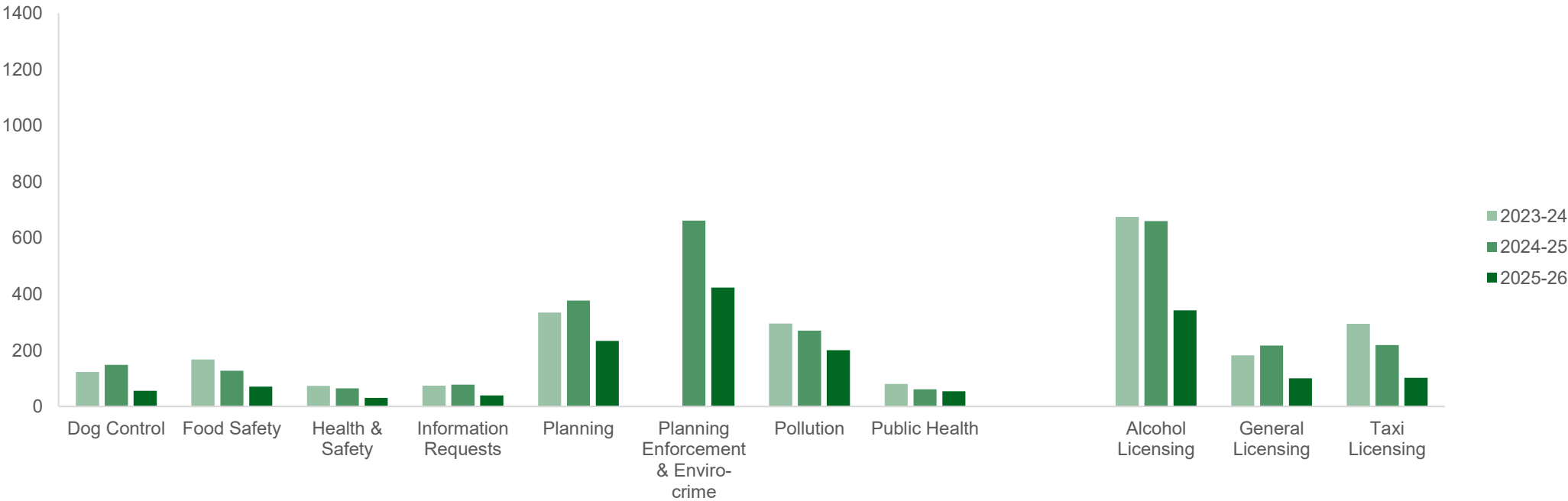
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Bromsgrove district. The data also shows a breakdown of these cases by the primary functions delivered by the service.

Note: The recent increase in cases can be attributed to the additional functions (enviro-crime and planning enforcement) now being delivered. The figures for the current year are cumulative and will continue to increase until the end of year report is published in April 2026. In addition, the Y axis on the chart below has been standardised so the level of demand received against each function can be broadly compared to other districts.

Complaints, Enquiries, Applications, and Notifications



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

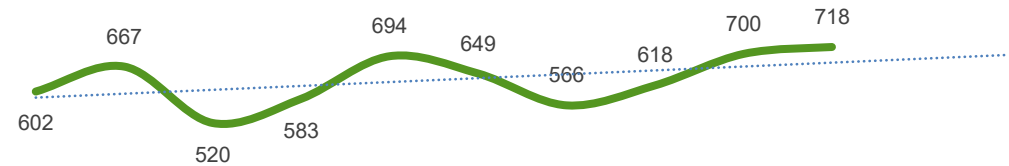


Malvern Hills

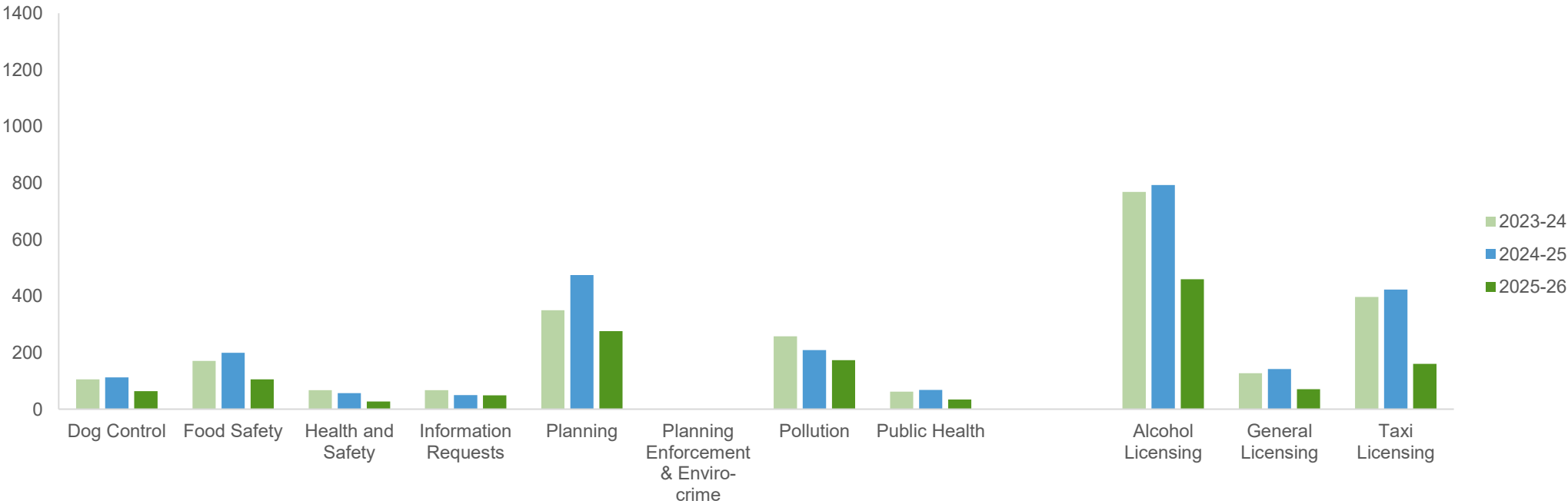
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Malvern Hills district. The data also shows a breakdown of these cases by the primary functions delivered by the service.

Note: The figures for the current year are cumulative and will continue to increase until the end of year report is published in April 2026. In addition, the Y axis on the chart below has been standardised so the level of demand received against each function can be broadly compared to other districts.

Complaints, Enquiries, Applications, and Notificaitons



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

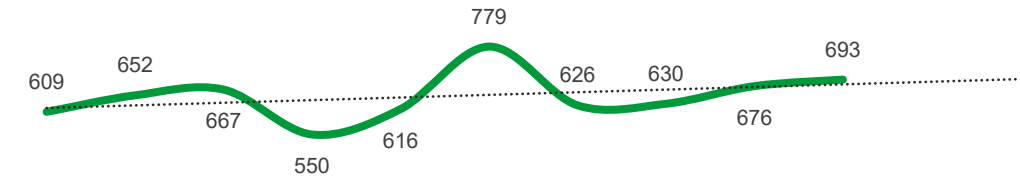


Redditch

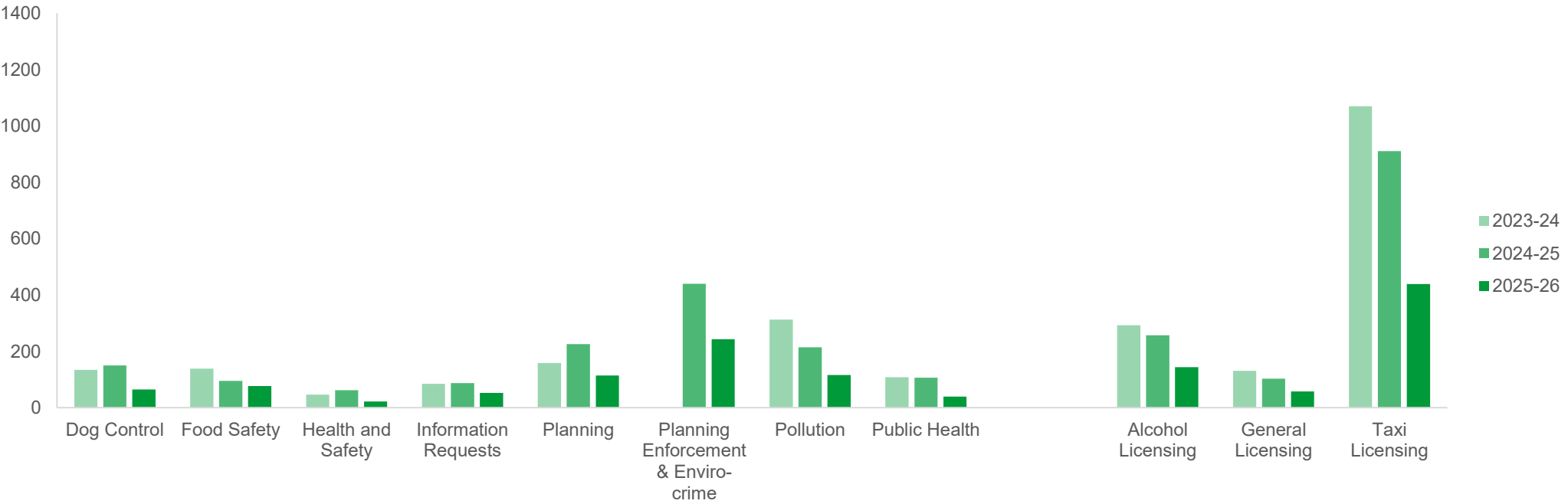
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Redditch district. The data also shows a breakdown of these cases by the primary functions delivered by the service.

Note: The recent increase in cases can be attributed to the additional functions (enviro-crime and planning enforcement) now being delivered. The figures for the current year are cumulative and will continue to increase until the end of year report is published in April 2026. In addition, the Y axis on the chart below has been standardised so the level of demand received against each function can be broadly compared to other districts.

Complaints, Enquiries, Applications, and Notifications



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

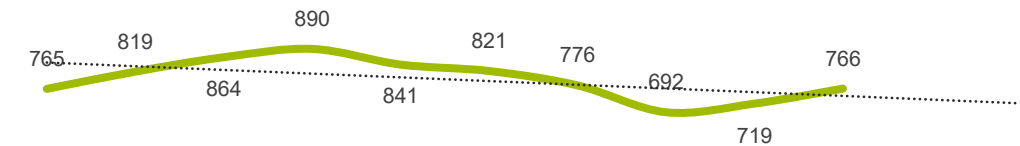


Worcester City

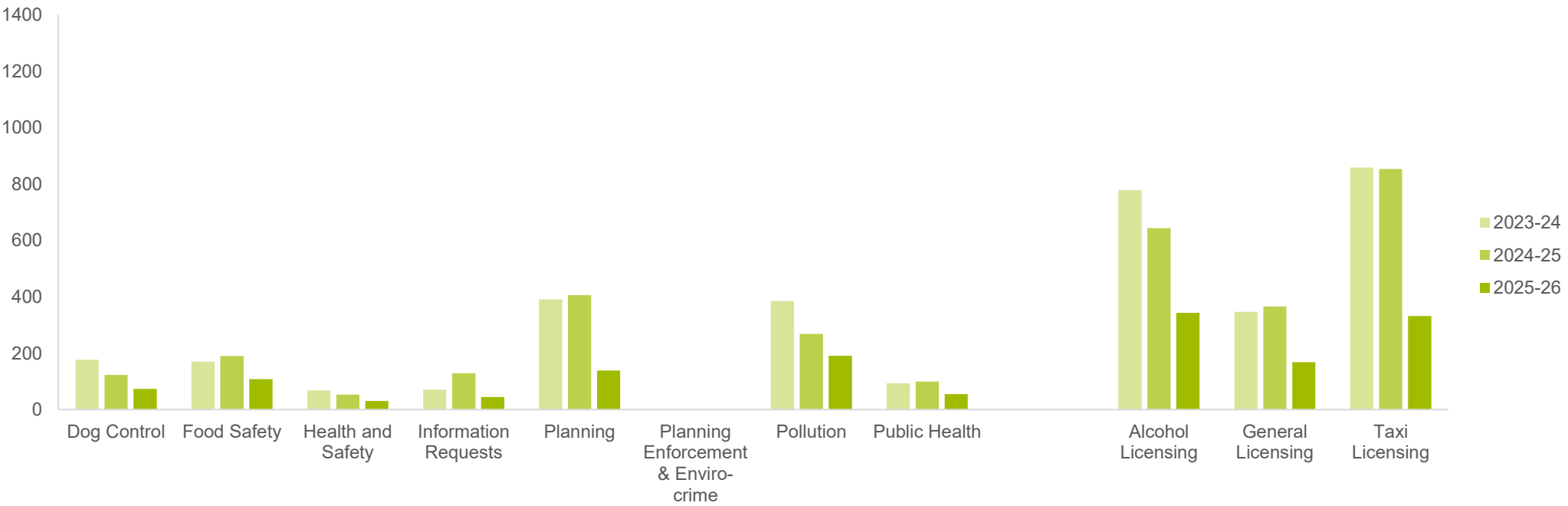
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Worcester City district. The data also shows a breakdown of these cases by the primary functions delivered by the service.

Note: The figures for the current year are cumulative and will continue to increase until the end of year report is published in April 2026. In addition, the Y axis on the chart below has been standardised so the level of demand received against each function can be broadly compared to other districts.

Complaints, Enquiries, Applications, and Notificaitons



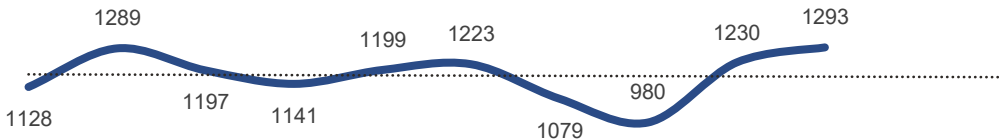
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			



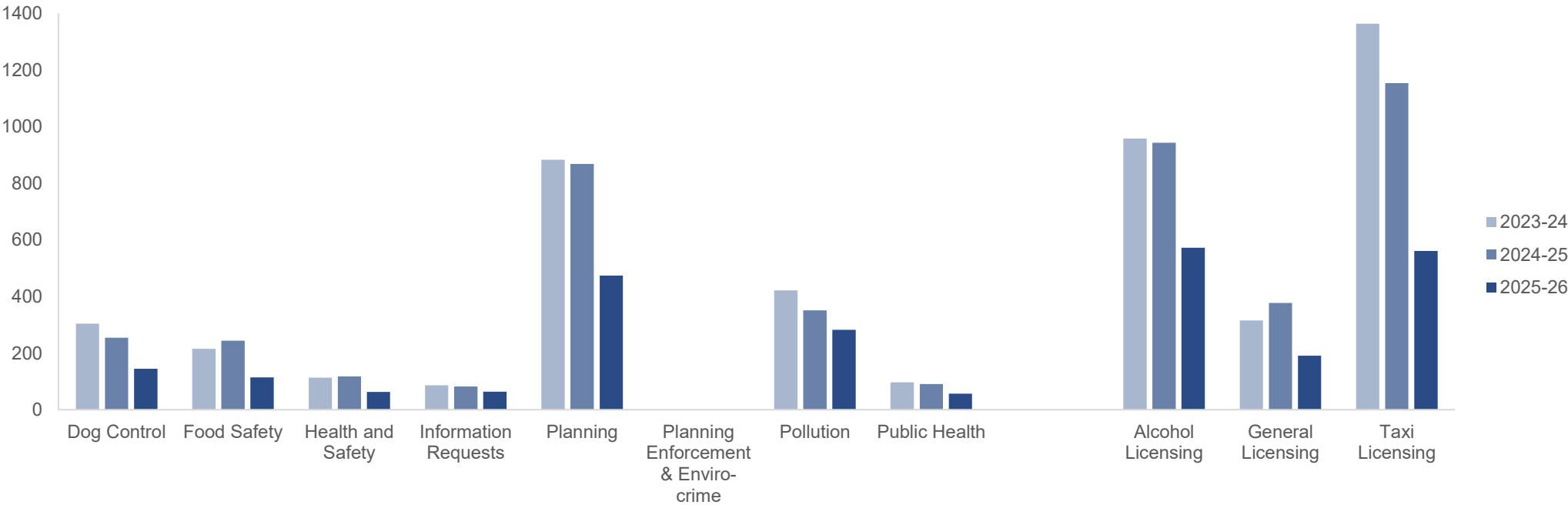
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Wychavon district. The data also shows a breakdown of these cases by the primary functions delivered by the service.

Note: The figures for the current year are cumulative and will continue to increase until the end of year report is published in April 2026. In addition, the Y axis on the chart below has been standardised so the level of demand received against each function can be broadly compared to other districts.

Complaints, Enquiries, Applications, and Notificaitons



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2023-24				2024-25				2025-26			

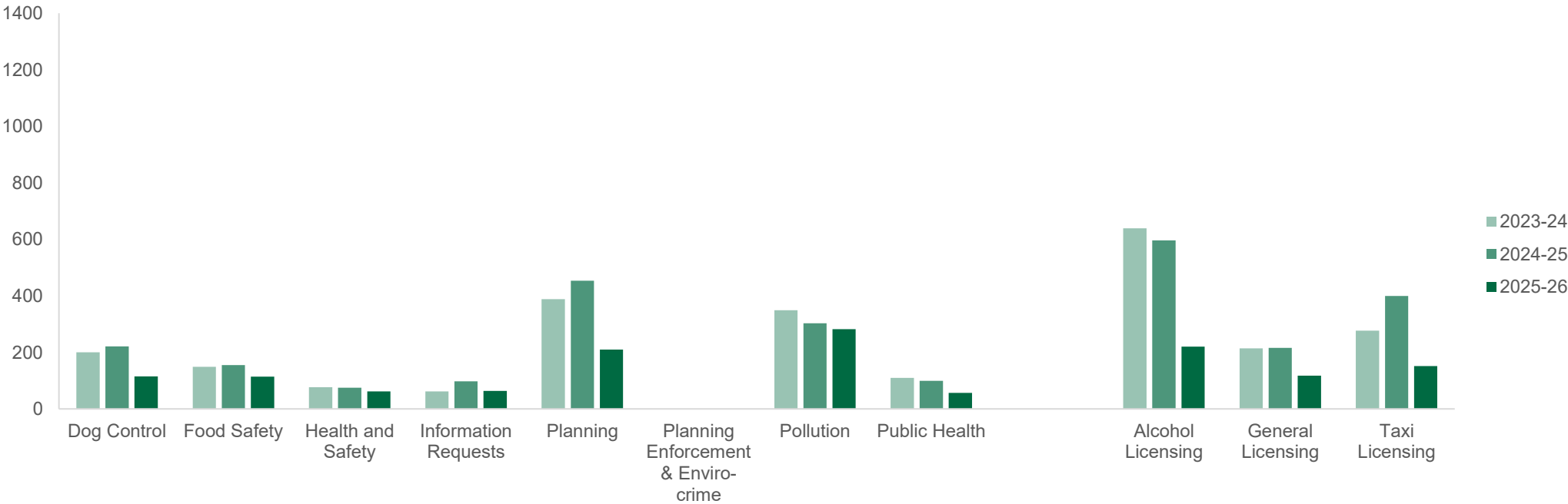
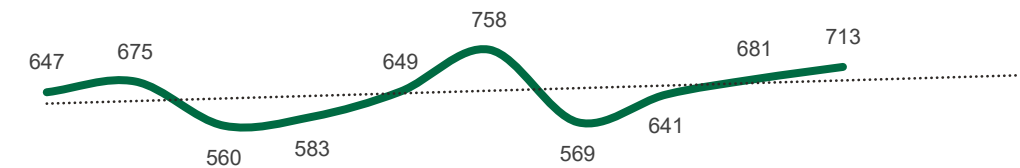


Wyre Forest

The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Wyre Forest district. The data also shows a breakdown of these cases by the primary functions delivered by the service.

Note: The figures for the current year are cumulative and will continue to increase until the end of year report is published in April 2026. In addition, the Y axis on the chart below has been standardised so the level of demand received against each function can be broadly compared to other districts.

Complaints, Enquiries, Applications, and Notificaitons

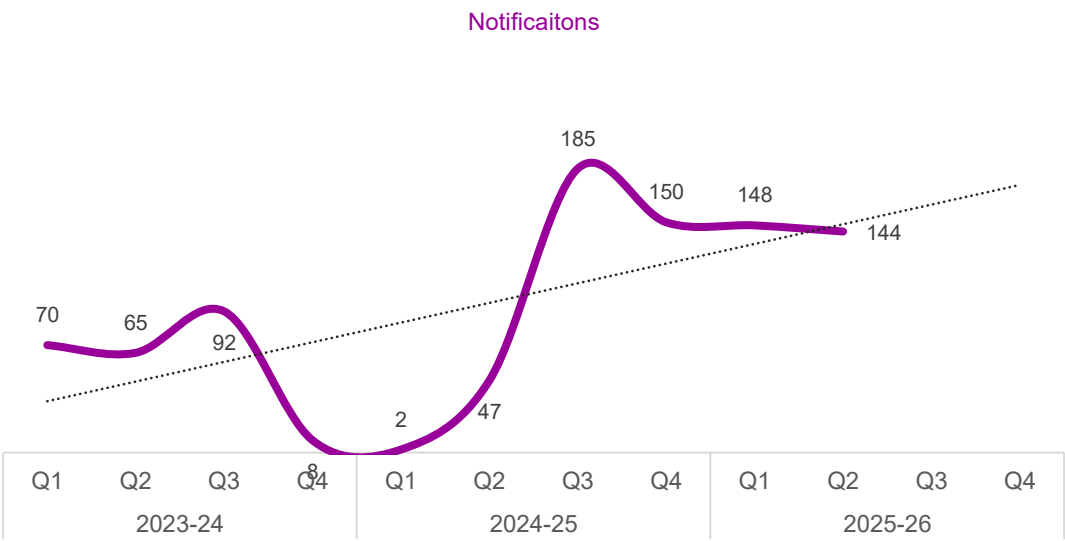


Birmingham City

The data on this page outlines the number of planning enquiries processed by the service on behalf of Birmingham City Council.

We currently, and historically, have only ever provided services in relation to dog control. We commenced provision of an out of hours stray dog kennelling, reuniting with owners and rehoming of unwanted stray dog service which continued until Q1 2022-23 with finders dropping off dogs out of hours which they had found. Unfortunately we lost the use of the kennels we were primarily using to service this contract and, as a result, changed the contract delivery to include collection of stray dogs. This increased the number of dogs received, kennelled and rehomed, reducing the number of dogs Birmingham City might see as strays in the future. In Q4 2023-24, the out of hours contract arrangements with Birmingham ceased with assistance being provided on an ad hoc basis only until a new contract for kennelling of all Birmingham stray dogs commenced.

The new contract arrangement, which started on 1st September 2024, includes the receipt of stray dogs (deposited by Birmingham City Dog Wardens) to our kennelling facilities, where we facilitate reunification, rehoming or where a banned or dangerous dog, arrange euthanasia. We envisage there to be in excess of 1200 stray dogs a year received through this contract. Our experience since the new contract is that 50% of the XL Bully dogs we receive as strays are from Birmingham City Council area. Of the other dogs seized as strays, a significant proportion are larger bull or status breeds.



Cheltenham

The data on this page outlines the number of dog control cases (reports of lost or stray dogs) handled by the service on behalf of Cheltenham Borough Council.

The dog control work undertaken for the authority is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners, and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray dog numbers for Cheltenham Borough Council as well as utilising existing WRS resource and expertise. Having said that, post-pandemic stray dog numbers have been increasing year on year following the issues widely reported about dog socialisation and anxiety since as well as the current cost of living crisis.



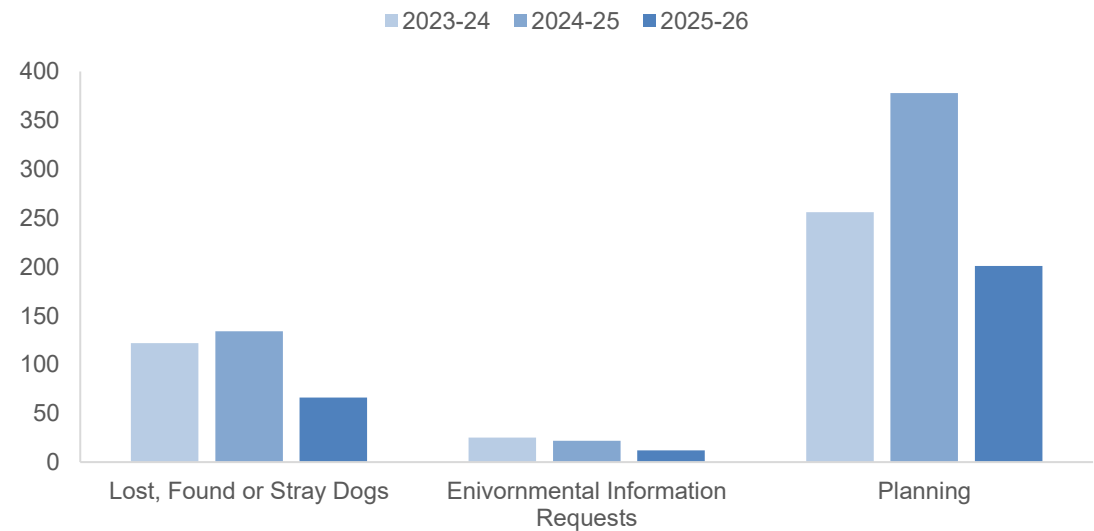
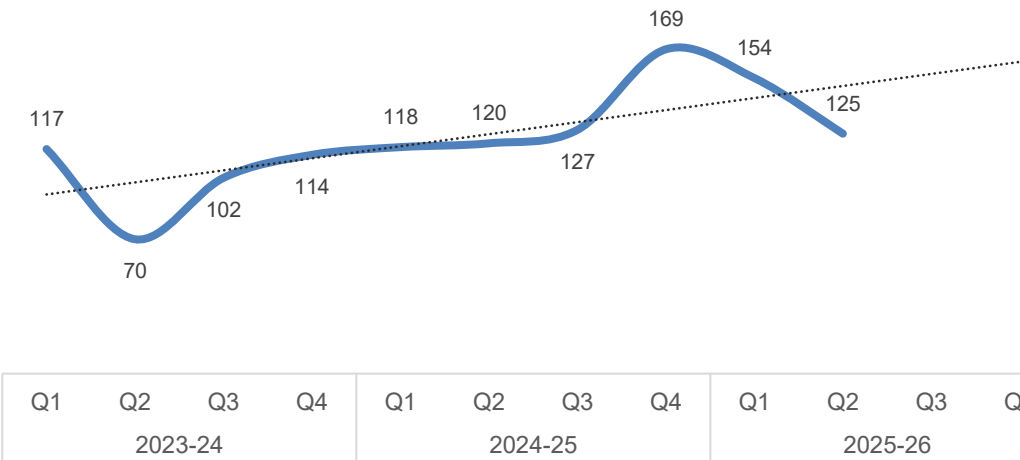
Gloucester City

The data on this page outlines the number of dog control cases (reports of lost or stray dogs), environmental information requests, and planning enquiries handled by the service on behalf of Gloucester City Council.

The dog control work undertaken for the authority is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners, and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray dog numbers for Gloucester City Council as well as utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. The numbers of stray dogs are reducing annually, however, this is being closely monitored as the numbers are plateauing and there have been recent increases in the number of abandoned strays in other areas due to the cost of living crisis and post-COVID behaviour changes.

In addition to dog control activity, the service continues to deal with environmental information requests and planning enquiries.

Enquiries and Notifications



Tewkesbury

The data on this page outlines the number of dog control cases (reports of lost or stray dogs), and planning enquiries handled by the service on behalf of Tewkesbury Borough Council.

The dog control work undertaken for the authority is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners, and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray dog numbers for Tewkesbury Borough Council as well as utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As with other Gloucestershire and Worcestershire authorities, the numbers of stray dogs are reducing annually, however, this is being closely monitored as there have been recent increases in the number of abandoned strays in other areas due to the cost of living crisis and post-COVID behaviour changes.

In addition to dog control activity, the service has recommenced the provision of advice to Planning Officers on nuisance and air quality matters, following cessation of the service in Q4 2023-24 following a successful recruitment campaign.

Enquiries and Notifications

