

WRS Board
Date: 19th February 2026

Title: Activity and Performance Data Quarter 3 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	<p>The detail of the report focuses on the third quarter of 2025/26, but the actual data allows comparison with previous quarters and previous years.</p> <p>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.</p>
Report	<p>Activity Data</p> <p>Whilst the number of reported stray dogs dropped last quarter, a significant number of complaints and enquiries meant that the upward trend in the overall number of dog control cases received during the year to date continued, being 12% above the same period last year and 10% above that in 2023/24.</p> <p>"Contained strays" (meaning dogs were found and held by members of the public) continues to represent the vast majority of demand. Around 1 in 5 dogs assessed had welfare concerns and as outlined in previous reports, there has been a concerning increase in these types of 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 50%.</p> <p>Actual "dog control" complaints are relatively small in number with the vast majority related to dog fouling and/or dogs that were persistently straying from residential properties.</p> <p>Although the number of food complaints and enquiries fell during quarter 3, the overall number of food safety cases received during the year to date is 14% up compared to last year and 11% above the figure in 2023/24.</p>



Enquiries, including requests for business advice, continue to exceed actual food complaints in terms of numbers. Of the 396 actual food complaints received during the year to date, 72% have related to issues with food products such as poor-quality food or food containing a foreign object, and 28% have related to poor hygiene standards or practices at food businesses.

Of the 1,149 interventions undertaken during the year to date, only 4% have resulted in businesses being rated as "non-compliant" (i.e., were 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.

Health and safety complaints and enquiries remained on trend in quarter 3 but reported accidents fell, meaning the overall number of such cases received during the year to date is 4% lower than last year but is broadly comparable with 2024/25. Almost half 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. As ever, slips, trips, and falls remain the commonest sources of reported accidents. Sadly, the service has had to investigate three fatalities this year, the most recent one being an incident where a member of the public drowned in a privately run swimming pool.

Both applications/ registrations and complaints/ enquiries to Licensing fell slightly in quarter 3, so the overall number of licensing cases received during the year to date is 6% below compared to both of the previous years. Just over two-thirds of cases were applications or registrations, with the commonest types remaining temporary events (25%), private hire vehicles (18%) and hackney carriage vehicles (10%).

As with other areas of work, enquiries (i.e., queries about regulations, by-laws, and licence conditions etc.) generally outstrip numbers of actual complaints about licensed persons or premises. Based on the 750 actual complaints received during the year to date, around 43% have related to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards,) and 29% have related to alcohol licensing (reports of business failing to comply with the licensing objectives). A further 11% of complaints have related to animal licensing with most cases relating to the alleged unlicensed breeding and/or sale of dogs.

As with Quarter 2, the number of planning enquiries received in quarter 3 fell, meaning that the totals for the year to date are 2% below last year but 20% above the figure 2023/24. The vast majority of enquiries have been consultations for air quality, contaminated land, or nuisances; with approximately 1 in 5 enquiries having been processed (on a contractual basis) on behalf of other local authorities.

Members will see that the fall in nuisance complaints through quarter 3 mirrors previous seasonal patterns, usually reflecting the shift to autumnal weather. As we have said elsewhere, whilst last year's summer temperatures were record-breaking, the spike of nuisance complaints did not exceed the levels in the summer of 2023/24. Hence, the overall number of pollution cases received during the year to date is 19% higher than last year but 6% lower



than in 2023/24. The vast majority of cases have been reports of alleged statutory nuisances, with 42% relating to noise from residential properties (such as noise from barking dogs or audio-visual equipment). Other prominent alleged nuisances included noise from night-time economy businesses, noise from other hospitality businesses, smoke from the burning of domestic or commercial waste, and with the dryness of last summer, noise or dust from construction sites.

“Public Health” cases are often included alongside nuisance as they are addressed with similar legislation. The number of complaints and enquiries received during Q3 was the lowest in the previous three-years, meaning the overall number of such cases received during the year to date is 2% lower than last year and 6% below that in 2023/24. Approximately half of cases have related to pest control, with enquiries about domestic treatments or sewer baiting, and complaints about pest activity caused by the actions of neighbouring residents or businesses featuring strongly. A further 28% of cases were reports of accumulations of rubbish or waste at residential properties, however, such complaints often refer to the presence of rodents or other pests.

Of the 515 domestic treatments undertaken by pest control contractors during the year to date, approximately 55% were due to problems with rats whilst a further 24% were due to issues with wasps or hornets. Around two thirds of treatments have taken places at properties in the Redditch or Wychavon districts.

Performance

Quarter 3 is another more limited reporting period. The non-business customer measure at 59.6% is slightly higher than at the same point last year (58.6%) but slightly below the previous one (60.7%). Whilst we saw a record-breaking summer for temperatures, this did not deliver the levels of demand for nuisance work and the cool, wet Autumn has likewise kept complaint numbers at a reasonable level. Response numbers also remain low with just over 100 replies received from April to December, although this is significantly better than the 80, we received this time last year. Having reviewed the data, the speed of addressing the issue and whether the overall outcome meets expectations are still the main areas that score poorly and where there is a need for improvement. However, even if clear conversations are hard at the beginning of the process to explain the potential likelihood of being able to achieve the change someone wants to see, there is a risk that if this cannot be achieved it is officers and the service who will be blamed. Numbers who felt better equipped to deal with future issues at 51.3%, is slightly below the figures at the same point in the previous 2 years.

Business customer satisfaction is marginally above the last quarter at 95.2%, slightly below the figure this time last year (96.8%) but is still well above previous year’s 92% at the same point in the year. So far, 131 responses have been received. One question has fewer responses than the others, making one or two negatives more impactful. Beyond this, speed of response and not giving the response that gave people the outcome they hoped for seems to be the main issue.



Contact Points

Overall numbers of compliant and non-compliant food businesses were at 98.5% and 1.5% respectively. This remains good and on a par with previous years.

The ratio of compliments to complaints remains good at 45 to 10.

Staff sickness has increased from 3.04 days per FTE to 4.56 days per FTE cumulative for the year. This is the highest that sickness has been for some time and above the figures for the same period in the previous 3 years (2.94, 2.44, 2.94). Whilst cold and flu viruses have been worse this year than last, over 77% of sick days recorded fell into the long-term category (i.e., members of staff being off for 28 days plus.) Members will be aware that one or two members of WRS staff are yet to recover from serious illness and remain absent.

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Background Papers

Appendix A: Activity Report (separate document)
Appendix B: Performance indicators Table



Appendix B: Performance indicator table

Table of Pls 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	59.6	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	91.8	95.1	95.2	
3. % businesses broadly compliant/ made 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	98.5	
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	1.5	
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 customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	42.9	57.8	51.3	
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	3/11	5/25	10/45	
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	4.56 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 services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	
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