

**WRS Joint Board**

**Date: 25<sup>th</sup> June 2026**

**Title: Worcestershire Regulatory Services Annual Report 2025/26**

**Recommendation**

That the Joint Committee note the Annual Report for 2025/6 and agree that a copy be forwarded to each Chief Executive of the 6 partner authorities and to the wider elected member base in their areas.

**Contribution to Priorities**

Not applicable

**Summary**

Under the Worcestershire Shared Services Partnership Service Level Agreement, the Head of Worcestershire Regulatory Services and the Lead Finance Officer for the host authority, Bromsgrove District Council, are required to submit to the Joint Board an annual report that covers the performance of the shared service and provides a summary of the finances. This report covers the period from 1<sup>st</sup> April 2025 to 31 March 2026. If endorsed by the Joint Board, a copy will be forwarded to each Chief Executive of each member authority, and the authors would request that members use their usual channels within their authorities to distribute the report to the wider elected member cohort.

**Report**

Under Clause 11 of Part 1 of the Shared Services Partnership Agreement, the Joint Board is required to receive a report at its annual meeting which will be held no later than 30 June each year. The report covers the period from 1 April 2025 to 31 March 2026. The annual report is co-signed by the Head of Worcestershire Regulatory Services and the Lead Financial Officer for the Host Authority as required by the legal agreement.

The report covers the performance of the service for that period, both in terms of KPIs and highlights of activity, a short summary activity report appearing at Appendix 5, which we limit due to the detail that Board members will see in the Activity Data Report. Some detail of the performance indicators has also been covered by the Activity data.

It is far enough away from the pandemic now that we are probably safe to say that the demands hitting the service are what we should

now expect as the norm. The service was part of the core response to the pandemic and it provided us with some very flexible staff, a number of whom have formed the teams delivering the Homes 4 Ukraine support for Redditch and Bromsgrove, with support from experienced WRS managers, while several other former covid staff also feature in the planning enforcement and enviro-crime enforcement team.

Performance remained good in most areas last year. Food business compliance rates remain high. Taxi license renewals were slightly down on previous years, but still well above 90% in 5 working days. The taxi fleet appears to be generally in good order, and this year saw another fall in the number of vehicles failing whilst in service, most of which is detected when vehicles are submitted for a 6-monthly test.

As with previous years, complaints against the service are exceeded by compliments but the ratio is lower. Complaints arose across a range of service areas this year. The main issues for complainants related to:

- Not being allowed to be involved in re-homing of a dog
- Dissatisfaction with investigations on planning related matters,
- Concerns regarding the tone of a standard letter used in nuisance cases
- Response to a nuisance issues, despite having noise equipment deployed in their property.

Non-business customer satisfaction was slightly up on last year at 57.1% compared recent figures of 56.7%, 59.2% and 60.4% respectively. Further detail on this is provided in both the Annual Report itself and Activity Report. The range of areas for complaint was quite broad this year, with no pattern within the service..

Managers will continue to work to address this performance measure. The nature of the service is such that we will never be able to make everyone happy because a significant proportion of nuisance complaints will not amount to a statutory nuisance, but we know that we can improve our performance in this area.

Business satisfaction fell to 92.3% for no obvious reason, similar to the way it did two years ago when 94.6% was recorded. We hope to see it return to levels beyond 95% in 2026/7.

The indicators for licensed premises and noise complaints have been in place long enough now for us to establish good baselines. This year almost all figures are at average or below. The rate of noise complaint against population for all districts this year showed a modest increase on the previous year but again remains good despite last summer's record-breaking temperatures. which undoubtedly contributed to this. Overall, it still suggests that the environment for Worcestershire residents is

good.

The Annual Report also gives a summary of the financial position, the key achievements and covers issues relating to human resources. There are also sections on risk management and equalities. The Report will be published on the WRS website and will be shared with other partners. Putting the report into the public domain meets the requirement in the Regulators Code, made under the Regulatory Enforcement and Sanctions Act 2008, which requires local authorities to publish summary information about their regulatory activities each year.

**Financial Implications**

The financial implications are contained within the Annual Report.

**Contact Points**

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**Background Papers**

WRS Annual Report 2024/5