

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report | 2025-26

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Foreword

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

Welcome to the final activity report for 2025/26. As ever, it follows the familiar format that Board members will have seen many times and, whilst the detail covers the period 1st January to 31st March 2026, figures in the graphs and tables will allowing comparison with the data in previous periods.

Last year was the busiest in the last 3 for dog related matters despite numbers falling from Q3 into Q4. We hope to see a downward trend continuing into 2026/7.

The number of food hygiene interventions grew as we move through the year and our new staff built their confidence and competence, ending the year with over 1700 FHRS interventions. Health and Safety at Work complaints remained on trend but reported accidents were up slightly overall.

Information requests continued on their upward trend up on last quarter. Sometimes in can feel like a neverending stream of FOI and EIR contacts come through each day. Planning enquiries fell slightly over the year but rose at the end of the year in Q4.

In Licensing, applications and registrations was on-trend for the year. Complaints and enquiries to fell back during Q4, following the slight downward trend we have been seeing in this area.

Members will see that the pattern of nuisance complaints for the year, with summer peaks and falls mirrors previous seasonal patterns, usually reflecting the shift in 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. Public Health related complaints (accumulations, vermin, public burials, etc,) often linked to nuisance with similar legislative controls were on par with previous years.

As ever, 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,

A handwritten signature in black ink, appearing to read 'S Wilkes', written in a cursive style.

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.

Quarter Three

Much of Q3 was spent working on the Food Standards Agency (FSA) time and motion study and preparing a report providing assurance as to how we plan to move to compliance with the revised Food Law Code of Practice (October 2025). As part of this the team completed work on, and went live with, the “Living List” making food inspection allocations more efficient. Work also commenced on the first trials of an “In-house” digital inspection programme being developed in co-ordination with Wyre Forest DC’s ICT Team to reduce the burden of administration on officers to free up operational time.

In food safety, CDS (Superstores International) Limited, trading as The Range, were sentenced at Kidderminster Magistrates Court on 11th December 2025 for food safety offences and ordered to pay £400,000 and costs. This was after live rodents and droppings were found in its store in Wyre Forest. Concerns were initially raised by the public after food for human consumption, including easter eggs, had been gnawed by mice. Following the findings, the Range worked cooperatively with WRS to recall the easter eggs and voluntarily closed off areas of the store where gnawed food was found. Additional pest control measures were also put in place. Whilst the vast majority of food businesses in Worcestershire are broadly compliant with hygiene requirements, this outcome serves as a reminder to all business owners of the consequences of failing to maintain pest control and food safety standards, and of the importance of protecting the community.

Work is ongoing with a high security prison in the Wychavon DC area to secure access for monitoring food safety improvements.

Three salmonella incidents with raw chicken and processed chicken products for Aldi imported from Poland by Westbridge Foods were addressed, requiring liaison with the FSA Incidents Team and several local authorities where affected products were being stored (Malvern Hill DC). The quarter also saw three voluntary closures of food businesses due to poor food hygiene standards.

Your officers provided support to Goodmans Geese (Malvern Hills DC) with an APHA investigation when bird flu restrictions hit, with the associated threat to their essential Christmas trade, worked with an international business in Bromsgrove DC to ensure the integrity of their distressed load process after some consignment issues and supported another local company in exporting new products to Turkey.

We have noted an increase in the number of general enquiries about opening new food businesses, and new registrations continue at some 60 per month adding to the team’s workload. At a time when there is a nationally recognised shortage of Environmental Health Officers (EHOs) which we ourselves have experienced during recent recruitment drives, we continue to support new entrants into the profession and during Q3 were able to provide work experience for a trainee military EHO.

In health and safety work, your officers supported the Coroner following an investigation into a fatality at Aldi which involved a scissor lift and also undertook a project through tasking whereby swimming pool operators were contacted and provided with advice following a swimming pool fatality earlier in the year.

The service supported the Victoria Fayre Safety Advisory Group and event in Worcester, with officers monitoring the food stalls.

In nuisance work, a longstanding issue with noise from a Redditch Car wash was successfully resolved and investigations continue in respect of noise nuisance from the fast-growing sport of Padel, the sound of which unfortunately is somewhat akin in nature to that of a shooting range.

Quarter Four

The final quarter of the year was mainly focussed on completing food inspections, where the level of compliance continued to be high. The service also worked up the food safety recovery plan to satisfy the Food Standards Agency that the resource issues identified by them through audit earlier in the year were being addressed.

An initial assessment of staffing requirements was undertaken using the time and motion tool created by the Food Standards Agency. At the same time discussions were taking place with the partners regarding the allocation of additional resource to this work, which led to agreement in principle for three additional full-time equivalent Technical Officers, whose competencies would allow them to inspect all premises. The Action Plan was accepted by the Agency, and the WRS Board approved the appointment of three additional Technical Officers (Food Safety) to the team at its meeting in February.

At its heart, the revised food plan operates through the recreation of two geographically focused Environmental Health Commercial teams within the Community Environmental Health division. Their focus will be food safety, but they will retain responsibility for the investigation of serious incidents under health and safety at work, infectious diseases which are mainly food related, Primary Authority engagement and agreements and management of the county safety advisory groups. This reorganisation was implemented in Q4, with a third Nuisance and Pollution team covering the county for those service demands.

In health and safety, officers continued to work with and provide reports for the coroner' s office in respect of the fatalities under investigation. WRS chaired the Bromsgrove Sporting mid-season Safety Advisory Group.

Nuisance work included supporting the investigation by the Environment Agency and other partners into an illegal waste site in Wychavon and ongoing investigations into noise and dust nuisance at a large housing development in Bromsgrove.

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.

Quarter Three

The number of licensing cases received during the quarter have been slightly down compared to the last quarter which is not dissimilar to the pattern seen in the previous two years. Approximately 68% of cases to date this year 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 (25%), private hire vehicles (18%) and hackney carriage vehicles (10%).

The team continue to work on forms to be used online. The next set of forms to be rolled out for licensing will be pavement licensing and animal licensing forms with the next set in the process to be looked at by the team to be online taxi application. Alongside this, work continues across all teams in WRS to roll out the 'service request' form which will cover the most reported areas of the service to be submitted online.

The team welcomed an external licensing audit on behalf of Wyre Forest district council. The overall feedback was that the service has a Substantial design and effectiveness of controls for licensing. The team generally had a sound system of internal controls designed to achieve system objectives. The service have appropriate policies, procedures, legislation and guidance in place for Licensing which reflect current working practices. There were some minor recommendations that the team have been working on for Control Effectiveness.

There were Licensing Committees across all of the districts where some looked at fees and charges and others looked at street trading and the regulations surrounding the UBER taxi model were discussed. The team are working on new street trading policies for all districts and will be taking them to Licensing Committees in the next quarter for approval to go out to consultation.

The team continue inspections for new and renewal applications for animal licenses alongside carrying out the required interim inspections. This quarter the team have also carried out an interim zoo inspection at 'All things Wild' and started looking at the implementation of the new 'Primate Keeper' Licensing regime with a communication plan drawn up and liaison planned with vets across the County in readiness for its implementation in April 2026.

And finally, as always the team with colleagues across the service and Worcester City colleagues helped out at the Victorian Fayre with officers working during the day and evenings ensuring that all of those involved had the correct licenses in place to ensure it was an enjoyable event for all.

Quarter Four

The Licensing team continue to work on making the licensing process for applications more streamlined for applicants with focus this quarter on the taxi applications. The implementation of the Temporary Events form and premises licence forms have evidently reduced the number of queries on these two application types. On par with previous years there is a drop in applications around this time of year. The team have been encouraging businesses to apply early for TENs where possible to ensure businesses have the correct permissions in place for outdoor events.

Interim animal licensing inspections highlight a need for these to continue as licence holders choose alternative ways to meet rising costs to ensure they meet the statutory guidelines. It is one area of licensing where an increase in resource has been allocated to deal with complaints and unlicensed breeders.

The West Midlands Safari Park inspection took place this quarter in collaboration with community environmental health colleagues as did the interim inspections at Little Owl Farm Park and All things Wild. All businesses engaged well with licensing officers and the appointed Vet to ensure they were all meeting the requirements set out in the legislation.

The implementation of a new primate licensing regime was also introduced across all districts with extensive comm's work executed in collaboration with all district comms teams to ensure the new piece of legislation was put on the radar of potential applicants and current primate keepers.

The team have been looking at different areas of enforcement and have been working with Wolverhampton city Council officers on taxi enforcement and partners across all districts to put in place a programme of enforcement to look at events set up for the World Cup and summer events. Officers will be out with partners across the districts to ensure businesses are complying with the law.

Finally, Street Trading Policies have been re-looked at across the County with these starting to make their way through the Licensing committees. The aim is to support businesses and meet the changes in consumer demand to allow for a more flexible and business friendly approach to street trading.

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.'

Air Quality

During this last quarter, we have developed a few projects with the University of Birmingham, WM Net Zero programme. This includes a source apportionment study of PM2.5 utilising the University's mobile supersite. The second project involves analysis of low cost sensor (Zephyr) particulate matter data to determine a local baseline, and correlate observed regional peaks with known national and international episodes and sources, and potentially local hospital admissions data.

The team were asked by Bromsgrove District Council to prepare an options paper for additional Particulate Matter Monitoring within their area. A draft report was presented to Cabinet Working Group in December presenting a number of options including extending the life of existing sensors for a further period beyond current contract and undertaking a source apportionment study of PM2.5 within the Bromsgrove area. The report was received favourably and will be presented to cabinet and overview and scrutiny within the next quarter.

In November we facilitated Air Quality Action Plan steering group progress meetings for Bromsgrove and Wyre Forest.

WRS have joined a newly formed customer council working with Earthsense, our air quality sensor providers, to develop enhancements to the MyAir software which is behind the public facing portal of our air quality monitoring and live data feed.

Behavioural Change Air Quality

During this quarter, extensive engagement activities were delivered across Worcestershire, including multiple school assemblies in Worcester and Bromsgrove aimed at raising awareness of local air pollution and seasonal issues such as Bonfire Night. Schools engaged included Red Hill Primary School and St George's Primary School in Worcester, as well as The Orchard School, Aston Fields Middle School, and Lickey End First School in Bromsgrove. In December, five assemblies were also delivered at Nunnery Wood High School, reaching over 1,000 students and increasing understanding of air quality, health impacts, and individual behaviour change.

In addition, the Clean Air Youth Lab project was successfully delivered at Heart of Worcestershire College (HoW College, Worcester Campus) for SEN students. The programme ran over six sessions between October and December and achieved high levels of participation and engagement. Following this positive experience, the project will be replicated in February and March 2026 for SEN students in Redditch. Preparatory work is also underway for a new four-session project planned for January 2026, aimed at business students at the HoW College Worcester campus, which include activities to support the clean Air Night Campaign.

Contaminated Land

We received the State of Contaminated Land Survey from the Environment Agency in November 2025. This is a mandatory survey under Section 78U(2) of the Environmental Protection Act 1990. The survey comprised 33 compulsory questions and 22 voluntary ones, all regarding work undertaken in respect of contaminated land by the LA over the years in relation to declaration of sites, CL Strategy, inspection of sites, and other related information. We were required to provide a separate response for each district council in Worcestershire.

Contaminated Land

We were also requested to complete the response on behalf of Gloucester City Council as we undertake CL contract work on their behalf. We completed the Contaminated Land Inspection Strategy for Wyre Forest District Council in this period. The strategy was agreed and has been uploaded to the WRS website alongside the completed ones for Bromsgrove, Malvern Hills, Redditch, and Wychavon. Work then started on drafting the final outstanding strategy for Worcester City Council.

Dog Control

We have received several dogs as strays with poor skin conditions, with a number needing emergency vet treatment. One lurcher had a narcotic open wound, another had a gaping open wound the size of a melon from its stomach down its leg. This latter dog required an emergency operation. One terrier was covered in mammary tumours, a cruel case of neglect. The higher than usual number of lurchers found as strays is possibly linked to recent police activity to disrupt hare coursing crimes.

We held a successful dog microchipping event on 26th November at Worcester Country Park with plans for another in the new year. The aim of these events and previous ones is to enable reunification of dogs to owners with minimal costs being incurred by the Council by reducing the number of dogs in the community without owner's details and promotion of responsible dog ownership.

Permitting

As part of the regime requirements, WRS submitted the UK BAT evidence collection forms for two brick manufacturing sites. This work helps to support the wider permit regime development and keeps it aligned to real world conditions and technology applications.

Homes for Ukraine

Work has continued to support individuals and families under the Homes for Ukraine scheme across the Bromsgrove District and Redditch Borough Council areas. During October and November, several complex and time-intensive cases required significant input from our support workers. These included supporting a family experiencing a difficult housing situation; assisting a gentleman who became the victim of an employment scam, which resulted in fraud being recorded against him and his bank accounts being frozen; and helping a family who encountered challenges applying for UPE visas for their two young children due to the absence of passports. This latter case involved extensive liaison with the Ministry of Foreign Affairs of Ukraine to secure passport appointments.

In 2025, one of the WRS Homes for Ukraine Support Workers, who herself arrived in the UK under the scheme in 2022, achieved an ESOL qualification to teach English. Through her work, she identified a gap in provision for elderly Ukrainian guests who may struggle to travel to college-based ESOL courses or lack the confidence to attend them, despite having limited English language skills. In response, she organised her first English class for elderly learners in December. The sessions have been well attended and have received very positive feedback from participants.

One attendee commented:

“You have explained everything so clearly! you have made it so easy for us to understand. If everyone explained things the way you do, we would be speaking the language within six months.”

On 13th December, the team organised a “Breakfast with Santa” event for Ukrainian toddlers and young children. Sixteen children attended alongside their parents. These events are consistently well received and play an important role in bringing the Ukrainian community together, offering families a supportive and welcoming environment as they adjust to life in a new country after fleeing war.

Feedback from parents included:

“Thank you for giving us the opportunity to come together and for creating such a wonderful atmosphere for the children. Happy holidays.”

Quarter Four

During the final quarter of 2025/2026, the Dog Warden Service experienced a significant increase in cases involving dogs with severe welfare concerns. The complexity and seriousness of these cases placed considerable financial and operational pressure on both the service and our supporting charity and rescue partners, due to the extensive veterinary treatment, rehabilitation, and foster care required. These cases highlight the continuing need for strong partnership working between local authorities, veterinary professionals, charity/rescue organisations, and foster carers to safeguard these dogs.

There are a few notable cases managed during this period. In January, a Chihuahua was seized in Wychavon following a road traffic collision involving a vehicle driven by an underage driver. The dog sustained serious injuries as a result of the incident and required extensive veterinary treatment and ongoing medical care. In February a Lurcher was seized in Worcester, significantly underweight and in considerable pain. The dog had a large swollen wound to its leg which required urgent veterinary attention, including surgical stitching and further treatment. Also, Officers seized a Cocker Spaniel (for a client authority) that was found in an extremely neglected condition. The dog was severely matted, representing one of the worst grooming-related welfare cases encountered by Dog Wardens during the year. Immediate veterinary and grooming intervention was required to alleviate suffering. Then in March, we had three dogs of note. Officers seized a Chihuahua in Redditch, in a severely compromised condition. The dog was extremely underweight, with nails curled into the paw pads, poor dental health requiring extractions, and multiple lumps and growths which were later diagnosed as cancerous. Due to the dog's condition and prognosis, a specialist foster placement was arranged to provide palliative care. In Wychavon, a Dachshund was seized with evidence of historic leg fractures that had been left untreated. Veterinary assessment confirmed long-term suffering and neglect associated with the untreated injuries. Finally in Malvern Hills District a Lurcher was seized in an emaciated state, with a body condition score of 0 meaning it was lucky to be alive. The dog was unable to stand properly and was described as being “skin and bones.” Due to the severity of its condition, the dog was placed into foster care where it required intensive, round-the-clock nursing and rehabilitation support.

Air Quality

Following a request by Bromsgrove District Council, an options paper for additional Particulate Matter Monitoring within the BDC area was presented and approved by Cabinet and Overview and Scrutiny in January 2026 and Full Council in February. The recommended option includes extending the life of existing sensors for a further period beyond current contract and undertaking a source apportionment study of PM_{2.5} within the Bromsgrove area. The study will provide a characterisation of the sources of PM utilising the specialist monitoring equipment (the UK's only mobile supersite) at a fixed location for one month in summer and one in winter. Data analysis and written report will be provided by an experienced academic researcher. The recommended option is being part funded by the Director of Public Health, WCC. Particulate Matter (PM) is considered to be the most important air pollutant in terms of health impacts. Long-term exposure to PM increases mortality and morbidity from cardiovascular and respiratory diseases and can cause cancer. Effects are amplified in vulnerable groups including young children, the elderly, and those suffering from breathing problems like asthma. It is also causally linked to dementia and decline in cognitive function. There is growing evidence for associations with adverse birth outcomes and diabetes. In March, we facilitated AQAP steering group progress meetings for Bromsgrove and Wyre Forest. The team also began preparations for Annual Status Reporting for production in the next quarter. Additionally, we have been preparing a response to complete Defra's Wood Burning Stove survey.

Behavioural Change Air Quality

As part of Worcestershire Regulatory Services' behaviour change programme, the Air Quality team delivered a short educational project with Level 2 Business students at Heart of Worcestershire College, Worcester campus. The sessions introduced students to the links between air quality, business activity and urban environments, helping them understand why air pollution is increasingly relevant for businesses and local economies. Over four sessions, students examined how air pollution can affect productivity, consumer behaviour and city attractiveness. Real examples of air quality regulation in the UK were discussed, including the Birmingham Clean Air Zone and London's Ultra Low Emission Zone (ULEZ), helping students understand how environmental policies influence business decisions.

The collaboration also led to wider engagement within the college community. Business students carried out research and presented proposals on improving air quality, while the college promoted the Clean Air Night campaign and encouraged more sustainable travel options, such as the use of Beryl bikes. Between February and March, we delivered a five-session SEN-focused programme in Heart of Worcestershire College in Redditch. The programme introduced students to air quality in a simple and accessible way, using a mix of short explanations and interactive, visual activities. Across the sessions, students explored key topics including what air pollution is, its main sources (particularly traffic), and health impacts, alongside practical activities such as observing the college environment and developing their own clean air messages and posters. Feedback from the teacher was positive, highlighting good student engagement and that the sessions worked well within the SEN setting. Overall, the programme successfully supported awareness, participation and student confidence in communicating clean air messages.

At the end of March, we attended an Earth Day event at The Hive, organised by the University of Worcester. It was a positive day, with lots of families and children attending. We had the opportunity to speak with them about air quality in a simple and approachable way and share parts of our toolkit — especially the colouring sheets, which were very popular with the younger audience.

Contaminated land

In this quarter we completed the Contaminated Land Inspection Strategy for Worcester City Council. The strategy was presented at the corporate agenda planning meeting on 24th February and then approved by the Environment Committee on the 10th March 2026. This is the sixth and final strategy to be completed for all the district partners and concludes around 18 months to 2 years working on this project. The documents have all been approved by the relevant partner council's and are accessible on the WRS website. Work will continue with completing the risk scoring and prioritisation process for the sites of potential contaminated land concern as set out within the strategy.

Some examples of planning work in this quarter include continuing to help Bromsgrove Planning colleagues with a complex case concerning a reserved matters application for a residential development on a former landfill site for which outstanding issues remained in relation to risks from ground gas. We dealt with a consultation at Belbroughton for conversion and extension of a garage to residential use where it was alleged asbestos may have been present on site following demolition of an earlier outbuilding. This involved a number of discussions with the planner and contact with the applicant to ensure any issues were adequately addressed. We also received a number of consultations and enquiries relating to the proposed new town development near Norton Parkway. We were also contacted for advice by a homeowner at Norton who had some investigation works carried out within her garden due to an environmental search raising possible issues associated with former tanks being present.

Homes for Ukraine Scheme

Work has continued to support individuals and families under the Homes for Ukraine scheme across the Bromsgrove District and Redditch Borough Council areas. In January, all members of the Homes for Ukraine team attended a three-day Domestic Abuse training course. This proved to be highly valuable, as the team has since supported a guest who experienced domestic abuse in her workplace. Our Ukrainian Support Worker reflected on the impact of the training, noting:

"I applied this new knowledge when supporting a guest who became a victim of sexual harassment at work. Over the past two weeks, I spent several hours assisting her, explaining how sexual harassment is addressed in the UK and how this differs from Ukraine. I also sourced a Ukrainian-speaking therapist for her, as language barriers meant that recommended charities were not suitable."

On 24 February, four years had passed since the start of the Russia-Ukraine War. As the conflict continues, there remains a strong need for hosts to support new arrivals to the UK. In response, the team met with the Communications Team to develop ideas to promote the Homes for Ukraine scheme to potential hosts. One initiative, suggested by Support Workers, was to engage with the National Farmers' Union, recognising that farmers may require seasonal workers during the spring period.

In February, the team secured a number of free educational workbooks from Opora. These resources are designed for children up to the age of 10 to support learning about life in the UK, as well as for teenagers to support mental health and wellbeing. The workbooks include a range of activities and are distributed as gifts during visits to families with children. A Support Worker also attended an open event at Heart of Worcestershire College alongside a young guest, supporting her application process. This was a particularly sensitive case, as the guest's mother initially felt that further education was not available to her and encouraged her to seek low-skilled employment. The Support Worker took the initiative to accompany the guest, enabling her to explore the college environment and understand the long-term benefits of education.

Environmental Crime and Planning Enforcement

In environmental crime, five enforcement interventions have been undertaken, where warning letters were sent to two individuals after their waste was found on country lanes in the district. For both cases the householders were able to provide information that provided new leads to progress the investigations in identifying the perpetrator. A further three advisory letters have been sent to members of the public who left their waste at the side of their bin receptacles. These actions act as education and warnings that further enforcement action could ensue.

In planning enforcement, compliance has been achieved at a long-standing untidy land case in Hollywood which has now been cleared. A section 215 Town and Country Planning Act notice has also been served on an eyesore property in Barnt Green. It is important to note, that the focus of the work undertaken is to always attempt to resolve planning enforcement matters through compliance often by negotiation.

Dog Control

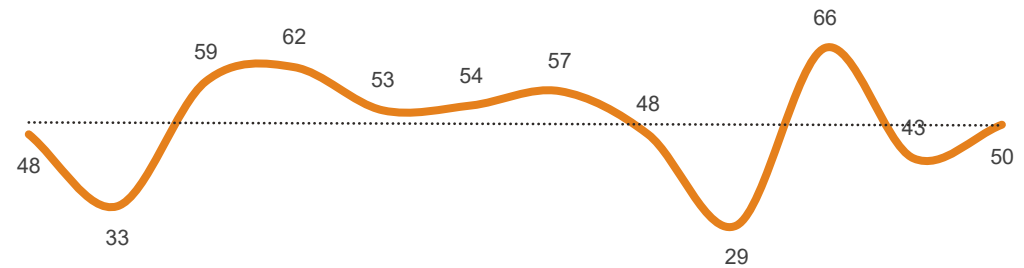
The data on this page shows the number of dog control cases (complaints, enquiries, and reports of lost or stray dogs) handled by the service over a three-year period. Complaints reported to WRS include reports of dangerous dogs, reports of dog fouling, and reports of dogs persistently straying. Complaints 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 was an increase of 5% compared to last year and an increase of 13% compared to 2023/24. Approximately 90% of cases were 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 18% of 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 42% of dogs were successfully reunited with their owners, however, this figure varies significantly between local authorities and the average across Worcestershire is approximately 50%.

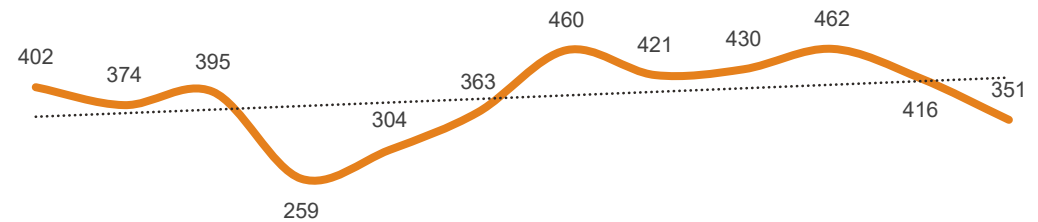
In general terms, the service receives a low number of dog control complaints and enquiries each quarter. Based on the 84 complaints received during the year, however, 67 related to dog fouling and/or dogs that were persistently straying from residential properties.

Complaints and Enquiries



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

Reports of Lost or Stray Dogs



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

Food Safety

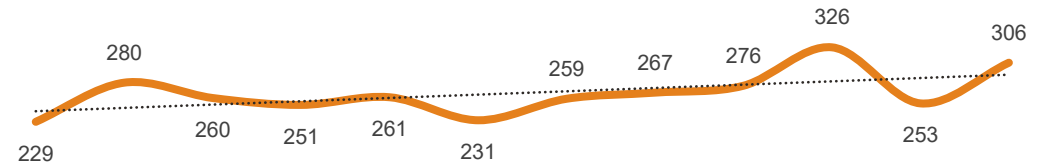
The data on this page outlines the number of food safety cases (complaints, enquiries, and notifications) handled by the service over a three year period. The data also outlines the number of food safety interventions undertaken at premises included in the Food Hygiene Rating Scheme. Complaints reported 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 was an increase of 14% compared to last year and 2023/24. The service tends to receive a greater number of enquiries (including requests for business advice) than complaints. Based on the 522 complaints received during the year, however, 73% related to issues with food products (such as poor quality food or food containing a foreign object) whilst 27% related to poor hygiene standards or practices at food businesses.

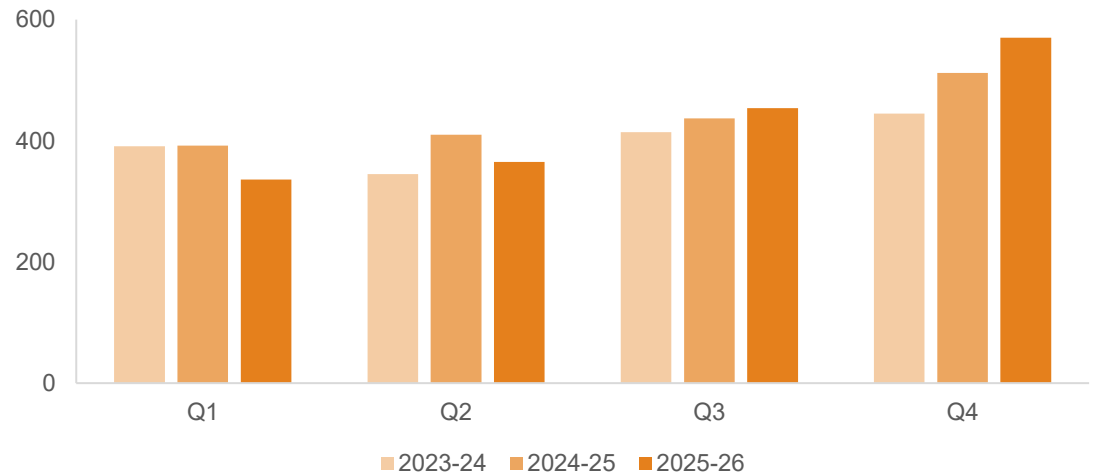
Based on the 1,727 interventions undertaken during the year, 5% resulted in businesses being rated as "non-compliant" (issued a rating of 0, 1, or 2). In parallel with previous reports, a higher proportion of non-compliant ratings continued to be issued to the hospitality sector (such as takeaways and restaurants) or small retailers. To find out more about food hygiene ratings, please visit <https://ratings.food.gov.uk>.

Complaints and Enquiries



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

FHRS Interventions



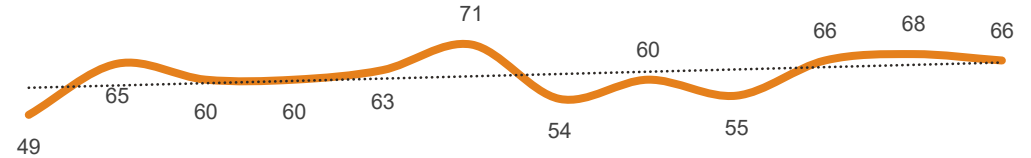
Health & Safety

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

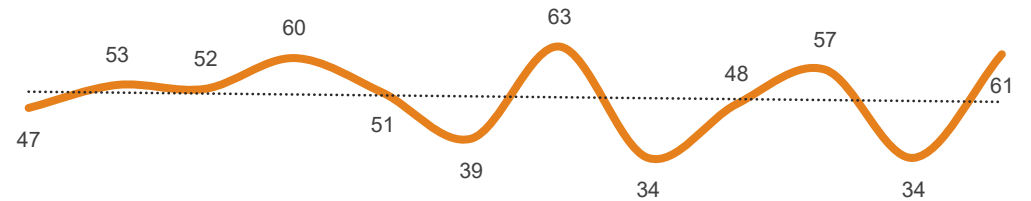
The number of health and safety cases received during the year was an increase of 5% compared to last year and an increase of 2% compared to 2024/25. Approximately 44% of cases were reports of accidents in workplaces with most cases relating to injuries where a worker was incapacitated for more than seven days or injuries to members of the public. In parallel with previous reports, most accidents occurred due to slips, trips, and falls (whether on the same level or from height). Sadly, the service has investigated three fatalities that were reported during the year.

Complaints and Enquiries



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

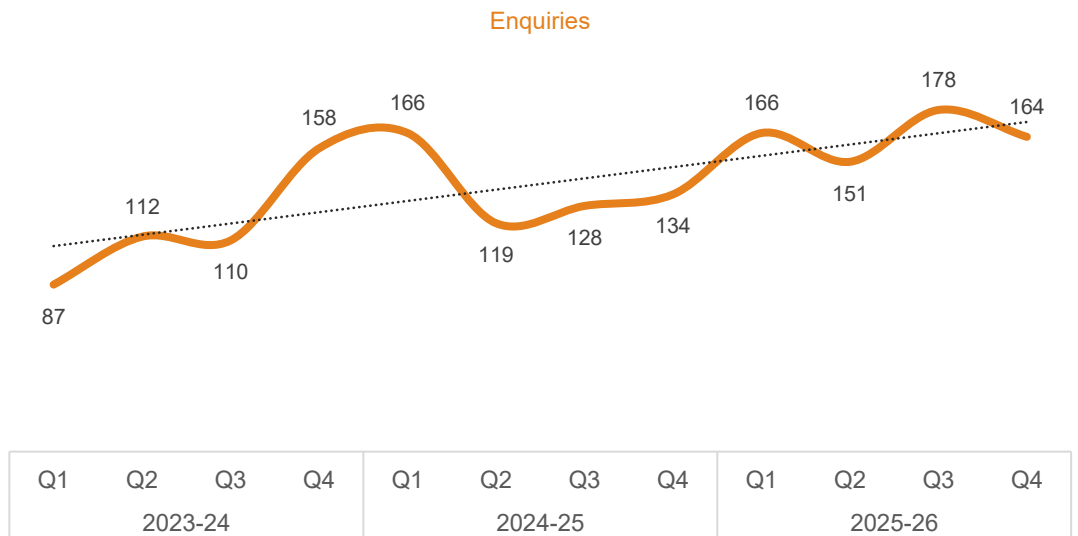
Accident Reports



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 activity, 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

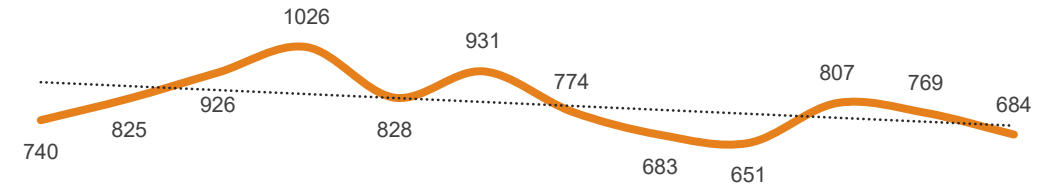
Comments

The number of licensing cases received during the year was a reduction of 4% compared to last year and a reduction of 8% compared to 2023/24.

Approximately 68% of cases were applications or registrations and, in parallel with previous reports, the most common types of applications submitted to the service relate to temporary events (23%), private hire vehicles (18%) and hackney carriage vehicles (11%).

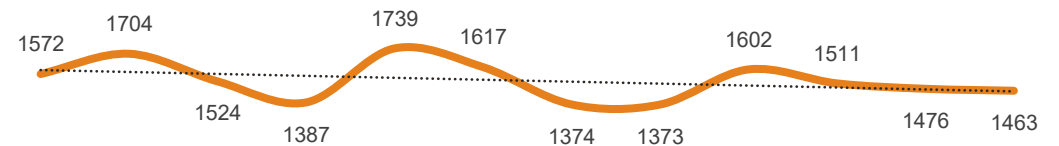
In general terms, the service receives a higher number of enquiries (queries about regulations, by-laws, and licence conditions etc.) than complaints. Based on the 1076 complaints received this year, however, approximately 43% related to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards) whilst 28% related to alcohol licensing (reports of business failing to comply with the licensing objectives). A further 11% of complaints related to animal licensing with most cases relating to the unlicensed breeding and/or sale of dogs.

Complaints and Enquiries



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

Applications and Registrations



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

Planning

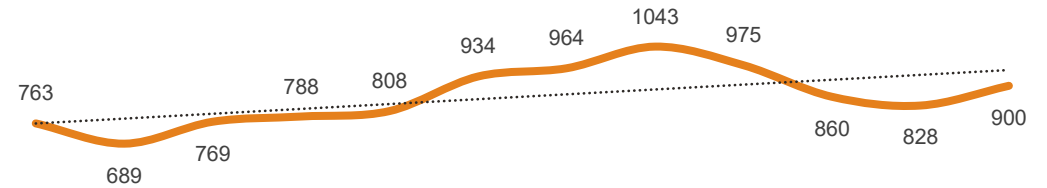
The data on this page outlines the number of planning enquiries handled by the service over a three-year period. Planning enquiries processed by WRS are either consultations or requests to discharge planning conditions, however, enquiries only relate to the following areas:

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

Comments

The number of planning enquiries received during the year was a reduction of 5% compared to last year but an increase of 18% compared to 2023/24. Approximately 94% of enquiries were consultations for air quality, contaminated land, or nuisances; whilst approximately 1 in 5 enquiries were 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

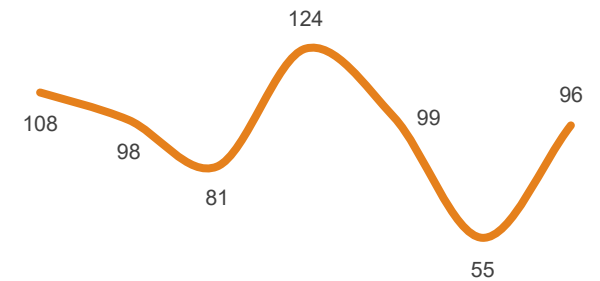
The data on this page outlines the number of planning enforcement and environmental crime cases (complaints and incidents) handled by the service over a three-year period. Complaints reported to WRS include reports of fly-tipping, littering, and planning breaches at residential or commercial premises. 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 enviro-crime functions as the service has only been delivering these functions since June 2024. Based on the 1114 cases recorded during the year to date, however, 69% have related to fly-tipping incidents whilst 32% have been complaints about suspected breaches of planning legislation at residential or commercial properties.

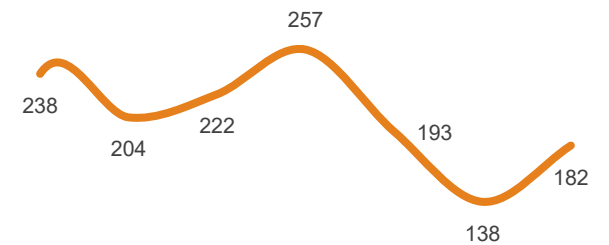
From an environmental crime perspective, it should be noted that the number of cases outlined on this page is the number of cases that have been (or are in the process of being) investigated by the service. During the year, approximately 2,225 fly-tipping incidents were reported to Bromsgrove District Council whilst 1,842 incidents were 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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

Environmental Crime



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

Pollution

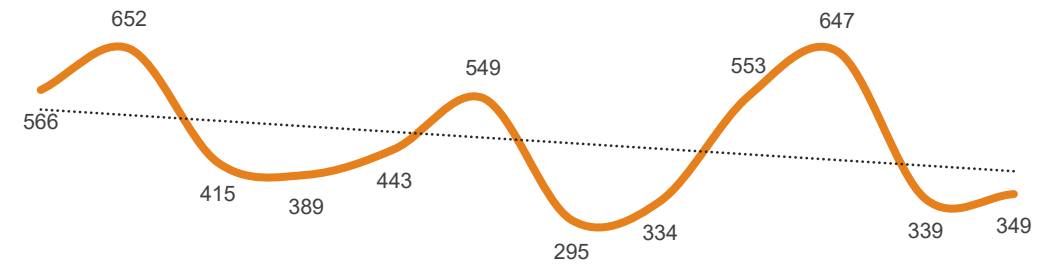
The data on this page outlines the number of pollution cases (complaints and enquiries) handled by the service over a three-year period.

Complaints reported to WRS include reports of nuisances (noise, light, odour, smoke) resulting from domestic, commercial, or agricultural activity and notifications of contamination incidents.

Comments

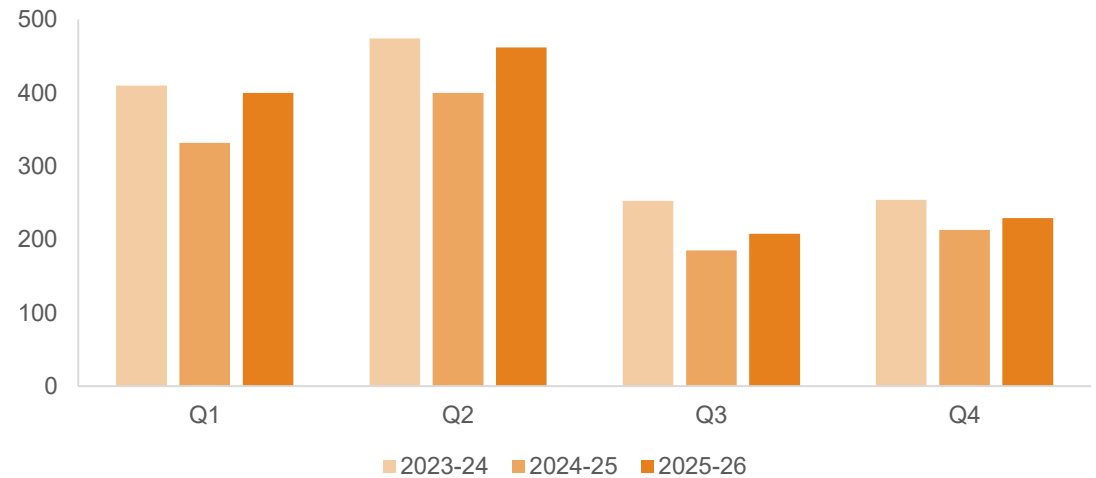
The number of pollution cases received during the year was an increase of 16% compared to last year but a reduction of 7% compared to 2023/24. Approximately 91% of cases were reports of nuisances with 42% of cases relating to noise from residential properties (such as noise from barking dogs or audi-visual equipment). In parallel 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.

Complaints and Enquiries



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

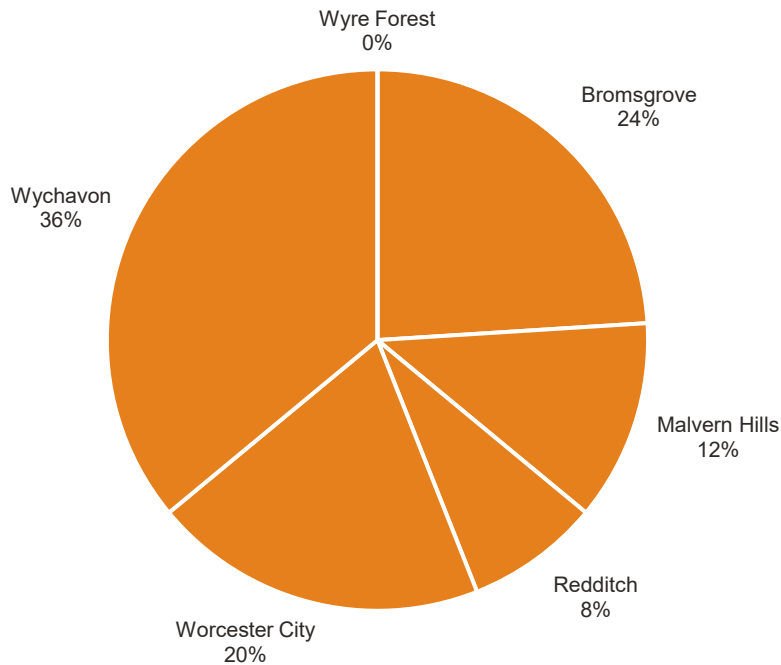
Complaints and Enquiries (Noise Only)



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
Bredon	11	2,645	4.16
Cathedral	48	11,760	4.08
South Bredon Hill	9	2,427	3.71
Barnt Green And Hopwood	10	2,951	3.39
Alvechurch Village	9	2,960	3.04
Warndon	17	5,661	3.00
Upton And Hanley	12	4,268	2.81
Catshill South	9	3,241	2.78
Charford	10	3,677	2.72
Baldwin	6	2,216	2.71
Aston Fields	9	3,513	2.56
Little Hampton	15	5,899	2.54
Dodderhill	7	2,809	2.49
Broadway And Wickhamford	12	4,885	2.46
Saint Peters Parish	13	5,310	2.45
Morton	6	2,495	2.40
Elmley Castle And Somerville	6	2,524	2.38
Saint John	20	8,736	2.29
Rainbow Hill	12	5,418	2.21
Drakes Broughton	6	2,711	2.21
Hartlebury	7	3,214	2.18
Batchley And Brockhill	19	8,930	2.13
Droitwich West	11	5,217	2.11
Abbey	14	6,719	2.08
Catshill North	6	2,912	2.06

Public Health

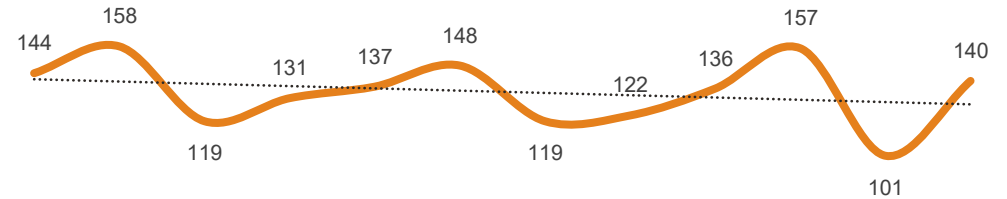
The data on this page outlines the number of public health cases (complaints and enquiries) handled by the service over a three-year period. The data also shows the number of domestic subsidised treatments carried out by contractors. Complaints reported to WRS include reports of accumulations and reports 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 was broadly comparable to last year but a reduction of 3% compared to 2023/24. Approximately 50% of cases related to pest control and were enquiries about domestic treatments, enquiries about sewer baiting, or complaints about pest activity caused by the actions of neighbouring residents or businesses. A further 27% of cases were reports of accumulations at residential properties, however, such complaints often reference the presence of rodents or other pests.

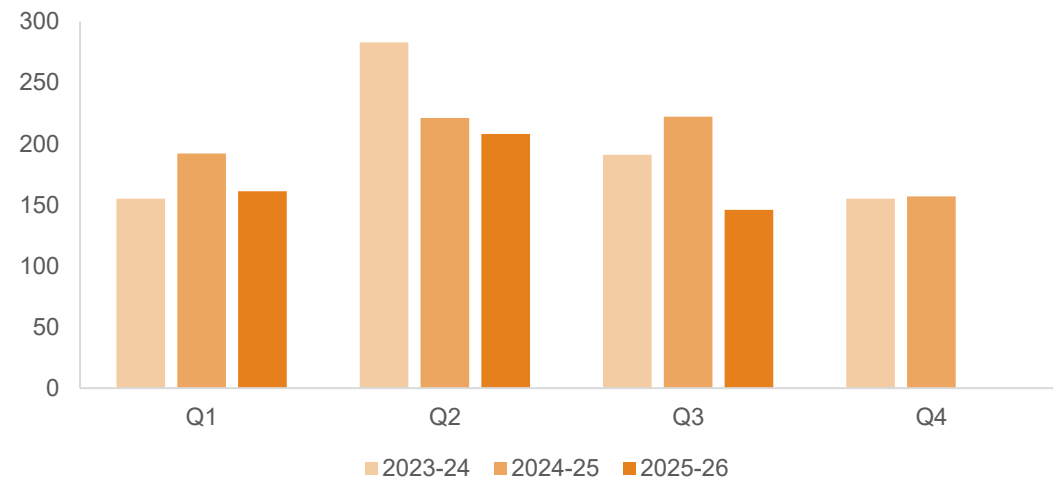
Based on the 515 domestic treatments undertaken by pest control contractors during the year to date, approximately 55% were due to problems with rats whilst 24% were due to issues with wasps or hornets. Around two thirds of treatments have taken places at properties in the Redditch or Wychavon districts.

Complaints and Enquiries



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

Domestic Subsidised Treatments

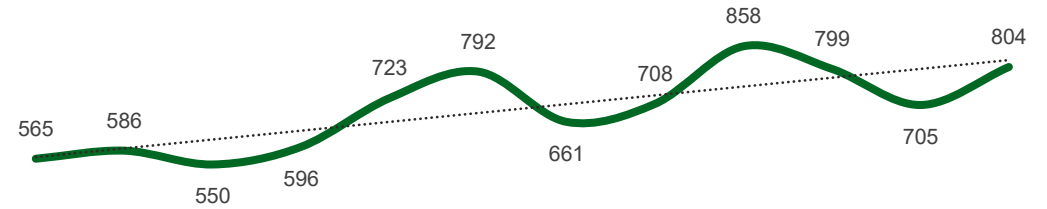


Bromsgrove

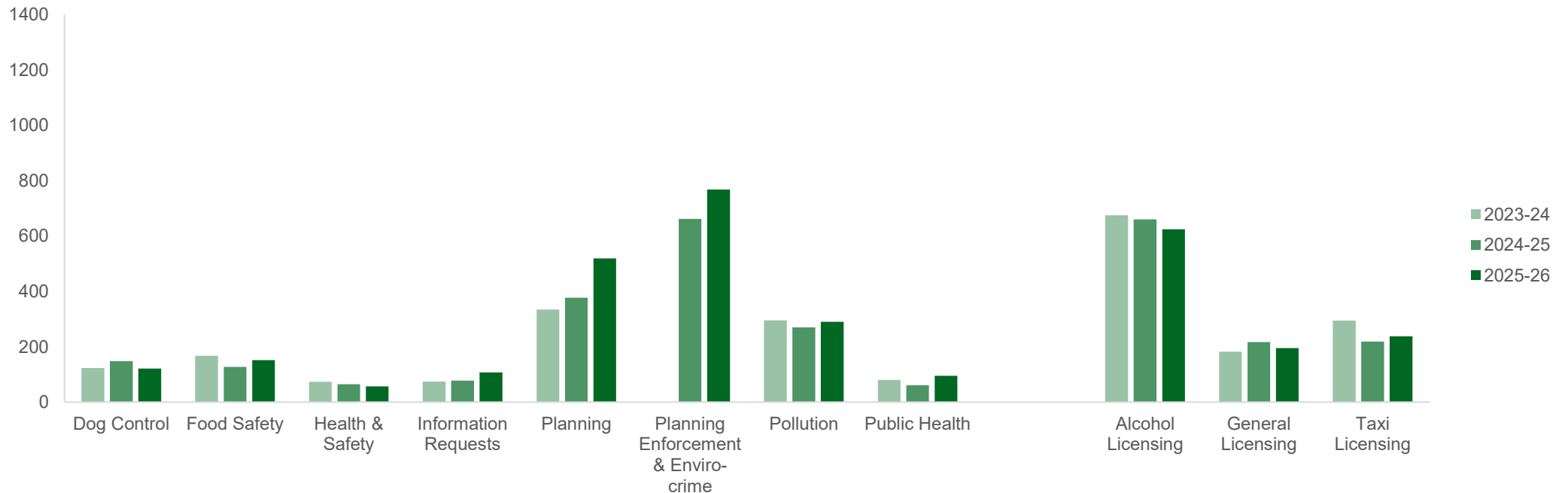
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Bromsgrove district. The data also shows a breakdown of these cases by the primary functions delivered by the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



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

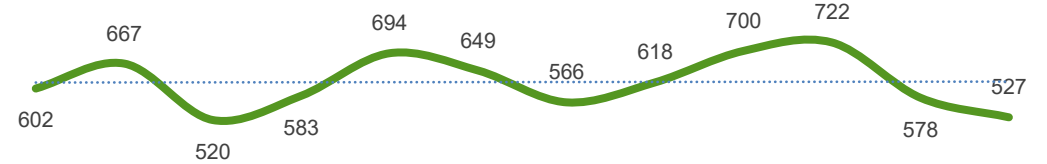


Malvern Hills

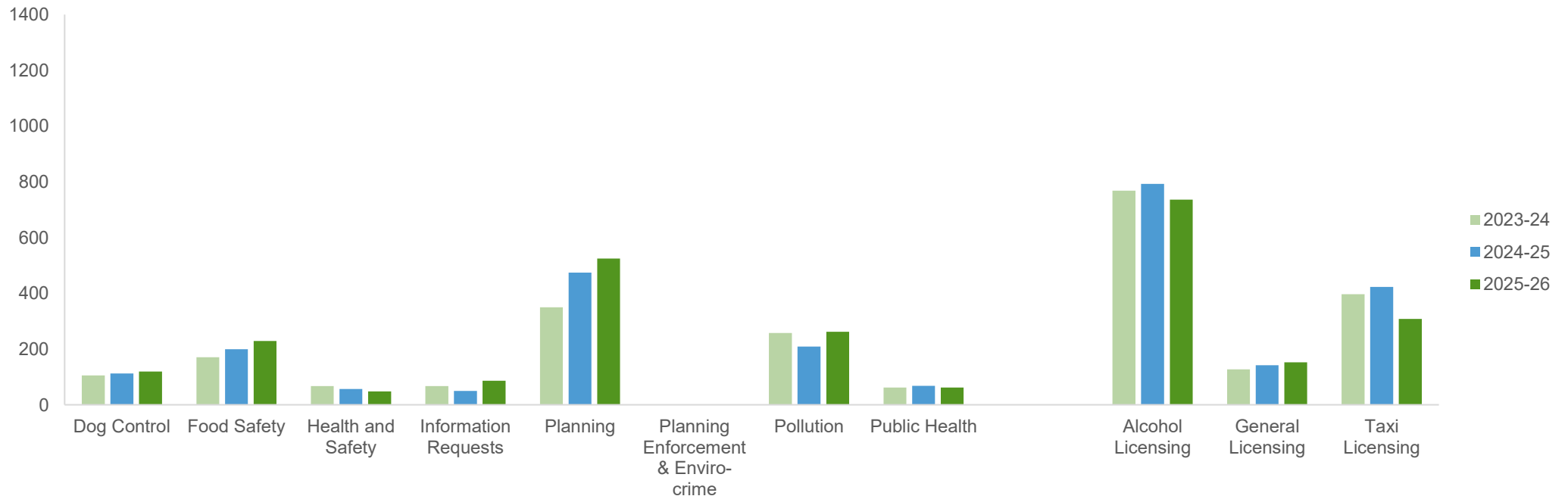
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Malvern Hills district. The data also shows a breakdown of these cases by the primary functions delivered by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



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

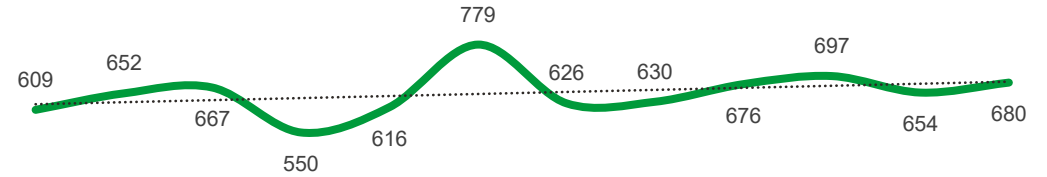


Redditch

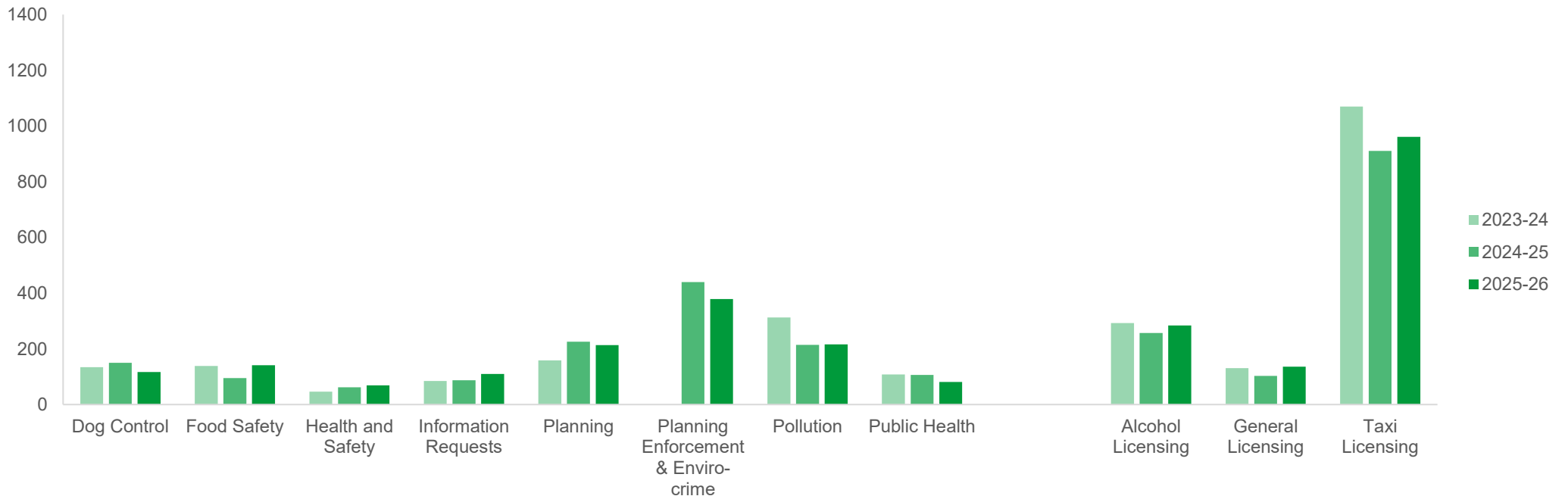
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Redditch district. The data also shows a breakdown of these cases by the primary functions delivered by the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

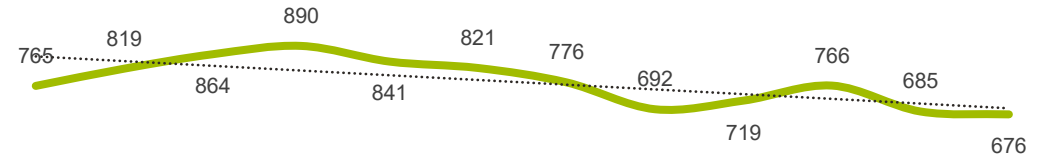


Worcester City

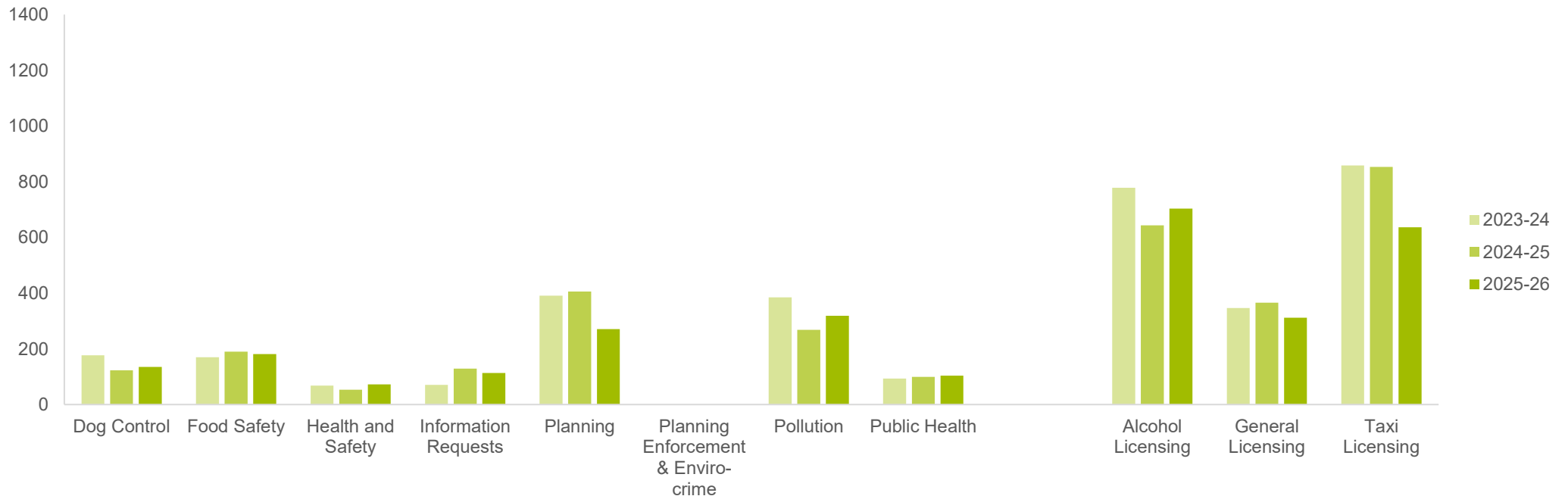
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Worcester City district. The data also shows a breakdown of these cases by the primary functions delivered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



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

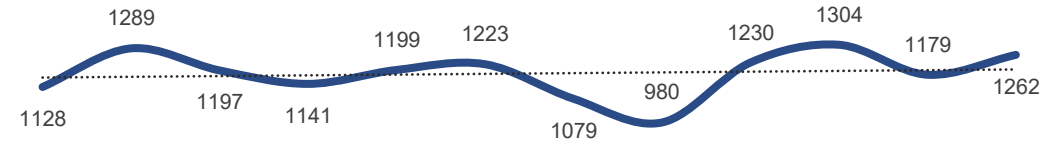


Wychavon

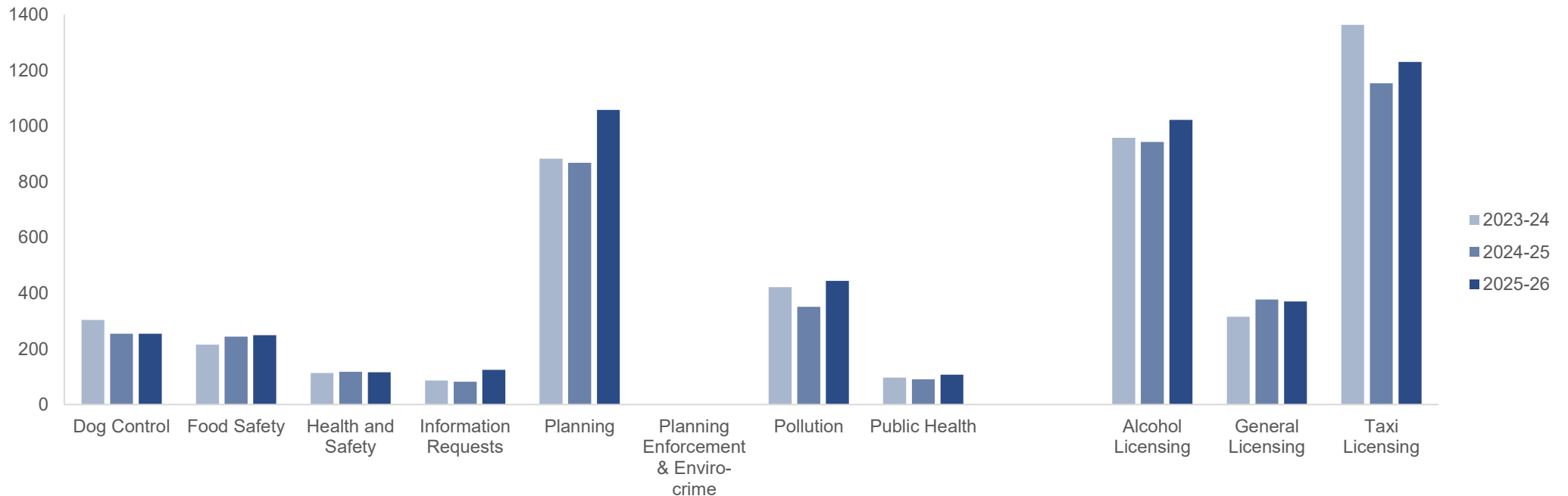
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Wychavon district. The data also shows a breakdown of these cases by the primary functions delivered by the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

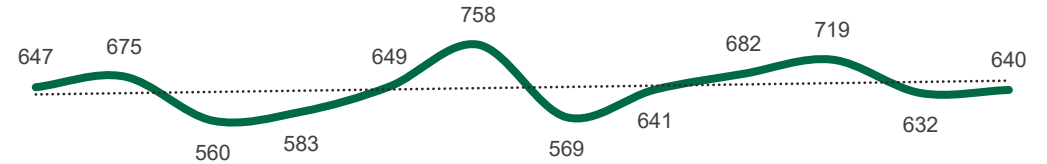


Wyre Forest

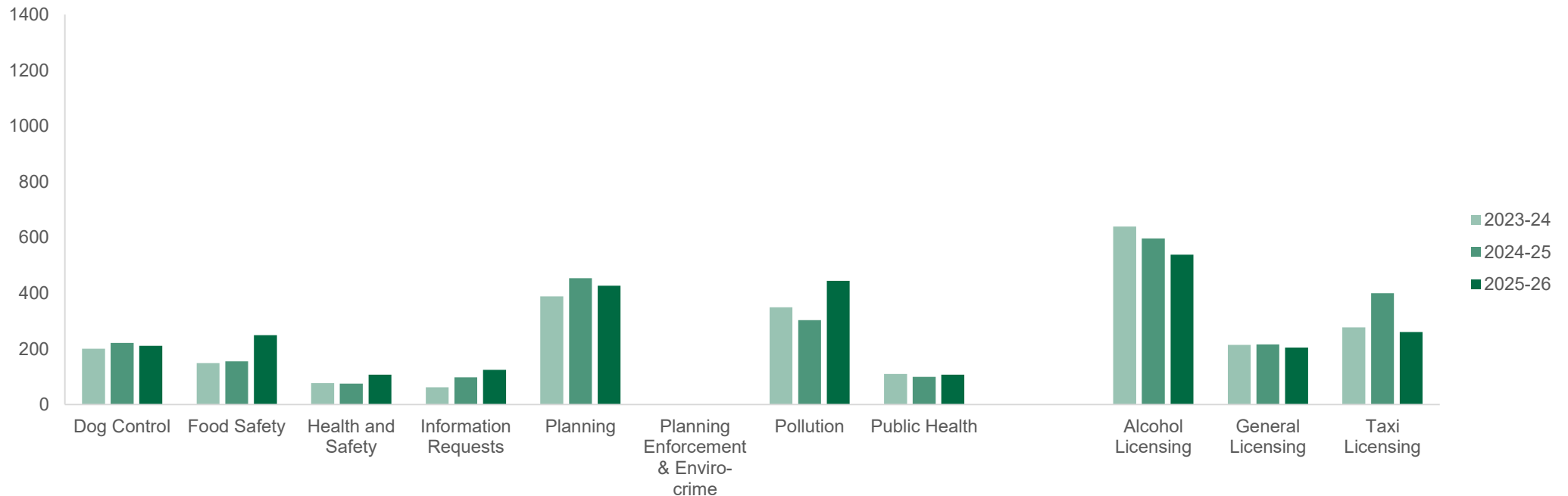
The data on this page outlines the number of complaints, enquiries, applications, and notifications handled by WRS over a three-year period where the subject and/or enquirer were located in the Wyre Forest district. The data also shows a breakdown of these cases by the primary functions delivered by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



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

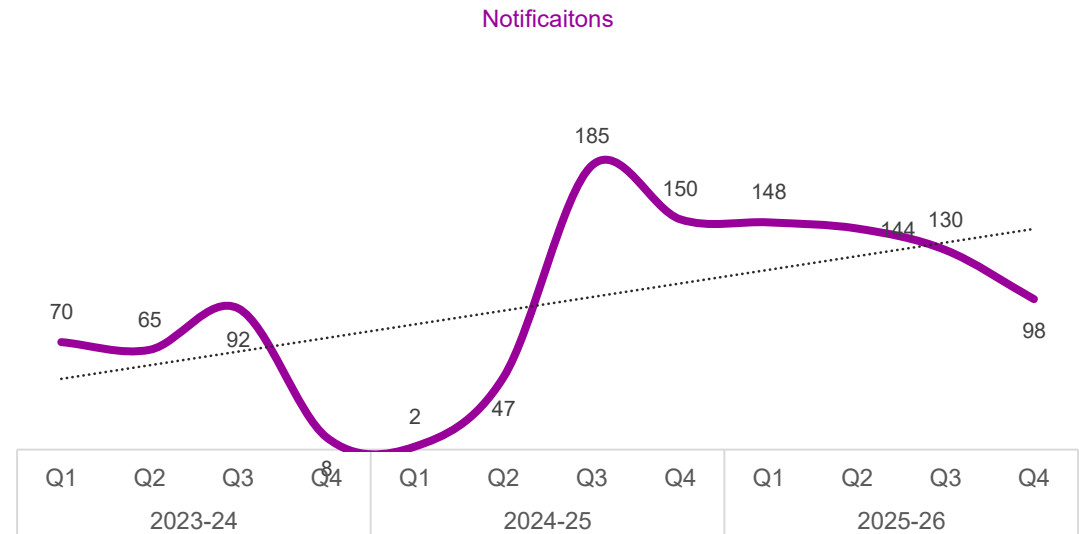


Birmingham City

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.

Notifications



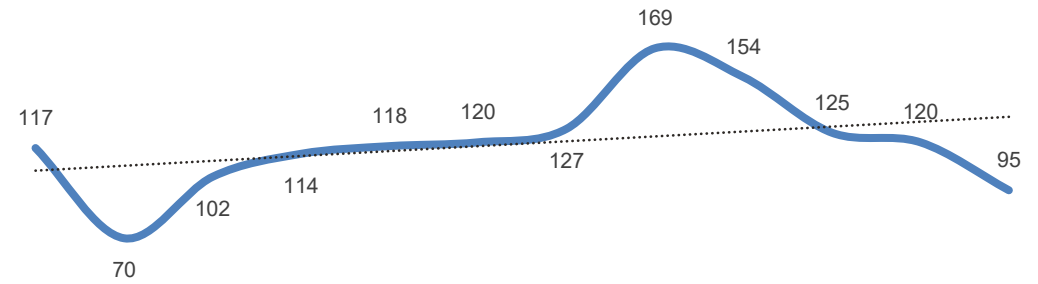
Gloucester City

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.

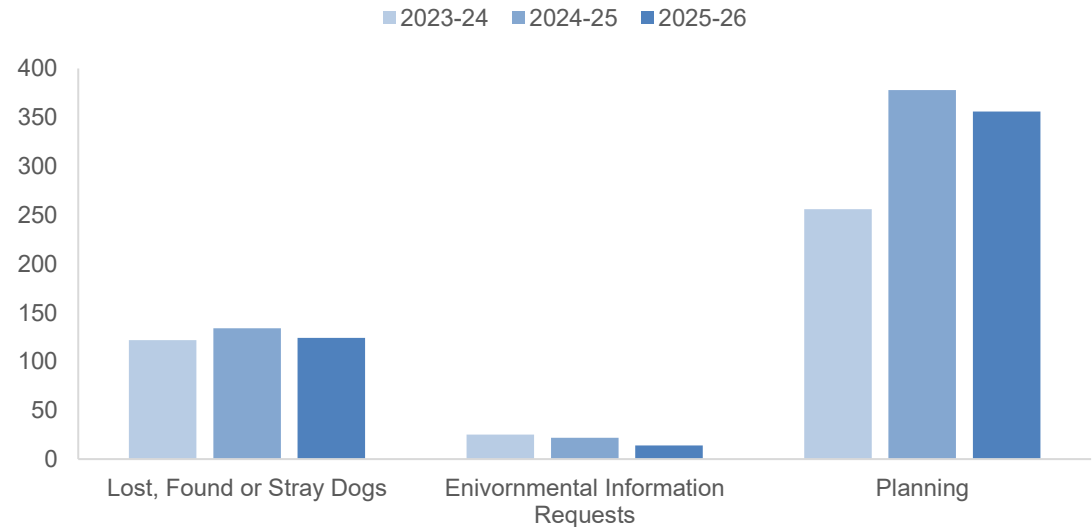
The dog control work undertaken for the authority is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners, and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray 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



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



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

