

WRS Joint Board

Date: 24th September 2026

Title: Activity and Performance Data Quarter 1 (2026/27)

Recommendation	That the Joint Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.
Background	The detail of the report focuses on the first quarter of 2026/7, but the actual data allows comparison with previous quarters and previous years.
Contribution to Priorities	Joint 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. Activity Data
Report	At 279, the number of complaints and enquiries to the service regarding food are on trend and similar to figures at this time in the previous two-years. Over half of these are enquiries including requests for business advice, re-rating requests and similar queries about compliance. Some 405 programmed food interventions were undertaken during quarter 1, above last year's 329 and slightly exceeding the 392 and 391 respectively in the previous two similar periods. The vast majority of premise were compliant and, as with previous quarters, a higher proportion of non-compliant ratings were issued to the hospitality sector (such as takeaways and restaurants) or small retailers. At 69, the number of reported accidents for Health and Safety is the highest in any quarter in the last 3 years, but at this stage close enough to the trend to not cause too much concern. Slips, trips and falls remains the most reported source of accident. Members should be aware that the duties under the Health and Safety at Work Act 1974 are divided between the Health and Safety Executive and local authorities, so WRS only undertakes investigations at premises within the local remit such as retail outlets, offices, leisure services, and hospitality premises. Other premises, such as factories, farms, and medical premises, fall with the remit of the HSE. Although local authority premises are regarded as lower risk for this function, our officers still deal with fatalities from time to time and, a number are on-going.

Pollution cases started the year on the increase, with 556 cases slightly over last year's 553 at the same point and well over the 334 in Q1 the year before. This is rather unsurprising given that the spring was relatively good weather wise and heralded the hot summer we have all experienced. No doubt this will be illustrated by Q2's figures. As ever, most cases were reports of potential statutory nuisances, with around half relating to noise from domestic properties, with disturbance created by barking dogs or audio-visual equipment being most common. The pie-chart used to show areas with higher rates of noise complaint has changed slightly and uses Medium Super-Output Areas (MSOA) as a basis. These and Lower Super-Output Areas (LSOA) are small parts of a district often used in many analyses by different bodies, so we have a common approach and data like that used or created by Public Health can be compared. The geographical area covered is also included.

Public Health complaints and enquiries, often linked to pollution control as the legislation is the same or similar, were roughly on trend this year with very similar figures to this time last year. Complaints reported to WRS include reports of accumulations or rubbish and reports of pest species activity, potentially due to the activities of residents or businesses. The number of requests for subsidised domestic pest control treatments was likewise on a par with last year.

In Licensing, the number of applications was up slightly, likely due to the number of spring Temporary Event Notices, although overall terms for these and applications/ registrations remains slightly downward. Enquiries continue to outnumber complaints and those contacts regarding concerns about behaviour tend to be regarding the taxi trades, although concerns are also expressed about animal activity licenses.

The number of stray dogs increased slightly after Q4 last year, but this year's Q1 total of 188 is the lowest in the last 3-years for this period and reflects the slight downturn in numbers overall. Complaints increased from Q3 and Q4 last year, and 52 complaints/ enquiries is the equal second highest number for a quarter in the past 3-years. Having said that, it is still not impacting on the slight downward trend in this type of complaint.

Planning support work fell between Q4 last year and Q1, with the figure of 746 being lower than Q1 last year but higher than the year before. This change is not sufficient to make us think that the trend does not remain upward for this work. This continues to be an area of work the service delivers for authorities beyond the County border.

Work on Envirocrime and Planning enforcement is included for completeness, but this is only undertaken for Redditch and Bromsgrove and continues to be discharged by a team of officers dedicated to these activities. Work is at anticipated levels.

Performance

As always, reporting against the suite of indicators is more limited for the first quarter. The non-business customer measure was 60.7%, better than the 53.8% we had at this time last year and closer to is lower the 3 years before this when they were at varying figures above 60%. At 50%, the proportion of customers who felt better equipped to address their own issues in the future is an improvement on the figure at this time last year (42.9%,)

and the same as Q1 in 2024/25. We have yet to move forward with alternative approaches for getting feedback.

Satisfaction for business customers was 94.6%, better than 91.8%, which we had at this point last year. Again, there are no obvious poor responses to the questions asked. Early returns were relatively poor again at 34, slightly up on last year's 25 at this point.

We report overall numbers of compliant and non-compliant food businesses at this point in the year, without the district breakdown. 98.29% of businesses subject to intervention were graded 3 stars to 5 stars on the hygiene rating scheme.

Compliments outnumber complaints significantly, with the figure currently 5 to 2.

Staff sickness started the year at 0.49 days per FTE, is significantly below the previous 4-years' figures for this period (2.17, 1.13, 0.76, 0.9, respectively). Following the return to work following serious illness by several staff members, only 31% of absences for this period were classed as long-term (29+ days,) moving back towards what might be regarded as a normal pattern for the workforce.

Contact Points

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Background Papers

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

Appendix B: Performance Indicators 2026/27

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	60.7			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	94.6			
3. % businesses broadly compliant/ made compliant at first assessment/ inspection	Annually	98.29	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire		Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.71	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire		Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA		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	or of the fleet county-wide Vehicles found defective in service (suspended during the period) are: BDC MHDC RBC WCC WDC WFDC	NA	or of the fleet county-wide Vehicles found defective in service (suspended during the period) are: BDC MHDC RBC WCC WDC WFDC

7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	50%			
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	2/5			
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.49 days per FTE	days per FTE	days per FTE	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 Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	£XXX,XXX which is XX% as a proportion of the 2016/17 revenue budget figure (£3,017,000) and XX% of current revenue budget	NA	£XXX,XXX which is XX% as a proportion of the 2016/17 revenue budget figure (£3,017,000) and XX% of current revenue budget

14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	Based on outrun cost of £X,XXX,XXX against the County's most recent population estimate of XXX,XXX in 202X, the service cost is: £X.XX per head
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