



Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report

Quarter One

2026-27



Bromsgrove
District Council
www.bromsgrove.gov.uk



Malvern Hills
District Council
www.malvern hills.gov.uk



Redditch
Borough Council
Working together for our communities

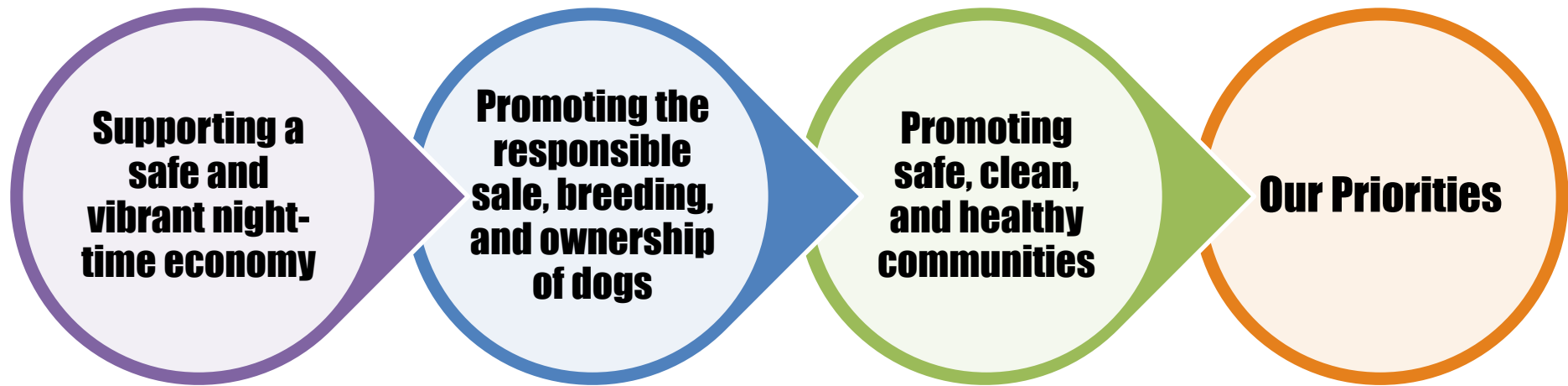


Worcester
CITY COUNCIL

WYCHAVON



Wyre Forest
District Council



A Message From The Director

Welcome to the first Activity Report of 2026/27! This is my last one as Director and is slightly revamped in terms of the look, linking better we hope with our priorities. Each WRS division has its own section and links are provided to a number of the press and social media posts made by the service over the year, to give a flavour of what we have said, or what has been picked up by the media. These listings will grow over the year, so you will see the full picture of what we've done and hopefully be able to look back.

Beyond that, much of the content will be familiar, covering the elements that Board members will have seen many times. As ever, the detail covers the period 1st April to 30th June 2026, but figures in the graphs and tables will allow comparison with the data in previous periods.

The number of food hygiene interventions is slightly up on the same period last year, and more than 2-years ago. Recruitment of the 3 additional officers agreed for this year took place during Q1, and whilst 2 of the three will need some coaching and training before they go out alone, both have the degree in Environmental Health and the potential to become fully competent EHOs and replacements for older staff as they leave the organisation. Our Food Lead has also formally engaged with our host authority's HR team to consider Levy funding for apprenticeships. Also in Community Environmental Health (CEH), work on Health and Safety at Work followed the usual trends in terms of accidents, complaints and enquiries. The team still has a number of open fatality cases. Also, we saw the upswing on nuisance begin at a similar time to last year as another hot summer beckoned. No doubt the Q2 figures when we see them will also be reflective of this.

In Technical Services, stray numbers were slightly up, but not sufficiently to buck the slight downward trend in numbers and dog-related complaints were also slightly up but on trend. Planning support requests did fall between Q4 last year and Q1 of this, but not sufficiently to change the upward trend seen in recent years. Enviro-crime and planning enforcement work for Bromsgrove and Redditch were on-track.

In Licensing, applications and registrations were on-trend for the year. Applications showed their usual slight upswing as the Spring Temporary Event Notices are served on partners for the summer, but complaints and enquiries continued following the slight downward trend we have been seeing in this area.

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.

Thanks

A handwritten signature in blue ink, appearing to read 'Simon', with a stylized flourish.

Community Environmental Health



Headlines and Social Media

Please click the bullet points below for more information about some of the cases referred to and proactive activities undertaken by the team during the year to date.

The Barnt Green Sports Club appeal against an Abatement Notice for statutory nuisance for outdoor padel noise was in court in June. The District Judge rejected the Club's appeal against the notice. This would appear to be the first legal case confirming outdoor padel as a statutory nuisance and has generated considerable national interest from environmental health professionals and other interested parties.

- Court upholds nuisance finding over local padel noise - Bromsgrove District Council (15/06/2026)

Officers participated in a Public Health/Worcester University led multi-agency exercise in dealing with a local Meningitis outbreak.

A meeting was held with the new Scala Theatre development in Worcester to discuss food safety management for the site.

The inquest into the death of a club member reported as having become unconscious during prolonged breath holding under water at a private indoor swimming pool was heard at Worcestershire Coroner's Court in Stourport on Severn. The coroner's conclusion was 'Death by Misadventure', namely an intentional act that went wrong. This determination was based on the civil standard of proof meaning that something is proved if it is established on the balance of probabilities as more likely than not. Officers had provided substantial support to the coroner's office in this investigation as reported previously.

In June, our Principal Officer for Health and Safety provided a review of the activities carried out by the service to the County Council's Planning and Regulatory Committee. WRS is contracted by the County Council to discharge statutory duties under the Safety at Sports Grounds and related legislation. The Committee noted that the statutory duty in respect of Safety at Sports Grounds legislation had been successfully met.

The nuisance team was extremely busy during this period, the exceptional hot and dry weather leading to a high number of investigations and visits to control dust nuisance at development sites across the county.

Whilst food safety overlaps with the communities priority, the service is more likely to identify problems at businesses operating under the umbrella of the night-time economy.

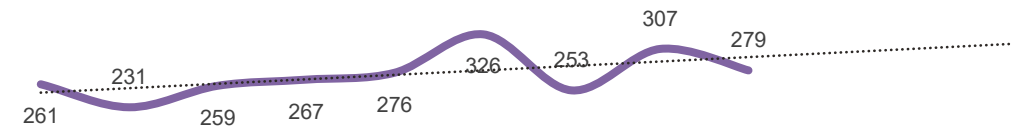
Approximately 53% of food safety cases are typically enquiries (including requests for business advice), requests for hygiene ratings, or requests for export health certificates. The latter is required by businesses seeking to export food to Northern Ireland, the European Union, and non-EU countries. Where complaints are received by the service, most will relate to issues with food products (such as poor quality food or food containing a foreign object). Approximately 29% of complaints will relate to poor hygiene standards or practices at food businesses.

Whilst the general level of compliance is high, approximately 4% of interventions completed at food businesses each year will result in a non-compliant rating being issued. Most 0, 1, or 2 ratings are issued to takeaways, restaurants, or small retailers.

Comments

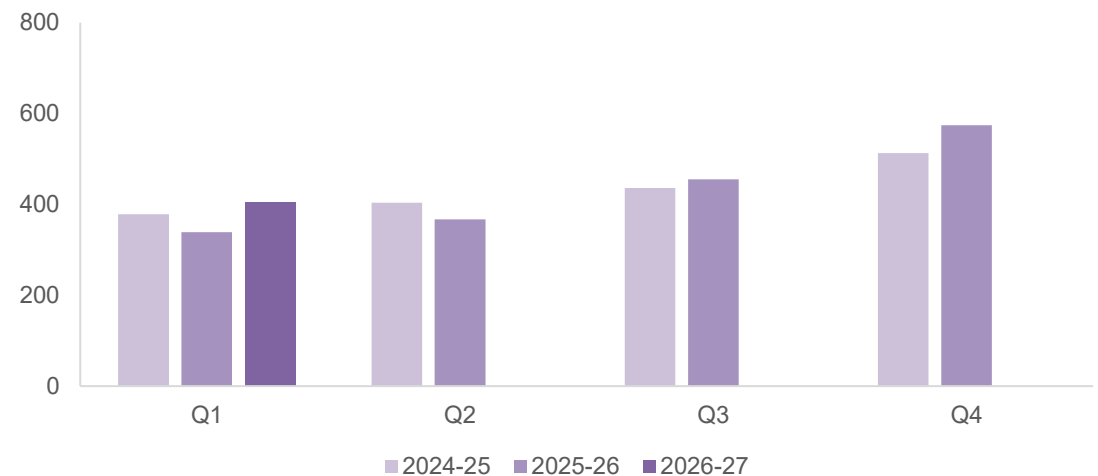
Complaints relating to allergens, or the composition and labelling of food are investigated by Worcestershire Trading Standards Service. To find out more about food hygiene ratings, please visit <https://ratings.food.gov.uk>.

Complaints and Enquiries



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

FHRS Interventions



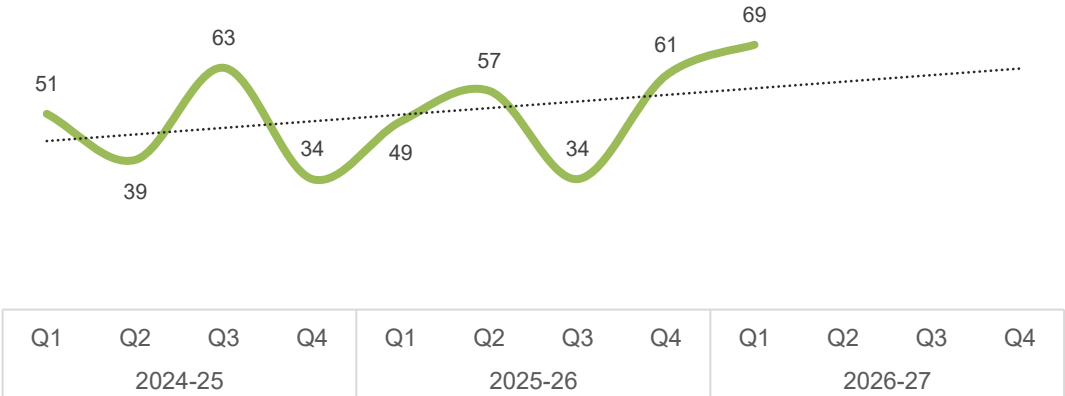
Health and safety is aligned with several priorities as the service investigates accidents (and unsafe conditions) at a range of workplaces.

Approximately 43% of health and safety cases are typically reports of accidents. These reports commonly relate to injuries where a worker was incapacitated for more than seven days or injuries to members of the public, however, the service has sadly investigated several fatalities over recent years. The highest number of accidents are caused by slips, trips, and falls (either on the same level or from height).

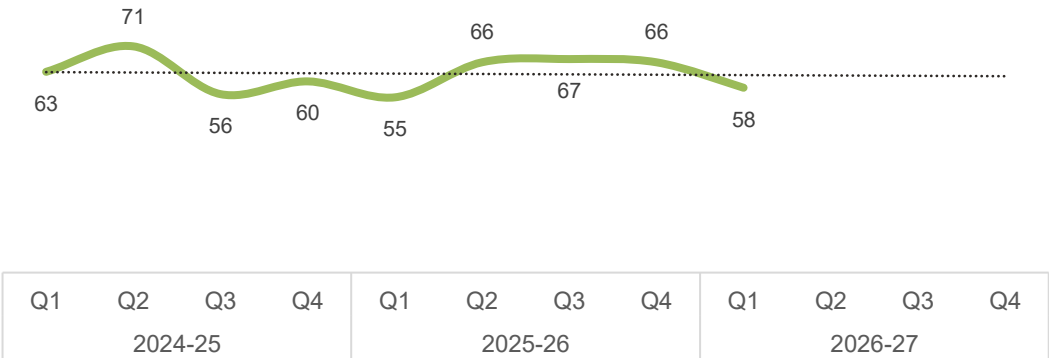
Comments

Investigations are only undertaken by the service where the incident takes place at workplaces such as retail outlets, offices, leisure services, hospitality premises, and cosmetology premises. Other premises, such as factories and medical premises, fall within the remit of the Health and Safety Executive.

Accident Reports



Complaints and Enquiries



Pollution

Pollution is a fundamental part of each priority area as the service investigates a range of issues occurring at both commercial and residential properties.

Approximately 90% of pollution cases tend to relate to nuisances, with most cases referencing problems with noise. Whilst a significant proportion of these complaints relate to noise generated by the hospitality sector (primarily noise from music or people at pubs and clubs), approximately 50% of noise complaints relate to barking dogs and/or general noise from residential properties (such as noise from audio-visual equipment).

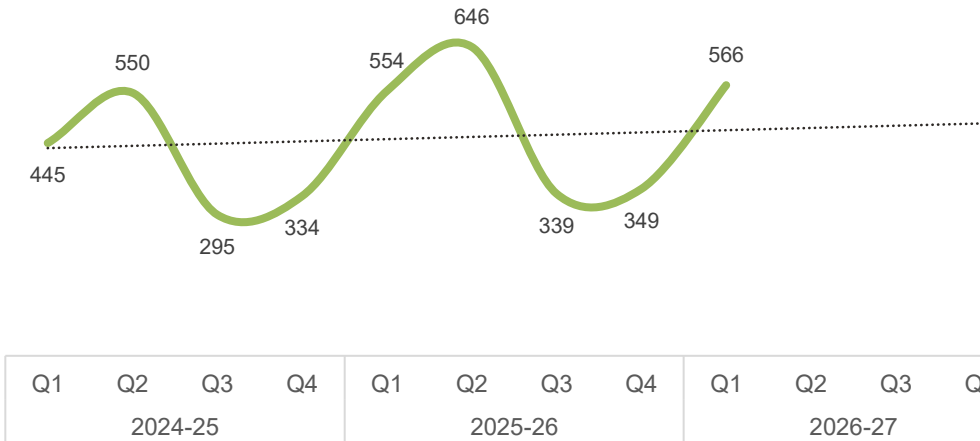
Other common nuisances reported to the service include smoke from the burning of domestic or commercial waste and noise or dust from construction sties.

Comments

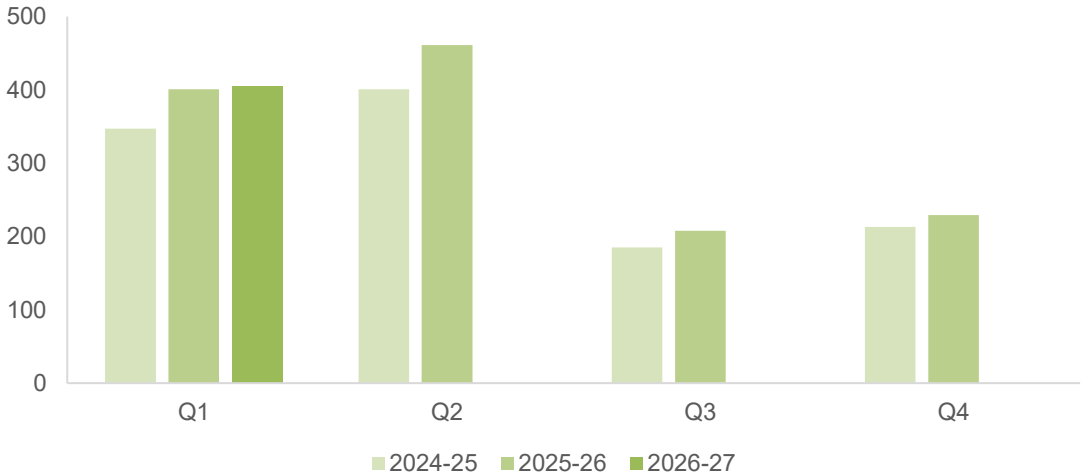
The table overleaf outlines the Middle Layer Super Output Areas (MSOAs) which have the highest rate of noise complaints per 1,000 populations. The figures stated are cumulative and, as a result, the table will continue to change until the end of year report is published. In addition, as a proportion of cases could not be mapped to an MSOA, the rates in certain areas may be higher.

To find out more information about output areas, please visit doogal.co.uk (and search for a postcode) or visit the "data" section of the Worcestershire County Council website.

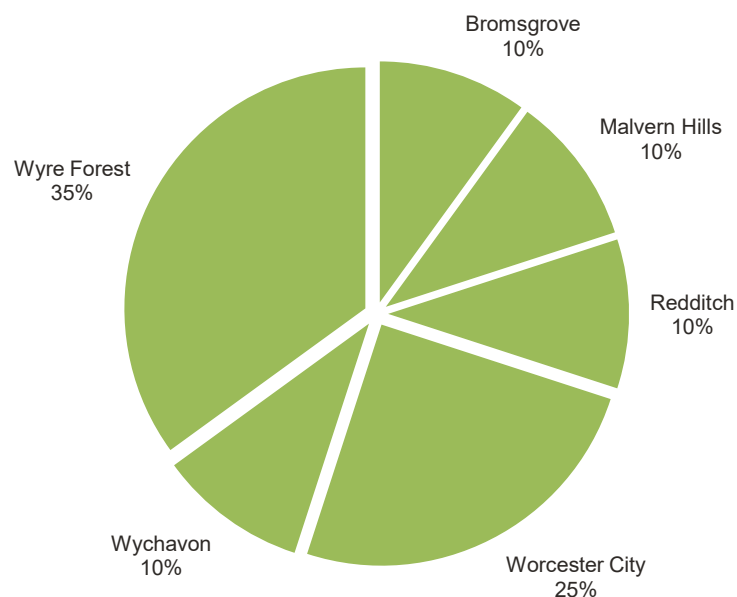
Complaints and Enquiries



Complaints and Enquiries (Noise Only)



Rate of Noise Complaints



MSOA	AREA COVERED	TOTAL	POPULATION	RATE
Wyre Forest 013	Stourport Mitton and Wilden	18	7,958	2.26
Worcester 011	Worcester Town South	11	7,424	1.48
Wyre Forest 007	Comberton	12	8,369	1.43
Worcester 009	Dines Green and St Johns	11	8,528	1.29
Bromsgrove 009	Alvechurch, Hopwood and Holt End	9	7,102	1.27
Malvern Hills 002	Abberley, Holt Heath and Hallow	11	8,753	1.26
Wyre Forest 004	Kidderminster Town	10	8,508	1.18
Wyre Forest 009	Birchen Coppice	7	6,116	1.14
Wychavon 008	Inkberrow and Flyford Flavell	6	5,803	1.03
Wyre Forest 002	Franchise	7	6,907	1.01
Redditch 003	Batchley and Brockhill	9	9,076	0.99
Bromsgrove 007	Catshill	6	6,140	0.98
Worcester 014	St Peters	5	5,275	0.95
Redditch 005	Winyates Green	5	5,481	0.91
Malvern Hills 007	Pickersleigh	6	6,607	0.91
Wychavon 013	Harvington, Offensham and Badsey	8	9,418	0.85
Wyre Forest 008	Blakebrook and Habberley South	6	7,627	0.79
Wyre Forest 010	Spennells and Hoobrook	5	6,469	0.77
Worcester 001	Northwick	6	7,920	0.76
Worcester 002	Warndon West	4	5,385	0.74

Public health is aligned with the communities priority and primarily focuses on the control of pests.

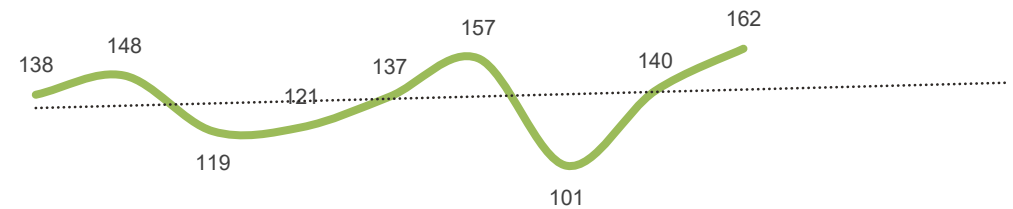
Approximately, 54% of public health cases are typically enquiries about domestic treatments, enquiries about sewer baiting, or complaints relating to pest activity caused by the actions of neighbouring residents or businesses. In addition, approximately 25% of cases are reports of accumulations at residential properties (including abandoned properties and overgrown gardens). It should be noted, however, that such complaints commonly reference the sighting of rats, mice, and/or other pests.

Where pest control treatments are offered by local authorities, most residents on qualifying benefits will seek support due to problems with rats, wasps, or hornets. In addition, a higher number of treatments tend to take place at properties in Redditch and Wychavon.

Comments

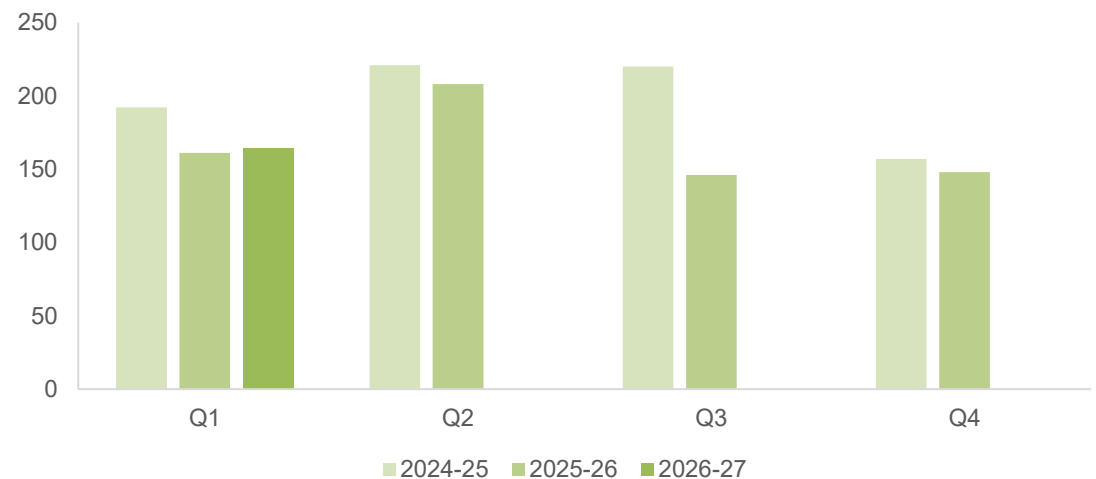
Pest control treatments are offered by five of the districts, however, Wyre Forest District Council does not offer a subsidised pest control service.

Complaints and Enquiries



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

Domestic Subsidised Treatments



Licensing



Headlines and Social Media

Please click the bullet points below for more information about some of the cases referred to and proactive activities undertaken by the team during the year to date.

- [Taxis in 'unroadworthy condition' taken off road in Redditch - Redditch Advertiser \(14/05/2026\)](#)
- [Licensing officers carry out join operation in Redditch town centre](#)

- [Worcester seeks fifth award running for night-time economy - Worcester News \(03/05/2026\)](#)
- [WRS partner with Worcester BID ahead of Purple Flag assessment](#)

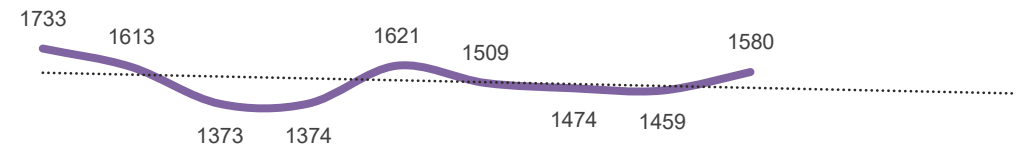
- [WRS launch consultation on taxi policy in Redditch](#)
- [WRS launch consultation on taxi policy in Wychavon](#)

Whilst the primary licensing functions are more commonly aligned with the night-time economy (such as alcohol and taxi licensing), licensing forms part of all three priority areas. Animal licensing, for example, is a key part of the dog priority whilst scrap metal licensing supports the objectives of the communities priority.

Approximately 66% of licensing cases are typically applications for licences or registrations (such as those notifying the service that a tattooist is due to start trading). Half of these cases are temporary event notices or applications for vehicle (private hire or hackney carriage) licences.

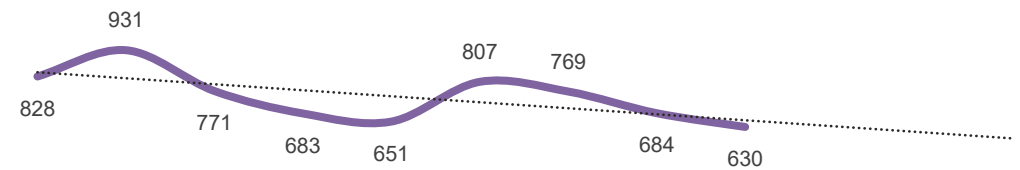
In general terms, the service receives a higher number of enquiries (queries about regulations, by-laws, and licence conditions etc.) than complaints. Where complaints are received, approximately 70% relate to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards) or alcohol licensing (reports of businesses failing to comply with the licensing objectives). The service also receives a significant number of complaints relating to the unlicensed breeding and/or sale of dogs.

Applications and Registrations



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

Complaints and Enquiries



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

Technical Services



Headlines and Social Media

Please click the bullet points below for more information about some of the cases referred to and proactive activities undertaken by the team during the year to date.

- Council Clamp-Down on Litter Louts - Bromsgrove District Council (21/05/2026)

As part of our developing strategy to tackle the enablers of fly tipping crimes, we coordinated a multi-agency operation. The media releases below provide a summary of the operation and the successful outcome.

- One arrest and vehicles seized in rural crime operation - West Mercia Police (27/07/2026)
- Worcestershire Enviro-Crime Team Tackles Waste Offences with Partners

Many of you will have seen our reporting of 'Phoenix' in the media. At the time of publication, we are unable to provide an update on the case but, as you will see from the photograph, he is doing amazingly well and is now 25kg. This has been the result of support and funding from our rehoming partners.

- Dog found 'half dead' in 'appalling' Malvern cruelty case - BBC News (02/04/2026)

Unfortunately, Phoenix is not an isolated case, with the proportion of stray dogs with welfare concerns remaining high. In this period, a stray named 'Ethel' required a leg amputation due to her condition but sadly died 8 days later due to an aneurysm. Other notable cases included a severely matted cocker spaniel with mammary tumours, a blind poodle, and two lurchers in an extremely poor state. We have and continue to share these cases to raise awareness about the responsibility owners have when they get a dog and encourage early intervention and veterinary care when needed.

Our third Annual Air Quality survey was launched in June and recently closed. The survey is used to inform our air quality behaviour change work and help target resources in specific areas of need.

- WRS launch air quality survey



In partnership with Wyre Forest District Council and Susfest (in promotion of Clean Air Day 2026 on the 18th June), officers attended GreenShoots events to promote air quality. Key to this was the engagement with young people to discuss the health risks attached to bad air quality and the changes we can all make to reduce air pollution where we live. Also, just prior to clean air day, officers attended two community engagements to discuss the important topics of air pollution, how EarthSense monitors work around the county, and lifestyle changes we can make to create a healthier, happier environment. Officers started their day in Bromsgrove at Meadow First School before travelling across to Worcester's Tolly Hub to engage with members of the public who dropped into the Worcester Community Trust group session.

- WRS staff attend Greenshoots event

Continuing our engagement with schools, our Air Quality Behaviour Change officer has recently become a Skills Ambassador for the Heart of Worcestershire College.

- WRS officer becomes a Skills Ambassador
- Air Quality team visit the University of Birmingham's Air Quality Supersite

Also, in our proactive planning advice work to all Districts in Worcestershire, following the successful defence of an appeal from a noise abatement notice reported by our Community Environmental Health colleagues last year, we have seen a number of similar applications that have required careful thought and comment to planning officers. We have also seen a number of enquiries from other Local Authorities asking about our approach to managing noise through the planning process along with the relatively fast growth in this sport.

We have received six new arrivals under the Homes for Ukraine scheme this period (two in Bromsgrove and four in Redditch). We are pleased to report that two of our elderly guests, including one who has been in the UK since April 2022 has successfully moved into their own property. Support has been provided to assist them with the transition from hosted accommodation to independent living, including helping them to establish themselves in their new homes and navigate the practical aspects of living independently.

Dog Control

Dog control is a fundamental part of the dog priority and is largely centred on the number of stray dogs reported to the service. The priority also focuses, however, on the level of microchipping (including an assessment of microchips with out of date contact information) and the welfare of dogs that come into our care.

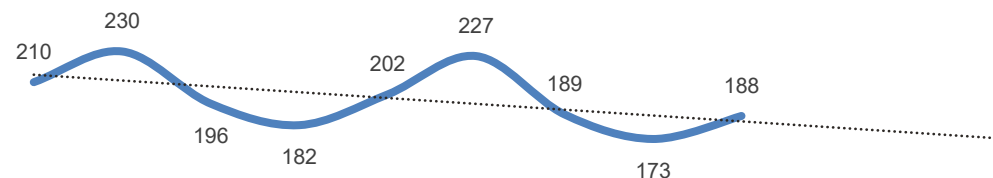
Approximately 80% of dog control cases typically relate to stray or lost dogs, with most cases categorised as "contained strays" (meaning dogs are found, and held, by members of the public before being seized by a Dog Warden). Whilst figures vary for each local authority, approximately half of the dogs collected in Worcestershire will have a microchip and 50% will go on to be reunited with their owners. There has, sadly, been a concerning increase over the past few years in the number of dogs requiring veterinary treatment or examination due to poor health or neglect.

Whilst the service receives a lower number of dog control complaints, such cases tend to relate to dog fouling or dogs persistently straying from residential properties.

Comments

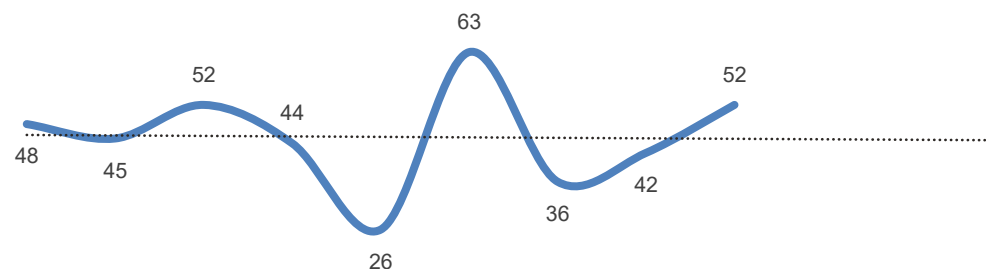
The service can only investigate welfare offences where a dog is found to be straying. The general welfare of dogs is investigated by the RSPCA and West Mercia Police.

Lost or Stray Dogs



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

Complaints and Enquiries

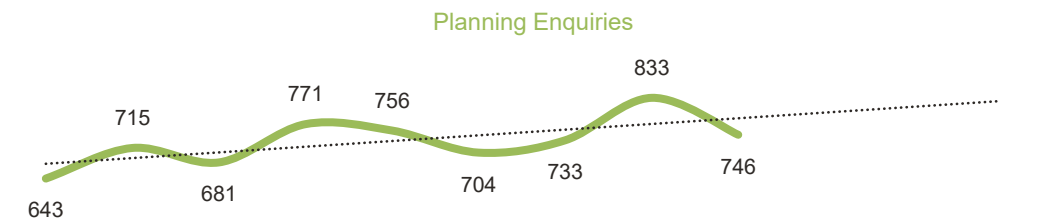


Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

Planning

Planning forms part of the communities priority and the service responds to planning enquiries when notified by district council planning departments. Enquiries are either "consultations" or "requests to discharge conditions" with the latter being applied to the site during a previous planning decision.

Approximately 92% of planning enquiries are typically consultations for air quality, contaminated land, or nuisances. The service also processes enquiries in connection with environmental permitting, food, health and safety, and private water supplies. Whilst the data on this page relates to Worcestershire authorities, the service responds to planning enquiries (on a contractual basis) on behalf of several local authorities.



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

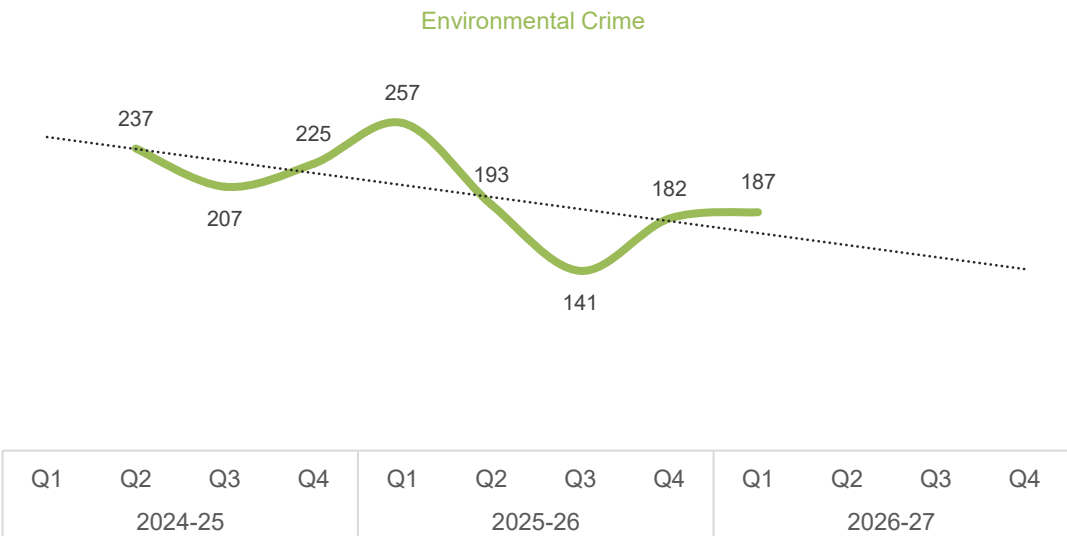
Planning Enforcement and Environmental Crime

Whilst planning enforcement and environmental crime are key parts of the communities priority, the functions are only delivered on behalf of Bromsgrove and Redditch Councils. In addition, the functions have only been within the remit of the service since June 2024.

Approximately 68% of cases typically relate to environmental crime and, whilst this includes a number of littering incidents, most cases reported to the service relate to the illegal disposal of household or commercial waste (commonly known as fly-tipping). From a planning enforcement perspective, most cases relate to unauthorised developments at residential properties (such as extensions, conservatories, and outbuildings). Where a breach is connected to a commercial premises, this will commonly relate to buildings, or land, being used for business activities without consent.

Comments

The environmental crime figures stated relate to the number of cases actively investigated by the service. During the year to date, 621 fly-tipping incidents have been reported to Bromsgrove District Council and 468 incidents have been reported to Redditch Borough Council. Where an incident is not investigated, this is commonly because there is no possible means for the service to identify a suspect and/or because insufficient details were supplied to the service via the initial reporting form.



District Summaries

The data on the following pages outlines the number of complaints, enquiries, applications, and notifications handled by the service (over a three-year period) where the subject and/or enquirer were located in the stated local authority.

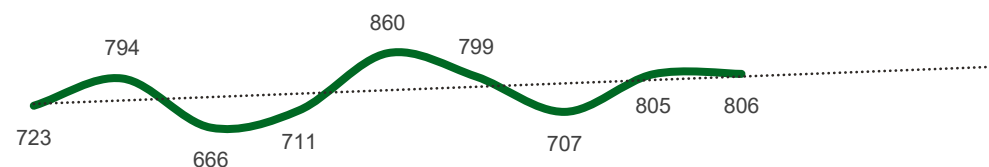
The data also shows a breakdown of cases by the primary functions delivered by the service on behalf of that local authority.

Comments

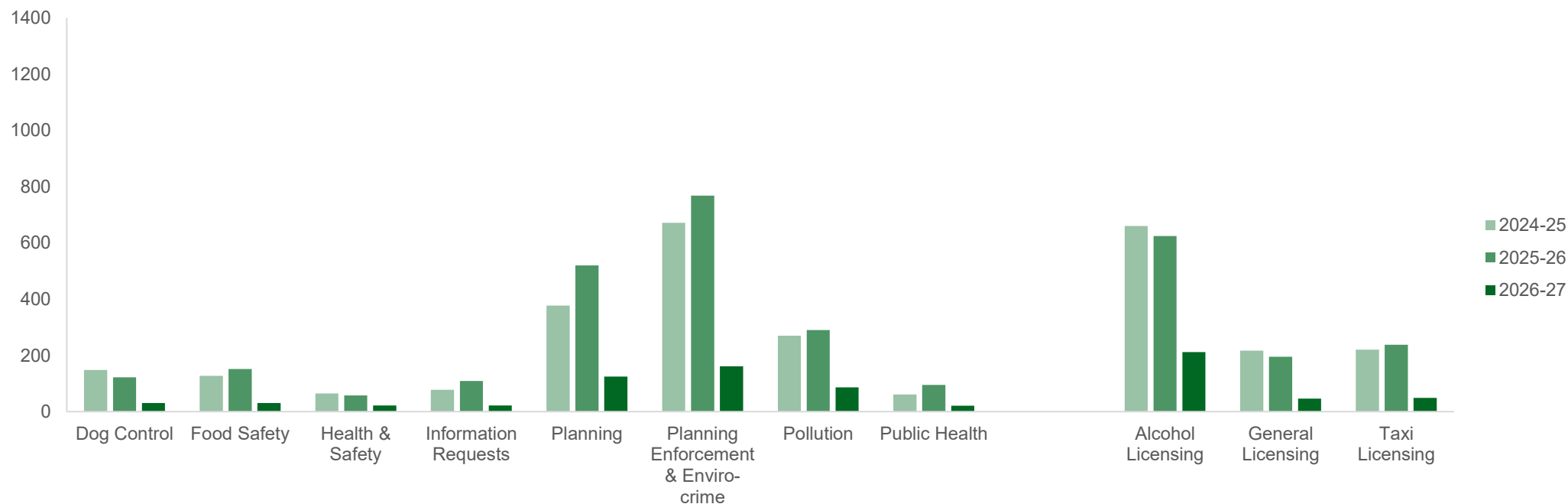
Please be advised that the figures for the current year are cumulative and will continue to increase until the end of year report is published. In addition, the vertical axes for the charts at the bottom of each page have been standardised. This should enable the level of activity recorded against function to be broadly compared across each local authority area.

Bromsgrove District Council

Complaints, Enquiries, Applications, and Notificaitons

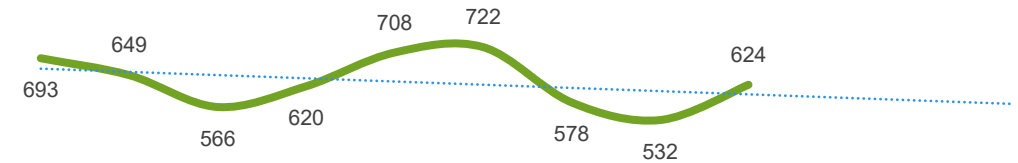


Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

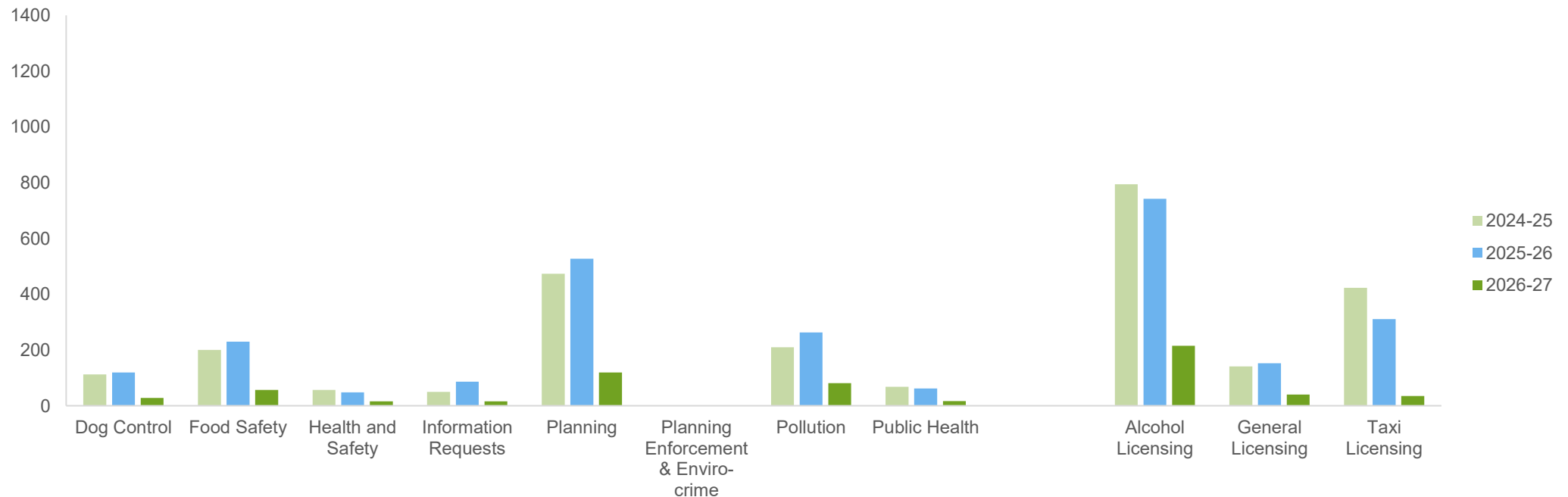


Malvern Hills District Council

Complaints, Enquiries, Applications, and Notificaitons

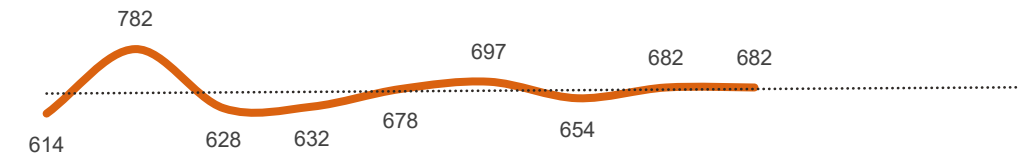


Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

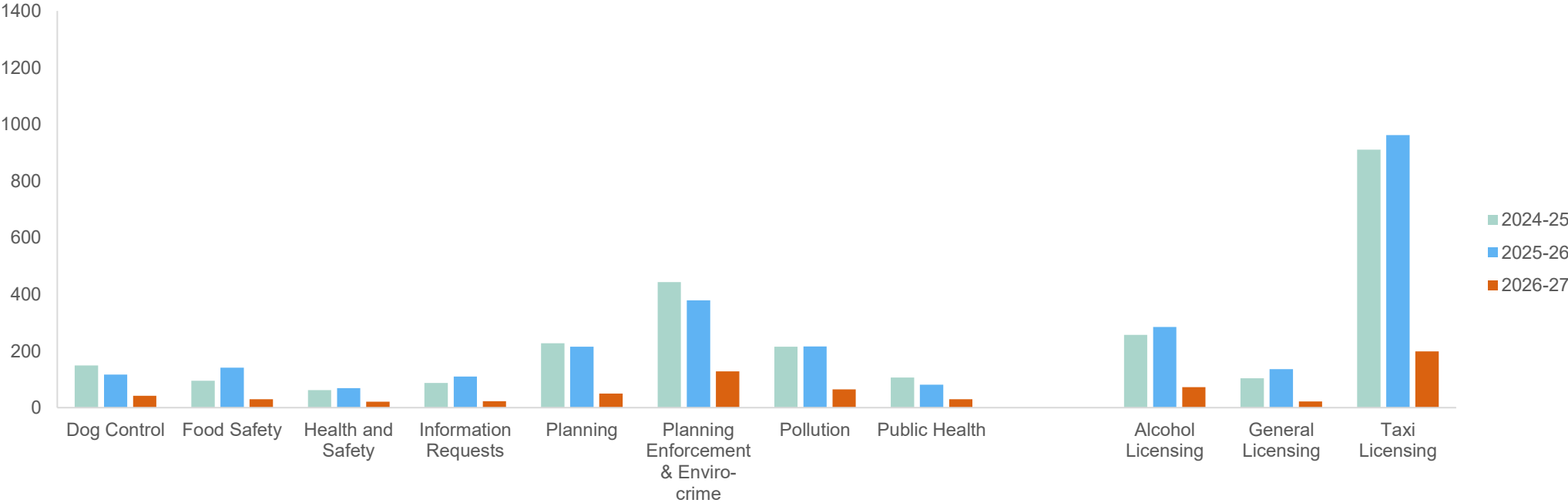


Redditch Borough Council

Complaints, Enquiries, Applications, and Notificaitons

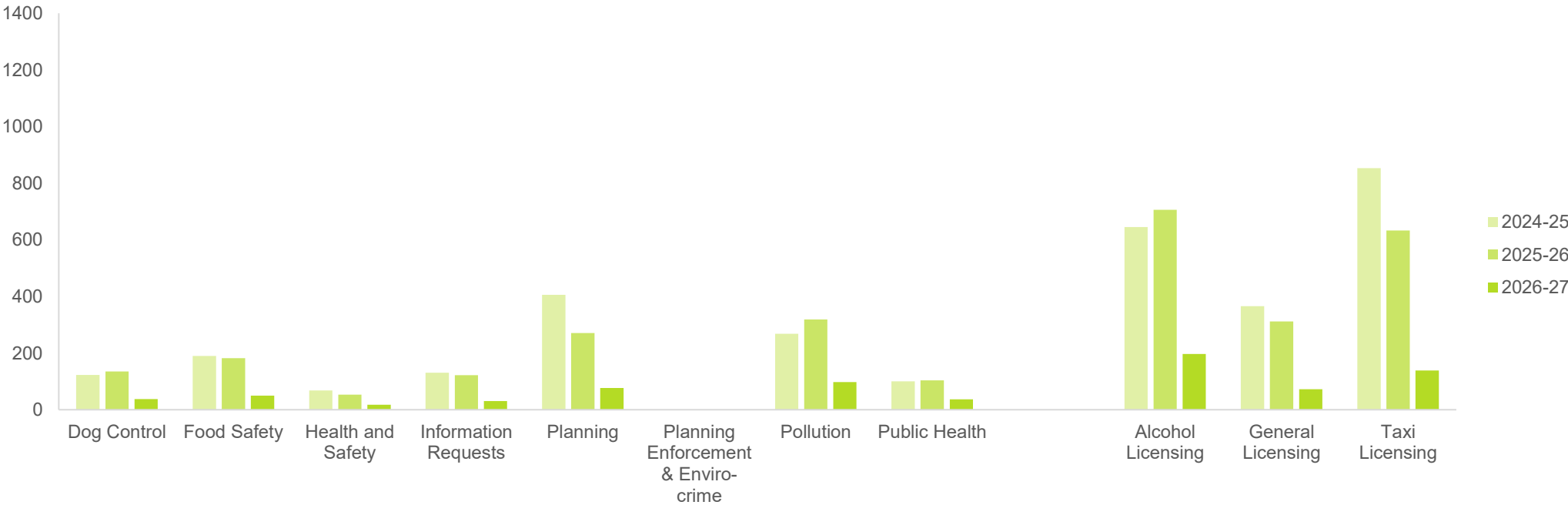
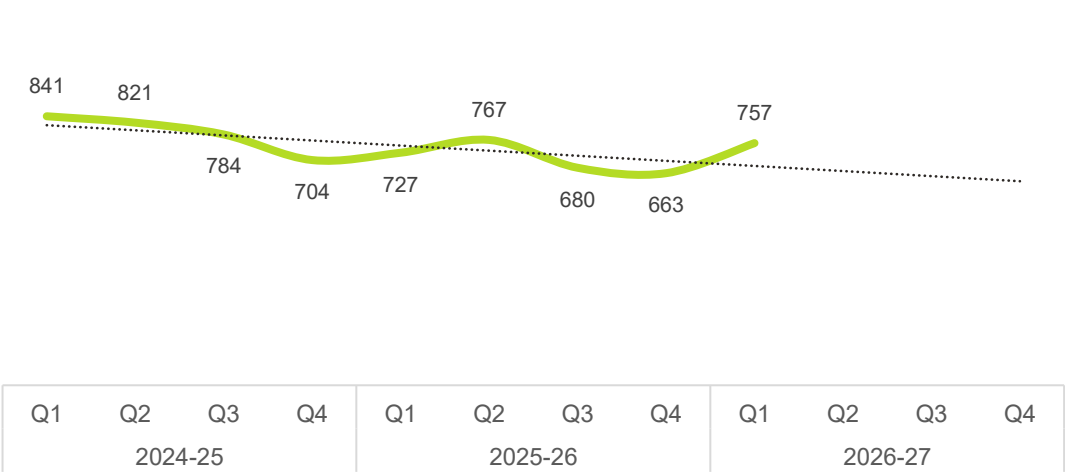


Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			



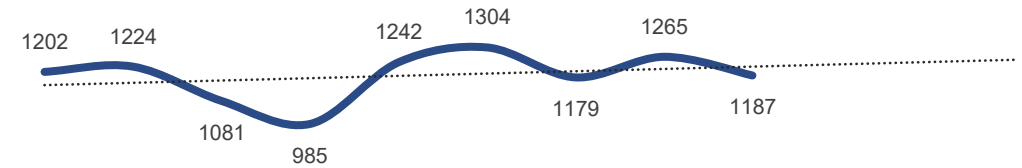
Worcester City Council

Complaints, Enquiries, Applications, and Notificaitons

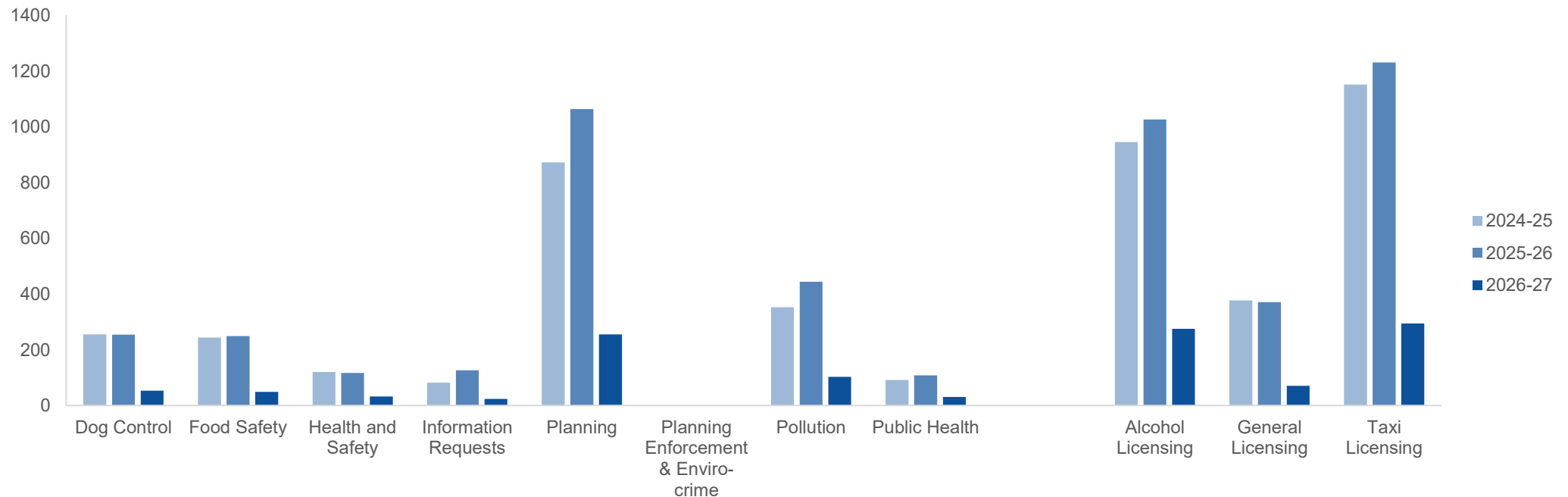


Wychavon District Council

Complaints, Enquiries, Applications, and Notificaitons

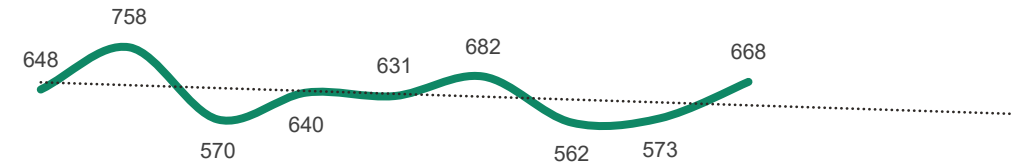


Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			



Wyre Forest District Council

Complaints, Enquiries, Applications, and Notificaitons



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2024-25				2025-26				2026-27			

