

**Joint Committee**  
**9 September 2010**

**Worcestershire Regulatory Services Performance Summary**

<b>Recommendation</b>	<p>That performance in relation to the work carried out by Worcestershire Regulatory Services on behalf of each Council is noted.</p>
<b>Contribution to Priorities</b>	
<b>Introduction/ Summary</b>	<p>At the last Joint Committee meeting Members asked for brief details on current levels of performance.</p> <p>Generally performance has remained on target despite the significant change programme being undertaken by the staff of Worcestershire Regulatory Services.</p> <p>Where performance has begun to dip, it has been due to staff vacancies in some functional areas. Where this has happened, arrangements have been put in place to ensure cover is provided and the Service continues to perform.</p> <p>Currently there are very few performance measures that are consistent across the County, so the only county-wide figures relate to Trading Standards.</p>
<b>Background</b>	<p>At the start of this financial year each of the District Councils' Environmental Health services and the County's Trading Standards team had an agreed service plan that would take them through to April 2011.</p> <p>Included in these service plans are a number of relevant performance measures which, other than the National Indicators, vary from Council to Council.</p> <p>From April 2011 it is anticipated that Worcestershire Regulatory Services will have a single service plan with agreed outcomes and performance measures which will be reported to the Joint Committee on a regular basis.</p>

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## Report

### Wyre Forest

NI 182 satisfaction with regulatory services 83.33%, target 85%.

Broadly compliant premises 90%.

19% of scheduled high risk inspections completed.

We are one technical support short and have had a long term sick in the food team but expect to be on target or thereabouts for inspections by end of year as our inspection regime is weighted to the end of year.

Response to noise complaints within 3 days 91%, target 95%.

Team are one vacancy down and the warm summer has led to a big increase in complaints (see below).

#### All Complaints

Year	Period	Complaints	Trend
2008	1 June – 9 August	118	-
2009	1 June – 9 August	140	↑15.7%
2010	1 June – 9 August	171	↑18%

### Malvern

#### Business Regulation Team

The Team have been engaged in a number of complex and complicated investigations/hearings recently and this, together with Officers contribution to work on transformation and annual leave, has resulted in a small dip in performance, with the inspection programme being some 5% below that expected.

In order to ensure that we prioritise our work a number of measures have been put in place to ease the pressure, including:

- The use of non-inspection interventions at food premises,
- Improving website information so customers can 'self-serve'.
- Business Support Officers are handling more routine enquiries and one Officer is increasing the number of hours worked.

Broadly compliant food premises – 94%.

Premises achieving 2 stars or above in Scores on Doors rating scheme – 98%.

Food premises scoring 5 or below in food hygiene management – 62%.

Cumulative % of food inspection programme achieved – 28%.

#### Environment Team.

No additional monitoring is currently required for Air Quality. There are 7 monitoring sites for NOx tubes, with results continuing at well below exceedence levels.

The 7 Prescribed Processes under IPPC are fully compliant. There are 3 waste oil burners and 11 Filling stations registered.

Response times for general service requests stands at 82 % within 2 days and 87% within 3 days, which is slightly below normal levels.

Response times for service requests concerning noise nuisance stand at 80% within 2 days and 86% within 3 days. This is a slight dip in normal performance mainly due to staff absences for study leave and holidays coupled with the seasonal summer peak in demand.

Response times for service requests relating to air pollution including bonfires is currently at 96% within 2 days and 100% within 3 days, which is above average.

Response times for stray dogs and other dog related issues is currently at 100% on the same day.

## **County**

### **Trading Standards Performance against Service Plan**

#### **Food and Feed**

Food inspection programme on track. On target overall for high medium and low risk food inspections (192/461 = 41%).

Food samples on target. 214/550 samples submitted for analysis = 39%.

Animal Feed Hygiene visits 27/30 = 90%.

Food Hygiene Inspection at Primary Production premises 27/30 = 90%.

#### **Animal Health and Welfare**

Inspection programme as required by framework on target. Total of 277/800 = 35% (High/medium/low risk, markets, slaughterhouses).

#### **Non-food**

Non-food planned visits slightly below target (37/133 = 28%). Overall the food/non-food planned inspection programme is on target.

#### **Other**

Food and non-food projects are underway. Complaints remain at their expected high level. Since 1 June, 4 cases have successfully gone through the Courts and a further 7 have Court dates. Two of these are major investigations that have been concluded and are likely to end up before the Crown Court.

Underage sales test purchasing sessions have been completed in Malvern, Bromsgrove (including Rubery), Wychavon (Droitwich, Evesham and Pershore), Wyre Forest (Kidderminster), Redditch and Worcester City. A total of 34 off-licenses have been tested resulting in 2 sales, and 18 pubs have been tested, resulting in 5 sales. Further exercises are planned.

Metrology income on target. £11435 against target of £33000 = 34%.

## **Wychavon**

### Food/Health and Safety and Licensing

Inspection programme is on target. 224 food inspections and 162 health and safety inspections up to 19.08.10.

Sampling programme slightly ahead of target (68 samples).

Scores on Doors – number of 1\* premises has fallen by one to 11. Number of 0\* premises remains at 1.

Licensing income (£77,202) is on target at around £1500 ahead of profiled budget to end of August.

We have completed the 'WHAT' pilot programmes with 2-4 year olds and their families (last year's mini-Mend promise which continued over to this year) and are currently evaluating the results.

We have completed a mailshot to all licensed premises covering a number of topics of information including new mandatory conditions. In progress is our consultation on a revised Statement of Licensing Policy.

### Environmental Protection

365 Statutory Nuisance requests for service in the period (158 noise complaints, 102 dog related requests for service, 53 public health).

Air quality and contaminated land work progressing well and IPC (integrated pollution control) permits and inspections on target.

We are carrying a number of vacancies across both teams and there has also been significant officer involvement in WRS change programmes and therefore the amount of proactive work has reduced. In addition it is to be expected that performance with response times will be affected slightly.

## **Bromsgrove**

The proportion of broadly compliant food premises is 93%.

The programme of food safety inspections remains on schedule for completion with 42% of inspections due for the year allocated for inspection.

All known non food high risk health and safety premises have been allocated for inspection and 5 (29%) inspections remain outstanding. Resources have been directed towards completing the food safety inspection programme.

The FSA audit action plan has now been agreed by the FSA as fully implemented (letter dated 9 August 2010).

The Commercial Regulation Team currently has 1.5 FTE vacancies. Proposals are being made to put in place 0.5 FTE to assist with completion of the food and health and safety inspection programmes.

National Indicator 182 Standardised score year to date: 91%.

<p>Undertake reactive responses to all Pollution and General requests for assistance.</p>	<p>Response times maintained, notices served in relation to outdoor musical events at a licensed premises, barking dogs and bonfires. In addition collapsed private sewer was renewed via service of legal notices.</p>
<p>District wide air quality monitoring carried out on a monthly basis.</p>	<p>Ongoing.</p>
<p>Detailed assessment of area of air quality exceedences to establish if Air Quality Management Area (AQMA) needs to be declared in the Worcester Road, Bromsgrove. Additionally to install continuous air quality monitoring device in Kidderminster Road, Hagley for six month period. Subsequent results to form part of "Further Assessment" within AQMA.</p>	<p>This was carried out and submitted to DEFRA awaiting their appraisal of this work prior to declaring a fourth AQMA in our District.</p> <p>Continuous monitoring unit installed in June 2010 for six months.</p>
<p>Implement the Countywide Air Quality Strategy.</p>	<p>Ongoing process, lead to successful agreement of s106 agreement for AQ monitoring associated with major Sainsbury's development in Bromsgrove.</p>
<p>To identify and undertake proactive inspections based on risk rating of premises and processes with regard to assessing compliance with Pollution Prevention and Control Legislation &amp; to provide guidance on new requirements of the Regulations.</p>	<p>Programme not commenced yet due to capacity issues. The inspection programme will be implemented in Autumn 2010.</p>
<p>To implement the Revised Council's Contaminated Land Strategy with a view to prioritising high risk sites and undertake investigations in accordance with Environmental Protection Legislation.</p>	<p>Ongoing process.</p>

Potential declaration of four landfill sites as “Contaminated Land” under the provisions of Part IIA of the Environmental Protection Act 1990.	Two sites not classed as “Contaminated Land” One site subject to voluntary intrusive investigation to commence on 6 September 2010. Reports awaited on fourth site.
Implement the provisions of the Private Water Supplies (England) Regulations 2009.	Initial Return sent to Drinking Water Inspectorate in July 2010, delayed by one month due to capacity issues, delay agreed with DWI.

### **Redditch**

#### Food

Broadly compliant premises - 92%

NI 182 is running at 80% (it did dip to 63% but we have got it back up!).

All inspections are on target.

#### Health and Safety

All high risk inspections are on target.

#### Pollution

DEFRA have accepted the detailed assessment and modelling and there is no need to declare an AQMA in Other Road.

There are no other AQMA's in Redditch.

All requests for service have been responded to within target times.

#### Licensing

All licences have been dealt with on target.

We remain non compliant with the EU Services directive due to the failure to deliver on the payment engine. This is a matter for IT and will be raised with Mark Hanwell.

### **Worcester City**

#### **Service Plan 2010-2011**

#### **Performance Review at 4 August 2010**

<b>Area</b>	<b>Performance Indicator</b>	<b>Outcome</b>
Food Safety	% broadly compliant food premises i.e. premises achieving 2 stars or above in scores on the doors rating scheme.	96%.

	Cumulative % of food inspection programme achieved.	32%.
H&S	Premises 'broadly compliant' with risk management responsibilities under H&S legislation.	81%.
	Cumulative % of H&S inspection programme achieved.	20% Backlog of overdue inspections carried over from last year into 2010/11 thereby increasing size of inspection programme for this year.
Smoke-free	Business premises and work vehicles compliant with legislation.	98%.
Licensing	Premises 'broadly compliant' with licensing legislation i.e. 'confidence in management' rating is at or below 10.	96%.
	Cumulative % of licensing inspection programme achieved.	12% however inspection dates for majority of premises fall in subsequent quarters.
Pollution Control	To complete a further assessment of air quality within Worcester's 3 air quality management areas (AQMA), in line with statutory requirements.	One further AQMA to report to Licensing Committee in September 2010. Consultants recommended one AQMA be revoked and two other existing AQMAs extended.
	Review conditions of all Part A2 and B Authorised processes in accordance with provisions of Environmental Permitting Regulations 2007.	Thematic review looking at permit conditions and process descriptions complete.

	Cumulative % of Authorised Process inspection programme achieved.	No premises requiring inspection in this period.
Customer Satisfaction	Achieve 80% 'satisfaction rate' based upon feedback from post inspection questionnaires (NI 182).	Current satisfaction rate =76%. Further questionnaires to be sent out in 2nd quarter.

**Financial Implications**

None

**Sustainability**

None specific to this report, although a number of the activities undertaken by the service contribute to sustainability and engage this agenda.

**Contact Points**

Steve Jorden

**Background Papers**

Individual service plans