

**WORCESTERSHIRE DISTRICT COUNCILS**

**MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD**

**THURSDAY 22ND JUNE 2017 AT 4.30 P.M.**

**PARKSIDE SUITE, PARKSIDE, MARKET STREET, BROMSGROVE,  
WORCESTERSHIRE, B61 8DA**

MEMBERS: Bromsgrove District Council: Councillor R. J. Laight  
Bromsgrove District Council: Councillor: P. J. Whittaker  
Malvern Hills District Council: Councillor B. Behan  
Malvern Hills District Council: Councillor H. Campbell  
Redditch Borough Council: Councillor B. Clayton  
Redditch Borough Council: Councillor J. Fisher  
Worcester City Council: Councillor J. Squires  
Worcester City Council: Councillor A. Feeney  
Wychavon District Council: Councillor E. Stokes  
Wychavon District Council: Councillor M. King  
Wyre Forest District Council: Councillor J. Hart  
Wyre Forest District Council: Councillor J. Smith

**AGENDA**

1. Election of Chairman
2. Election of Vice-Chairman
3. Apologies for absence and notification of substitutes
4. Declarations of Interest

To invite Councillors to declare any Disclosable Pecuniary Interests or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.

5. To confirm the accuracy of the minutes of the meeting of the Worcestershire Regulatory Services Board held on 16th February 2017 (Pages 1 - 10)

6. Previous Chairman's Report - The first twelve months of the operation of the new partnership (Pages 11 - 14)
7. Worcestershire Regulatory Services Annual Report 2016/2017 (Pages 15 - 52)
8. Worcestershire Regulatory Services Revenue Monitoring April - March 2017 & Annual Return (Pages 53 - 66)
9. Activity and Performance Data Quarters 1, 2, 3, and 4 (Pages 67 - 116)
10. Food Standards Agency's Audit - Verbal Update
11. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman considers to be of so urgent a nature that it cannot wait until the next meeting.

K. DICKS  
Chief Executive

Parkside  
Market Street  
BROMSGROVE  
Worcestershire  
B61 8DA

12th June 2017

## **WORCESTERSHIRE DISTRICT COUNCILS**

### **MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD**

**THURSDAY, 16TH FEBRUARY 2017 AT 4.30 P.M.**

**PRESENT:** Councillors P. Whittaker, B. Behan (Chairman), D. Chambers (during Minute No's part of 31/16 to 36/16), Y. Smith (Substituting for J. Fisher), B. Clayton, L. Denham, J. Squires (Substituting for J. Riaz), E. Stokes (Vice-Chairman), M. King, J. Smith and J. Hart

**Partner Officers:** Mr. D. Sutton, Worcester City Council, Mr. V. Allison, Wychavon District Council and Mr. M. Parker, Wyre Forest District Council

**Officers:** Mr. S. Wilkes, Ms. C. Flanagan, Ms. S. Morgan, Mr. D. Mellors, Mr. M. Cox, Ms. S. Garratt, Ms. K. Lahel and Mrs. P. Ross

27/16

#### **APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES**

Apologies for absence were received from Councillors R. Laight, Bromsgrove District Council, J. Fisher, Redditch Borough Council and J. Riaz, Worcester City Council.

It was noted that Councillor Y. Smith, Redditch Borough Council was in attendance as substitute Member for J. Fisher and Councillor J. Squires was in attendance as substitute Member for J. Riaz.

Apologies for absence were also received from Ms. J. Pickering, Bromsgrove District Council and Redditch Borough Council and Mr. P. Merrick, Malvern Hills District Council.

28/16

#### **DECLARATIONS OF INTEREST**

No declarations of interest were received.

29/16

#### **MINUTES**

The minutes of the meeting of the Worcestershire Regulatory Services Board held on 24th November 2016 were submitted.

**RESOLVED** that the minutes of the Worcestershire Regulatory Services Board held on 24th November 2016 be approved as a correct record.

30/16

## **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman took the opportunity to inform the Board that she was extremely pleased to hear that Worcestershire Regulatory Services (WRS) had successfully secured contracts to deliver dog warden services for the following local authorities, Cheltenham, Gloucester City and Tewkesbury for a period of three years with the option for a one year extension.

The Chairman also expressed her sincere thanks to officers and especially officers involved in the procurement process. She also congratulated Mark Cox, Technical Services Manager, WRS and his team.

31/16

## **WORCESTERSHIRE REGULATORY SERVICES BUSINESS PLAN 2017-2020**

The Board was asked to consider and approve the Worcestershire Regulatory Services (WRS) Business Plan 2017/2020.

The Head of Regulatory Services, WRS introduced the report and in doing so informed Members that the business plan was a high level document that informed the development of the service for the foreseeable future. The business plan was updated in 2016.

The business plan detailed how WRS would offer a viable service within the projected partner envelopes; and to understand what a base line service would look like for partners who needed to reduce their financial contributions further into the current economic climate. WRS would support other partners to maintain service levels above this, where required. The business plan also provided details on the plans to 'Grow the Business' and increase income in order to maintain resilience in the face of continued austerity.

Income generation would remain the key factor in the business strategy. It was possible that authorities could be encouraged to engage more with WRS and look more widely at contracting services to those who could offer expertise and resilience in service delivery. This would make the challenging income targets more deliverable.

Members were further informed that the demise of the Shropshire's outsourced regulatory team meant that there were fewer serious competitors, the 2020 partnership around West Oxfordshire, Cotswold and Forest of Dean District Council's remained the main challenger. However, authorities were now recognising income generation as a strategy so we could see others entering the market place, albeit they would be unlikely to be able to match WRS's scale. Support from partner authorities at all levels, but more particularly Director, Chief Executive and Leader level would be necessary in selling WRS in what remained a significantly more competitive environment.

# Agenda Item 5

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
16th February 2017

The Head of Regulatory Services, WRS continued and further informed the Board that understanding their costs and with good support from the Host Authorities Finance Team, they had been able to forecast the income needs going forward even beyond the period of the plan. The table as detailed on page 22 in the report highlighted the five key tables most likely for expansion. The income from the Worcestershire Local Enterprise Partnership (LEP) would need to be retained and WRS would look to build on this relationship going forward.

On the assumption of a cash standstill budget, the service would need to generate in excess of £350,000 in income by 2020 to continue to be able to offer the current service levels to partners and clients. This would be challenging but the management team believed that this was achievable.

WRS would need to continue to build on income streams such as Primary Authority and carry out work for other local authorities. The levels of grant income currently achieved would need to be maintained and possible new income streams such as pre-application advice, if the forecast requirements were to be met. This could only be achieved if the service retained its current flexibility to re-invest income in resources where necessary. The service would need to retain the current flexible and well qualified staff cohort and build on it where possible.

The Head of Regulatory Services, WRS highlighted that the previous business plan was predicted on only taking on business from other authorities through contract. The experience of bidding for the work of Stratford on Avon district has suggested that this would not always be a winning strategy, especially where there was a partnership option available.

Although the proposed partnership between Stratford on Avon and the 2020 Group of authorities did not come to fruition, it was still important that we gave consideration to how we might look at opening up the partnership to new members in the right circumstances. As previously discussed with Members this would need to be to the benefit of all and the Head of Service would continue to work on the idea with senior officers from each partner authority. The service needed to be prepared for this eventuality and be in a position to move quickly if it was to our advantage.

The Head of Regulatory, WRS responded to several questions from Members and in doing so explained that although the changes from Central Government, in respect of New Homes Bonus payments, would not directly impact on WRS, it would have a direct impact on the financial pressures for each partner authority and that could introduce some risks for WRS further down the line.

With regard to Service Level Agreements (SLA's), SLA's would be the preferred option, but in relation to a whole service delivery, a partnership offer could be made whereby a full service delivery was being sought. He would reassure Members that, whilst taking into account future SLA's

# Agenda Item 5

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
16th February 2017

/ Partnership offers, the main priority would be to ensure the continued protection for existing partner authorities and the investment made by those existing partner authorities.

The Head of Regulatory, WRS was mindful of the comments made during the course of the meeting with regard to a cash standstill budget being presented; and that some Members felt uncomfortable approving a three year budget where there was no increase in the level of costs or expenditure. The Head of Regulatory, WRS agreed to take the concerns raised and discuss them with Partner Officers to see if there were any changes that could be made to the cash standstill budget and report back to the next meeting of the Board.

As suggested by Members the Head of Regulatory, WRS agreed to provide a more detailed income table, which would be presented to future meetings of the Board on a quarterly basis, in order to give a clear indication of how WRS would balance their budget.

The Head of Regulatory, WRS responded to further questions on information in the Business Plan as follows:-

- Page 19 in the report, that WRS had reached a point where they were turning work away in the five areas, as detailed on page 19. Members were informed that the volume of work needed to be looked at, more specifically areas where technical expertise was required. This was something he needed to look into, plus the possibility of an additional post in the service. Further information regarding volume of work to be presented to the next meeting of the Board.
- Budget alignment, the way the budget figures were detailed on page 30 in the report did not align with the information as detailed on page 68 in the WRS Revenue Monitoring report. This had caused some confusion. The Head of Regulatory, WRS and the Financial Services Manager agreed to align future budgets and clarify the information shown under 'Supplies and Service' (as detailed on page 30) and 'Contractors' (as detailed on page 68 in the WRS Revenue Monitoring Report).

**RESOLVED** that subject to the actions as detailed in the preamble above the Worcestershire Regulatory Services Business Plan 2017/2020 be approved.

32/16

## **WORCESTERSHIRE REGULATORY SERVICES SERVICE PLAN 2017-2018**

The Board was asked to consider and approve the Worcestershire Regulatory Services (WRS) Service Plan 2017/2018.

The Technical Services Manager, WRS presented the report and in doing so informed Members that the service plan followed the pattern of

previous years with an Executive Summary, as detailed on page 42 in the report.

The service would continue to shape its work around the strategic priorities for local authority regulatory services, which were provided more than five years ago by the Department for Business, Energy and Industrial Strategy (BEIS) Regulatory Delivery Team.

A range of high level activities were identified within the plan so that Members would be aware of the general focus of activity. Below this would sit a number of team plans that would be used to drive the actual business activities.

The plan was devised in the face of on-going financial uncertainty in local government generally. Working with businesses and other partners was a key thread for both generating income to mitigate financial risk but also to ensure that outcomes were delivered that matched the priorities of partners and stakeholders.

The Technical Services Manager, WRS drew Members' attention to the typographical numerical error of page 42 in the report, the figure should read £3.2m and not £3025m.

**RESOLVED** that subject to the typographical numerical error, as detailed in the preamble above being noted and corrected, the Worcestershire Regulatory Services Service Plan 2017/2018 be approved.

33/16

## **WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL - DECEMBER 2016**

The Board considered a report which detailed the financial position for the period 1st April 2016 to 31st December 2016.

The Chairman acknowledged the apologies received from the Executive Director, Finance and Corporate Resources, Bromsgrove District Council and Redditch Borough Council, and thanked the Financial Services Manager, Bromsgrove District Council and Redditch Borough Council for attending the meeting to present the report.

The Financial Services Manager, Bromsgrove District Council and Redditch Borough Council introduced the report and in doing so informed the Board that the report presented the final financial position for Worcestershire Regulatory Services (WRS) for the period 1st April 2016 to 31st December 2016.

The Financial Services Manager drew Members' attention to the information as detailed on page 68 in the report and as discussed earlier during the course of the meeting, agreed to clarify the information detailed under 'Contractors' and to align future budget information presented to the Board.

Councillor Y. Smith, Redditch Borough Council informed the Board that Pest Control charges were due to be considered by Council on 20th February 2017, as part of Redditch Borough Council's Medium Term Financial Plan.

The Head of Regulatory, WRS responded to a question with regard to grant funding, as detailed on page 69 in the report and informed Members that the funding received from the Primary Care Trust was used for Health and Well-being initiatives. The services were delivered within budget so not all of the funding was utilised. However, he would reassure Members that the remaining funding could not be clawed back. Similar services were delivered with the funding received from the Worcestershire Local Enterprise Partnership (LEP). The Worcestershire LEP was happy for the grant funding to be rolled into the following year.

**RESOLVED:**

- a) that the final financial position for the period 1st April 2016 to 31st December 2016, be noted; and
- b) that partner councils are informed of their liabilities for 2016/2017 with regard to Pest Control and Bereavements, by Section 151 officers.

34/16

**ACTIVITY AND PERFORMANCE DATA QUARTER 3**

The Board considered a report that detailed Worcestershire Regulatory Services Activity and Performance Data for Quarters 1, 2 and 3, 2016/2017.

The Environmental Health & Trading Standards Manager, Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed Members that the number of service requests in respect of food safety and hygiene for the third quarter had showed a spike which exceeded the peak of 2014/2015. As a result of the continuation of relatively high levels of nuisance work into October and November, the high number of complex legal cases under investigation (which included two food premises closures), food inspections were down on the same quarter last year. In order to make up the volume of inspection work in the second half of the year, WRS would need to bring in additional capacity in the form of agency staff in order to achieve this. This would be affordable due to the on-going income generation activity and would not require additional funding from partner authorities.

Primary Authority agreements continued to grow and more businesses had signed up to the Healthy Eating award, as detailed on page 81 in the report.

As previously highlighted due to the good autumn weather nuisance complaints remained higher than usual levels throughout October and November.



# Agenda Item 5

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
16th February 2017

Planning consultations fell off during quarter 3 following the spike over the summer. This had provided the Technical Services team with some capacity to tackle other aspects of work such as Air Quality Strategy documents. The team continued to service high levels of demand from clients outside Worcestershire and for the second year had commenced their annual inspection programme for Gloucester City Council on Permitted Processes.

The falling trend in dog control issues across Worcestershire had been achieved by taking action to re-home persistent stray dogs and working with owners to achieve better control; alongside communities and individuals setting up their own ways of identifying strays and getting them back to their owners. This had enabled WRS to offer dog warden services more widely and to continue to bid for work outside of the county.

Although there was a small spike in licensing applications in November, overall numbers remained in line with previous years.

Customer satisfaction was recorded at 80%, which was slightly below last year's outrun and slightly above the quarter 3 figure in 2015/2016. Business satisfaction was slightly down on the outrun at 96.7% but remained good. The proportion of people who felt better equipped to deal with problems for themselves in future was in line with previous performance at 75.6%.

Staff sickness was higher than in previous years, at 4.74 days per full time equivalent (FTE) for the first two quarters. A large contributory factor was due to a number of severe viral infections that had hit everyone during November and December. One staff member remained on long term sick.

The number of complaints against the service remained low but did increase in quarter three, taking the total to 17. However they were significantly exceeded by the number of compliments received.

The Environmental Health & Trading Standards Manager, Worcestershire Regulatory Services (WRS) informed the Board that income generation had become a key part of what WRS delivered. He would therefore draw Members' attention to pages 107 to 110 in the report, which detailed the work delivered for client authorities outside of the partnership.

In response to Councillor Y. Smith, Redditch Borough Council, the Environmental Health & Trading Standards Manager, WRS agreed to provide her with more detailed information on the mouse infestation discovered at a Redditch store, as highlighted on page 74 in the report.

In response to questions from Members, the Head of Regulatory Services (WRS) noted the comments made by Board Members with regard to an indicator of annual targets being included in future reports.

He explained to Members that when WRS initially went through the reporting system there was a drive away from targets. However, he would review the current report format and look at areas where it might be relevant to include annual targets in future reports to the Board.

The Head of Regulatory Services, WRS further responded and informed Members that WRS were intelligence led. As detailed in the report, food inspections were down compared with the same quarter last year, but he wanted to reassure Members that food inspections would remain a priority.

**RESOLVED** that the Activity and Performance Data report for Quarters 1, 2 and 3, 2016/2017 be noted.

35/16

## **COUNTYWIDE LICENSING WORK PLAN**

The Board considered a report that gave an overview of the type of work carried out by the Licensing Team, Worcestershire Regulatory Services (WRS) on behalf of the six partner authorities during the last twelve months and a brief synopsis of work planned for 2017/2018.

The Licensing and Support Manager, WRS presented the report and in doing so informed the Board that under the partnership agreement licensing was a reserved matter, which meant that whilst WRS officers could act under delegated authority to deal with licensing (e.g. issuing licences, taking enforcement action) all matters of policy must be determined by each partner authority.

Each partner authority had an appointed Licensing Committee which met on average 4/5 times per municipal year.

One of the main objectives for the Licensing Team had been to work with each of the Licensing Committee Chairs to introduce a structured approach to Licensing Committee agendas for each partner authority.

This had involved the introduction of individual districts Licensing Committee Work Plans, which included all proposed future committee meeting dates, with pre-planned policy review information allocated alongside the routine fixed agenda items. This accomplished two things, it gave Members an informed view of upcoming agenda items and it enabled the policy workflow for each district to be planned and managed by officers on a countywide basis.

Members were further informed that the main focus for the forthcoming financial year would be to expand this piece of work into a long term strategic program. Because of the longer term nature of issues such as disabled access vehicles and changes to aspects of policy around vehicle type and description, this could mean developing a 5 to 10 year countrywide rolling program of policy reviews for a number of the partners. It was considered best practice that each district council had a robust policy review program in place to ensure that their individual

# Agenda Item 5

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
16th February 2017

policies were still relevant to the subject matter and that they met any needs and objectives set down by legislation.

Part of the review process would involve consideration of the revised Local Government Association (LGA) "Councillor Handbook on Taxi Licensing" published in December 2016; and the much anticipated LGA "Taxi and Private Hire Vehicle Licensing Statutory and Best Practice Guidance," due out in early spring.

Both of these documents would influence future policy development across the partner authorities and licensing officers would be focused on ensuring local policies met best practice guidance wherever possible.

One such example was that each licensing authority currently had a policy on the application of the "Supplemental guidance relating to the relevance of convictions and cautions" which aided officers and Members in the decision making process to determine if an applicant / taxi driver was a fit and proper person to hold a licence.

The Licensing Team was currently developing a much wider policy document which, if adopted by Members, would incorporate the wider scope of driving history / experience, medical fitness, criminal and driving convictions, warnings, reprimands and any valid complaints into the process for considering whether an applicant / driver was a fit and proper person to hold such a licence.

This would obviously seek to drive up standards within our current driver cohort and ensure that only the right people were endorsed as drivers by partner authorities. Hopefully such steps would protect the reputation of the relevant licensing authorities, build on historic protections for the travelling public and help raise the level of kudos associated with being a licensed driver.

Appendix 1 to the report detailed the Work Programme for Licensing Committees 2016/2017.

The Chairman thanked the Licensing and Support Manager, WRS for the report, which she was pleased with. The Chairman commented that she was mindful that the Work Programme for Licensing Committees 2016/2017, as detailed at Appendix 1 to the report highlighted that, Redditch Borough Council and Malvern Hills District Council, Overview and Scrutiny Committee's had both conducted a scrutiny exercise with regard to Disability Access to Vehicles (Taxis).

The Chairman suggested that officers look at carrying out any future Joint Overview and Scrutiny working, where relevant, if the service area came under Worcestershire Regulatory Services.

## **RESOLVED:**

- a) that the Democratic Services Officer to liaise with Redditch Borough Council and Bromsgrove District Council, Overview and Scrutiny

# Agenda Item 5

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
16th February 2017

- officers, with regard to raising the suggestion, as made by the Chairman, in the preamble above; that the Worcestershire Joint Scrutiny Network look to engage with partner authorities in respect of any future Joint Overview and Scrutiny working, if the service area came under Worcestershire Regulatory Services; and
- b) that the Countywide Licensing Work Plan be noted.

36/16

## **WORCESTERSHIRE REGULATORY SERVICES BOARD - 2017/2018** **PROPOSED MEETING DATES:-**

The Board considered the proposed meeting dates scheduled for 2017/2018.

**RESOLVED** that the Worcestershire Shared Services Board meeting dates and meeting start time of 4:30 p.m. for 2017/2018 be approved as follows:-

- Thursday 22nd June 2017
- Thursday 5th October 2017
- Thursday 16th November 2017 – Budget Meeting
- Thursday 15th February 2018

The meeting closed at 5.45 p.m.

Chairman



## Worcestershire Regulatory Board

22<sup>nd</sup> June 2017

### Chair's Report: the first 12 months of operation of the new partnership

#### Recommendation

That the Board notes the report.

#### Introduction

When the new legal agreement that came into effect on 1<sup>st</sup> April 2016, it was envisaged that the new operating arrangement for the partners would be reviewed at the end of 12-months to ensure that the arrangement is working in the envisaged way. Officer members of the Board felt it appropriate that this review be presented by the Chair of the Board who oversaw this period.

This was not intended to be a formal review of the operation and the effectiveness of the shared service arrangements, which the Board's terms of reference in the legal agreement require every two years, where ways of expanding the partnership have been considered and appropriate recommendations to the Member Authorities have been made. This should be seen as the last in the series of reports on the transition from a 7-authority partnership to the district only partnership, giving the departing Chair the opportunity to look back on behalf of the Board over our first 12-months of operation.

#### Report

This report gives an overview of what the Board covered during the first 12-months of operation under the new arrangements. Hopefully, other members of the Board will agree that it has very much felt like "business as usual," with a fairly seamless transition from the seven partners to the six. Whilst the County Council's departure is seen by many of us as unfortunate, the Environmental Health and Licensing functions continue to be delivered well on our behalf and the Board has balanced its roles of both challenging and supporting the Head of Service and his management team, ensuring that partners and the public receive the levels of service that we would want to see.

#### Financial Reporting

Bromsgrove, as host, has provided the Board with timely and concise budget information so that the Board can ensure the financial probity of operational delivery. Occasionally concerns have been expressed over



the presentation of the data, but generally officers have rectified any faults raised by Board members. The simplification of the audit reporting process due to the fall in the overall budget to a level where no separate audit of WRS accounts is required has raised some concerns but the host's officers continue to provide the level of assurance that the Board requires.

Income generation has become the basis for maintaining the level of service delivery that we, as partner authorities receive. Improving the picture of income coming into the service will be important going forward so that members can continue to have a good oversight of the service's finances. I would urge Bromsgrove, as host, to ensure that this is delivered.

Officers have established a working group to consider changes to the way income is collected on behalf of partners, with the possibility of income being collected by the host rather than each individual partner. This could offer a more streamlined process for clients of the partner authorities but other impacts on how the service operates may also need to be considered. This is an area over which the Board may wish to keep a watching brief going forward.

## Operational Reporting

The quarterly review of performance and activity data continues to provide members with a clear picture of operational activity in all district areas. One or two suggested improvements in presenting the data have been made and members should continue to ask questions to ensure that the picture provided is as clear as possible with the resources available. Constant change for its own sake is not something the Board should seek but continuous small improvements in the report and the suite of indicators is something the Board may wish to consider in the future.

The introduction of an information report at each Board meeting has helped to engage members more in the workings of the service and helped to paint a clearer picture of what officers are doing on the ground. As Chair, I welcomed this change and would encourage the Board to continue with this approach. Whilst as a governance board we must be focused in the main on financial and strategic issues, it is important that we have a feel for what the service is doing and that we are able to reflect this back at each of the partner authorities in our role as senior elected members.

## Highlights

One of the highlights of the years was that we were finalists in the "Best UK Environmental Health Team" category at the Association for Public Service Excellence awards against very impressive competition. The awards, which took place in September, exist to showcase the ability of Local Authorities to "pursue innovation within service delivery and implement new approaches aimed at improving the level of service to local communities and people". The award submission focussed heavily on innovation and transformation work within the Community



Environmental Health, Technical Services, Duty Officer and Intel Teams, including:

- The implementation of self-help package for nuisances
- The carrying out of contract work for other authorities.
- Trying to resolve problems at the first point of contact through the Duty Officer system
- LEP work on schemes such as earned recognition
- The Healthy Choices Food award
- Working closely with legitimate businesses and their relevant trade bodies including business seminars
- Self-help for Planning Officers
- The creation of an EH Intel Team and tasking
- Carrying out contract work for other authorities.

As Chair of the Joint Committee I attended the awards ceremony with a small group of staff. Seeing the other services in contention demonstrated how far we as partners have come in terms of the delivery of these service elements. We remain at the forefront of innovation in these areas.

The flexibility that WRS has to enable good delivery was shown in the team's response to the large volume of nuisance complaints this year. This extended period of complaint work delayed the team's completion of the food hygiene inspection programme as officers made the Board at a number of meetings. At the end of the year the team still achieved in excess of 1400 inspections for the year, with 600 in the final quarter. None of our authorities, acting alone, could achieve this in the face of unprecedented service request related demand. Our flexible model has yet again served us well.

My thanks also to Simon Wilkes, Head of Regulatory Services, for his valuable advice and support during my time as Chairman. The Worcestershire Districts continue to provide residents with a superior service due mainly to the dedication and commitment of the officer team.

## Contact Points

Councillor Bronwen Behan  
Chair of the Shared Service Partnership Board 2016/17



This page is intentionally left blank





## Worcestershire Regulatory Services Board

22<sup>nd</sup> June 2017

### Worcestershire Regulatory Services Annual Report 2016/17

#### Recommendation

That the Board note the Annual Report for 2016/17 and agree that a copy be forwarded to each Chief Executive of the 6 partner authorities and also to the wider elected member base in their areas.

#### Contribution to Priorities

Not applicable

#### Summary

Under the Worcestershire Shared Services Partnership Service Level Agreement, the Head of Worcestershire Regulatory Services and the Lead Finance Officer for the host authority, Bromsgrove District Council, are required to submit to the Board an annual report that covers the performance of the shared service and provides a summary of the finances. This report covers the period from 1<sup>st</sup> April 2016 to 31 March 2017. If endorsed by the Board, a copy will be forwarded to each Chief Executive of each member authority and the authors would request that members use their usual channels within their authorities to distribute the report to the wider elected member cohort.

#### Report

Under Clause 11 of Part 1 of the Shared Services Partnership Agreement, the Board is required to receive a report at its annual meeting which will be held no later than 30 June. The report covers the period from 1 April 2016 to 31 March 2017. The annual report is co-signed by the Head of Worcestershire Regulatory Services and the Lead Financial Officer for the Host Authority as required by the legal agreement.

The report covers the performance of the service for that period, both in terms of KPIs and highlights of activity, a short summary activity report appearing at Appendix 5. This has been reduced somewhat as the Board now receives a separate Activity Data report, which covers these aspects in much more detail. The Annual Report also gives a summary of the financial position, the key achievements and covers

# Agenda Item 7

## **Financial Implications**

## **Sustainability**

## **Contact Points**

## **Background Papers**

issues relating to human resources. There are also sections on risk management and equalities.

The Annual Report will be published on the WRS website and will be shared with other partners e.g. Worcestershire LEP. A press release will be sent out to accompany the publishing of the report.

Putting the report into the public domain meets the requirement in the Regulators Code, made under the Regulatory Enforcement and Sanctions Act 2008, which requires local authorities to publish summary information about their regulatory activities each year.

The financial implications are contained within the Annual Report.

N/A

Simon Wilkes, Head of Worcestershire Regulatory Services  
Tel: 01562-738088,  
email: [simon.wilkes@worcsregservices.gov.uk](mailto:simon.wilkes@worcsregservices.gov.uk)

WRS Annual Report 2016/17

# ANNUAL REPORT

**2016/17**

*Making Worcestershire a healthy, safe and a fair place to live where businesses can thrive.*

	Page
Introduction	3
Key Achievements	5
Performance	5
Performance Management	9
Service Delivery Highlights	10
Financial Management Information	18
Workforce Planning and Human Resources Management	19
Accommodation	21
Business Transformation	21
Risk Management	22
Equality and Diversity	22
Next Steps	22
Appendix 1: Structure (1 <sup>st</sup> April 2016)	23
Appendix 2: Risk Log	24
Appendix 3: Performance reporting structure for 2016/17	27
Appendix 4: Revenue Out-turn 2015/16	29
Appendix 5: Agreed WRS Budget 2016/2017	32
Appendix 6: Activity summary by individual partners	35

## INTRODUCTION

This Annual Report has been produced for the Joint Committee in accordance with clause 11.1 of Part 1 of the Worcestershire Shared Services Partnership Agreement. The report covers the progress and performance of Worcestershire Regulatory Services (WRS) for the period 1<sup>st</sup> April 2016 up to the 31<sup>st</sup> March 2017 and reports operational activity by the relevant service elements for the financial year. The report summarises key performance data for WRS and provides a summary of the financial position. The report also meets the requirement of the Regulators Code, which requires local authorities to publish a summary of their regulatory activities on an annual basis.

Whilst none of the Partner Authorities requested budget adjustments during this year, inflationary pressures have been felt and continue to create pressures on the budget, which have been relieved mainly by increasing income streams. The year still saw excellent work activity with very good results across a range of service areas, high levels of performance and some good outcomes from Court cases alongside a wide range of other project work being delivered.

This year there has been some further investment in our ICT system. The *UNiform* database used to record all case work and facilitate time recording has been upgraded as usual. But additionally the Electronic Data Record Management system and Oracle our database platform was upgraded. All were achieved with minimal disruption to service delivery and ensure the resilience of our systems and the data we provide to you.

WRS managers continued to work along the lines identified in the comprehensive 3-year Business Plan, 2015-2018, adopted in February 2015, which defined the strategic approach to be taken for service delivery and for delivering the identified savings for partners for the period. The amount of support that income generating activities was able to give the WRS budget was significantly increased on last year, which was due primarily to maintaining and developing existing relationships rather than any substantial increase in new opportunities. The new Business Plan for the period 2017-2020 was adopted in February 2016, building on the previous plan. It highlighted how close to the originally envisaged minimum service we have moved in recent years. This has been highlighted in some of the feedback from the staff survey, with a significant proportion of respondents reporting that they are working at capacity or a little beyond.

The Worcestershire Regulatory Services budget for 2016/17 was set at £3.025M. WRS have continued to explore and develop opportunities to generate income, focusing on supplying services to other local authorities. Much of the bidding for work has succeeded because of a clear understanding of our cost-base. We continued to refine this during 2016/17. We have reported previously that providing expertise in the most complex and technical areas of Environmental Health has been fruitful with our neighbouring districts as they struggle individually to maintain knowledge in such areas. The client authorities have largely continued to request such services, so as well as Air Quality and Contaminated Land work we are delivering transcribing of PACE tapes and Environmental Permit inspections and administration.

Whilst increasing the range of services delivered we have been successful in maintaining key arrangements with clients. Key to the success of this work has been to review charges, ensuring as well as recovering our costs they remain competitive and encourage greater commitment by the client. The level of service delivered is also important, which is why continued investment in staff is key so that they have the necessary skills and expertise in the rapidly changing field of technical specialisms. The contract to deliver dog warden services for three Gloucestershire authorities was again won by WRS this year and we have been successful in gaining a contract with a 'blue light service' for similar work. The WRS Business Plan was been updated (now 2017-2020 version,) to recognise that all areas of regulatory services work would be considered and pushed for income generation to support the existing service.

Our three strategic priorities, developed from our partners own priorities remain the focus of what we do:

- Supporting the Local Economy
- Improving Health and Well-being
- Tackling and Preventing Crime and Disorder

We continue to support legitimate businesses where we can and, at the same time, tackle rogues and criminals to protect the public, particularly the vulnerable and honest traders. Central to this approach was and remains the availability of accurate data and intelligence sharing. Our intelligence unit coordinates and analyses intelligence obtained by WRS officers and external agencies, helping managers to target WRS resources more effectively and to forge links with other enforcement agencies and partners to share intelligence and target enforcement action. The continued co-location of the County Council's Trading Standards team with WRS helps to support this approach as well as providing an income stream to cover the cost of various support services that WRS provides to this team.

---

Simon Wilkes  
Head of Regulatory Services

---

Jayne Pickering  
Lead Financial Officer

## **KEY ACHIEVEMENTS FOR WRS IN 2016/17:**

We are very pleased to report that WRS were finalists in the “Best UK Environmental Health Team” category at the Association for Public Service Excellence awards against very impressive competition. The awards, which took place in September, exist to showcase the ability of Local Authorities to “pursue innovation within service delivery and implement new approaches aimed at improving the level of service to local communities and people”. The award submission focussed heavily on innovation and transformation work within the Community Environmental Health, Technical Services, Duty Officer and Intel Teams, including:

- The self-help package for nuisances
- The carrying out of contract work for other authorities.
- Trying to resolve problems at the first point of contact through the Duty Officer system
- LEP work on schemes such as Worcestershire Food and Drink
- The Healthy Choices Food award
- Working closely with legitimate businesses and their relevant trade bodies including business seminars
- Self-help for Planning Officers
- The creation of an EH Intel Team and tasking
- Carrying out contract work for other authorities.

Additional key achievements include:

- Continuing to deliver services as economically as possible, realising savings wherever they are available, whilst maintaining high levels of service delivery and performance.
- Performance against our outcome measures remains very good, despite inflationary pressures.
- Development and refinement of the UNiform IT system including updates for this system, our Electronic Data Records Management system and Oracle to maintain resilience.
- Increasing income generation from various sources including: other local authorities (e.g. dog wardens services, planning consultation support, environmental permitting, PACE tape transcribing,) and contaminated land support work for various Gloucestershire authorities and Stratford-on-Avon, Council, Public Health funding the cost of delivering Worcestershire Works Well, our own in-house Healthier Eating Awards scheme and the provision of export certificates to enable businesses to trade abroad.
- Working closely with the Worcestershire Local Enterprise Partnership to build on the initial phase of a regulatory exemplar project to deliver on the Worcestershire Food and Drink initiative.
- Continuing to work very closely with Worcestershire County Council’s Trading Standards team to the mutual benefit of both organisations, particularly in respect of export certificates for business and Primary Authority agreements. Further, WRS provides management and administrative support on a contract basis which also serves to harmonise the relationship.
- Further development of the tasking model whereby Community Environmental Health, Technical Services and Licensing tactical tasking groups convene on a monthly basis to review on-going enforcement activity, consider proposals for new ‘project based’ work and assess the level of available resource.

## **PERFORMANCE**

Our ability to report performance has improved throughout the years with the refinement of the IDOX UNiform management information system. The corresponding demand and activity data provided to Joint Committee members has continued to provide a clear picture for them of the work being undertaken by WRS.

Our key performance measures continue to focus on customer satisfaction and the positive compliance of businesses. The vast majority of higher risk businesses have been subject to inspection or some other form of suitable intervention and the key priorities of each partner council have been fulfilled. Business and consumer satisfaction have remained high in spite of changes made in some areas to service delivery. Previous year's results appear in brackets in the relevant box providing a comparative view of performance over time.

	<b>Measure</b>	<b>Figure</b>	<b>Commentary</b>
1	% of service requests where resolution is achieved to non-business customers satisfaction	<b>78.9%</b> (78.2%, 77.4%)	Based on an average score for 6 questions relating to the interaction of the service with non-business customers. Over 25.3% non-business customers replied to our questionnaires. 85.0%% found their contact with WRS helpful and 90.2% found the information and advice provided easy to use. However, only 77.8% felt that the length of time to resolve their problem was satisfactory (slightly up on last year by 5%) and 83.5% (again, slightly better than last year by 5%) felt that the speed of initial response from WRS was satisfactory. This has been shared with Managers who will continue to encourage staff to make decisions quickly in relation to the progress that can be made on service requests.
2	% of service requests where resolution is achieved to business customers satisfaction	<b>97.1%</b> (97.9%, 97%)	Based on an average score for 9 questions relating to the interaction of the service with business customers. Over 500 businesses replied to our questionnaires. Of those who responded, 97.1% felt that their business had been treated fairly and 99.1% of customers felt staff were polite in their dealings with them and informative. Some 98.4% of customers found the information and advice we provided easy to understand and 97.3% found their interaction with us helpful. The lowest scoring response for businesses this year related to speed of response and even this was 95.4% satisfied.



3	% Food businesses broadly compliant at first assessment/ inspection	<p>Bromsgrove <b>99.1%</b> (97.1%, 96.4%)</p> <p>Malvern Hills <b>97.7%</b> (97%, 97.6%)</p> <p>Redditch <b>97.6%</b> (95.1%, 96.1%)</p> <p>Worcester City <b>98.6%</b> (98.2%, 96.4%)</p> <p>Wychavon <b>98.0%</b> (99.1%, 97%)</p> <p>Wyre Forest <b>98.1%</b> (96.6%, 96.1%)</p> <p>Worcestershire <b>98.2%</b> (97.4%, 96.8%)</p>	This focuses on food hygiene interventions and the number of premises where there are no significant non-compliances and the food produced in such premises can be considered safe. A very high proportion of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run.
4	% of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	<p>Bromsgrove <b>0.9%</b> (2.9%, 3.6%)</p> <p>Malvern Hills <b>2.3%</b> (3%, 2.4%)</p> <p>Redditch <b>2.4%</b> (4.9%, 3.9%)</p> <p>Worcester City <b>1.4%</b> (1.8%, 3.6%)</p> <p>Wychavon <b>2.0%</b> (0.8%, 2.3%)</p> <p>Wyre Forest <b>1.9%</b> (3.4%, 3.9%)</p> <p>Worcestershire <b>1.8%</b> (2.6%, 3.2%)</p>	Food premises scoring 2 or below on the Food Hygiene Rating System are deemed to be at risk of not producing safe food and are subject to further intervention until such time as they meet requirements or face formal action. The majority of businesses are supported to achieve compliance however 5 premises were formally closed due to conditions which put public health at serious risk and 13 Hygiene Improvement Notices were served. Looking back, there is some natural variability as food businesses do change hands quite regularly in some sectors, however our robust approach appears to be paying dividends as numbers remain lower than 5 years ago when the County average for 0-2 stars was 5.6%.
5	% of applicants for driver licenses rejected as not fit and proper	<p><b>15 = 0.91%</b> (1.47%, 0.98%)</p> <p>BDC 0 0.00%</p> <p>MHDC 2 0.54%</p> <p>RBC 2 0.42%</p> <p>WC 9 2.48%</p> <p>WDC 0 0.00%</p> <p>WFDC 2 0.87%</p>	Based on 1653 drivers licensed across the 6 districts of Worcestershire. Only 15 applicants/re-applicants were deemed not fit and proper people to hold a driver licence by members of the relevant committee. This is a decrease of 8 persons on the previous year. District percentage figures are based on number of drivers registered for that district.

6	% of vehicles found to be defective whilst in service	<b>34 = 2.42%</b>  BDC 4 2.53% MHDC 0 0.00% RBC 12 2.80% WC 15 4.71% WDC 0 0.00% WFDC 3 2.01%	Based on 1403 vehicles operating in the County during vehicle stop checks and garage inspections; some 34 vehicles were found to be defective whilst in service. This is a significant increase in numbers over last year's figures (11) and shows that enforcement and improved communication between inspecting garages and Officers now offers more realistic figures being reported. District percentage figures are based on the numbers of vehicles registered in that district.
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	<b>73.8%</b> (76.8%, 74.2%)	This focuses on non-business customers. It is a specific question asked to members of the public in the questionnaire to test if the information and support provided to them by WRS is likely to help them deal with their own problems in the future. The measure is down slightly but in line with the figure achieved 4 years ago, so this may simply indicate natural variation amongst customers.
8	Review of register of complaints and compliments	<b>32 complaints</b> (31, 17, 24, 47, 70)  <b>92 compliments</b> (103, 51, 57, 36, 24)	This is our longest running performance indicator in this format, hence the long list of previous year's figures. There has been a slight increase in complaints (31 recorded last year) this year, against a similar number of compliments (103 recorded last year); however the ratio remains stable at around 1:3 or 1:4. The complaints from Worcestershire residents were more mixed than previous years. Generally they still focus on the service not delivering what they want; either not resolving a noise complaint because it is not a statutory nuisance, not letting them have stray dogs back without paying and related issues. A small number of licensing issues related to people being unhappy with decisions of licensing committees rather than officers. One complaint, relating to the advertising of a street trading license was upheld as we consulted the wrong Parish Council (neighbouring the correct one.) Rather disappointingly that Parish did not tell us, so we could not change the

			consultation in time. In the end a Committee heard the matter, rejecting the application
9	Staff sickness absence at public sector average or better	<b>5.95 days per FTE</b> (2.3, 3.9, 7.7, 9.5)	This is the highest figure in 3 years. Some 393.24 days were lost but, of these, over 212 related to long term sickness (those exceeding 30 days or more.) One officer has had a significant illness last year and several others have required medical interventions resulting in recovery time being required. Short term sickness is also up slightly. It is clear from the staff survey that some officer are feeling the pressure of the pace at which the service now operates. We will continue to monitor this.
10	% of staff who are satisfied with working for WRS	<b>80%</b> (85%, 77%, 82%)	Based on those who scored 5/10 or better for the question in the staff survey which asked, are you satisfied with working with WRS. The bulk of those scoring 5-10 only. A significant proportion of staff now feel they are offering a worse service to the public than they were 12 months ago. This year the staff survey has highlighted some of the pressures being felt with officers trying to balance public expectation with what we can deliver with the current finances available. Whilst officers understand the need to pursue income generation and other strategies, there were a number of expressions indicating they were very stretched with what was expected. Managers will review the data more widely and look at what can be done to ease workloads.
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	<div>Bromsgrove <b>3.8%</b> (7.9%, 6.6%)</div> <div>Malvern Hills <b>3.6%</b> (3%, 3.3%)</div> <div>Redditch <b>2.7%</b> (8.1%, 10%)</div> <div>Worcester City <b>5.8%</b> (9.4%, 8.6%)</div> <div>Wychavon <b>4.0%</b> (5.5%, 3.6%)</div> <div>Wyre Forest <b>5.8%</b> (9.4%, 7%)</div>	<p>Linked to the Crime &amp; Disorder agenda and introduced following discussions with elected members, this measure is now in its third year and still shows that generally premises across the County are well run and controlled by their operators. The average across the County remains similar, although we see some fairly significant falls for a number of partners. It remains possible this is natural variation.</p> <p>Complaints about premises generally relate to minor issues, mainly to do with noise. Many pubs are trying to diversify, offering music and other entertainment, which is within their license conditions, but sometimes this is not</p>

		Worcestershire <b>4.4%</b> (6.9%, 7%)	welcomed by some living nearby. Simple precautions can result in resolution of most of these issues.
12	Rate of noise complaint per 1000 head of population	Bromsgrove <b>3.0</b> (2.7, 3.1) Malvern Hills <b>3.0</b> (2.3, 3.9) Redditch <b>4.1</b> (3.7, 3.5) Worcester City <b>4.2</b> (4.0, 2.9) Wychavon <b>2.7</b> (2.6, 2.5) Wyre Forest <b>3.4</b> (3.0, 3.0) Worcestershire <b>3.4</b> (3.1, 3.8)	We continue to report the County average and this is the third year we are able to report data by individual districts. Where we can resolve noise issues this is generally achieved through mediation between the parties concerned. Only 43 out of 1,948 noise-related service requests resulted in statutory nuisance notices being issued last year.
13	Total Income	<b>7.8%</b> Note: £234611 as a % of £3.025M This excludes WCC exit payment and income from initial delivery of their contract till June	The first half of the year was better than the second half slightly. Including the county council's exit payment would create a significant distortion of this as a measure of performance so we have not included it.
14	Cost of regulatory services per head of population.	Based on outrun cost of £2.986M against mid-2012 population estimate of 569,000 the service cost is:  <b>£5.25 per head</b>	This is the amount spent by the partners following the off-setting of cost with income, then divided by the most recent mid-year estimate offered on the County Council's website. Unfortunately, CIPFA have discontinued their data collection for regulatory services so we will have to find another way to offer members a comparison of this figure.

### PERFORMANCE MANAGEMENT

Strong management of performance is vital for the success of this service, ensuring that customers are satisfied and partners are reassured by the cost effective delivery of the service on their behalf. Whilst everyone must accept responsibility for managing performance, the WRS management team is committed to driving performance forward so that a high standard of service delivery can be maintained.

Management team meetings are used to review performance against the service plan and to highlight any issues of concern. Senior practitioners (first line managers) are invited to attend these meetings to ensure a two way flow of information between management and staff. This arrangement was introduced at the behest of senior

practitioners and is working well. Teams have their own detailed plans that sit below the service plan signed off by Joint Committee. Progress against this is monitored by Team Managers and Senior Practitioners.

The Management team also looks to the strategic direction of the service and ensures that the operational and financial resources available to partners are used in the most efficient manner to achieve both their individual strategic aims together with WRS priorities.

Continued refinement of our IT platform ensures our ability to report to Joint Committee on our performance measures remains accurate. There is still work to do to use the system more effectively, but Uniform is now operating well across all functions.

There are a wide range of bodies to which the service must report data (e.g. Food Standards Agency, Department of the Environment, Food and Rural Affairs, Health and Safety Executive, Department for Business, Innovation and Skills, Gambling Commission etc.). All statutory reports are submitted so as to ensure that WRS continues to meet its partner's statutory obligations, however, where practicable, only one return for WRS has been provided so as to save both time and money. The majority of bodies are accepting of this approach and a number are reviewing the returns we are asked to make so that the volume of data can be reduced, lessening the burden. A short summary of activity data is included at Appendix 5 to avoid duplication with the wider and more detailed set of activity data that is provided in the final Activity Data Report, which members will receive at the same meeting where this Annual Report is presented.

### **Internal Audits**

There was limited engagement with the audit team during 2016/17. An Internal Audit during March 2017 looked at income payments for licensing; the draft report recommending further work to be undertaken by all partners on the potential of Bromsgrove District Council and WRS collecting licensing income for partners. This is to enable a more streamlined payment method for the licensing system to be implemented Countywide. The report also continued to highlight the need for partner finance teams to work closely with WRS so that both parties can record data accurately.

A critical friend audit was also undertaken during this period on Time Recording. Following the introduction of the *UNiform* database, use of the time recording element has been adopted to assist with customer invoicing. WRS Guidance and procedures have been produced for officers and managers to ensure time taken to undertake work that can be attributable against either a service element (e.g. taxi licensing, food inspections, etc.) and either a partner authority or group of authorities (e.g. Worcester City Council or all District Councils). Some generic service elements are provided for corporate-type activities, mainly for management use. The audit considered the structures currently in place and it is hoped the final report and findings will be produced in due course.

### **SERVICE DELIVERY HIGHLIGHTS**

There have been a number of highlights throughout the year to showcase the work of our teams and illustrate the breadth of their responsibilities.

#### **Community Environmental Health Team**

This has been another busy year for the team in respect of legal cases, with some 14 case investigations either in the Court system or in the final stages of investigation.

The following cases were determined in 2016/17:

Date	Defendant	Authority	Offence	Outcome (Fine/costs)
1.9.16	Kelly Edwards	Worcester City	Noise Nuisance	£2,711
29.9.16	Cell PI Limited & its 3 Directors	Redditch	Food Safety	£3,349
23.1.17	Sygnity Ltd and its Director	Redditch	Food Safety	£4,736
16.2.17	Mr and Mrs Mansell	Redditch	Noise Nuisance	£3,075

Operational reviews aimed at improving efficiency have continued throughout the year, and development of the WRS website has led to a more business friendly front door and the promotion of the “self-help in the first instance” principle for all customers.

## Nuisance

The team investigated 3,065 nuisance complaints in 2016/17 of which 1,948 related to noise nuisance. Amongst these were a number of challenging and complex service requests. Nuisance problems caused by motorsport in Malvern, Wychavon and Bromsgrove continued to put pressure on resources and the team were also involved in two complex and intensive odour monitoring exercises.

## Food Hygiene

During the year we completed 1,456 food hygiene inspections across the county which is slightly higher than last year. A high proportion (98.2%) of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run. 1.8% of food businesses across the county do however have a score of 2 or below (out of five) on the Food Hygiene Rating Scheme. Such businesses are deemed to be at risk of not producing safe food so are subject to further intervention until such time as they meet requirements or face formal action. Whilst the majority of businesses are supported to achieve compliance, formal action has been taken in respect of a number of premises and those cases that have come to court are included in the table above. In addition 5 premises were formally closed due to conditions which put public health at serious risk and 13 Hygiene Improvement Notices were served.

## Healthy Food Choices

Evolving from two successful initiatives (Truckers Tucker and Canny Catering) our food award project demonstrates that businesses can make changes to their menus whilst maintaining (and in some cases increasing) their customer base and profits. This contributes to health improvements in local communities and raises the profile of participating businesses. The scheme is linked to the Food Hygiene Rating Scheme, so only those businesses that have achieved a level 4 or 5 are eligible, further promoting the highest hygiene standards in food businesses. It also provides an income stream which is re-invested in the service.

Bricklehampton Hall Nursing Home near Pershore, Jaipur cottage Bromsgrove, Phoenix Group, WFDC cafe operator Midshire Catering Services, Cupcakes Catering Ltd, the three Worcester Subway branches, Churchfields farm in Droitwich, Malvern St James School in Malvern and The Orchard Café, Countryside centre, Worcester have all achieved the Healthier Choices Food Award this period. This takes the total number of businesses holding the award across the County to eighteen.

### **Working in partnership with the LEP**

WRS has been recognised by the Department for Business Innovation and Skills as a positive, innovative and pioneering service which is leading in work to reduce regulatory burdens on business. We continue to work closely with the Worcestershire Local Enterprise Partnership to build on the initial phase of a regulatory exemplar project to deliver on the Worcestershire Food and Drink initiative. Worcestershire has some superb locally produced food and drink, made and served by the some of the most enthusiastic and passionate people in the industry. This project in partnership with local business aims to promote the wide variety of produce Worcestershire has to offer and boost Worcestershire's economy.

### **Primary Authorities**

During the year we have entered into Primary Authority Agreements with three new businesses and organisations; My E Chef (Food Safety), Servest (Food Safety) and S.C Entertainment (Food, Health and Safety). This is in addition to the on-going relationships with Bobby's Foods (Health and Safety), Aspens (Food, Health and Safety) Galloping Gourmet (Food, Health and Safety and Trading Standards), Malvern Tyres Group (Health and Safety) and the Bangladesh Caterers Association (Food, Health and Safety).

### **Health & Safety at Work**

Whilst proactive health and safety inspections no longer form part of the work programme due to service changes and Central Government's drive to reduce the regulatory burden on business, the investigation of several serious accidents arising from work activities continued to put pressure on resources. Health and safety investigations can be complex and take months, and sometimes years, to bring to completion. Investigations this financial year have included fatalities, one at a public house and another associated with activities at a builders merchants. One case is currently with the CPS for a possible corporate manslaughter charge. In addition we have investigated a number of serious cases including an eye injury arising out of the lack of personal protective equipment, a child who was seriously injured when shop furniture toppled onto him, a teenager who suffered head injuries when the gym equipment he was using collapsed and a large warehouse supplying and distributing a wide range of consumer goods shipped from China across the UK including furniture, electrical goods and toys, which failed to comply with nine improvement notices requiring safe systems of work to be introduced. The same company was investigated by Trading Standards colleagues for alleged breaches of product safety legislation.

### **Technical Services Team**

#### **Environmental Permitting**

Local authorities are required to permit certain industrial processes which require payment of an annual fee by the affected companies for compliance inspections. WRS works hard to reduce the regulatory burden on businesses by advising and assisting the operators in compliance and coming out of the regulatory regime. Compliance remains high within regulated industry sectors however some slippage of standards have been observed concerning SED(Solvent Emissions Directive)sites where operators have struggled with the reporting schedules. As reported previously there have been some changes to the regulations to tighten up environmental controls (such as Solvent Emission Directive limit reductions) and we have continued to support these businesses in maintaining compliance until they have the necessary processes in place to address these shortfalls.

WRS have dealt with a number of small waste incinerator plant enquiries this year due to the substantial increase in the cost of landfill. It is expected that there will be continued development in this sector relating to clinical waste disposal and waste weight minimisation. This will increase WRS role in waste management regulation in the under 3 tonne per hour classification for the forthcoming year. Public consultations for these applications will be hosted on the website as they are received.

Late in March DEFRA consulted all authorities on a proposed 4.75% increase in permit subsistence fees. WRS welcomed this increase as the first since 2011 however criticised the timing of the consultation which delays/complicates the collection of 2017-18 subsistence fees. WRS also questioned some of the proposed changes to the fee linked to environmental risk assessments due to the unfair re-classification of certain businesses into medium risk without any clear justification. The new fee structure introduction has been postponed until after the general election. Partner authorities were advised in advanced of these changes to postpone the sending out of subsistence invoices until the new fee structure is announced. At the request of Defra, WRS completed a technical review of the Guidance for Rendering processes and provided technical feedback with the hope that this will clarify things for local authorities.

### **Local Air Quality Management**

WRS have continued to undertake all the statutory reporting on behalf of the six Worcestershire Districts, this year for most authorities in the new Annual Status Report format. We have updated the Countywide Action Plan detailing progress made on all the possible actions that could be taken to improve air quality in the County. We previously reported two 'green boxes' installed on the pavement at Foregate Street, Worcester and Worcester Road, Wychbold. They contained automatic continuous air quality analysers and were installed in these two locations following concerns regarding the air quality. The results of that monitoring is being reviewed and modelled to establish the nitrogen dioxide levels in the wider area, with consideration for traffic speeds, meteorological conditions and road layout. Once finalised, the reports will be published on the WRS website with any recommendations. Following declaration of St John's as an Air Quality Management Area previously, WRS have undertaken a 'Source Apportionment' exercise to establish the primary causes and influencing factors in the poor air in this locality which is contributing to the production of an Action Plan due for publication in 2017-18.

### **Dog Warden Service**

Many will have seen the press coverage back in January when BBC Hereford & Worcester, the Malvern Gazette and the Redditch & Alcester Advertiser all ran stories on our successful prosecution of Anthony Poole for animal welfare offences.

The Redditch resident was been banned from owning dogs for 10 years after pleading guilty to two counts of cruelty. Anthony Poole was also given a 12 month community order with a 15-week curfew at his address in Northleach Close, between 7pm and 7am and ordered to pay costs of £1,400 and a victim surcharge of £85. The dogs have since been rehomed and are happy and healthy.

### **Licensing**

The new renewal templates and process are a service delivery highlight of the last year. These will be deployed during 2017/18. Also the web improvements template is a huge stride forwards in helping us manage this point of entry to the service.

We have also restructured the team with a view to freeing up higher cost resources to focus on compliance and enforcement instead of having expensive officers doing admin work, thus improving our service delivery. A review of licensing surgeries has increased time on districts but helped to rationalise our use of resources for these.



The team supported the launch of Best Bar None in Worcester City, aimed at supporting the trade to improve its offer. Well managed, well-run premises mean less need for intervention from local regulators and the Police. If successful we hope that the trade and West Mercia Police will consider this more widely in suitable town centres in the County.

Having a larger team of officers working together means that our officers can develop skills and knowledge that smaller authorities cannot sustain for themselves. This has led to WRS taking up important roles in regional liaison forums and spreading our influence more widely. One of our officers now Chairs the influential Neighbouring Authorities Working Group for licensing (NAWG) and represents the West Midlands Region at Local Government Association Licensing Policy Forum. This means that WRS officers are able to influence decision makers in Government on behalf of the profession and local government in general.

Licensing contributes to the safeguarding of vulnerable children by continuing to raise awareness of child sex exploitation amongst the licensed taxi trade and premise licence holders. We continue to be at the forefront of raising awareness of these real dangers by:

- Ensuring our own staff and Local Councillors are given awareness training – annually.
- Distributing our information leaflet on this subject matter to all 2,500 licensed Hackney Carriage and Private Hire Drivers - annually.
- Ensuring that raising awareness of CSE is on all Taxi Forum Agendas across the County.
- All websites have been updated with the CSE awareness campaign and information.
- That a regular review of the systems we have in place are working, to ensure that any accusations against licensed taxi drivers are dealt with immediately and, where necessary, that the licence is suspended pending a formal hearing.

The protections put in place for children also help ensuring the safety of vulnerable adults, many with learning difficulties, who use licensed drivers and vehicles for regular transport.

## **FINANCIAL MANAGEMENT**

### **Budget 2015/16**

Monthly financial monitoring reports are provided and finances are regularly considered by officers from the partners ahead of each Joint Committee meeting. Bromsgrove DC operates a robust ordering and authorisation process to ensure the transparency and accuracy of costing. Good management of costs, income generation and the management of vacancies led to an underspend of £136,370 against the revenue budget of £3,025,000. This has allowed us to cover the partner's pension deficit cost and give partner a small amount back (£38,996 between the 6.) The underspend is 4.5% of overall budget, however this was achieved mainly due to the large level of income generation exceeding the amount spent.

The draft outrun budget for 2016/17 is included as Appendix 4, along with the proposed budget for 2017/18 onwards. The outrun position is subject to final Audit, although the budget has now reduced so far that this is no longer a statutory requirement for specific audit of the WRS accounts. Hence, this will be done as part of the overall audit of Bromsgrove District Council's accounts. There are no firm plans from any partners for further savings in the immediate future, so the operating assumption for the time being is a standstill budget for 2017/18 onwards, with increasing income targets set to balance the budget. This income is to come from all sources, from sewer baiting grants from Severn Trent to contracted work for dog warden activity and everything else in between. This target during the forthcoming

period is stretching but achievable and is uppermost in the minds of the management team. 2016/17 saw the service bring in over £400,000 in income from all sources and over £230,000 from external sources, not including the county Council's exit payment and short period as a contractor.

### **Increasing income generation**

Income was generated from a range of sources. WRS delivered on the first 12 months of 2-years funding from the Worcestershire Local Enterprise Partnership to explore the potential for an Earned Recognition scheme for small food producers and manufacturers which will enable them to seek new markets. This has turned into the Worcestershire Food and Drink Federation, which will develop further during 2017/18. On-going work on the Worcestershire Works Well project commissioned by the County Council's Public Health team yielded £10000 during 2016/17 and the service has been given assurances of a similar level of funding for the next 3 years.

In terms of commercial contract work, the largest income generation area was the Dog Warden Service provision for Cheltenham, Tewkesbury and Gloucester City Councils. This was helped by the extension of the service provided in Gloucester City from dealing with dogs when they arrive at the kennels onwards to include collection of dogs. This has successfully utilised the existing Dog Wardens and contractors to make better use of resources and benefit from economies of scale. The next two significant income generators were contaminated land advice to planners and service requesters in Gloucester City, South Gloucestershire and Stratford-on-Avon Council areas and investigating Statutory Nuisance and providing Planning consultation support in Tewkesbury. Industrial permitting inspections, transcription of PACE tapes and planning support for Gloucester City, petroleum licensing inspections for Derby and Industrial permit inspections and air quality reporting for Herefordshire made up the remainder. There are a number of significant points concerning the work this year. The team has managed to maintain high standards of service for new clients, existing clients and the Partner Authorities; the volume of commercial work has increased and the variety of work has increased. This has led to more Officers being involved in income generation, sharing the burden and ensuring that income is either reinvested where possible or contributes to the underspend provided back to Partners at the end of the year.

### **WORKFORCE PLANNING AND HUMAN RESOURCES MANAGEMENT**

The WRS structure has now been in place since October 2015 with Simon Wilkes as the Head of Service with a team of four Managers looking after different areas of the service. David Mellors as Environmental Health and Trading Standards Manager covering all of the responsibilities of his Community Environmental Health team, (Food Safety, Health and Safety and Statutory Nuisance, with some other minor areas) and the Trading Standards remit (Weights and Measures, Food and Agricultural Standards, Product Safety, Fair Trading, Animal Health) on a contractual basis since the County's departure from the partnership in 2016. Mark Cox continues to head up the Technical Services Team covering Technical Pollution (managing Planning, IPPC, Contaminated Land, Air Quality and the County Council's Petroleum/ Explosives), Dog Wardens and Pest Control. Susan Garratt also continues in the role of Licensing and Support Services team Manager. In 2016, Kiran Lahel was appointed as the new Business and Relationship Manager looking after partnerships, the intelligence team and more recently the first contact team of Duty Officers.

Sickness absence levels increased significantly in 2016/17 to 5.9 days per FTE, well beyond what has been seen in past years. Two-thirds of the days lost were due to long term sickness (defined as sickness periods lasting more than 29 days.) A number of officers had to have medical interventions requiring re-cooperation time, and one officer has been ill for a significant part of the year. Short term sickness was up slightly but much of the increase will relate to this long term problem.

It is now about putting strategies in to reduce this number. It is impossible to prevent all illness and people with active lives away from work will have accidents from time to time. We will continue to use Bromsgrove's processes to try to ease the sickness rates, however, with the level of demand placed on officers and the increasing levels of public expectation that we face, there is likely to be some impact on staff sickness, even where managers are providing all of the relevant support to staff. Figures so far would suggest that we continue to have a fairly resilient staff cohort and that managers are doing their best to support people or deal with issues.

Staff turnover remains low, although occasionally a member of staff will decide to move onto pastures new. At the 1<sup>st</sup> April 2016, the total staff establishment was around 67 FTE. All staff participated in the Personal Development Review (PDR) process last year and this has been fed into a personal training plan for each officer and an overall training plan for the service. The latter allows us to look at opportunities for running training in-house (bringing the trainer to us) where there is sufficient need, which is significantly more cost effective than going to external providers. WRS Officers receive two performance reviews per annum through the service's formal PDR system. The annual detailed review and 6-monthly progress check is designed to identify development needs and discuss how each person contributes more widely to the service's key strategic priorities and service delivery. All PDR reports are countersigned by the next level of management to ensure consistency, openness and transparency and ensure that nothing is missed.

The staff survey had a reasonable response with just under two-thirds of the team responding. Managers continue to encourage team members to contribute with their thoughts and how they feel about the service. The performance indicator reported is a straight-forward one based on those scoring 5 or above to the relevant question.

In order to get a better picture in relation to all of the questions, the net positive/ negative scores have been calculated by subtracting the number of respondents scoring 0-4 from those scoring 8-10. Score 5-7 have been excluded as these are considered neutral which is not where we want to be as an organisation

As with last year, the Management Team were able to review these initial results at a meeting and are very pleased that most are positive with many being strongly positive (+40 or more). There are however some areas which have changed since last year. There were slight increases in numbers who reported:

- Numbers of staff not routinely taking a daily lunch break, which was a focus for managers to improve work: life balance
- Staff who feel they have a healthy work: life balance

Some areas of reduction in scores that will need addressing include:

- Ability to get the required level of support from managers,
- All aspects of awareness and understanding of why change is happening to and within the service

Key areas of concern are around:

- Teams working well together
- Internal communications within teams and across WRS
- Coping with the demands placed on me and being able to get support when I need it
- People not feeling they are delivering the same levels of service as they were 12 months ago

Some of these responses highlight the increasing pressures being created by the reduced resource base however these need to be seen in the light of some very positive responses to the majority of questions. Management Team will be addressing the findings of the workforce survey over the coming months through dialogue with colleagues during briefings and 1-2-1 meetings, to see if some of these issues can be resolved or allayed.

### **ACCOMMODATION**

WRS remain located at Wyre Forest House , Finepoint Way, Kidderminster with the contract up for renewal on the 23<sup>rd</sup> March 2020. The use of flexible and mobile working is generally now the norm, with staff frequently using home as their start and finish point for work in the field. Officers will come into the office two or three days per week to liaise with managers and colleagues or for meetings, and on the other days they work flexibly. The touch down points retained in each of the councils have

provided an excellent venue for licensing surgeries and these have been welcomed by the taxi trade in particular. This move has also enabled staff to strike a better work/life balance which is essential for good morale.

### **BUSINESS TRANSFORMATION (SERVICE DELIVERY)**

We have spent the year embedding and normalising many of the slight changes to working practices that have been created, and adopting the continuous improvement model of thinking.

Training has now been rolled out to all WRS officers on the Intelligence Operating Model modified to incorporate Environmental Health functions. There will not be a full fit, but some elements of the model like its problem solving approach are applicable. This has seen a rise in intelligence logs and we are looking to roll the training out regionally in 2017 as an income generating activity. The Intelligence Unit within the service has helped to both direct the work of the service and to provide information for managers and members on outputs. This will continue to develop during the coming years, even following the departure of Trading Standards from the partnership

Whilst WRS has traditionally undertaken strategic tasking in the form of business planning, the tasking and coordination process was not routinely employed at a tactical level until 2016. During the past year, Community Environmental Health and Licensing created tactical tasking groups that convene on a monthly basis to review on-going enforcement activity, consider proposals for new 'project based' work and assess the level of available resource. Technical Services, who typically deal with long term proactive work, introduced a scoring system for prioritising projects. Both methods ensure each operational team now consider a range of factors when allocating resources including risk, priorities and available intelligence. This change of thinking is of critical importance as the service places a greater emphasis on taking 'evidence based decisions' and moves towards an 'intelligence led' approach.

In addition to tasking, a service wide tactical assessment is now produced on a quarterly basis and disseminated to each of the team managers. Other intelligence products have also been commissioned including a problem profile on noise pollution.

Prior to the completion of this assessment, managerial and operational staff received 'in-house' training on the key components of the intelligence model and the process of developing raw information into finished intelligence (the intelligence cycle). This included the completion of intelligence reports.

### **RISK MANAGEMENT**

WRS recognises that the development of policy, delivery of service priorities and the management of its services for six partners attract risk. In reviewing its service risks and the effects of management strategies and policies WRS seeks to:

- Identify, assess and manage risk
- Safeguard the services assets and equipment
- Focus on the delivery of its service to its customers

The Service aims to ensure that Risk Management becomes a natural component of its management process and that when and where appropriate; risks are avoided, reduced, transferred or retained. As part of these arrangements, a WRS risk register has been developed that can be integrated with the partners individual risk registers. This register will be maintained and reviewed periodically to assess current risks and identify forthcoming priorities. The current risk register appears as Appendix 2.

A Business Continuity Plan has been produced to assist WRS Management in managing the effects of any disruptive event or situation. This was adopted at the WRS Management Team meeting on May 16<sup>th</sup> and will be reviewed annually. A copy has been circulated to officer members of the Joint Board so that this can become part of each partners arrangements.

### **EQUALITY & DIVERSITY**

WRS is committed to equality of opportunity and respect for diversity. The service links in with the host Authority's adopted Equality Standard for Local Government as a framework to help embed equality and diversity into everyday aspects of its work.

### **THE NEXT STEPS**

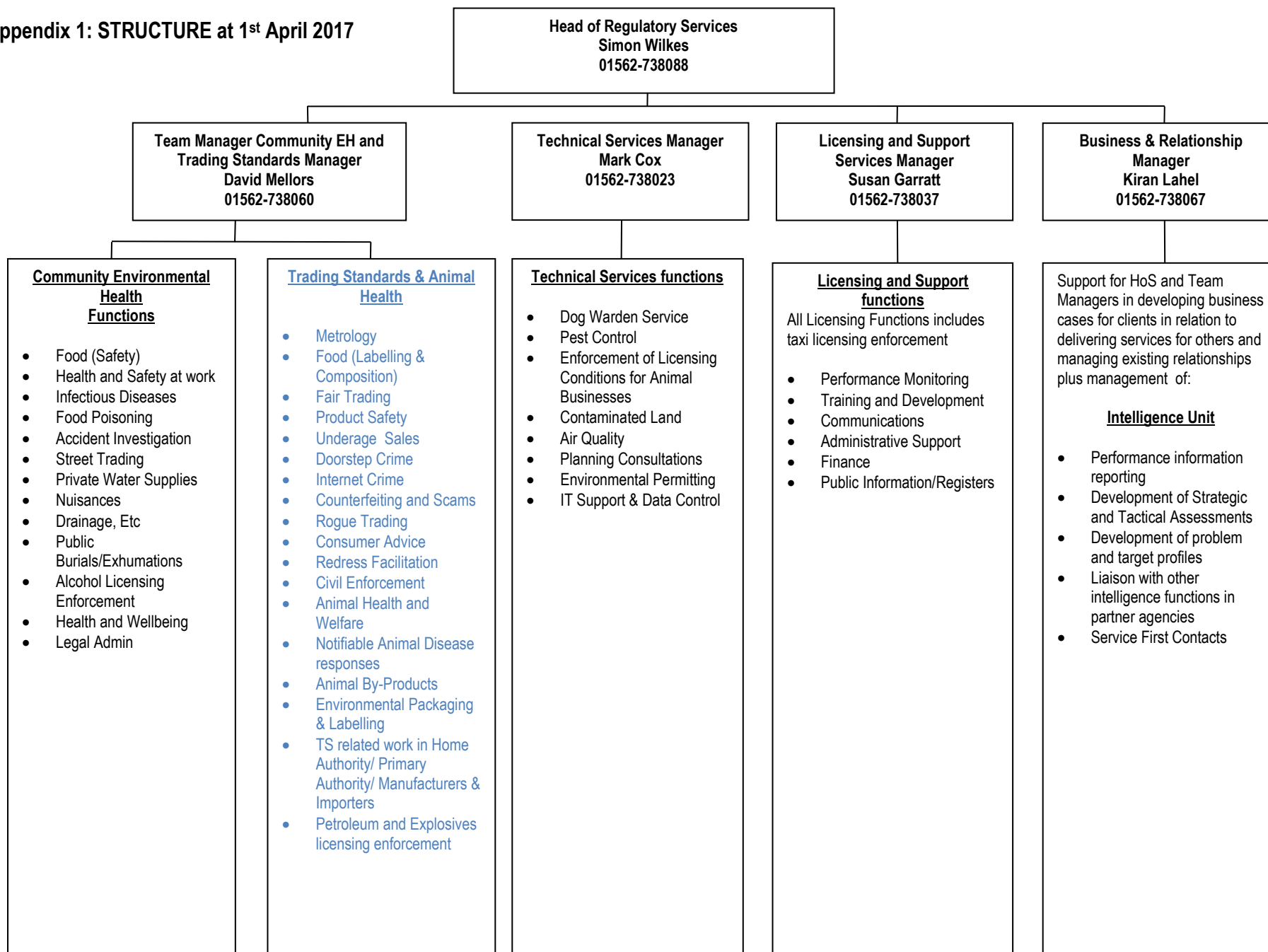
As we head into the next period the service's principle challenge remains maintaining a service delivery model that meets all our partner's requirements as well as creating sufficient efficiency to increase the income derived budget contribution. The development of IT based solutions to promote self-help/ channel shift and increasing the ability of our in-house Duty Officers to resolve problems at first point of contact are key threads in our proposals for increasing efficiency and delivering the service at lower cost. However, the law of diminishing marginal returns does mean that efficiencies will only take us so far in dealing with the inflationary pressures on the service.

As we will continue to be in an ever changing environment, communications with staff will remain a key element of strategy for maintaining performance, so we will maintain our various channels of communication to keep them informed of developments and involve them in the change process.

### **Key Milestones for 2017/8**

- Continued delivery of the WRS Business Plan 2017-2020 and our annual operational service plans
- Continue to maintain existing income streams and look at ways of generating income for the service particularly looking to deliver a whole service area for a client either as a contract or potentially a new partner.
- Increase income from grants and other forms like Primary Authority arrangements
- Following our philosophy of continuous improvement, continue to review operations to improve marginal efficiencies,
- Continue the process of channel shift by increasing the customer's ability to use self-help, do transactions on-line and monitor progress of their piece of work on-line.
- Continue to work closely with County Council Trading Standards colleagues by maintaining links that help to support both WRS and the trading standards service to the benefit of local people

## Appendix 1: STRUCTURE at 1<sup>st</sup> April 2017



## Appendix 2 – WRS Risk Register

Risk Description	Consequences	When is this likely to happen	Current Position			Control measures
			Likelihood	Impact	Matrix RAG Status	
Loss of Data through IT failures	Disruption to Service Provision. Inability to produce records and data.	On-going	Low	High	Green	Wyre Forest ICT has effective processes and business continuity plans in place. WFDC upgraded VMWare (scheduled)
Issues with the WRS database system	Impact on work planning. Self-help may not enable savings required	On-going	Low	High	Green	Initial implementation is completed. Further development of the system will be treated as business as usual, with priority going to public access and self-help/ self-service to continue the channel shift process. Service website remains key access point. Tested disaster recovery of our Uniform back up and fail over to the business continuity server. Completed Oracle upgrade to 12c completed. EDRMS upgrade completed 24 <sup>th</sup> December 2016.
Effective and efficient Business Continuity arrangements in place	Disruption to service if e.g. Major Power failures or other reasons that access to Wyre Forest House is not possible.	On-going	Very Low	Medium	Green	Staff are equipped for mobile/home working. Touchdown stations available in partner council locations. Working from WFDC depot successfully tested over Christmas period.
Maintain our capacity to achieve service delivery	Disruption to service e.g. Major staff sickness (e.g. flu pandemic) or Unable to recruit or retain suitably qualified staff.	On-going	Low	Medium	Amber	In such event, service priorities to be managed and partners informed of any changes to service. Consultants are available to provide short term cover and this has worked well where we have used them to cover peak demand periods. However, having taken on contracts with additional authorities the demand has increased and neighbouring authorities have lost the ability to be able to assist with technical specialisms. We are active within regional and sub-regional groups to share resources if required. Effective training and development processes are in place to ensure recruitment and retention of staff. There is increased training budget pressure, reduced technical knowledge in neighbouring authorities and increased importance in maintaining heightened skills for contractual obligations and commercial edge. Regular inventory and maintenance of equipment. In future budget for replace may be an issue but would be a relatively small amount for partners to share.

Pest contractors cease operations.	Disruption to service. Negative media coverage. Increased public health risks	On-going	Low	High	Green	New framework contract has 6 pest control suppliers so the loss of one allows work to be moved to the others.
Effective and efficient contract arrangement for dog control	Disruption to service if no kennels available. Negative media coverage. Increased public health risks	On-going	Low	High	Amber	Budget available to buy in use of other private sector providers in short term. Contracts tendered. The Dog Warden contracts are robust but we have one less kennel contractor but an additional three District Councils that we provide the service for.
Hosting support does not deliver necessary financial and HR support to ensure efficient management	Efficiency of management reduced; staffing issues remain unaddressed and performance suffers	On-going	Low	High	Amber	Some continuing issues around access to the financial system from Wyre Forest house, meaning managers are reliant on host finance officers for financial reporting. ICT team from WFDC and BDC continue to work to resolve the issue
One or more partners continue to be under great financial pressure and may consider alternatives to the partnership to deliver their service	Creates reputational issues for remaining partners and increases the need to manage overheads. Difficulties in delivering highly varied levels of service	On-going	Low-Medium	High	Amber	New legal agreement limits variations in contribution before partners have to move to contractual relationship. Leanness of organisation minimises overheads and focuses resource at the front line. Growth strategy should generate income to support partners in the future. Some reputational damage and perceived loss of commercial skills from the County Council withdrawing from the partnership.
Robust arrangements in place in relation to obtaining legal advice and monitoring legislative changes.	Loss of cases is costly and damages reputation.	On-going	Low	Medium	Green	Continued close working with BDC legal team and other partners who don't use BDC for advocacy. Technical and legal training days for staff. Difficulty in keeping informed of Case Law developments. Membership and attendance of Officer Technical Groups outside the County would assist.
Service provision complies with Government requirements	Adverse comments following audits e.g. FSA Intervention by Government bodies i.e. FSA, whilst highly unlikely, is damaging to reputation.	On-going	Low	High	Amber	Limited detail of what statutory minima are. LGA clearly aware of impact of budget reductions on regulation and has made it clear Government cannot expect what it had previously. Fewer interventions/ audits by government. Service has developed systems that follow the principles of the requirements of bodies like FSA so can show some level of compliance. WRS principle of moving away from rigid inspection programme of Food Standards Code (as approved by WRS Joint Board) to intelligence led interventions is compliant with Food Safety Act albeit not as FSA would be able to sanction. Environmental reporting for Local Air Quality Management, Pollution Prevention and Control and Private Water Supply Inspections to Defra and DWI have received positive responses with no issues of concern raised.



Failure to deliver external contract work at the level expected by the business or local authority with whom we have the contract	Damage to reputation, loss of future income streams, financial impact of paying damages	On-going	Low	High	<b>Green</b>	Ensure contract negotiations are clear on performance criteria and these are clearly recorded in the final documentation. Monthly reviews against performance criteria. Select staff to ensure competence of those undertaking work outside Worcestershire. Maintain strong links with the customer's monitoring staff. Intervene early with corrective action
---	---	----------	-----	------	--------------	--

## Appendix 4: Detailed out-turn for Regulatory Services 2016/17

	Full year Budget	Expenditure to Mar 17	Variance
	£'000	£'000	£'000
Salary	2,406	2,372	-34
Agency Staff	0	81	81
Subscription	3	5	3
Employee Insurance	16	18	2
	<b>2,425</b>	<b>2,476</b>	<b>51</b>
Rent	54	55	1
Cleaning	0	1	0
Utilities	0	0	0
	<b>54</b>	<b>55</b>	<b>1</b>
Vehicle Hire	13	10	-3
Vehicle Fuel	8	4	-4
Road Fund Tax	1	1	0
Vehicle Insurance	3	4	1
Vehicle Maintenance	3	2	-1
Car Allowances	87	82	-5
	<b>115</b>	<b>103</b>	<b>-11</b>
Furniture & Equipment	30	31	1
Test Purchases	0	1	1
Clothes, uniforms and laundry	3	1	-2
Printing & Photocopying	18	25	7

Publications	2	0	-1
Postage	11	12	1
ICT	60	39	-21
Legal Costs	0	1	1
Telephones	23	18	-5
Training & Seminars	24	16	-8
Car Parking & Subsistence	0	1	1
Insurance	30	29	-1
Third Party Payments			
Support Service Recharges	100	100	0
Audit	5	0	-5
ICT Hosting	44	47	3
	<b>349</b>	<b>321</b>	<b>-28</b>

Dog Warden	145	131	-14
Pest Control	46	84	38
Trading	0	1	1
Standards			
Licensing	12	18	6
Other contractors/consultants	3	1	-2
Water Safety	5	6	1
Food Safety	2	3	1
Environmental Protection	13	74	61
Taxi Tests	30	35	5
Grants / Subscriptions	11	16	5
Advertisng	4	2	-1
Publicity & Promotions	2	2	0
CRB Checks	25	20	-5
	<b>297</b>	<b>394</b>	<b>97</b>

### Income

Training Courses / Bereavement /	-215	-461	-247
Works in Default / Sewer Baiting etc			

<b>Income Total</b>	<b>-215</b>	<b>-461</b>	<b>-247</b>
---------------------	-------------	-------------	-------------

**Budget/ Spend Excl  
Pension Deficit**

<b>3,025</b>	<b>2,889</b>	<b>-136</b>
<b>0</b>	<b>124</b>	<b>124</b>
<b>0</b>	<b>-26</b>	<b>-26</b>
<b>0</b>	<b>97</b>	<b>97</b>
<b>3,025</b>	<b>2,986</b>	<b>-39</b>

Pension Deficit –  
Absorbed by WRS

Pension Deficit –  
Funded by County

**Pension Deficit Total**

**Budget / Spend  
Including Pension  
Deficit**

## Appendix 5: 3-year budgets 2017/18 to 2019/20

### Account description

	Budget 2017/18	Budget 2018/19	Budget 2019/20
	£000's	£000's	£000's
<b>Employees</b>			
Monthly salaries	2,503	2,546	2,583
Training for professional qualifications	2	2	2
Medical fees (employees')	2	2	2
Employers' liability insurance	16	16	16
Employees' professional subscriptions	3	3	3
<b>Sub-Total – Employees</b>	<b>2,525</b>	<b>2,568</b>	<b>2,605</b>
<b>Premises</b>			
Internal repair/maint.	0	0	0
Rents	52	52	52
Utilities	0	0	0
Business Rates	0	0	0
Room hire	2	2	2
Trade Waste	0	0	0
Cleaning and domestic supplies	0	0	0
<b>Sub-Total – Premises</b>	<b>54</b>	<b>54</b>	<b>54</b>
<b>Transport</b>			
Vehicle repairs/maint'ce	3	3	3
Diesel fuel	8	8	8
Licences	1	1	1
Contract hire of vehicles	4	4	4

Vehicle insurances	3	3	3
Van Lease	9	9	9
Fares & Car Parking	5	5	5
Car allowances	82	82	82
<b>Sub-Total – Transport</b>	<b>115</b>	<b>115</b>	<b>115</b>

### Supplies & Service

Equipment - purchase/maintenance/rental	19	19	19
Materials	9	9	9
Clothing and uniforms	2	2	2
Laundry	1	1	1
Training fees	23	23	23
General insurances	30	30	30
Printing and stationery	18	18	18
Books and publications	2	2	2
Postage/packaging	11	11	11
ICT	40	40	40
Telephones	23	23	23
Taxi Tests	30	30	30
CRB Checks (taxi)	25	25	25
Legal fees	0	0	0
Support service recharges	100	100	100
Support service recharges – ICT	44	44	44
Audit	5	5	5
<b>Sub-Total - Supplies &amp; Service</b>	<b>376</b>	<b>376</b>	<b>376</b>

### Contractors

Consultants / Contractors' fees/charges/SLA's	223	223	223
Advertising (general)	4	4	4
Grants and subscriptions	11	11	11
Marketing/promotion/publicity	2	2	2
<b>Sub-Total – Contractors</b>	<b>239</b>	<b>239</b>	<b>239</b>

#### Income

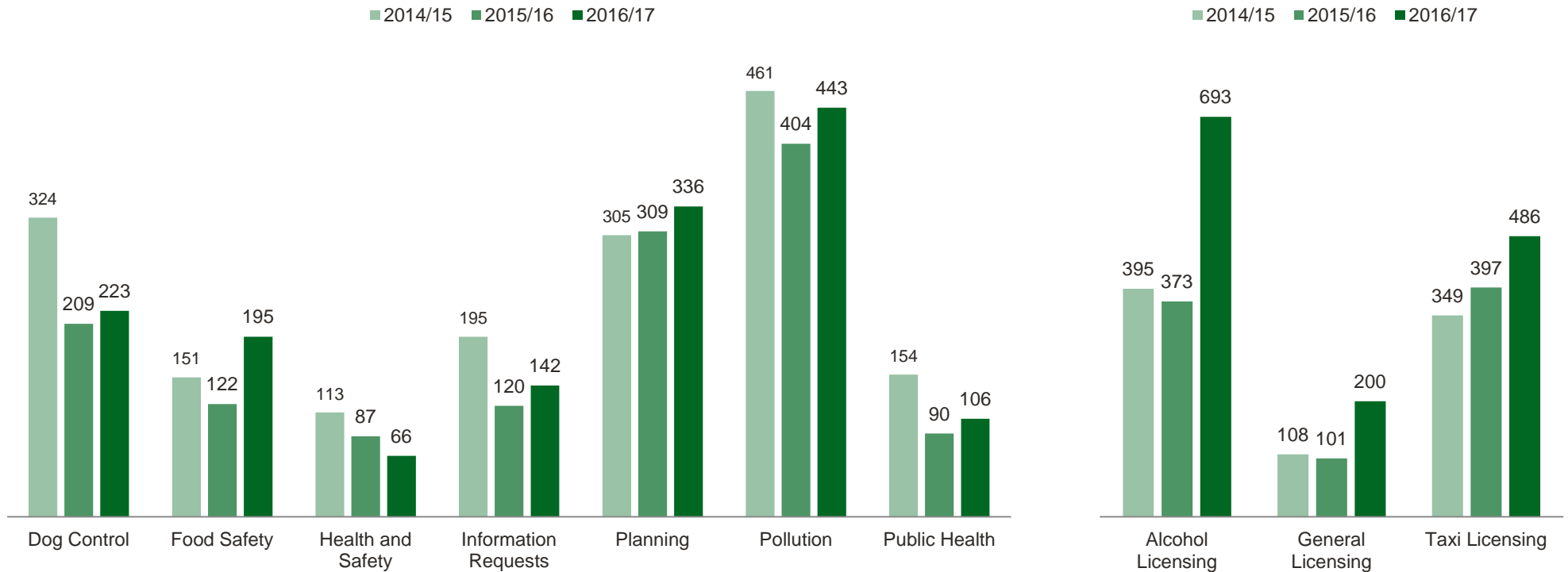
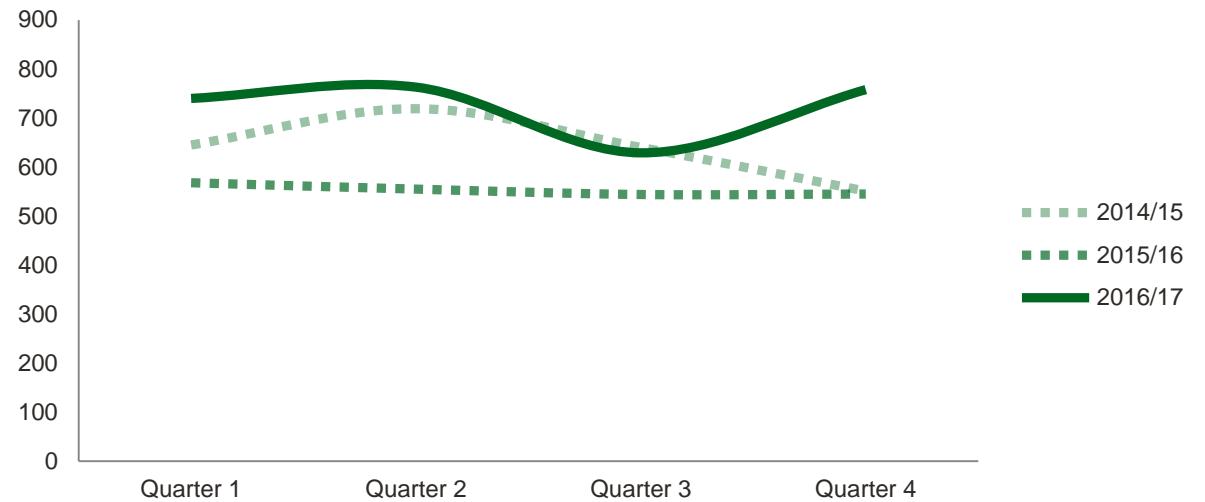
Sources including Grants / Nuisance Work / Food Training / Contaminated Land / Stray Dogs / Sewer Baiting etc.	-284	-327	-364
--	------	------	------

<b>Sub-Total – Income</b>	<b>-284</b>	<b>-327</b>	<b>-364</b>
---------------------------	-------------	-------------	-------------

<b>DISTRICT PARTNERSHIP BUDGET going forward</b>	<b>3,025</b>	<b>3,025</b>	<b>3,025</b>
--	--------------	--------------	--------------

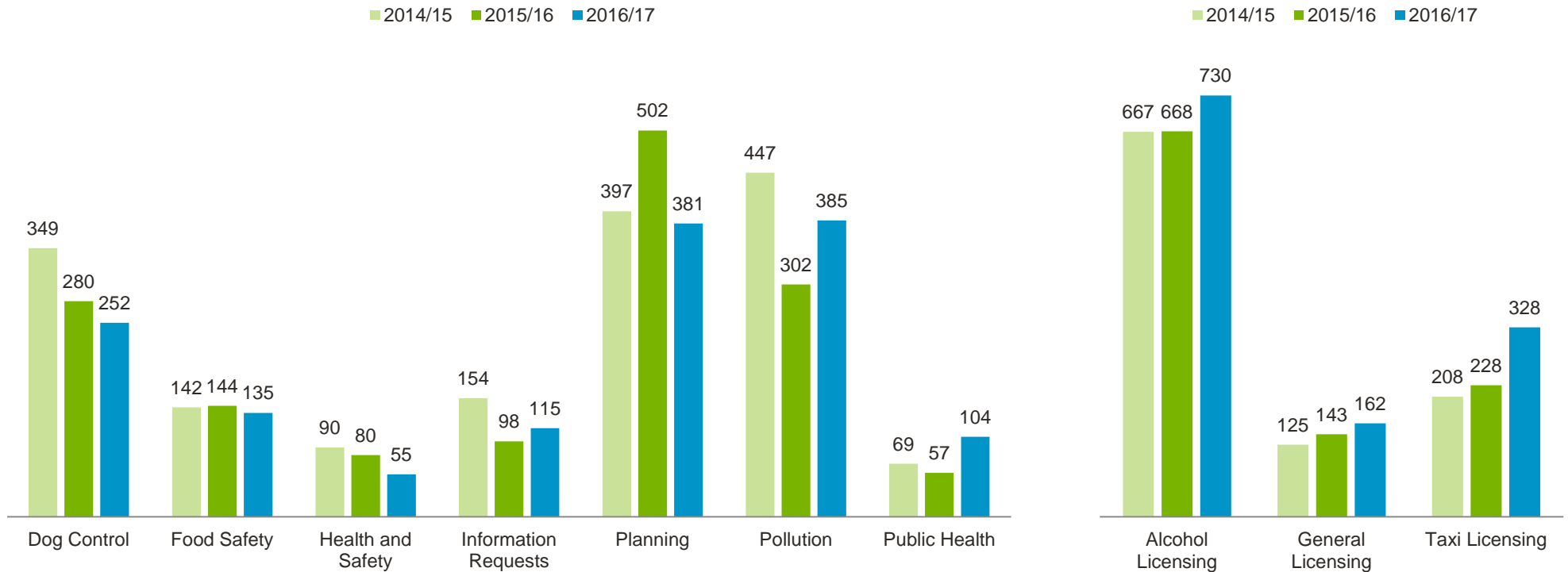
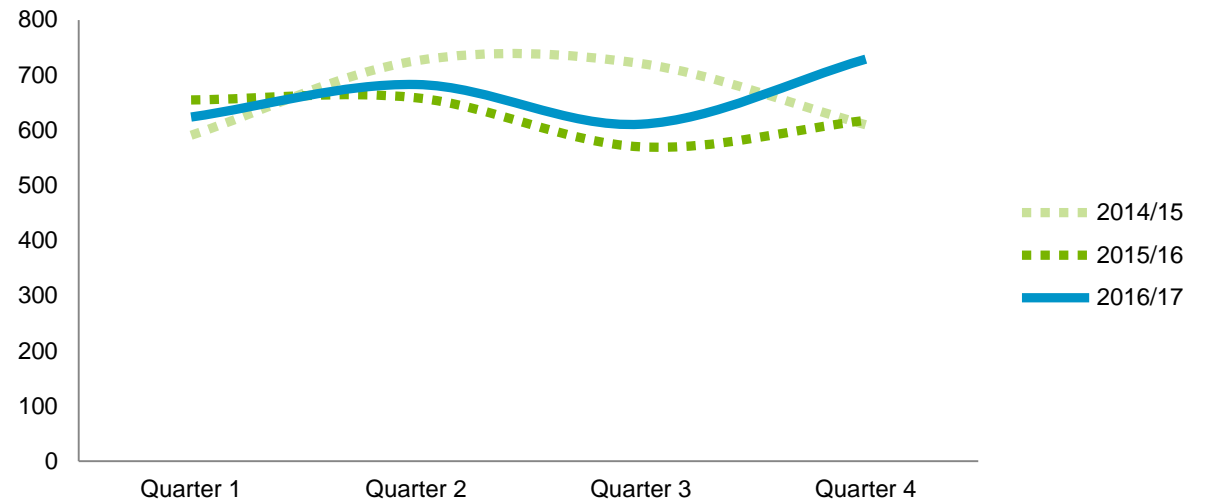


The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Bromsgrove**.

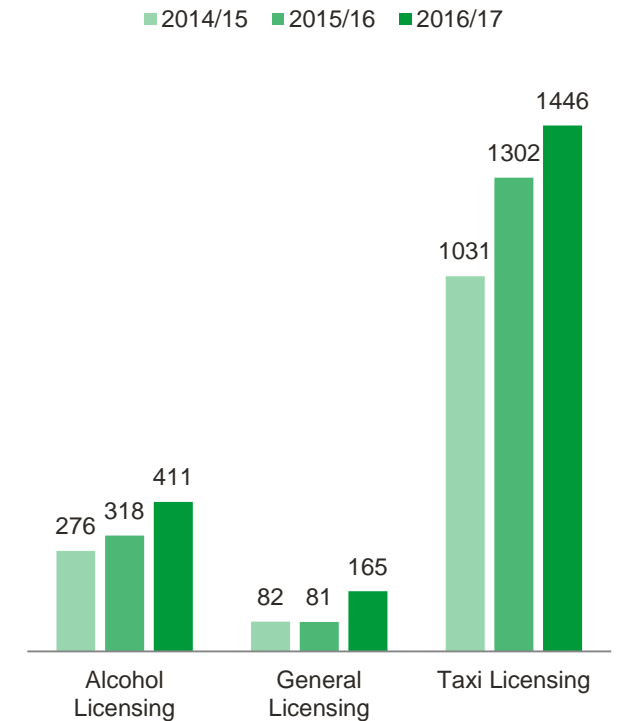
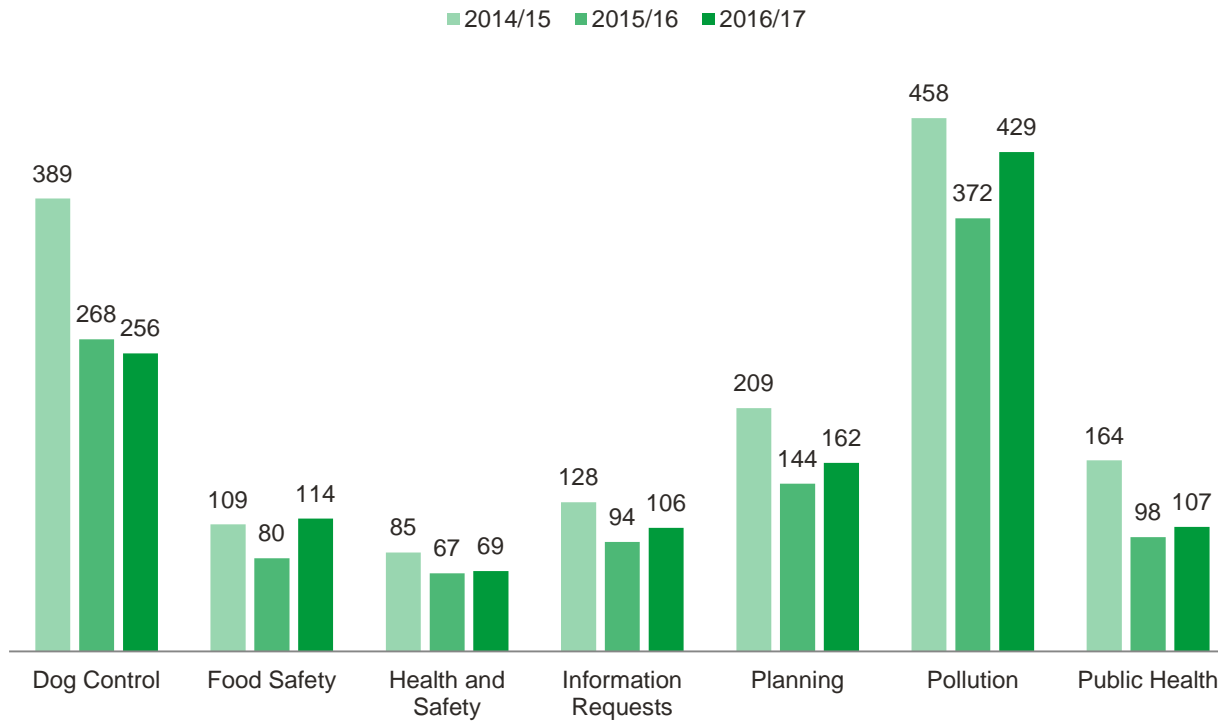
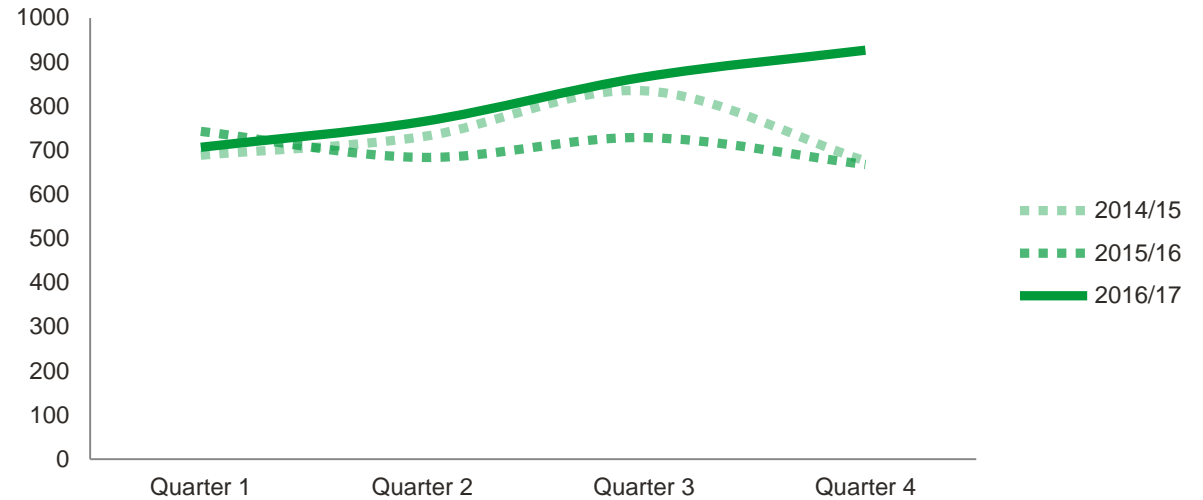


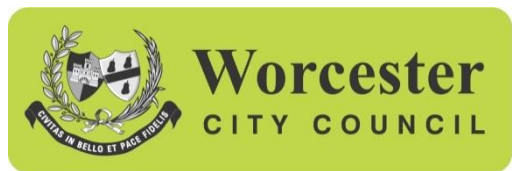


The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Malvern Hills**.

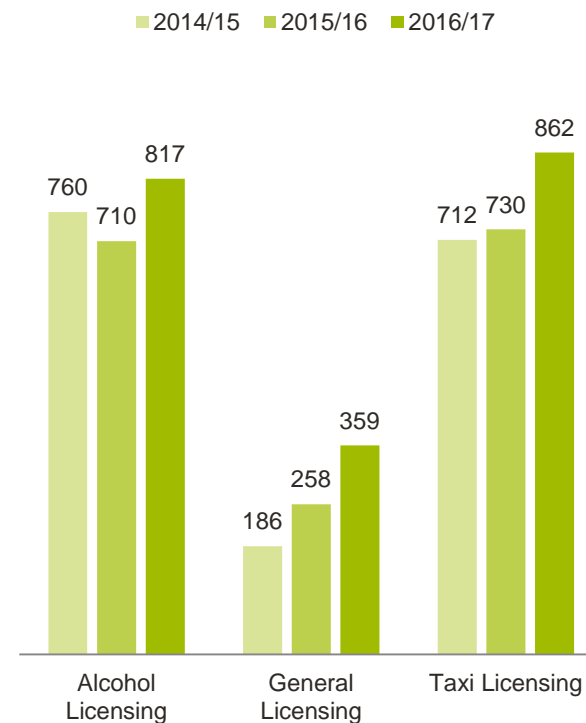
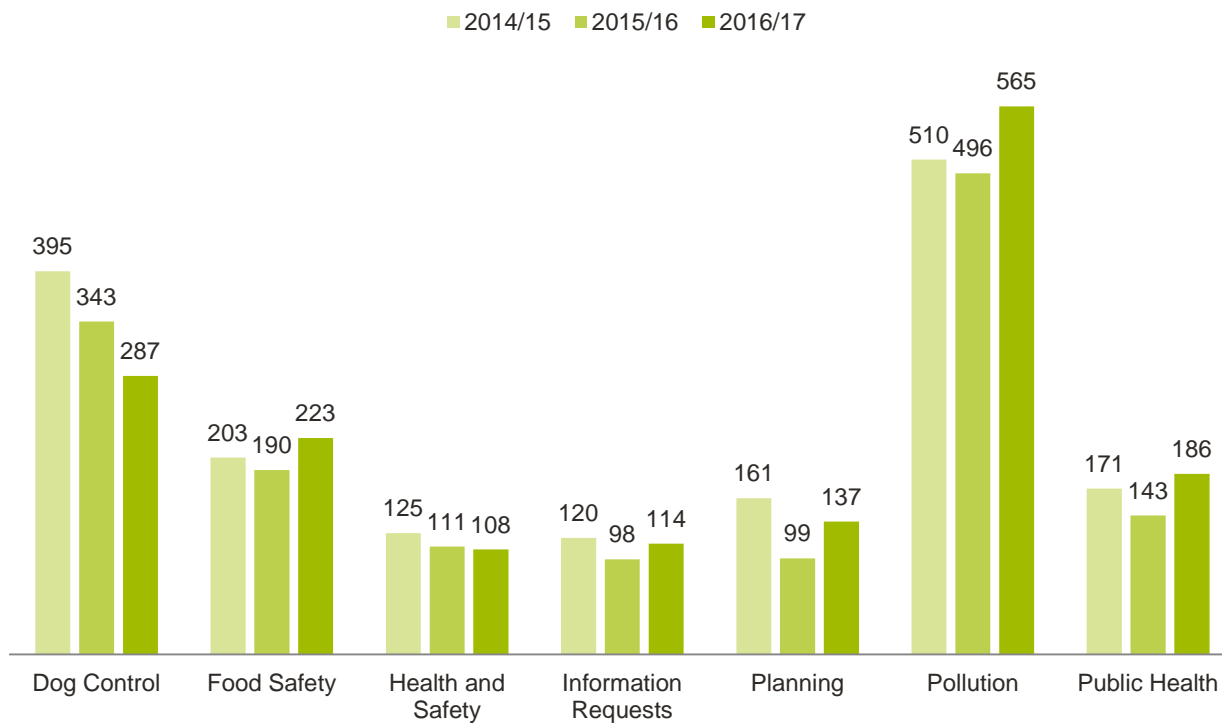
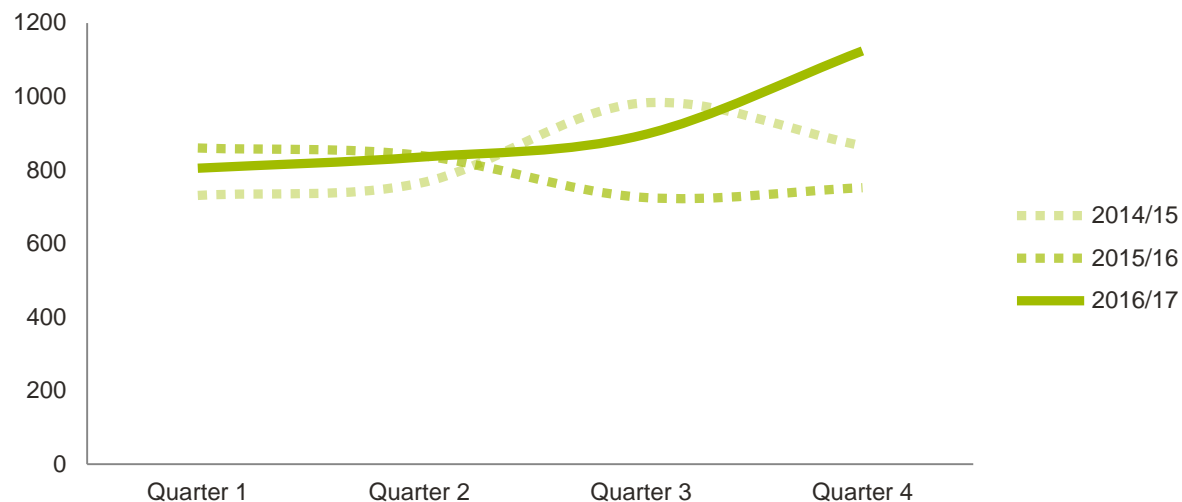


The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Redditch**.

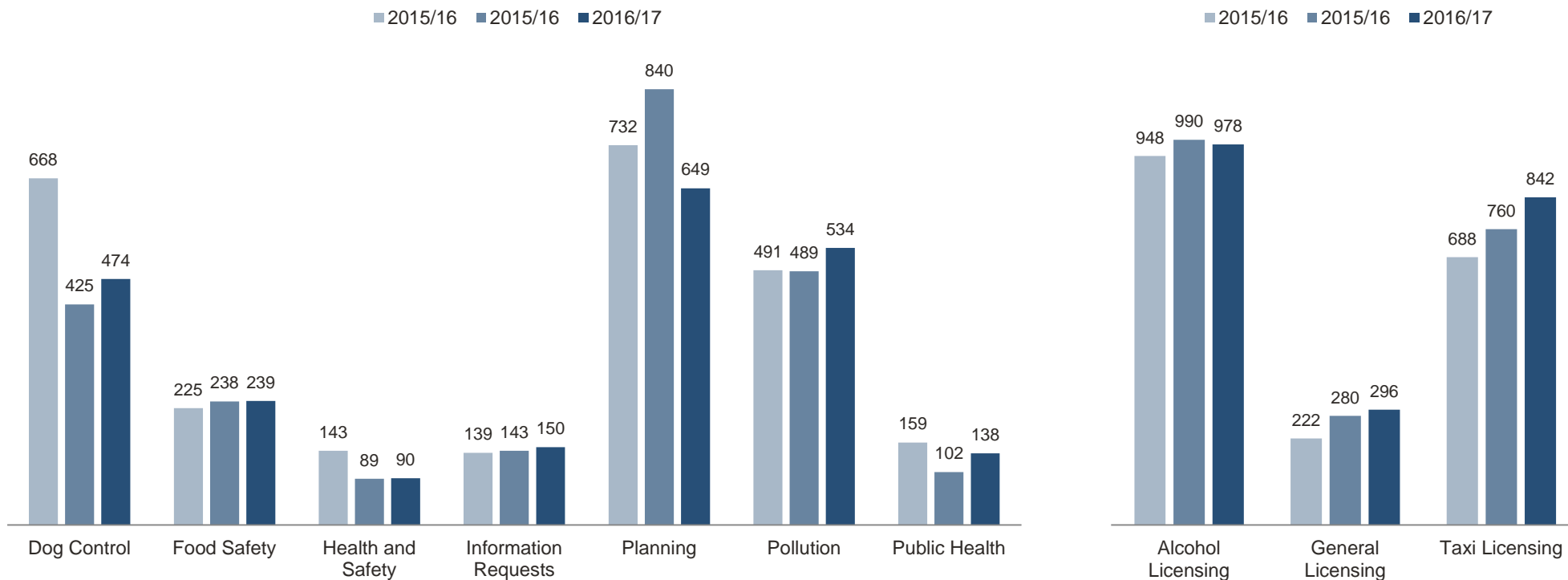
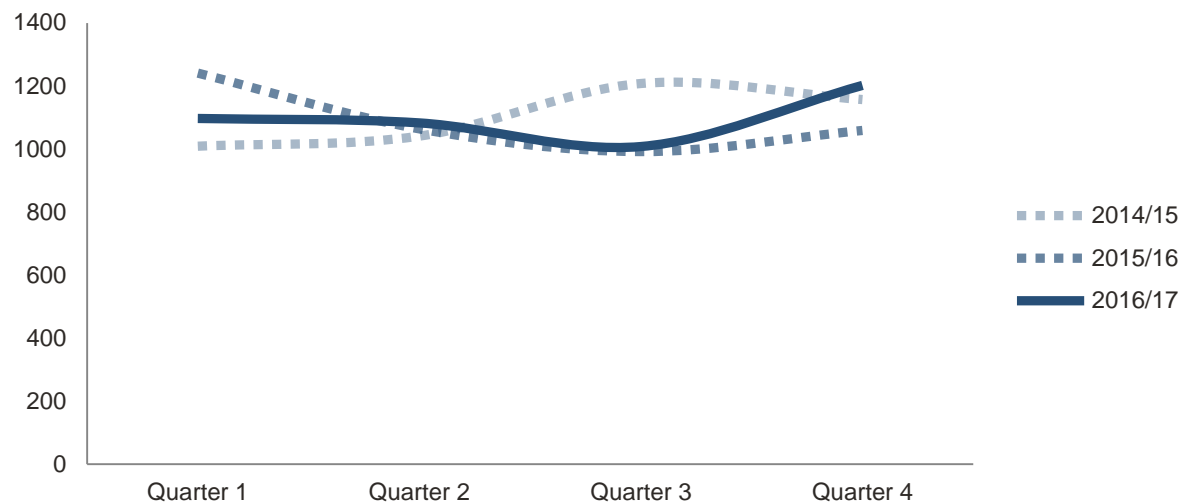




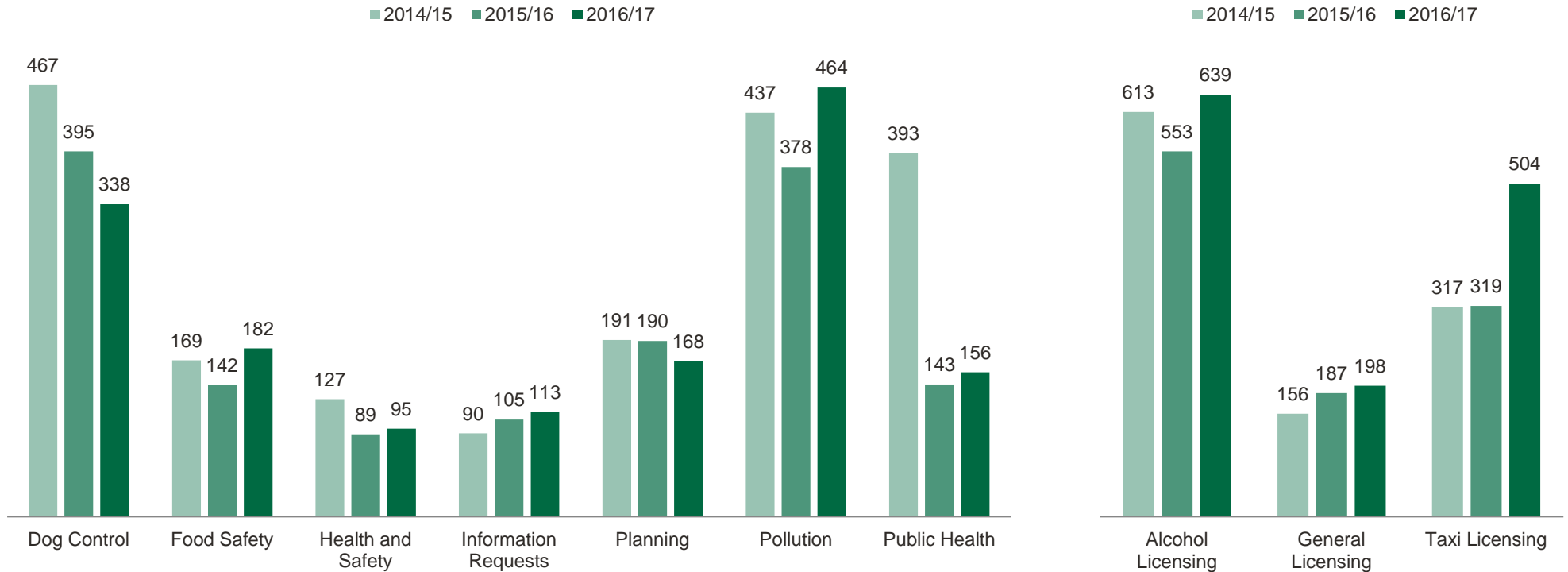
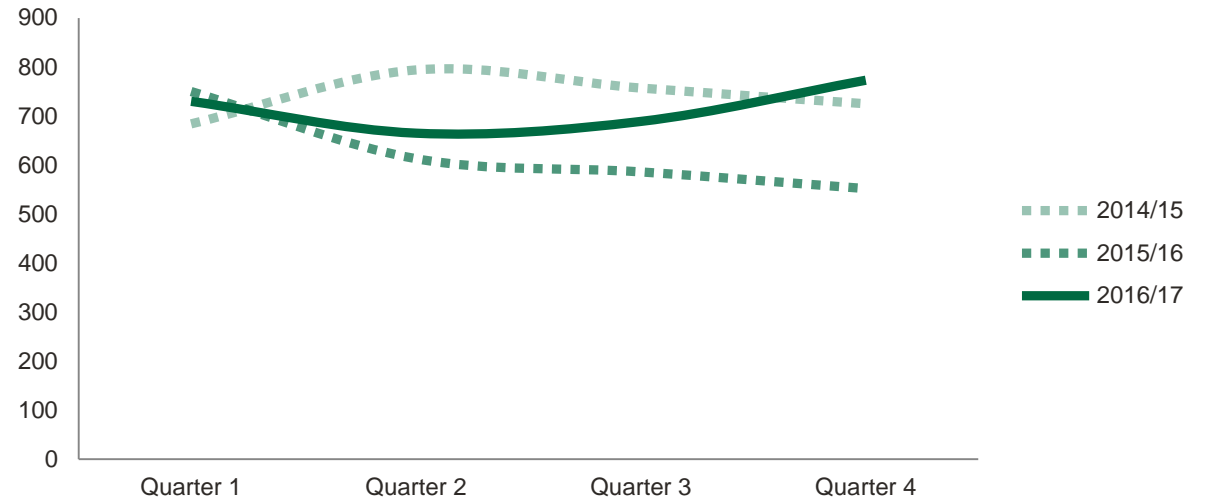
The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Worcester City**.



The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Wychavon**.



The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Wyre Forest**.



This page is intentionally left blank



## Worcestershire Regulatory Services Board

22nd June 2017

### WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL – MARCH 2017 & ANNUAL RETURN

#### Recommendation

It is recommended that the Board:

- 1.1 Note the final financial position for the period April – March 2017
- 1.2 Approve the refund of the 2016/17 underspend of £39k to the participating Councils.

Council	Refund of Savings £'000
Bromsgrove	6
Malvern Hills	5
Redditch	7
City of Worcester	6
Wychavon	9
Wyre Forest	6
	39

#### Contribution to Priorities

The robust financial management arrangements ensure the priorities of the service can be delivered effectively.

#### Introduction/Summary

This report presents the final financial position for Worcestershire Regulatory Services for the period April – March 2017, The financial statements included in the appendices include:-

- Annual Revenue 2016/17 final position
- Annual Return / Analysis
- Reserve statement

## Background

During the financial year quarterly financial reports are presented for consideration by the Partners.

## Report

The following reports are included for Board's Attention:

- Revenue Monitoring April – March 17 – Appendix 1
- Annual Statement - Appendix 2
- Annual Statement Analysis – Appendix 3
- Reserve Statement – Appendix 4

### Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a final outturn underspend of £39k This is more than expected at quarter 3 mainly due to:

- Agency Staff required to cover vacant posts, maternity etc was lower than originally anticipated.
- Pest Control overspend was lower than projected.
- There is an increase in income mainly due to:-  
Bereavement (From partners) £14k  
Licensing Demand Survey (Worcs City) £11k  
Professional Advice The Plough (Wyre F) £7k  
Analyser at Wychbold (Wychavon) £3k
- Pension Deficit for 2016-17 for partner councils has been absorbed in the financial projections. There has been a payment of £26,370 from Worcester County for their share of the deficit.
- Any grant funded expenditure is shown separate to the core service costs as this is not funded by the participating Councils.
- WRS managers set themselves an income budget of £215k for 2016/17, through the hard work and successes that WRS achieved with generating income this year, the total income generated from all sources including additional spends by partners for some of the above mentioned activities this year was £461k. Well done to all at WRS.

The 2016/17 underspend of £39k, is proposed to be refunded back to partners as below:

Bromsgrove	£5,663
Malvern Hills	£4,980
Redditch	£6,820



Worcs City	£6,536
Wychavon	£9,031
Wyre Forest	£5,966

The refund to partners takes into account the adjustment for the overspend on Pest Control and all other charges to partners.

All partners have been advised of all recharges and refunds for completion of their statement of accounts.

**Financial Implications**

None other than those stated in the report

**Sustainability**

None as a direct result of this report

**Contact Points**

Jayne Pickering – 01527-881400

**Background Papers**

Detailed financial business case

This page is intentionally left blank

	Full year Budget	Budget 12 Months	Expenditure to	Variance
	to Mar 17	to Mar 17	Mar 17	
	£'000	£'000	£'000	£'000
Direct Expenditure				
Employees				
Salary	2,406	2,406	2,372	-34 Includes £62k Trading Standards April & May salaries, offsett in income
Agency Staff	0	0	81	81 Agency costs used to cover vacant post / Maternity/ Sick / Backfilling for employees working on grant funded work etc
Subscription	3	3	5	3
Employee Insurance	16	16	18	2
Sub-Total - Employees	2,425	2,425	2,476	51
Premises				
Rent	54	54	55	1
Cleaning	0	0	1	0
Utilities	0	0	0	0
Sub-Total - Premises	54	54	55	1
Transport				
Vehicle Hire	13	13	10	-3
Vehicle Fuel	8	8	4	-4
Road Fund Tax	1	1	1	0
Vehicle Insurance	3	3	4	1
Vehicle Maintenance	3	3	2	-1
Car Allowances	87	87	82	-5
Sub-Total - Transport	115	115	103	-11

	Full year Budget	Budget 12 Months	Expenditure to	Variance	
		to Mar 17	Mar 17		
	£'000	£'000	£'000	£'000	
<b>Direct Expenditure</b>					
<b>Supplies and Services</b>					
Furniture & Equipment	30	30	31	1	
Test Purchases	0	0	1	1	
Clothes, uniforms and laundry	3	3	1	-2	
Printing & Photocopying	18	18	25	7	
Publications	2	2	0	-1	
Postage	11	11	12	1	
ICT	60	60	39	-21	
Legal Costs	0	0	1	1	
Telephones	23	23	18	-5	
Training & Seminars	24	24	16	-8	
Car Parking & Subsistence	0	0	1	1	
Insurance	30	30	29	-1	
Third Party Payments					
Support Service Recharges	100	100	100	0	
Audit	5	5	0	-5	
ICT Hosting	44	44	47	3	
<b>Sub-Total - Supplies &amp; Service</b>	<b>349</b>	<b>349</b>	<b>321</b>	<b>-28</b>	
<b>Contractors</b>					
Dog Warden	145	145	131	-14	
Pest Control	46	46	84	38	Income of £12k received from Severn Trent for Sewer Baiting, offset in Income
Trading Standards	0	0	1	1	
Licensing	12	12	18	6	
Other contractors/consultants	3	3	1	-2	
Water Safety	5	5	6	1	
Food Safety	2	2	3	1	
Environmental Protection	13	13	74	61	Bereavement / Works in Default to be charged to relevant partners
Taxi Tests	30	30	35	5	
Grants / Subscriptions	11	11	16	5	
Advertisng	4	4	2	-1	
Publicity & Promotions	2	2	2	-0	
CRB Checks	25	25	20	-5	
<b>Sub-Total</b>	<b>297</b>	<b>297</b>	<b>394</b>	<b>97</b>	

	Full year Budget	Budget 12 Months	Expenditure to	Variance
	to Mar 17	to Mar 17	Mar 17	
Direct Expenditure	£'000	£'000	£'000	£'000
Income				
Training Courses /	-215	-215	-461	-247
Bereavement / Works in				
Default / Sewer Baiting etc				
Sub-Total	-215	-215	-461	-247
Total - Excl Pension Deficit	3,025	3,025	2,889	-136
** Pension Deficit - Absorbed in Underspend	0	0	124	124
Pension Deficit - Funded by County	0	0	-26	-26
Sub-Total	0	0	97	97
Total - Incl Pension Deficit	3,025	3,025	2,986	-39

Percentage saving from original budget £7,181 in 2010-1159.77%

This page is intentionally left blank

### Worcestershire Regulatory Services Annual Return For Year Ended 31st March 2017

#### Accounting Statements For Worcester Regulatory Services Year ending

	31st March 2016	31st March 2017
	£	£
1 Balances brought forward	46,749	114,249
2 (+) Income from local taxation and / or levy	0	0
3 (+) Total other receipts	4,851,092	3,649,786
4 (-) Staff costs	3,700,210	2,640,799
5 (-) Loan interest / capital repayments	0	0
6 (-) All other payments	1,083,383	893,112
7 (=) Balances carried forward	114,249	230,125
8 Total fixed assets and long term assets	542,409	542,409
9 Total borrowings	0	0

This page is intentionally left blank



## Worcestershire Regulatory Services Accounting Statements 2016-17

### Total Receipts

#### Income from Partners

Budget	3,025,000
Refund of Savings	-38,995
Bereavement/ Public Burials	35,678
Unmet Taxi Demand - Worcs City	11,081
Employee 1 day per week - Wyre Forest	1,168
Marlpool - Redditch	2,070
The Plough - Wyre Forest	7,383
Pest Control Overspend - Wychavon / Wyre Forest & Redditch	39,299
Wychavon - Analyser at Wychbold	2,784
25 Somers Road - Worcs City	1,708
Gull Programme - Worcs City	3,971
Pest Treatment - Malvern Hills	180
	<u>3,091,328</u>

#### Grant Income

County Council - LEP Project	
Healthy Eating	2,831
Severn Trent - Sewer Baiting	11,500
	<u>14,331</u>

#### Other Income

Stray Dog Income	64,006
County - Pension Deficit 16-17	26,370
County - Mgmt / Admin / Legal etc	34,268
County - Trading Standards Apr / May	110,000
County - Exit Fee	173,147
Tewkesbury BC - Planning Support Work	24,609
DWP - Access to Work	2,477
Gloucester City Council - Transcription Work	1,500
Staffordshire Council - Planning Work	1,905
South Gloucs & Gloucs City Contaminated Land Work	39,531
Glous City - PPC Work	16,650
Primary Authority work	18,611
Training / Risk Assessments of Water Supplies / Burials	5,036
Vet Fee Inspection Costs Recovered	4,810
Food Training Courses / Certificates / Food Hygiene Ra	16,174
Ad-Hoc	5,034
	<u>544,127</u>

#### Total Box 3 Accounting Statement

3,649,786

## Regulatory Services Employees 16-17

### Box 4

Employees Related Costs	£
	2,640,799
	<u>2,640,799</u>

## Regulatory Services Other Costs 16-17

### Box 6

Premise Related Cost	55,777
Transport Related Cost	104,323
Supplies & Service	733,012
	<u>893,112</u>

## Regulatory Services Fixed Assets 16-17

### Box 8

ICT Project	497,109
Dog Warden Vans	38,000
Refurb of Dog Warden Vans	7,300
	<u>542,409</u>

## Regulatory Services Borrowings 16-17

### Box 9

Total Borrowings - Finance Lease	0
	<u>0</u>

Worcestershire Regulatory Service Reserves 16-17

Earmarked Reserve	Balance 1st April 2016	Transfers Out 2016/17	Transfers In 2016/17	Balance 31st March 2017
Nutrition For Older People - PCT Grant	16,293	-16,293		0
Worcs Works Well	40,456	-11,719		28,737
LEP	57,500	-29,260		28,240
County - Exit Fee			173,147	173,147
				0
Total	114,249	-57,272	173,147	230,125

Conditional Reserve Healthy Eating 44,082

This page is intentionally left blank



## Worcestershire Regulatory Services Board

22<sup>nd</sup> June 2017

### Activity and Performance Data Quarters 1, 2 3 and 4

<b>Recommendation</b>	That the 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.
<b>Background</b>	The detail of the report focuses on Q4 but the actual data allows comparison with previous quarters and previous years.
<b>Contribution to Priorities</b>	Board members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county
<b>Report</b>	<p><b>Activity Data</b></p> <p>Following the spike in food safety and hygiene complaints in the third quarter, numbers remained high in Quarter 4 exceeding the numbers in previous years. A problem profile of this area has been commissioned from the Intelligence team for Q1 in 2017/18 so we can better understand this development</p> <p>We advised members at the last meeting that we would look to make up the volume of food inspection work in the final quarter of the year and succeeded in doing this with some 600 inspections being carried out in Quarter 4. This brings the total interventions to 1,456 across the County for the year. A high proportion (98.2%.) of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run.</p> <p>The number of health and safety complaints and enquiries rose in the fourth quarter such that demand exceeded previous years through February and March. Health and safety activity continues to be intelligence led and the high level of enforcement activity continues, with several prosecutions pending including two fatalities.</p> <p>The number of accident reports increased from Quarter three but overall has remained slightly lower than the previous two years.</p>

The mild winter and continuing good weather caused nuisance complaints to remain at higher than usual levels through the latter part of the year, with noise figures exceeding those for 2015/16. The percentage of cases relating to smoke nuisance has also increased year on year, and significant resources were invested in the investigation of alleged nuisance from biomass boilers during March.

As well as providing responses to requests for the six Worcestershire Districts where we undertake contract work, such as contaminated land for Gloucester City, we also respond to Environmental Information Requests. The majority received for this quarter were FOI & DPA requests making up 62% of the requests received. For Quarters 1 & 2 it was EIR requests that made up the majority at 71% and 64%, suggesting that the Christmas period caused a decline in EIR requests. This would make sense with a slow down in the property conveyance market at this time of year which is the principal driver for EIRs being requested.

Dog control statistics include work carried out by WRS on behalf of Cheltenham Borough Council, Gloucester City Council and Tewkesbury Borough Council. Numbers of stray dogs have been falling for many years as owners realise it is not acceptable to allow their dog to stray and that there are financial consequences to retrieving their dog from the kennels. It is expected that the benefits of this will be felt across the three Gloucestershire Districts that WRS cover due to our consistent approach and so we expect overall numbers to fall for stray, lost and found dogs reported.

Recognising the downward trend, WRS has pursued options to expand the service we provide in alternative ways. Utilising our kennelling providers, WRS is able to provide kennelling, administration, welfare work and rehoming to other public authorities. One such contract commenced in January 2017. In February we were successfully appointed to continue as the provider of the dog warden service for Cheltenham, Gloucester City and Tewkesbury Councils for an additional three years.

Included in the planning data are planning consultations undertaken for Tewkesbury Borough Council, Gloucester City Council, South Gloucestershire Council and for Quarter one and four, the work included some being done for Stratford-on-Avon District Council. It is primarily planning application consultations rather than requests to discharge that are received but both types are experiencing a year on year increase in demand although for the last two quarters there has been a reduction compared with 2014/15 figures. Work with Wyre Forest and Worcester City Planning Managers has helped to reduce inappropriate or wasted consultations to help enable the increase in demand to be met.

In the Contaminated Land regime, this quarter marked the end of the Defra Capital Grant scheme to support site investigation and remediation of land affected by contamination. WRS on behalf of Redditch Borough Council have been particularly fortunate to benefit from that funding in the past for site investigation for two sites and remediation of one of those. Proactive review of such sites will not be possible beyond desk studies without support from the Partner Authorities in funding site investigation and

potentially remediation. WRS will continue to push for remediation through the planning regime where possible and appropriate. In an attempt to reduce potential delays in resolving contamination issues on development sites, The Land Forum have developed and launched (9th January 2017) a National Quality Mark Scheme – for Land Contamination. The aim is to improve the quality of contamination reports with 'Suitably Qualified Persons' identified who can sign off reports for submission to Planners and provide a guarantee that the findings are accurate and appropriate.

In respect of air quality, the Source Apportionment report for the St John's Air Quality Management Area (AQMA) has been completed following months of analysis and consideration for the factors influencing the quality of the air in that location. In addition, considerable work has been undertaken on a Detailed Assessment of the air quality in Wychbold following identification of consistently elevated levels of Nitrogen Dioxide. The results are currently being peer reviewed and WRS hope to be able to publish the report soon.

The licensing statistics show that applications under the Licensing Act and Hackney Carriage and Private Hire taxi legislation have remained fairly consistent across all four quarters during 2016/17 and in line with previous years. Complaints and enquiries however have shown an upward trend in Quarter four.

## **Performance**

Full details of the end of year performance are included in the annual report. For completeness, they are also included with this activity data. Members are reminded that indicators reported either quarterly or six monthly are cumulative across the year so the out-turn figure is a cumulative one.

Customer satisfaction figures at the end of Q4 are 78.9% which is slightly up on the overall satisfaction of 78.2% last year.

Business satisfaction ended at 97.1%, again on a par with last year and 73.8% of customers feel better equipped to deal with problems after speaking with us which is marginally down on last year.

The cumulative number of sick days per staff member is 5.95 days per FTE which, whilst exceeding last year's 2.3 days per FTE, is a consequence of some long-term illness within the team.

In respect of income generation, total income was £234,611 which expressed as a % of district base revenue budget (16/17) is at a very healthy 7.8%.

In summary, performance overall has been maintained and is broadly comparable with last year. (See appendix B Table of PIs).

## Contact Points

David Mellors Environmental Health and Trading Standards Manager  
01562 738060  
[David.mellors@worcsregservices.gov.uk](mailto:David.mellors@worcsregservices.gov.uk)

## Background Papers

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



Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	81.3%	80.4%	80%	78.9%
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.6%	96.8%	96.7%	97.1%
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	Bromsgrove 99.1% Malvern Hills 97.7% Redditch 97.6% Worcester City 98.6% Wychavon 98.0% Wyre Forest 98.1% Worcestershire 98.2%
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	NA	NA	NA	Bromsgrove 0.9% Malvern Hills 2.3% Redditch 2.4% Worcester City 1.4% Wychavon 2.0% Wyre Forest 1.9% Worcestershire 1.8%
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	6 people (1617 drivers countywide) therefore 0.371%	NA	15 = 0.91%  BDC 0 0.00% MHDC 2 0.54% RBC 2 0.42% WC 9 2.48% WDC 0 0.00% WFDC 2 0.87%
6. % of vehicles found to be defective whilst in	6-monthly	NA	7 vehicles (1362 vehicles countywide) therefore 0.502%	NA	34 vehicles = 2.42% based on 1362 vehicles countywide

# Agenda Item 9

service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide					BDC 4 2.53% MHDC 0 0.00% RBC 12 2.80% WC 15 4.71% WDC 0 0.00% WFDC 3 2.01%
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	81.4%	76.9%	75.6%	73.8%
8. Review of register of complaints/compliments NB: See breakdown tables	Quarterly	3/18	10/26	17/73	19 complaints  92 compliments
9. Annual staff sickness absence at public sector average or better	Quarterly	1.74 days per FTE	2.77 days per FTE	4.74 days per FTE	5.95 days per FTE
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	80%
11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 4.3% Malvern Hills 2.7% Redditch 3.1% Worcester City 3.1% Wychavon 3.3% Wyre Forest 5.7%  Worcestershire 3.7%	NA	Bromsgrove 3.8% Malvern Hills 3.6% Redditch 2.7% Worcester City 5.8% Wychavon 4.0% Wyre Forest 5.8%  Worcestershire 4.4%
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 1.94 Malvern Hills 1.75 Redditch 2.56 Worcester City 2.33 Wychavon 1.69 Wyre Forest 2.08 Worcestershire 2.06	NA	Bromsgrove 3.0 Malvern Hills 3.0 Redditch 4.1 Worcester City 4.2 Wychavon 2.7 Wyre Forest 3.4 Worcestershire 3.4

# Agenda Item 9

13. Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	4.5% Note: £135,986 as a % of £3,025,000	NA	7.8% Note: £234611 as a % of £3.025M This excludes WCC exit payment and income from initial delivery of their contract till June
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 £2.986M against mid-2012 population estimate of 569,000 the service cost is:  £5.25 per head

This page is intentionally left blank

Worcestershire  
**Regulatory Services**  
*Supporting and protecting you*

# Activity Report 2016/17

Produced by WRS Intelligence | [intelligence@worcsregservices.gov.uk](mailto:intelligence@worcsregservices.gov.uk)



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

**Malvern Hills**  
District Council  
[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)

**REDDITCH BOROUGH COUNCIL**  
*making a difference*  
[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

**Worcester**  
CITY COUNCIL

**WYCHAVON**  
DISTRICT COUNCIL  
*good services, good value*

**Wyre Forest**  
District Council

# Contents

## WRS Headlines (page 3 - 14)

## Summary and Performance (page 15 - 25)

Air Quality  
Contaminated Land  
Dog Control  
Environmental Permitting  
Food Safety  
Health and Safety  
Information Requests  
Licensing  
Planning  
Pollution  
Public Health

## Local Authority Summaries (page 26 - 37)

Bromsgrove  
Malvern Hills  
Redditch  
Worcester City  
Wychavon  
Wyre Forest

# Foreword

## Simon Wilkes

Head of Regulatory Services

Welcome to Activity Data for Q4 2016/17, and our final round up of the figures for the year. And what a busy year it has been for all of the team. Our nuisance issues did tail off a little in Q4 and we were able to focus on delivering the Food Programme with some 600 inspections being completed. I think the Community EH team need to be congratulated for this.

At the same time they were working with the Technical Services team on issues to do with biomass boilers being used in various parts of the County and causing issues to local residents. This has been one of the most difficult and time consuming interventions we've had to deal with and it remains on-going.

Central government has taken the view that these heating systems are "green," and they are subsidising their use. However, OFGEM do not check that planning permission has been obtained before granting access to the scheme leaving local government to deal with the issues that arise as residents are unhappy with these boilers appearing on their doorsteps.

Combine this with the fact that few of our environmental laws apply to this type of kit and we struggle to find ways to resolve the issue for local residents. One resident said he could not believe that, in the 21st century, the law allowed this kind of thing to happen. Sadly it will continue to happen when central government does not pay heed to the local impacts of policy decisions.



## WRS Headlines (Q1)

### Dog Welfare

Members may be familiar with the story of 'Maisie' that hit the local media headlines this quarter. WRS regularly run stories of this nature hoping that someone comes forward with details of the perpetrator as well as letting the public know there are organisations including WRS who can assist with advice and practical solutions when owners run into financial difficulty or are no longer able to cope with their dog. Unfortunately the person(s) who allowed 'Maisie' to become so emaciated were never identified, but she recovered, found a new home and WRS's message received much publicity being picked up in local and national media.



*Maisie the dog who was found emaciated and dehydrated in Bromsgrove [as reported in Bromsgrove Advertiser, Redditch Standard and ITV News online].*

### Energy from Waste Plant

Work continues with the plant and the company will move into the primary commissioning phase in July – August and will go on for 20 weeks. It is anticipated that there may be some disruption in the locality from the initial start-up from the generation of noise and steam. The steam will generate white clouds rising at ground level (this is part of the normal commissioning process). Members are advised to refer any complaints or concerns received to the Environment Agency as the regulator for the facility. Alternatively you can contact EnviRecover directly on the following contact: [envirecover@severnwaste.co.uk](mailto:envirecover@severnwaste.co.uk) or telephone 01299 251691.

## WRS Headlines (Q1)

### Food Premises Closures

Premises in Redditch were closed via a Hygiene Emergency Prohibition Notice for an active mouse infestation in April. Worcester Magistrates confirmed the action by signing the Hygiene Emergency Prohibition Order. The premises were subsequently allowed to reopen after the pest problem was eradicated and the premises had been thoroughly cleansed and redecorated. In June EHOs responded to a complaint about a non-registered food warehouse in Wyre Forest. This was found to be rat infested and was formally closed with a Hygiene Emergency Prohibition Order. Several health and safety notices were also served.

### Healthier Choices Food Award scheme



Bricklehampton Hall Nursing Home near Pershore, Jaipur cottage Bromsgrove, Phoenix Group and Cupcakes Catering Ltd have all achieved the Healthier Choices Food Award this period. This takes the total number of businesses holding the award across the County to sixteen. The Healthier Choices Food Award scheme, run by Worcestershire Regulatory Services, is open only to those businesses that have the highest possible five-star food hygiene rating. The award recognises Worcestershire food businesses that cater for people by offering them a variety of healthy and flexible options, with a special Gold Award for businesses that also use food that has been grown or produced nearby.

Mr Ahmed of Jaipur Cottage- 'we feel honoured and privileged to receive the award and to be leading the way forward in offering safe and healthier food for our customers'.



## WRS Headlines (Q1)

### **Rail works – Bromsgrove Electrification**

Network rail are currently installing the electric cable gantries between Bromsgrove and Barnt Green and WRS are currently satisfied that they are doing this with the least possible disruption to local residence. WRS attended Meetings in late July with network Rail to discuss noise control measure for the next phase of electrification which will enter the Blackwell area. This work is due to take place this autumn.

## WRS Headlines (Q2)

### APSE Award

We are very pleased to report that WRS were finalists in the “Best UK Environmental Health Team” category at this year’s Association for Public Service Excellence awards against very impressive competition. The awards, which took place in September, exist to showcase the ability of Local Authorities to “pursue innovation within service delivery and implement new approaches aimed at improving the level of service to local communities and people”. The award submission focussed heavily on innovation and transformation work within your Community Environmental Health, Technical Services, Duty Officer and Intel Teams, including:

- The self-help package for nuisances
- Trying to resolve problems at the first point of contact through the Duty Officer system
- LEP work on schemes such as earned recognition
- The Healthy Choices Food award
- Working closely with legitimate businesses and their relevant trade bodies including business seminars
- Self-help for Planning Officers
- The creation of an EH Intel Team and tasking
- Carrying out contract work for other authorities.

Page 80



### Worcestershire Works Well

The team is one of the delivery partners for the Worcestershire Works Well programme, which supports improved health and wellbeing in the workplace. WRS delivers interventions with businesses that want to sign up, funded by money from the Public Health team. In September the team held a promotional event at Hartlebury Trading Estate. Fully supported by estates management, the event included the Green Ape smoothie bike, some mini sports activities and a free donation of superb fresh produce from Waresley Farm Shop as a prize.

## WRS Headlines (Q2)

### Healthier Choices Food Award

Several businesses achieved the Healthier Choices Food Award in Quarter 2. Refuel, the canteen run by EDM Catering for the 300 employees at Rockline Industries in Matchborough, become the first in Redditch to achieve the Gold level Healthier Choices Food Award for serving a wide variety of freshly-prepared, healthier meals with ingredients from local suppliers.

EDM Director Peter Thomas said: "We are delighted to receive this award which recognises EDM Catering's commitment to buying local wherever possible as we deliver a well-balanced, healthy eating range of menu options for our customers at Rockline".

The Healthier Choices Food Awards are for Worcestershire food businesses who offer customers a variety of healthier and customisable menu options, with a special Gold award for those who also use locally-sourced produce. Eateries or caterers with the highest-possible level five Food Hygiene Rating are eligible for the awards that come with a range of additional business benefits such as nutritional analysis of recipes, discounted training and networking and informative events. Other businesses achieving the award this quarter included The Royal Spice in Hartlebury, Go-Gourmet at Bransford Garage and Banners, near the new Bromsgrove train station.

### Food Safety

In September your Officers visited a business in Worcester to remove Dunsyre Blue Cheese from the shelves, as it was linked to an investigation into dangerous E Coli 0157. In addition, premises in Kidderminster were closed for a major cockroach infestation.



## WRS Headlines (Q2)

### A dog called Watson

Members may be familiar with the dog welfare story that hit the local papers and news media in July about 'Watson', a Shih Tzu type dog, picked up as a stray in Kidderminster. You can see from the photograph how matted his fur was which his overgrown nails had grown into. He also was nearly blind because of scarring on his eyes which were infected and almost glued together. In the emaciated state he was barely able to walk. He was never claimed by the owners so after 7 days WRS sort to rehome him. The good news is that he was placed in an experienced foster home because of his condition with continuing veterinary care. We hope he makes a full recovery and finds a decent new home.



### Licensing

The National Fraud Initiative (NFI) is an exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud. The initiative has been running every two years since 1996 and, to date, has been used to identify fraud and overpayments totalling £1.17 billion. Licensing has been completing this bi-annual exchange with the Audit Commission by sending data relating to taxi drivers, street traders and personal licence holders.

The Immigration Act 2016 comes into force from the 1st December 2016 and requires Licensing departments to check that taxi drivers have the right to live and work in the UK before a licence can be issued. We have been gearing up for all the additional work this entails.

## WRS Headlines (Q3)

### Healthier Choices Food Award scheme

Council cafe operator Midshire Catering Services has been awarded a Gold standard in the Healthier Choices Food Award scheme run by Worcestershire Regulatory Services. The café is located at Wyre Forest House, the home of Wyre Forest District Council in Finepoint Way, Kidderminster and is open to the public between 8am and 3.30pm Monday to Friday.

Bill Twigg, founder and director at Midshire Services said: “We are very pleased to have won the Healthier Choices Food Award in association with Wyre Forest District Council. We have been working closely on our catering service at Wyre Forest District Council for four years. It is important for us to support our customers in their efforts to lead a healthier lifestyle by offering a range of healthy and delicious options. We are especially pleased to have won the gold award due to our commitment to local suppliers which we will continue to develop going forward.”

### And now we have Subway on board!

The three Worcester branches of quick service restaurant Subway have signed up for a scheme that aims to encourage cafes and takeaways across the county to serve healthier options.

Councillor Lynn Denham, City Council Cabinet member for Sustainable communities, said: “Offering a range of menu choices including healthier food options is good for customers and good for businesses. A restaurant with the Healthier Choices Food Award can attract more customers by making it easier for people to choose healthier lifestyles. Subway is the first national group to sign up to this important scheme, so I want to welcome them on board and hope they will inspire many other city food outlets to follow their example.”



## WRS Headlines (Q3)

### **Costly mouse infestation for Redditch business**

Three directors faced fines totalling £3,349.69 after a mouse infestation was discovered at the Redditch store they owned. They appeared at Redditch Magistrates on following a visit to their shop, Pol Market, in Beoley Road West, from a Food Hygiene Officer from Worcestershire Regulatory Services in September 2015.

The officer noticed numerous mouse droppings present throughout the shop especially in the area surrounding the display fridge, the delicatessen service area and the storerooms. A detailed examination of the shop confirmed a clear mouse infestation and officers saw fresh droppings on the floor area throughout the premises including the delicatessen area containing open high risk foods such as cooked meats.

Officers formed the opinion that the extent of the mouse infestation required service of a Hygiene Emergency Prohibition Notice which closed the store until they had eliminated the risk to public health. The shop reopened in October after being given the all clear.

The three directors of Cell PI Ltd pleaded guilty to failing to have in place adequate procedures to control pests and failing to ensure that all stages of production, processing and distribution, that food was protected against any contamination likely to render the food unfit for human consumption.

For the first offence Magistrates fined Cell PI Ltd £950, victim surcharge £95 and costs £436.17 totalling £1,481.17

Mr Radoslaw Jacek Froncz, aged 36, was fined £150, victim surcharge of £20 and costs of £436.17 – totalling £606.17

Mr Grzegorz Antoni Jez, aged 34, was fined £150, a victim surcharge of £20 and costs of £436.17 – totalling £606.17

Mr Krzysztof Lisowski, aged 36, was fined £200, a victim surcharge of £20 and costs of £436.17 – totalling £656.17.

### **Redditch Restaurant Closed**

On 5 October Officers observed an active mouse infestation at Cerrone's, a food premises in Oxleasow Road, Redditch. Under the Food Safety and Hygiene (England) Regulations 2013, Environmental Health Practitioners were satisfied that the Health Risk Condition was fulfilled and served a Hygiene Emergency Prohibition Notice (HEPN) on the Food Business Operator. The effect of this HEPN is to close the food business. The closure was subsequently confirmed by Kidderminster Magistrates.

## WRS Headlines (Q3)

### Kidderminster Restaurant Closed

WRS Officers uncovered a heavy cockroach infestation during an inspection of Paradise Balti, Lower Mill Street, Kidderminster at the end of September. They formed the opinion that the extent of the infestation required the service of a Hygiene Emergency Prohibition Notice which closed the store until the risk to public health was removed. Magistrates subsequently confirmed the closure.

### Planning with Wyre Forest

Technical advice and support is being given to Wyre Forest Planning Officers in the consideration of an Outline planning application for up to 195 residential dwellings on the outskirts of Bewdley. There are potentially significant impacts on air quality from this proposal and WRS are providing the technical expertise to scrutinise the proposals and ensure the evidence presented is accurate and appropriately considered.

### Other news...

This is not the normal headline you would expect from a regulatory service, however this is an important task that has been completed and hopefully demonstrates to Members our commitment to business resilience and planning. In December 2016 we upgraded our database platform to Oracle version 12. This is the basis for our Environmental Health & Licensing database. As with most systems, the previous version was to be unsupported in July 2017, so we made plans to combine this upgrade with others in plenty of time to resolve any glitches. There was significant time invested by our internal WRS IT team for this to take place so that we can be confident in the resilience of our systems and the data we provide to you.



## WRS Headlines (Q4)

### Redditch Man Banned from owning dogs.

BBC Hereford & Worcester, the Malvern Gazette and the Redditch & Alcester Advertiser all ran stories on our successful prosecution of Anthony Poole for animal welfare offences. The Redditch resident was been banned from owning dogs for 10 years after pleading guilty to two counts of cruelty. Anthony Poole was also given a 12 month community order with a 15-week curfew at his address in Northleach Close, between 7pm and 7am and ordered to pay costs of £1,400 and a victim surcharge of £85. The 'Advertiser' reported that 'the 45-year-old was sentenced at Redditch Magistrates Court on January 23 after pleading guilty to two contraventions of the Animal Welfare Act 2006.'

Mr Poole first came to the attention of Worcestershire Regulatory Services' dog wardens in November 2014 when a stray Rottweiler had been found in the Redditch area. The dog was underweight, in poor condition and had an eye infection. When Mr Poole reclaimed the dog he was given help and advice regarding canine care. This is our normal approach to try and educate and assist residents in caring for their animals. In April 2016 the team received a call regarding two stray dogs, a Rottweiler, called Zeena, and a Staffordshire Bull Terrier, Obi in the Redditch area. The dogs were in a very poor condition and were taken to the vets for immediate assessment and treatment. Clinical Reports determined that both were in a poor condition and the vet confirmed that both dogs were suffering unnecessarily. Obi had a skin infection and was underweight and Zeena had eye problems, significant hair loss and she had a problem with her right leg. Mr Poole was again identified as the owner of the dogs. At the hearing, at Redditch Magistrates, Mr Poole accepted that he should have taken the dogs to the vet and provided better care for them.

The dogs have since been rehomed and are happy and healthy.





## WRS Headlines (Q4)

### Identifying the source of poor air quality in St John's, Worcester.

St. John's in Worcester is the most recently declared Air Quality Management Area (AQMA) in the county. Following declaration WRS on behalf of Worcester City Council have produced a Source Apportionment report (available on the WRS website) which analyses the information we have about that location and identifies the most likely cause of the problem with air quality. Whilst it would seem obvious that traffic is the source, a more detailed understanding of the traffic make up is required to identify what needs to be done.

The air quality update provides greater detail, with the next step being the production of a prioritised list of potential actions to address the air quality issues.

<http://www.worcsregservices.gov.uk/media/2800250/Source-Apportionment-for-St-Johns-Worcester-AQMA-FINAL.pdf>

### Multi-agency visits

The Licensing Team have conducted a number of joint visits with West Mercia Police and the Security Industry Authority - the organisation responsible for regulating the private security industry. Visits were made to several premises in Evesham, Redditch and Worcester City to check staff working on the door, and the businesses they work for, held the appropriate licence. Checks also ensured businesses holding an alcohol licence were adhering to any conditions.

### Healthier Choices Food Award

Several more businesses achieved the Healthier Choices Food Award in Quarter 4. Churchfields farm in Droitwich, Malvern St James School in Malvern and The Orchard Café, Countryside centre, Worcester have all received the award for serving a wide variety of freshly-prepared, healthier meals. As well as showing customers that the food business is part of a scheme putting customer satisfaction first, the Healthier Choices Food Award comes with a range of additional business benefits such as nutritional analysis of recipes, discounted training for staff and networking and informative events.

### Food Premises Closure

Premises in Stourport, Wyre Forest, were closed via a Hygiene Emergency Prohibition Notice for an active rat infestation in March. Kidderminster Magistrates confirmed the action by signing the Hygiene Emergency Prohibition Order. The premises were subsequently allowed to reopen after the pest problem had been eradicated.

## WRS Headlines (Q4)

### **Couple fined for Barking Dog**

Mark and Sarah Mansell, of Latimer Road, pleaded guilty by post at Redditch Magistrates' Court on Thursday, February 16 to breaching a formal notice to stop their dogs barking excessively. They admitted two offences of failing to comply with an Abatement Notice, requiring them to stop a statutory noise caused by dogs barking at their property.

There had been several complaints from the public, the court heard, leading to investigations by Worcestershire Regulatory Services (WRS), which involved the use of noise monitoring equipment. The investigation confirmed that the noise level was high enough for a notice to be served. Further monitoring found that the notice had been breached in July and then again in August 2016. While the Mansells did not attend court, magistrates were read a letter from the defendants stating that the dogs had since been rehomed. Both defendants were fined £250 for the two separate offences, and ordered to pay costs of £1,007.50, plus a victim surcharge of £30 each. The total payable by the couple was £3,075.

### **Shop owner pleads guilty to four food safety and hygiene offences**

The company Sygnity Limited and its director were fined a total of £4,736 after pleading guilty to four food and hygiene offences which were identified at a shop in Redditch. On 23rd January, company director, Ewelina Maria Chelipa, of Whitchurch Road, Shrewsbury, entered guilty pleas to all offences which included failing to have in place adequate procedures to control pests.

The case follows an inspection at the "Polish Shop" also known as "The Corner Shop" on Beoley Road West in June 2015. They spotted a number of food hygiene contraventions including a lack of hand washing facilities, poor stock control and inadequate staff training. The premises had also failed to register as a food business. Although inspectors made it clear that improvements were required, a follow up visit revealed further food safety violations including fresh and dried mouse droppings on the floor throughout the store. A Hygiene Emergency Prohibition Notice which immediately closed the shop to the public was obtained and a formal Order was made by the court shortly afterwards.

Magistrates fined both the company and Ms Chelipa for offences under the Food Safety and Hygiene (England) Regulations 2013. Ms Chelipa and the company were fined £400 for each offence, costs totalling £1,457 and a victim surcharge of £40, a total of £4,736.

## Air Quality & Contaminated Land

In the headlines section of this report the Source Apportionment report for the St John's Air Quality Management Area (AQMA) was introduced. The report has been completed following months of analysis and consideration for the factors influencing the quality of the air in that location. St. John's in Worcester is the most recently declared Air Quality Management Area (AQMA) in the county and the source apportionment report together with all similar reports are available on the WRS website.

The report found the background concentration of the pollutant (nitrogen dioxide) contributes a significant proportion of the overall concentration measured in the AQMA (36 to 53%). Cars, which make up the largest traffic volume (82 to 85%), contribute 40 to 50% of local traffic emissions within the AQMA, with diesel cars in particular responsible for a large proportion, 35 to 43%. Local buses contribute 29 to 36% of local traffic emissions. Targeting individual types of vehicles on these local roads in isolation would not lead to the annual mean objective being achieved unless the reductions are very large (between 40 and 50%). However a reduction in total vehicle emissions of around 20% or targeting a combination of 30% cars and buses would be potentially effective measures for achieving the objective. Greater reductions will be required to achieve more sustainable targets of 5 or 10% below the objective. This presents a challenging situation with the next step being production of an Action Plan with prioritised actions to tackle the poor air quality.

In addition, considerable work has been undertaken what is known as a 'Detailed Assessment' of the air quality in Wychbold following identification of consistently elevated levels of Nitrogen Dioxide. The assessment has included significant work modelling pollution levels against measured levels to provide a full picture of the situation. The results are currently being peer reviewed and WRS hope to be able to publish the report soon.

In the Contaminated Land regime, this quarter marked the end of the Defra Capital Grant scheme to support site investigation and remediation of land affected by contamination. WRS on behalf of Redditch Borough Council have been particularly fortunate to benefit from that funding in the past for site investigation for two sites and remediation of one of those. Proactive review of such sites will not be possible beyond desk studies without support from the Partner Authorities in funding site investigation and potentially remediation. WRS will continue to push for remediation through the planning regime where possible and appropriate. In an attempt to reduce potential delays in resolving contamination issues on development sites, The Land Forum have developed and launched (9th January 2017) a National Quality Mark Scheme – for Land Contamination. The aim is to improve the quality of contamination reports with 'Suitably Qualified Persons' who can sign off reports for submission to Planners and provide a guarantee that the findings are accurate and appropriate. WRS have liaised with Development Control Managers to ensure consideration can be given to the merits of the scheme with suitable review of its working so health is not put at an unacceptable risk.

# Dog Control

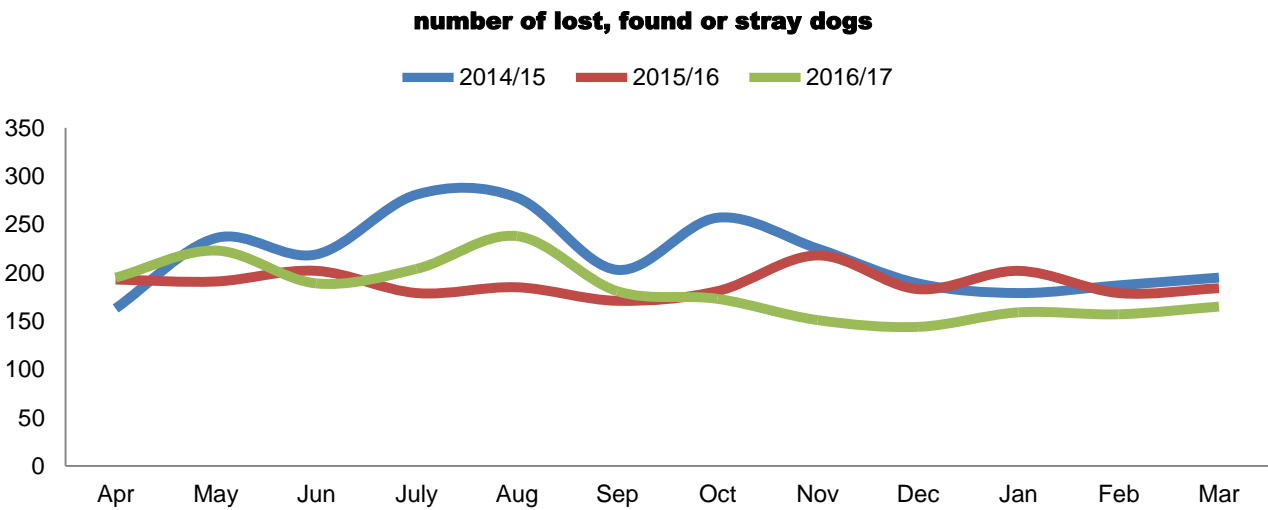
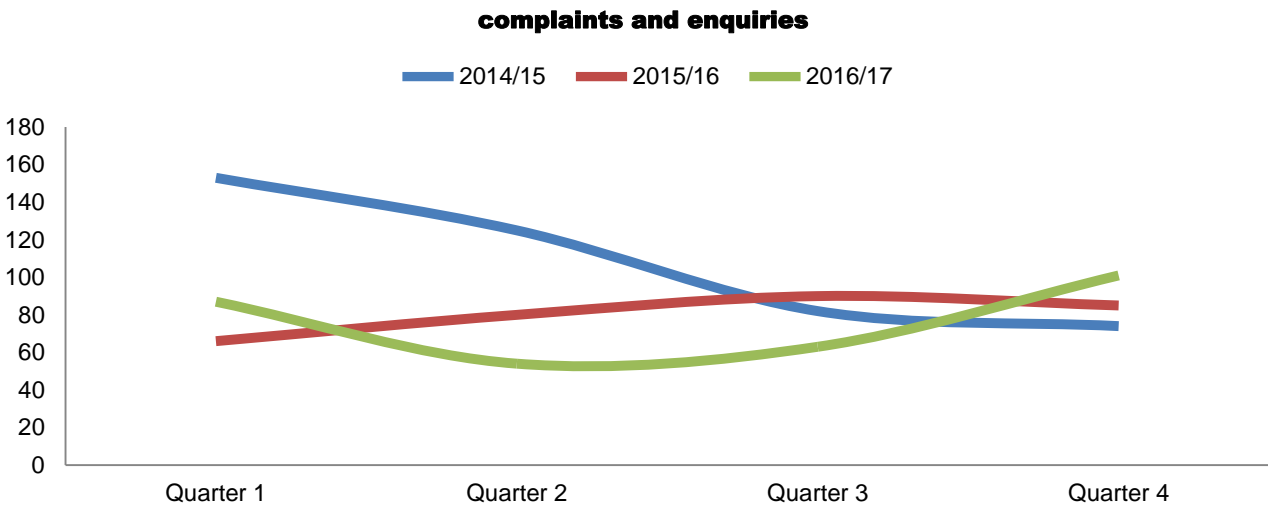
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to dog control. Types of cases recorded under this category include fouling and persistent straying, dangerous dogs and welfare. The chart (bottom right) shows the number of dogs recorded by WRS as lost, found or seen straying.

### Comments

Dog control statistics include work carried out by WRS on behalf of Cheltenham Borough Council, Gloucester City Council and Tewkesbury Brough Council.

Numbers of stray dogs have been falling for many years as owners realise it is not acceptable to allow their dog to stray and that there are financial consequences to retrieving their dog from the kennels. It is expected that the benefits of this will be felt across the three Gloucestershire Districts that WRS cover due to our consistent approach and so we expect overall numbers to fall for stray, lost and found dogs reported.

Recognising the downward trend, WRS has pursued options to expand the service we provide in alternative ways. Utilising our kennelling providers, WRS is able to provide kennelling, administration, welfare work and rehoming to other public authorities. One such contract commenced in January 2017. In February we were successfully appointed to continue as the provider of the dog warden service for Cheltenham, Gloucester City and Tewkesbury Councils for an additional three years.



# Environmental Permitting

Compliance remains high within regulated industry sectors however some slippage of standards have been observed concerning SED(Solvent Emissions Directive)sites where operators have struggled with the reporting schedules. WRS will continue to support these businesses in maintaining compliance until they have the necessary processes in place to address these shortfalls.

WRS have dealt with a number of small waste incinerator plant enquiries this year due to the substantial increase in the cost of landfill. It is expected that there will be continued development in this sector relating to clinical waste disposal and waste weight minimisation. This will increase WRS role in waste management regulation in the under 3 tonne per hour classification for the forthcoming year. Public consultations for these applications will be hosted on the website as they are received.

Late in March DEFRA consulted all authorities on a proposed 4.75% increase in permit subsistence fees. WRS welcomed this increase as the first since 2011 however criticised the timing of the consultation which delays/complicates the collection of 2017-18 subsistence fees. WRS also questioned some of the proposed changes to the fee linked to environmental risk assessments due to the unfair re-classification of certain businesses into medium risk without any clear justification. The new fee structure

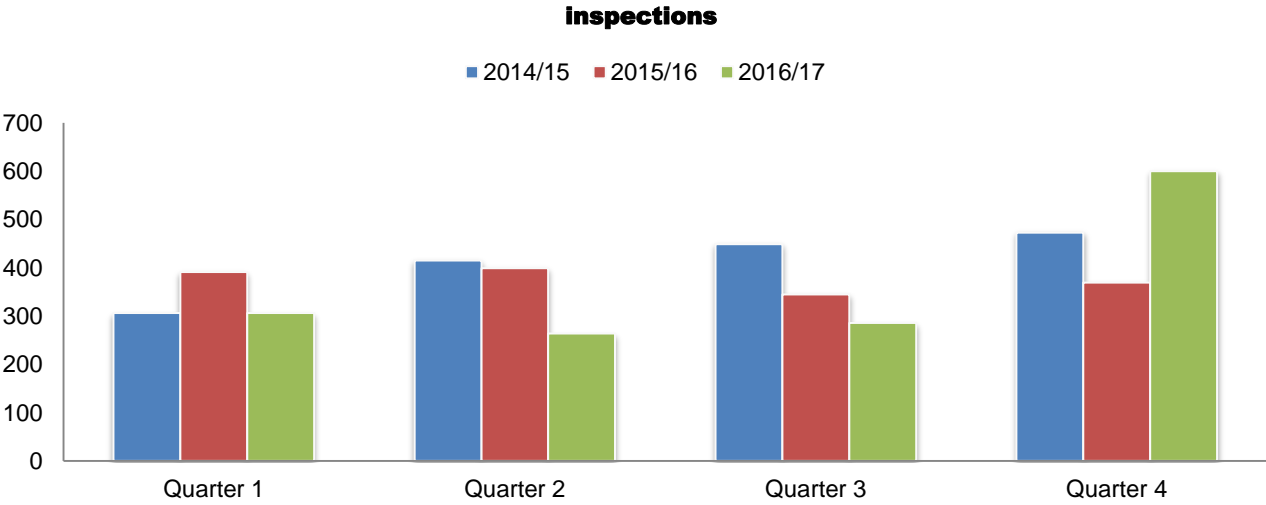
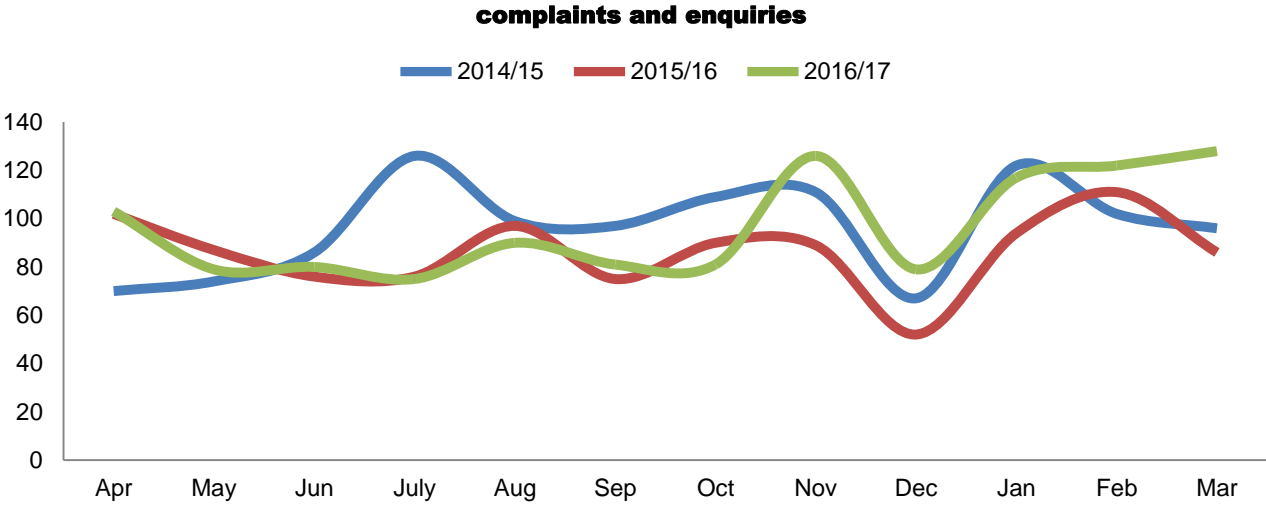
Introduction has been postponed until after the general election. Partner authorities were advised in advanced of these changes to postpone the sending out of subsistence invoices until the new fee structure is announced.

# Food Safety

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include hygiene of premises complaints, complaints about food products and requests for business advice. The chart (bottom right) shows the number of inspections carried out by WRS at premises included in the Food Hygiene Rating Scheme (FHRS).

### Comments

Following the spike in food safety and hygiene complaints in the third quarter, numbers remained high in Quarter 4 exceeding the numbers in previous years. We advised members at the last meeting that we would look to make up the volume of inspection work in the final quarter of the year and succeeded in doing this with some 600 inspections being carried out in Quarter 4. This brings the total interventions to 1456 across the county for the year. A high proportion (98.2%) of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run.



# Health and Safety

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

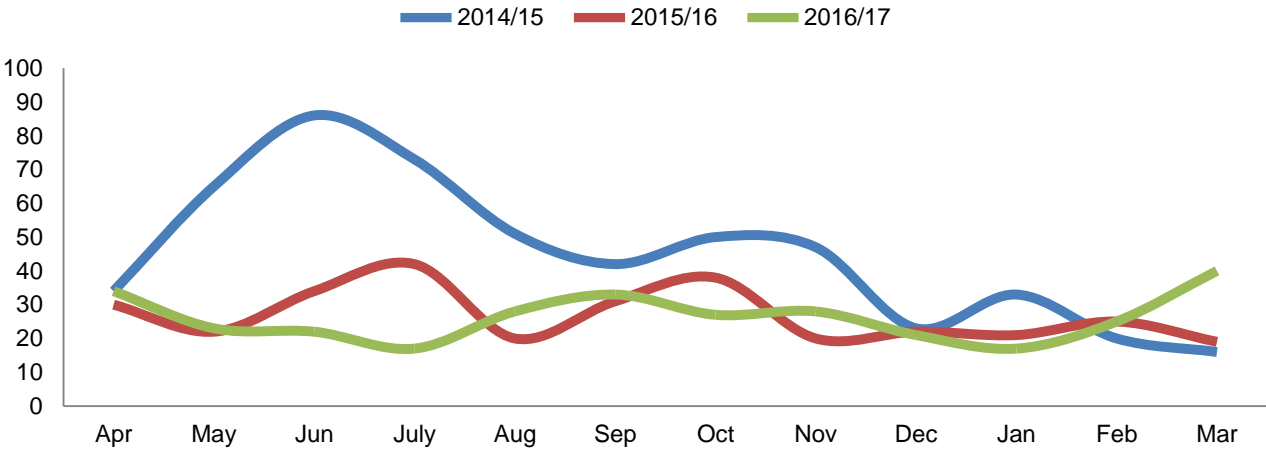
### Comments

The number of complaints and enquiries rose in the fourth quarter such that demand exceeded previous years through February and March.

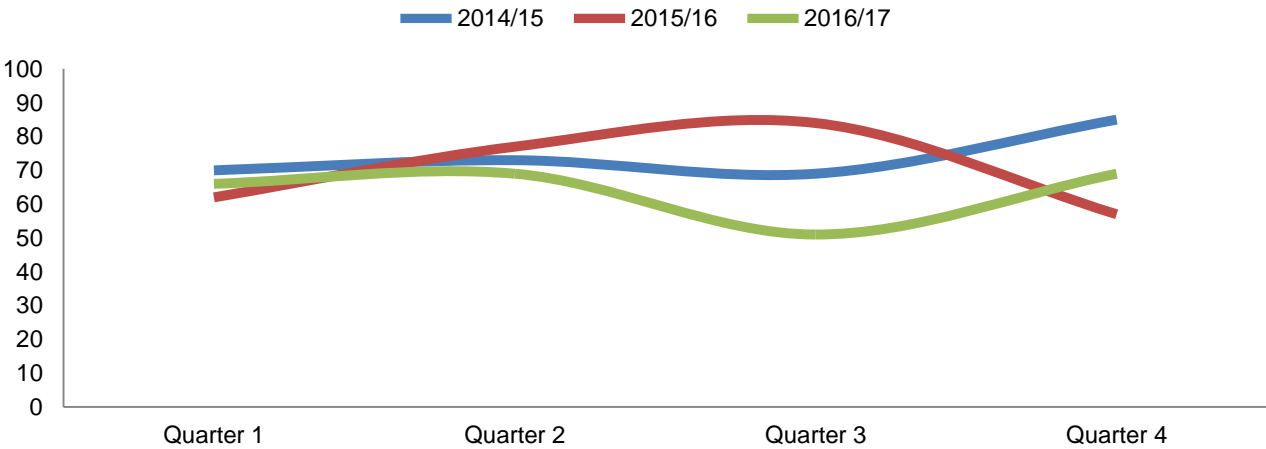
Health and safety activity continues to be intelligence led and the high level of enforcement activity continues, with several prosecutions pending including two fatalities.

The number of accident reports increased from Quarter three but overall has remained slightly lower than the previous two years.

complaints and enquiries



accident reports

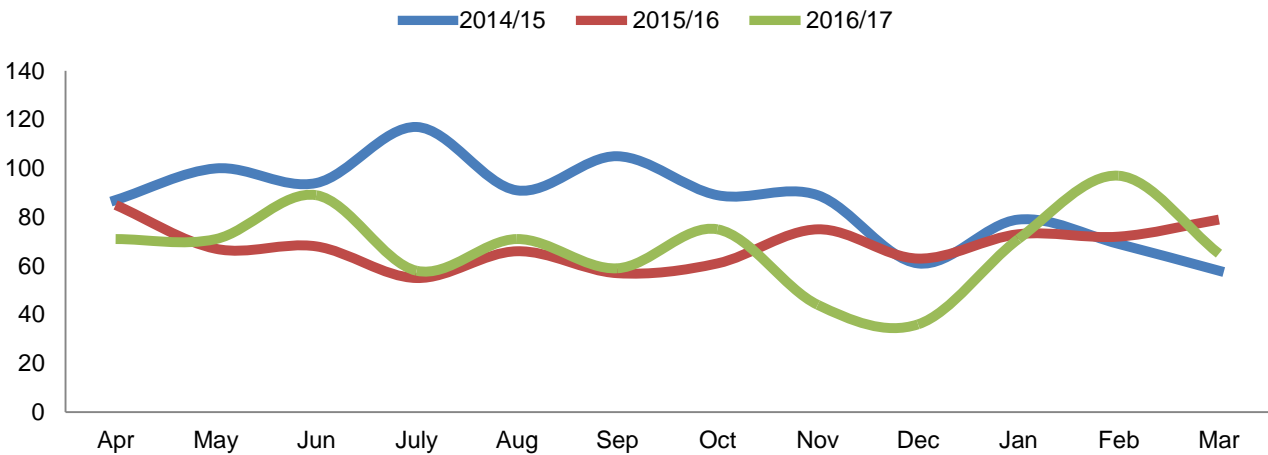


# Information Requests

The chart (right) shows the number of information requests recorded by WRS over a three year period.

Information requests relate to the following:

- Evironmental Information Requests
- Freedom of Information Requests
- Requests for information under the Data Protection Act 1998 (generally received from partner agencies)



Page 94  
Comments

As well as providing responses to requests for the six Worcestershire Districts where we undertake contract work, such as contaminated land for Gloucester City, we also respond to Environmental Information Requests. The chart above includes all requests we receive. The majority received for this quarter were FOI & DPA requests making up 62% of the requests received. For Quarters 1 & 2 it was EIR requests that made up the majority at 71% and 64%, suggesting that the Christmas period caused a decline in EIR requests. This would make sense with a slow down in the property conveyance market at this time of year which is the principal driver for EIRs being requested.



# Licensing

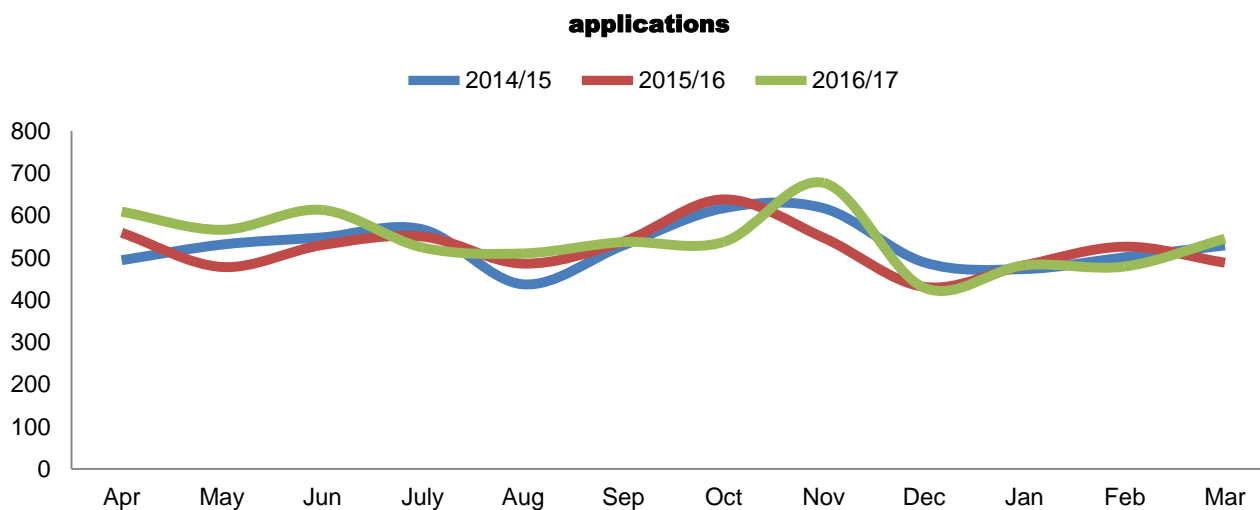
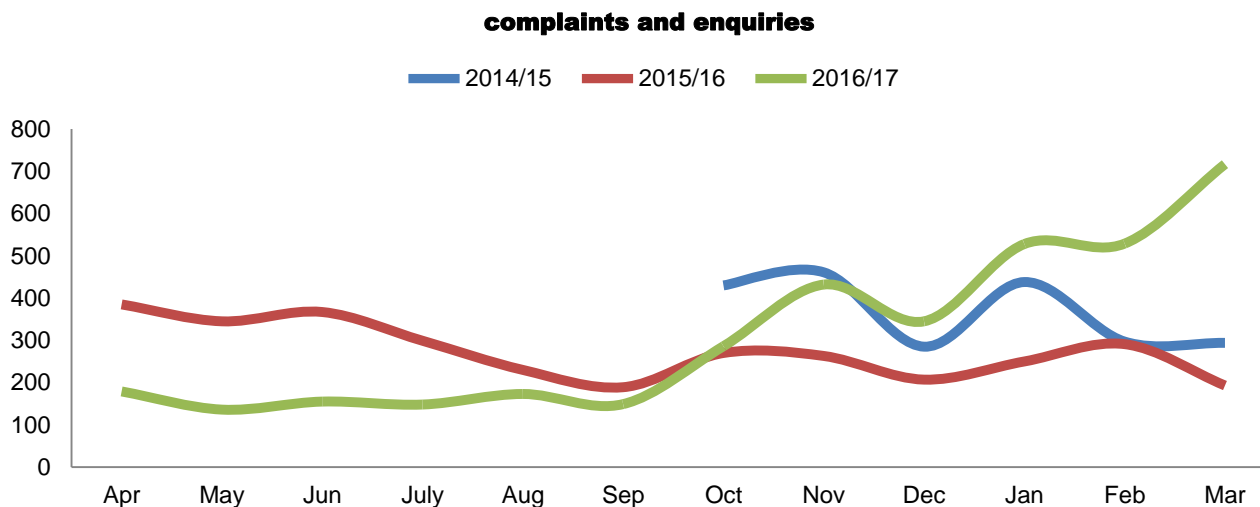
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

Licensing complaints, enquiries and applications relate to the following:

- Alcohol and entertainment
- Animals
- Caravans
- Gambling
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

## Comments

Data relating to licensing complaints and enquiries is only available from October 2014. The variation in case totals is due to the Licensing team establishing 'best practice' when recording complaints and enquiries and should become more consistent during the year.

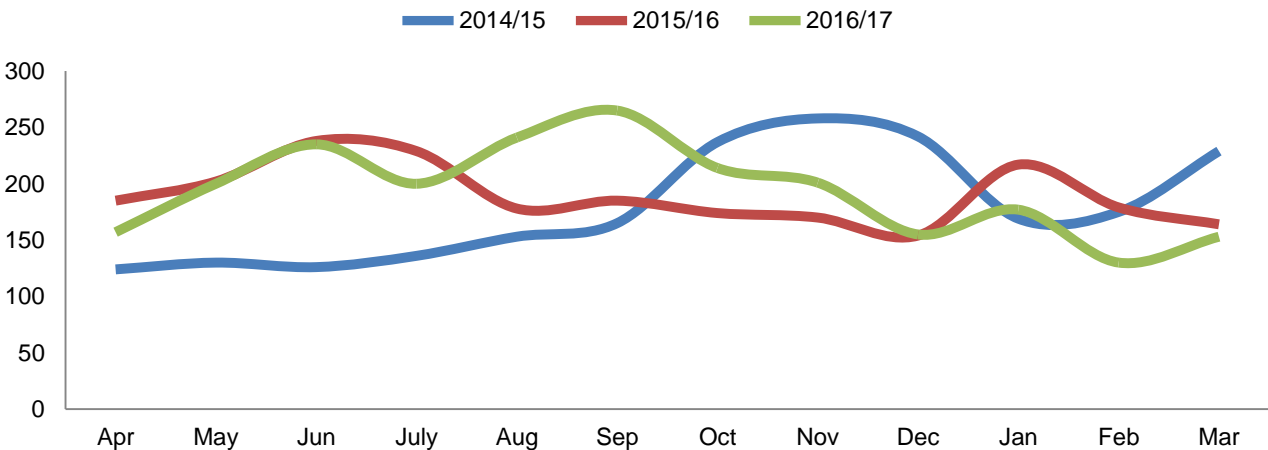


# Planning

The chart (right) shows the number of planning requests received by WRS over a three year period. The majority of these requests are consultations but can also include requests to discharge conditions.

Planning requests relate to the following:

- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise



## Comments

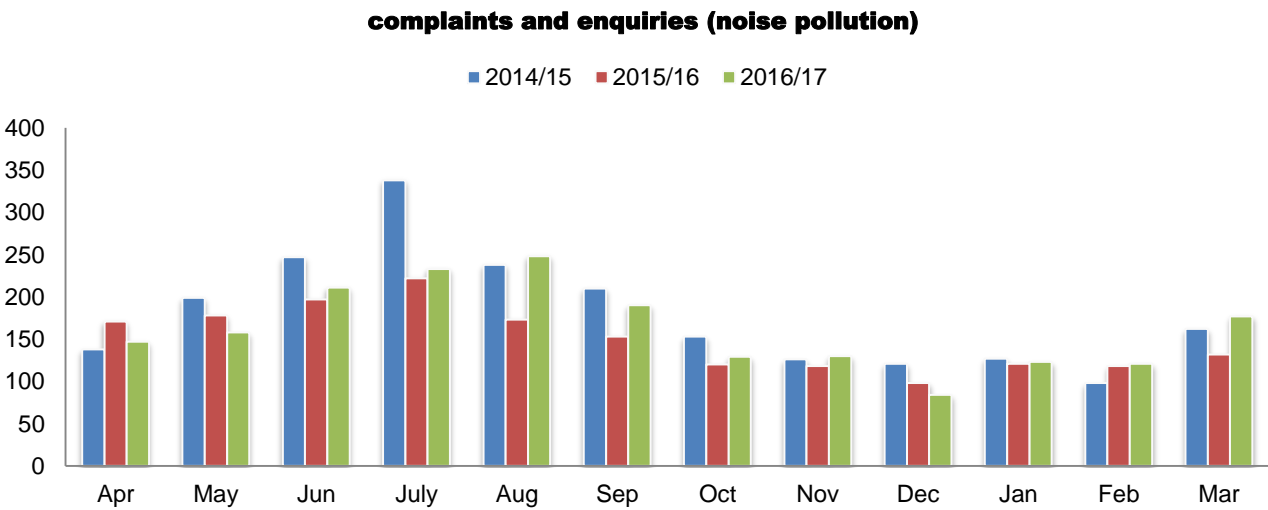
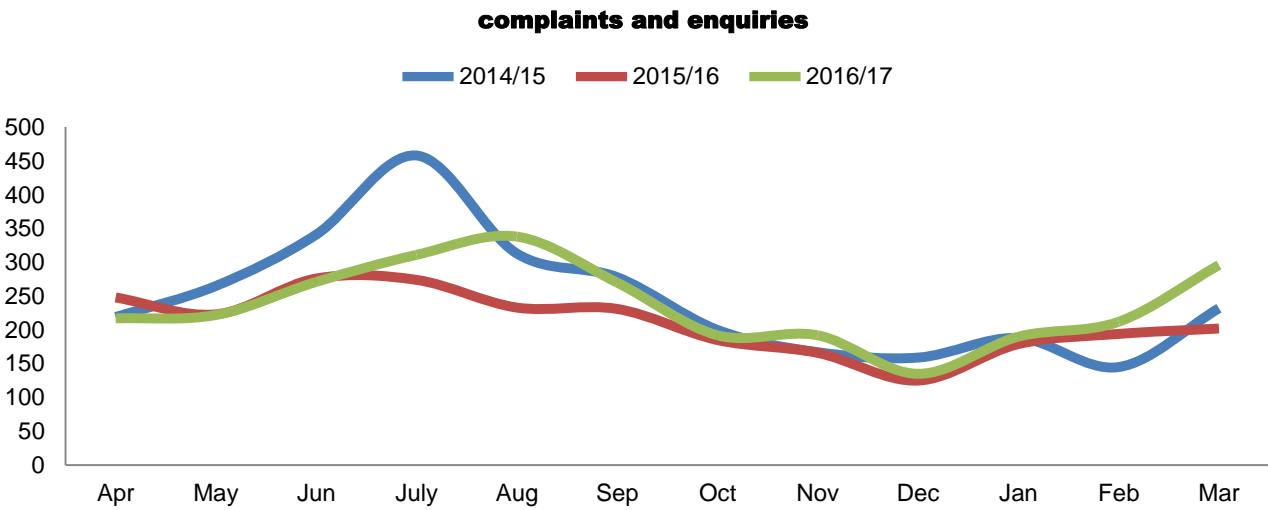
Included in the above data are planning consultations undertaken for Tewkesbury Borough Council, Gloucester City Council, South Gloucestershire Council and for Quarter one and four, the work included some being done for Stratford-on-Avon District Council. It is primarily planning application consultations rather than requests to discharge that are received but both types are experiencing a year on year increase in demand although for the last two quarters there has been a reduction compared with 2014/15 figures. Work with Wyre Forest and Worcester City Planning Managers has helped to reduce inappropriate or wasted consultations to help enable the increase in demand to be met.

# Pollution

The chart (right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to pollution. Types of cases recorded under this category include contamination incidents, air pollution (smoke, fumes and gases), light pollution and noise pollution. The chart (bottom right) shows the number of complaints and enquiries relating to noise pollution.

### Comments

The mild winter and continuing good weather caused nuisance complaints to remain at higher than usual levels through the latter part of the year, with noise figures exceeding those for 2015/16. The percentage of cases relating to smoke nuisance has also increased year on year, and significant resources were invested in the investigation of alleged nuisance from biomass boilers during March.

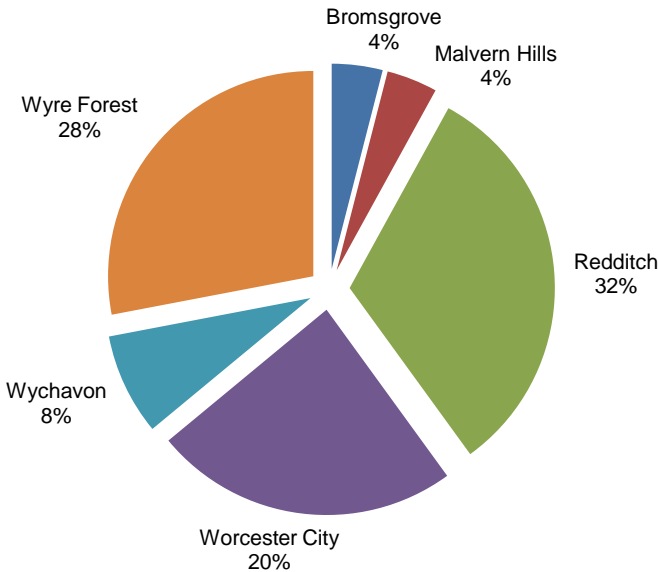


# Noise Pollution

The table (right) shows the top 25 wards within Worcestershire with the highest number of noise pollution cases. Population and incident rates are also shown and reflect the recent boundary changes in Bromsgrove and Wyre Forest. The chart (left) shows the top 25 wards by district, for example, 20% of wards highlighted in the table are located within Worcester City.

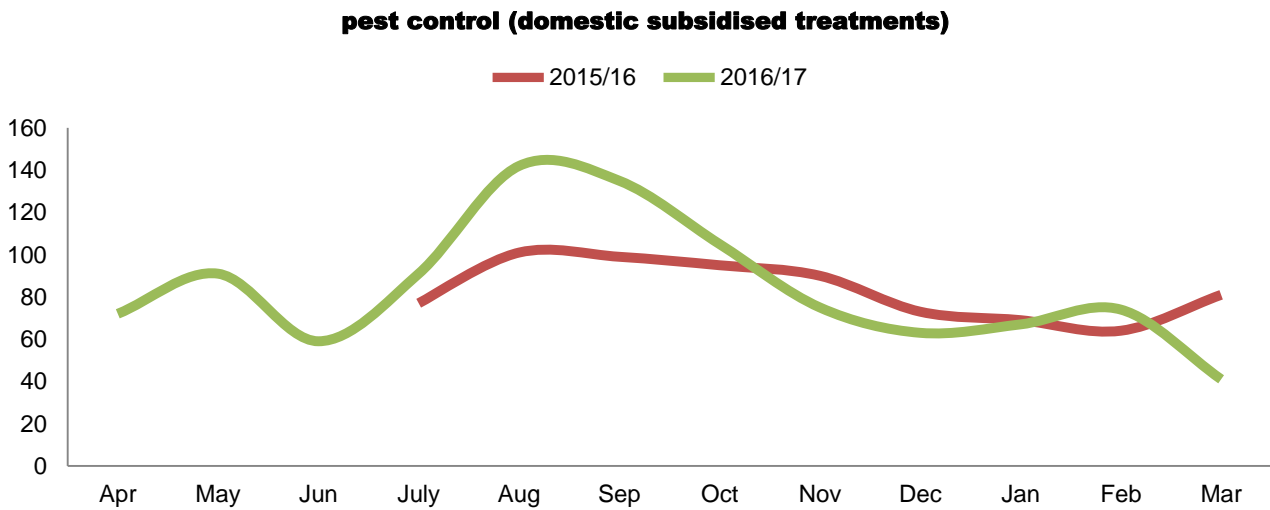
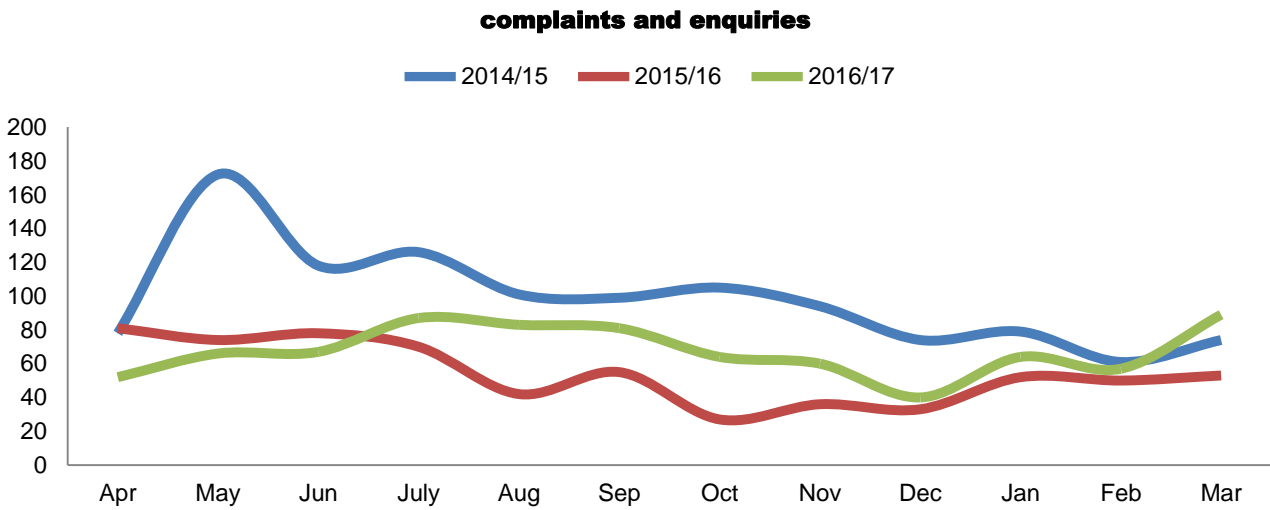
Ward	Total	Population	Rate (%)
Cathedral	88	10,835	0.81%
Batchley And Brockhill	46	8,553	0.54%
Foley Park And Hoobrook	45	9,914	0.45%
Blakebrook And Habberley South	45	9,000	0.50%
Saint John	39	8,944	0.44%
Church Hill	39	8,316	0.47%
Headless Cross And Oakenshaw	35	8,538	0.41%
Bedwardine	34	8,279	0.41%
Winyates	33	8,360	0.39%
Areley Kings And Riverside	32	8,261	0.39%
Nunnery	31	8,087	0.38%
Greenlands	29	9,122	0.32%
Sanders Park	29	3,463	0.84%
Matchborough	28	6,150	0.46%
Abbey	28	6,197	0.45%
Mitton	27	9,752	0.28%
Broadwaters	26	9,108	0.29%
Arboretum	26	6,195	0.42%
Lodge Park	26	5,679	0.46%
Bewdley And Rock	25	8,542	0.29%
Priory	25	4,234	0.59%
Aggborough And Spennells	24	8,685	0.28%
Lovett And North Claines	24	5,465	0.44%
Bengeworth	24	6,793	0.35%
Warndon	24	5,934	0.40%

Page 98



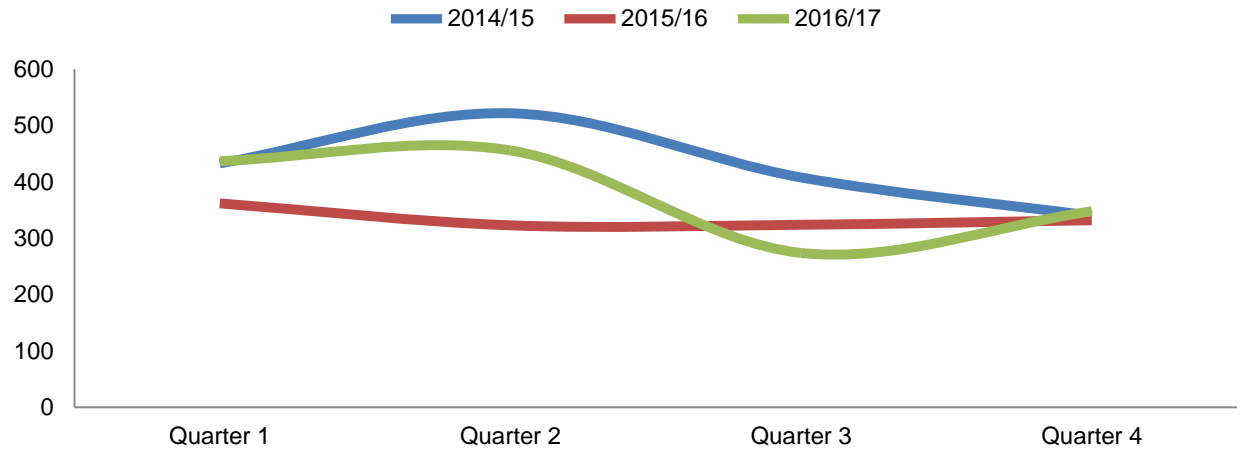
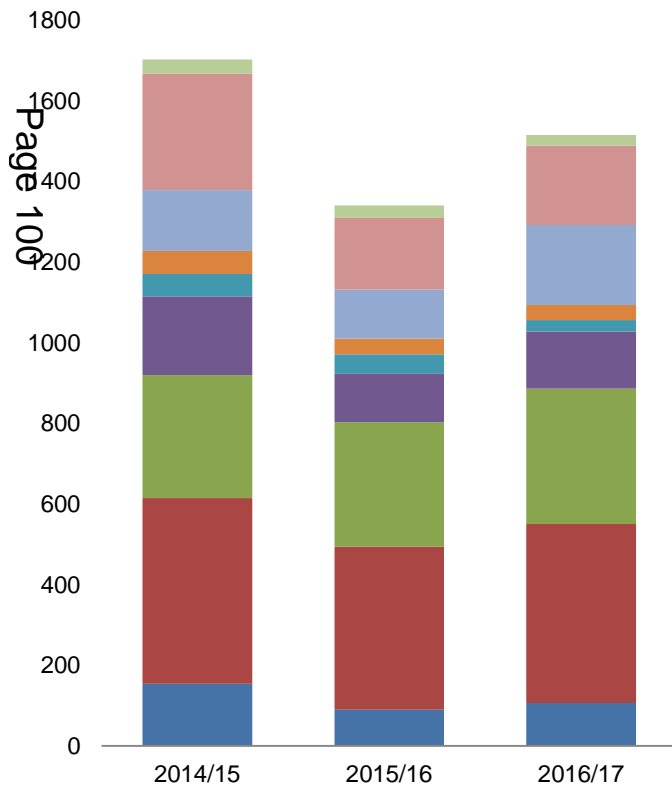
# Public Health

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this cateogry include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control treatments have been carried out by contractors at domestic properties within Worcestershire.





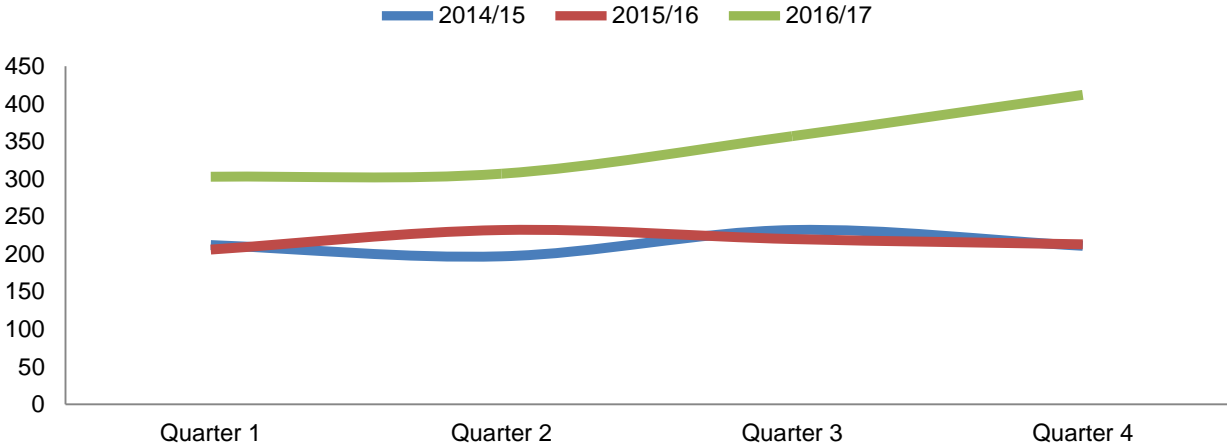
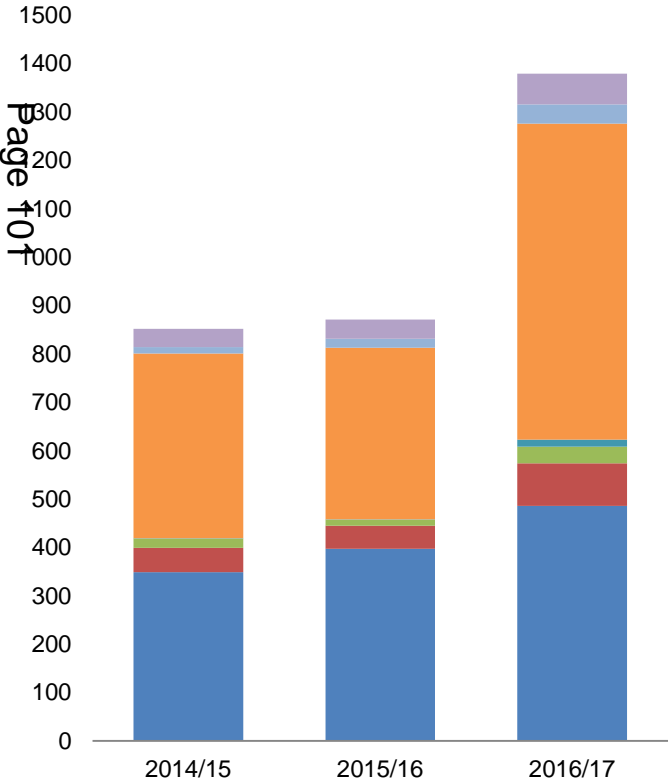
The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



	2014/15	2015/16	2016/17
Dog Control	36	31	26
Dog Control (number of lost, found or stray dogs)	288	178	197
Food Safety	151	122	198
Health and Safety	57	39	38
Health and Safety (accident reports)	56	48	28
Information Requests	195	120	142
Planning	305	309	336
Pollution	461	404	444
Public Health	154	90	106

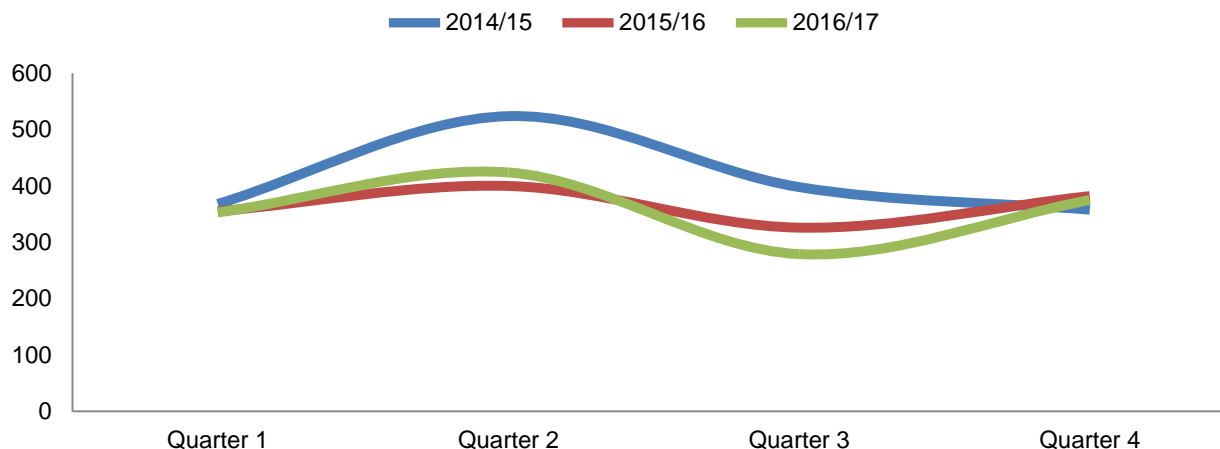
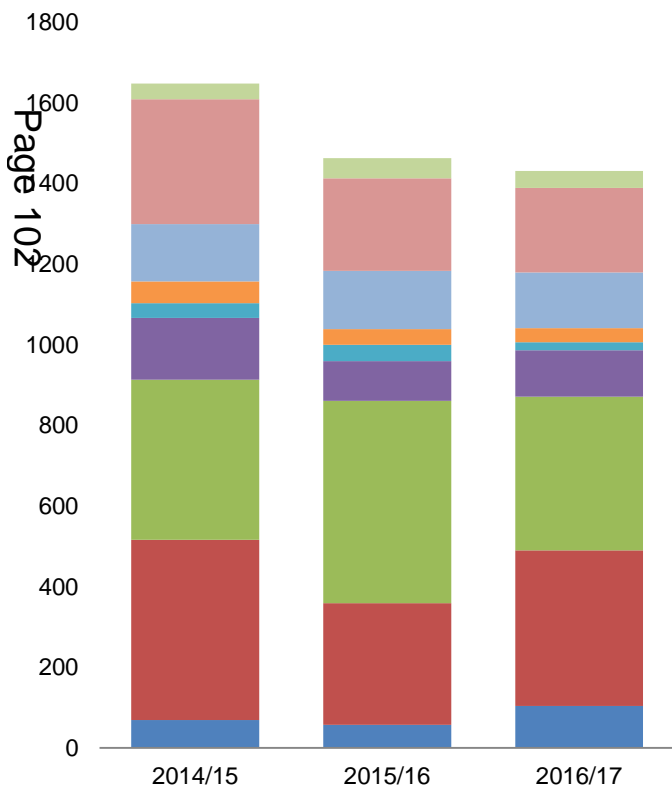


The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



	2014/15	2015/16	2016/17
Animals	38	40	63
Caravan	0	0	0
Gambling	13	18	40
Licensing Act	382	355	653
Scrap Metal (includes collectors and dealers)	1	1	15
Sex Establishments	0	0	0
Skin Piercing	19	12	34
Street (includes amenities, collections and trading)	50	48	88
Taxis	349	397	486

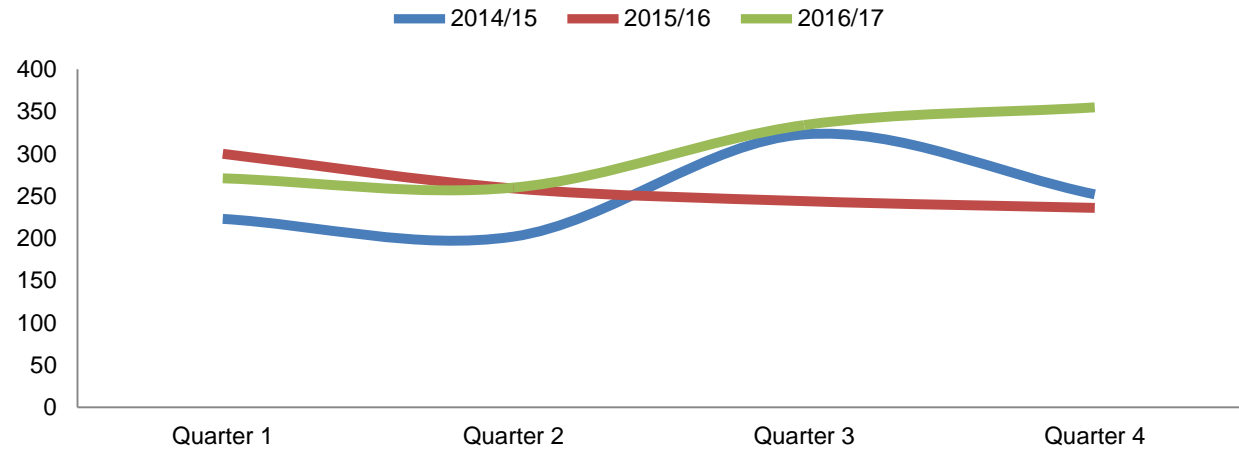
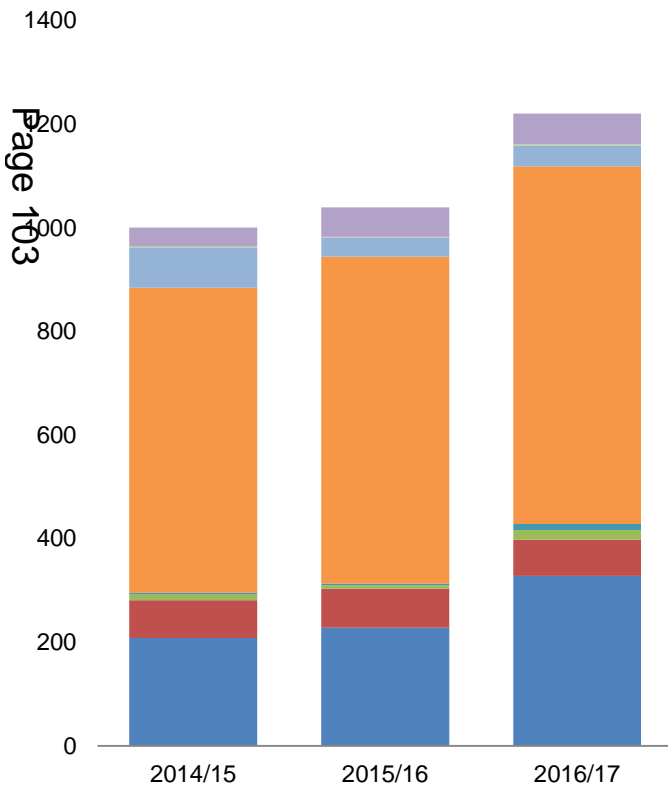
The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the



	2014/15	2015/16	2016/17
Dog Control	39	50	42
Dog Control (number of lost, found or stray dogs)	310	230	210
Food Safety	142	144	138
Health and Safety	54	39	35
Health and Safety (accident reports)	36	41	20
Information Requests	154	98	115
Planning	397	502	381
Pollution	447	302	386
Public Health	69	57	104

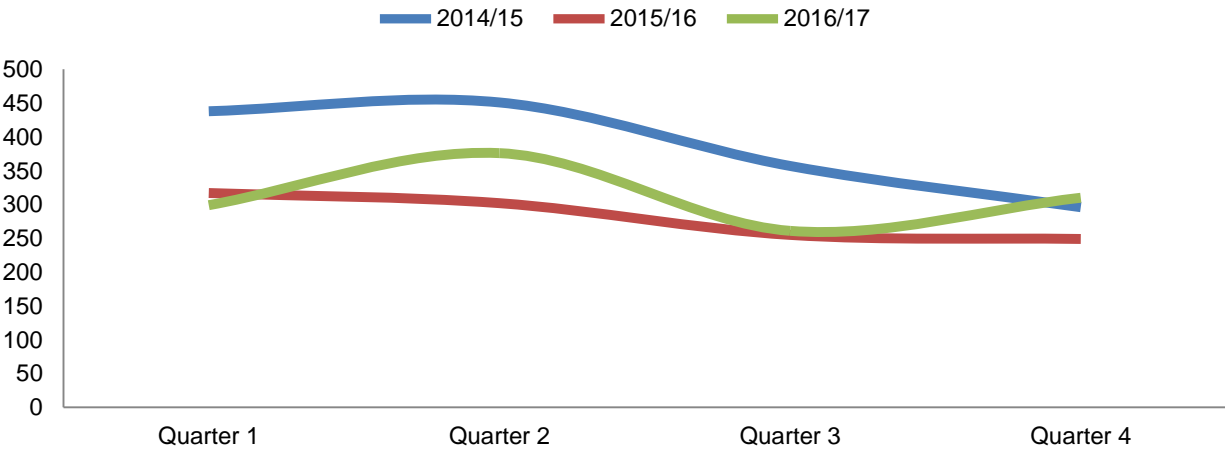
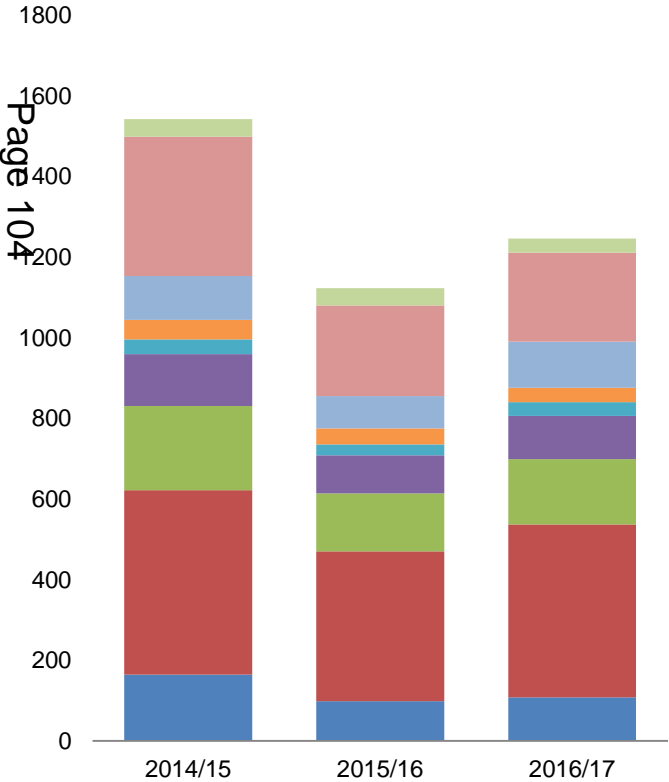


The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Malvern Hills**.



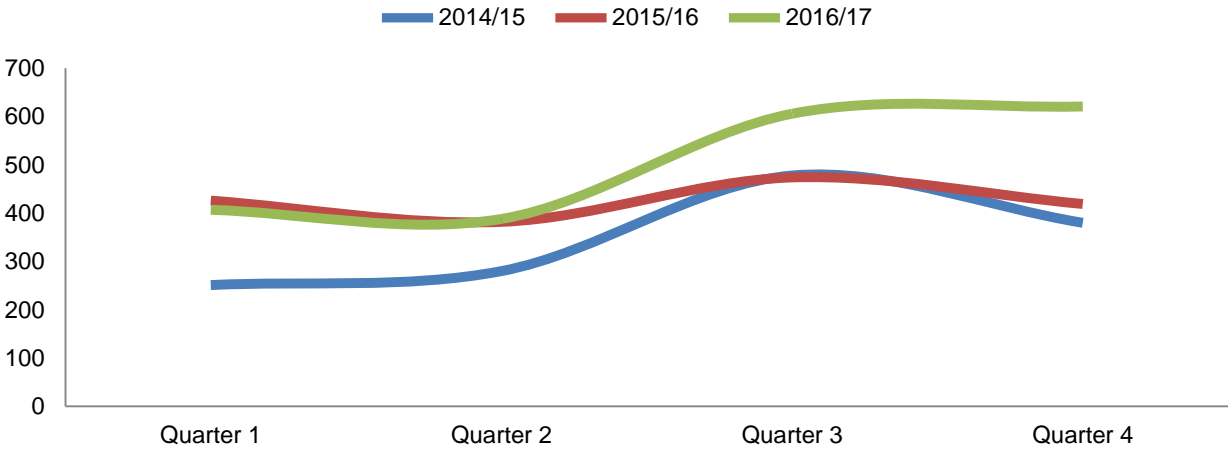
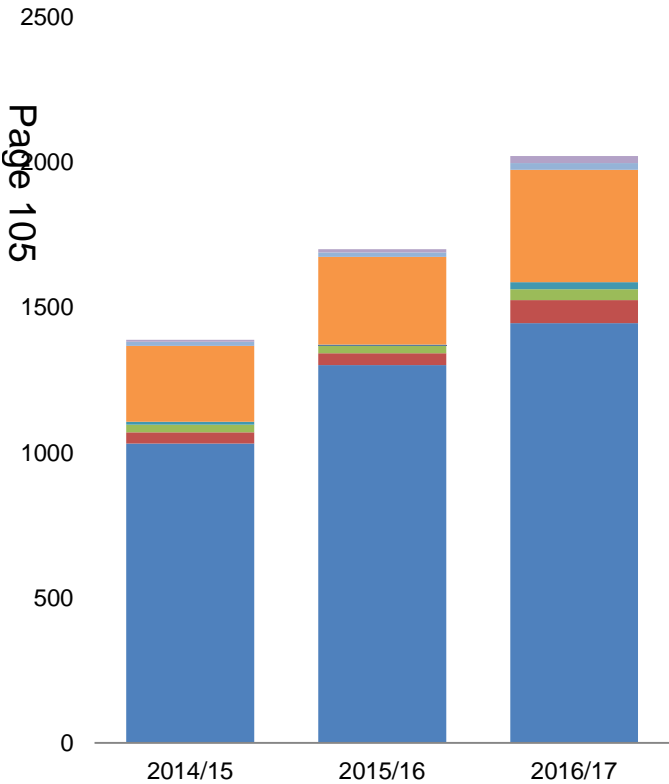
	2014/15	2015/16	2016/17
Animals	36	57	59
Caravan	2	1	3
Gambling	78	37	40
Licensing Act	589	631	690
Scrap Metal (includes collectors and dealers)	3	3	12
Sex Establishments	0	0	0
Skin Piercing	11	7	18
Street (includes amenities, collections and trading)	73	75	70
Taxis	208	228	328

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Redditch**.



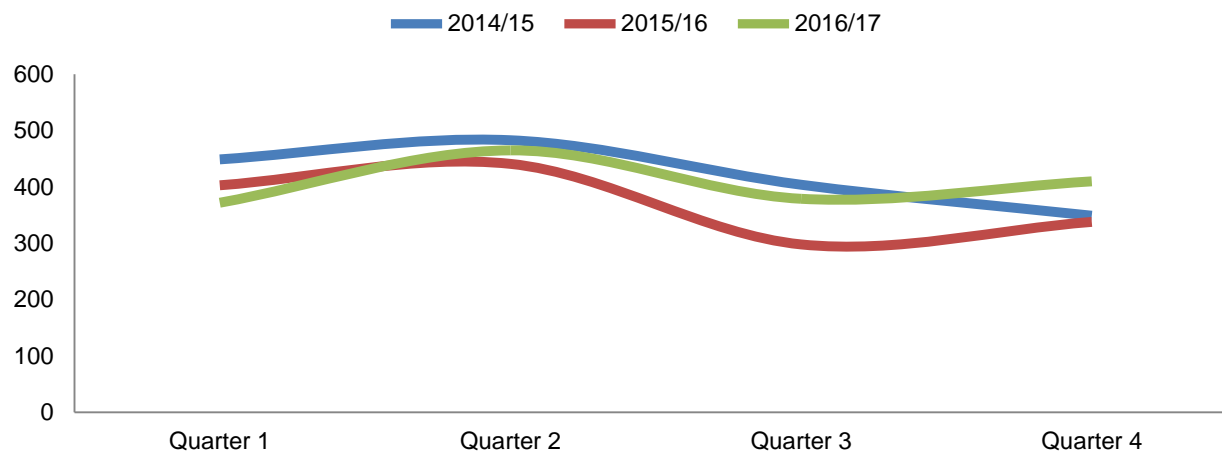
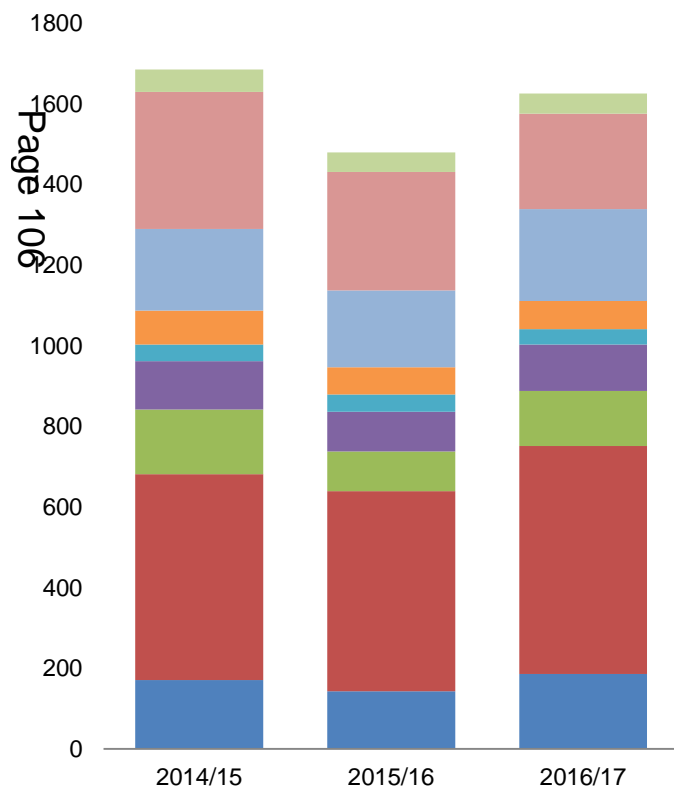
	2014/15	2015/16	2016/17
Dog Control	43	43	35
Dog Control (number of lost, found or stray dogs)	346	225	221
Food Safety	109	80	114
Health and Safety	48	40	36
Health and Safety (accident reports)	37	27	34
Information Requests	128	94	107
Planning	209	144	162
Pollution	458	372	429
Public Health	164	98	108

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Redditch**.



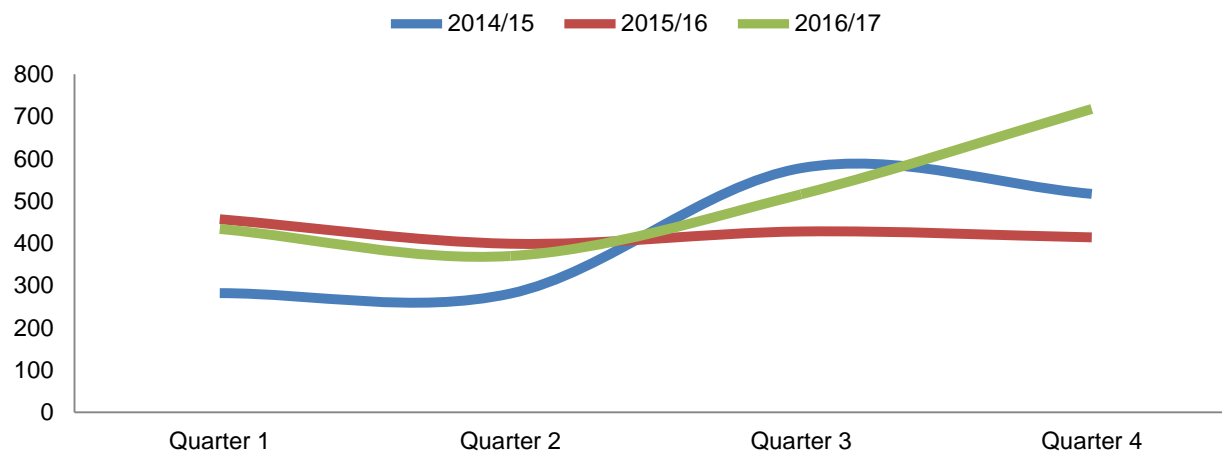
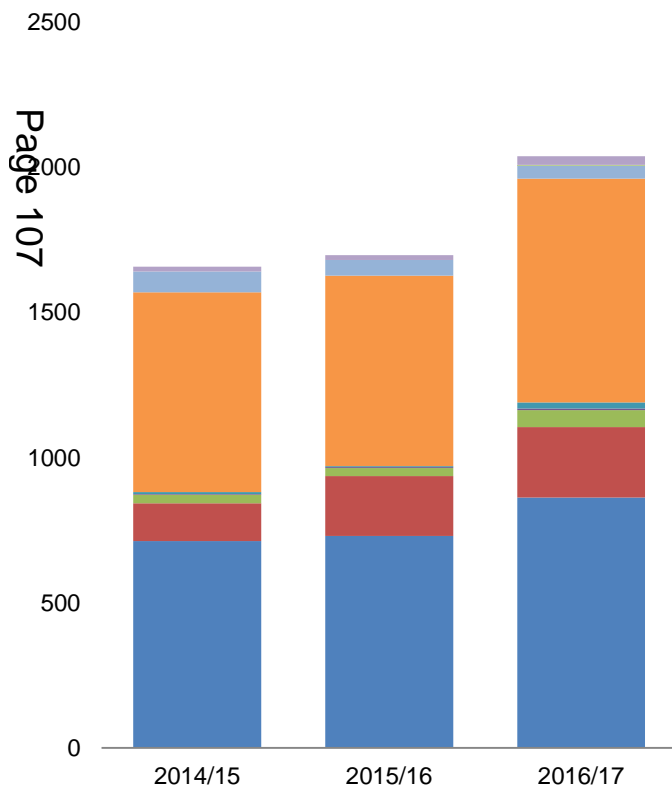
	2014/15	2015/16	2016/17
Animals	7	11	24
Caravan	0	0	0
Gambling	14	16	23
Licensing Act	262	302	388
Scrap Metal (includes collectors and dealers)	10	3	24
Sex Establishments	0	1	0
Skin Piercing	26	26	37
Street (includes amenities, collections and trading)	39	40	80
Taxis	1,031	1,302	1,446

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Worcester City**.



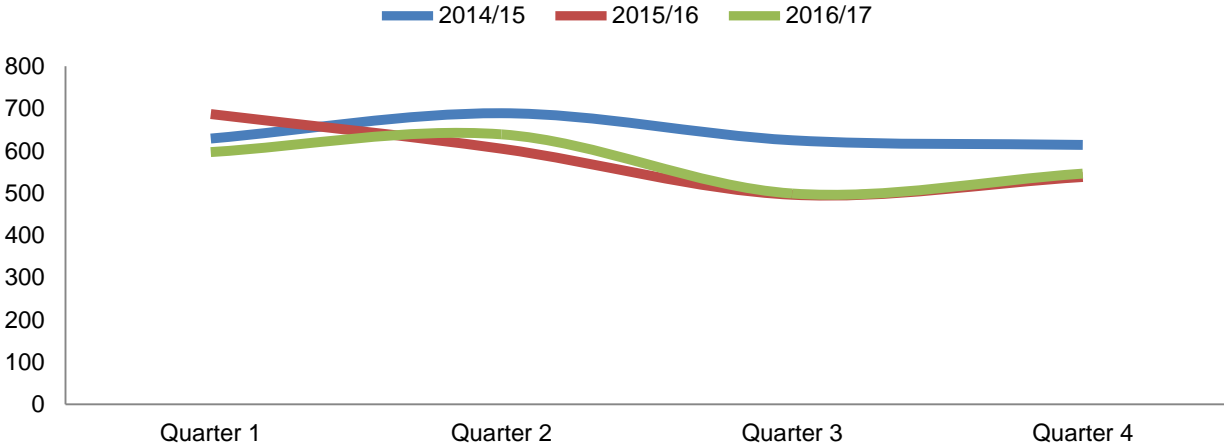
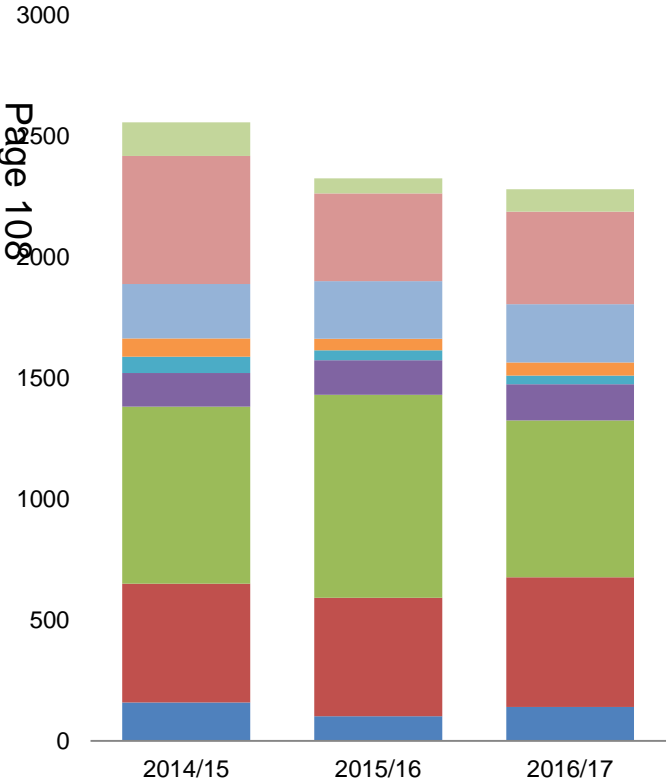
	2014/15	2015/16	2016/17
Dog Control	55	49	50
Dog Control (number of lost, found or stray dogs)	340	294	237
Food Safety	203	190	228
Health and Safety	84	68	70
Health and Safety (accident reports)	41	43	38
Information Requests	120	98	115
Planning	161	99	137
Pollution	510	496	565
Public Health	171	143	186

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Worcester City**.



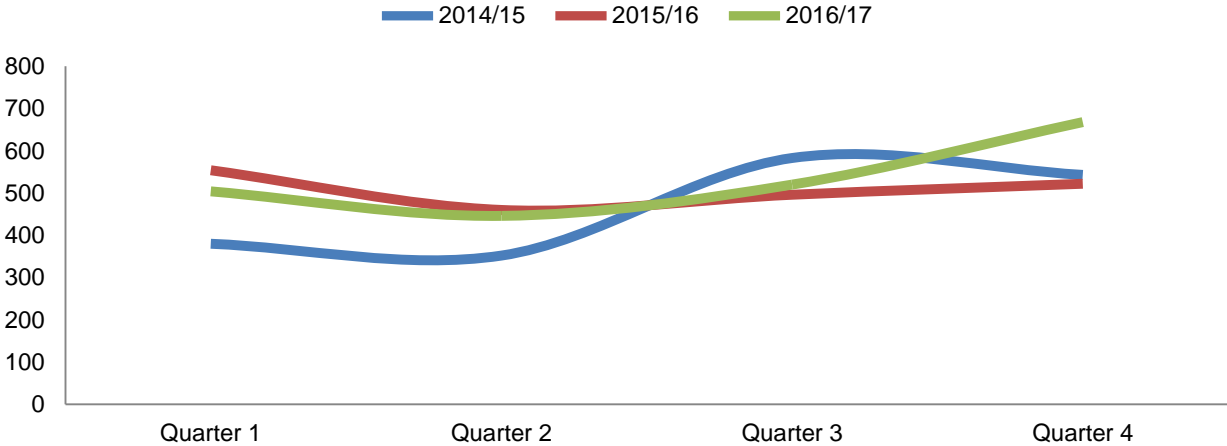
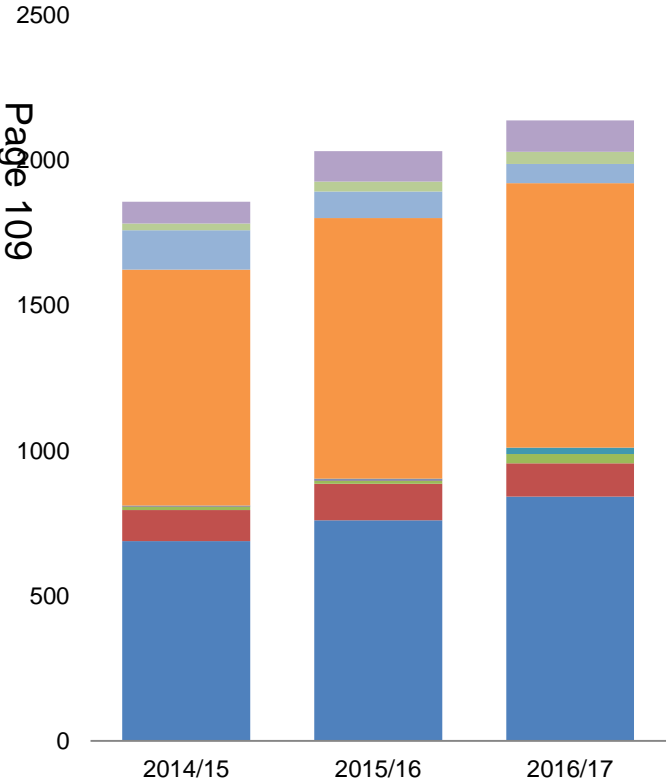
	2014/15	2015/16	2016/17
Animals	17	17	29
Caravan	0	0	2
Gambling	71	54	46
Licensing Act	689	656	771
Scrap Metal (includes collectors and dealers)	6	4	21
Sex Establishments	3	3	5
Skin Piercing	29	28	59
Street (includes amenities, collections and trading)	131	206	243
Taxis	712	730	862

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Wychavon**.



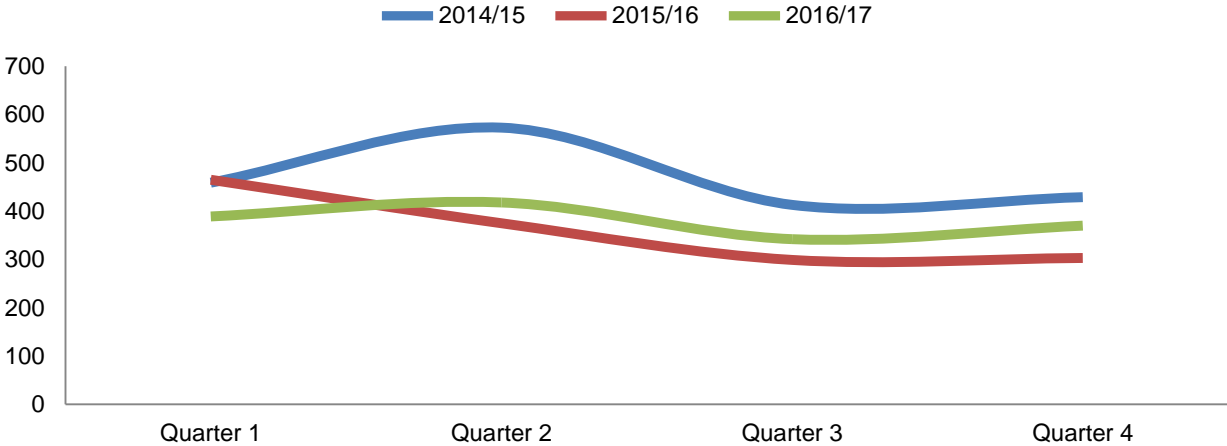
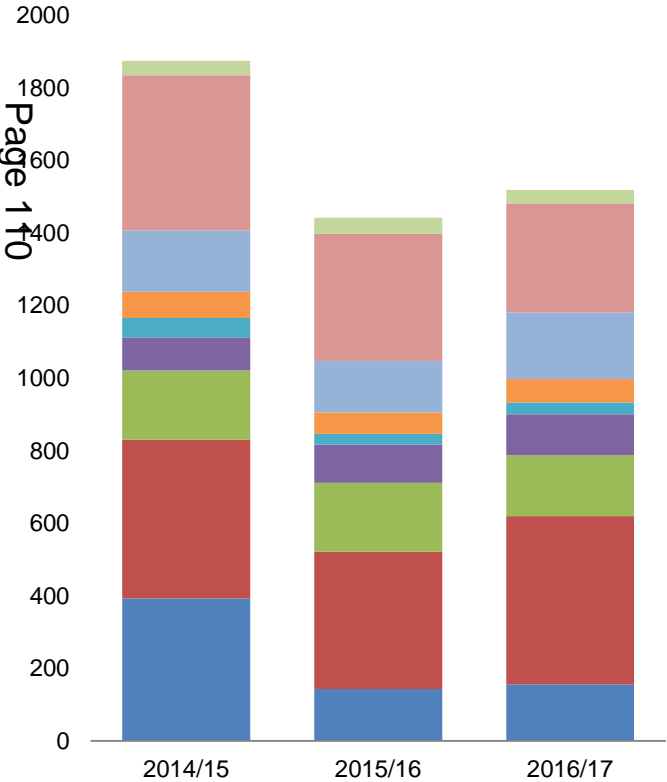
	2014/15	2015/16	2016/17
Dog Control	139	63	93
Dog Control (number of lost, found or stray dogs)	529	362	382
Food Safety	225	238	241
Health and Safety	76	48	55
Health and Safety (accident reports)	67	41	35
Information Requests	139	143	150
Planning	732	840	649
Pollution	491	489	536
Public Health	159	102	140

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Wychavon**.



	2014/15	2015/16	2016/17
Animals	75	105	108
Caravan	24	34	42
Gambling	135	92	66
Licensing Act	813	898	912
Scrap Metal (includes collectors and dealers)	1	2	22
Sex Establishments	3	4	0
Skin Piercing	12	11	32
Street (includes amenities, collections and trading)	107	126	114
Taxis	688	760	842

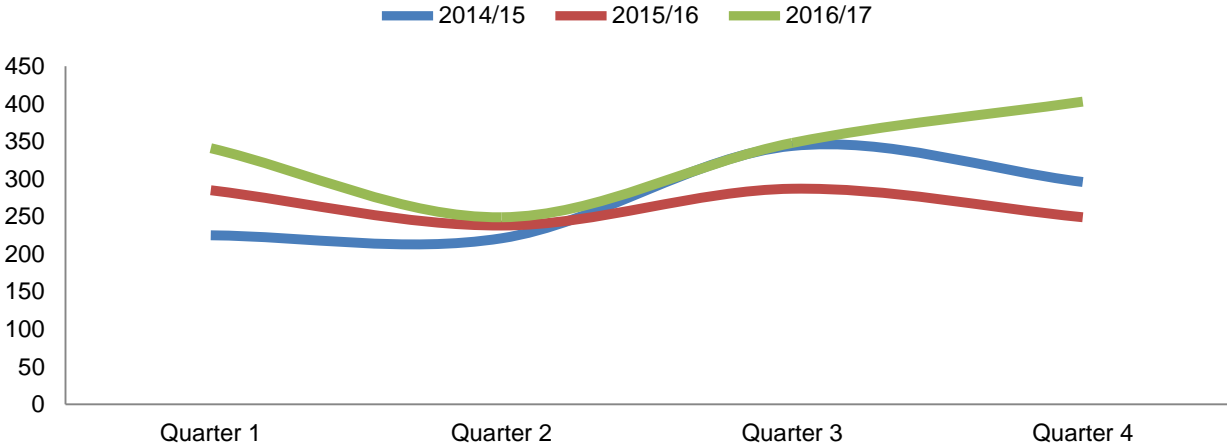
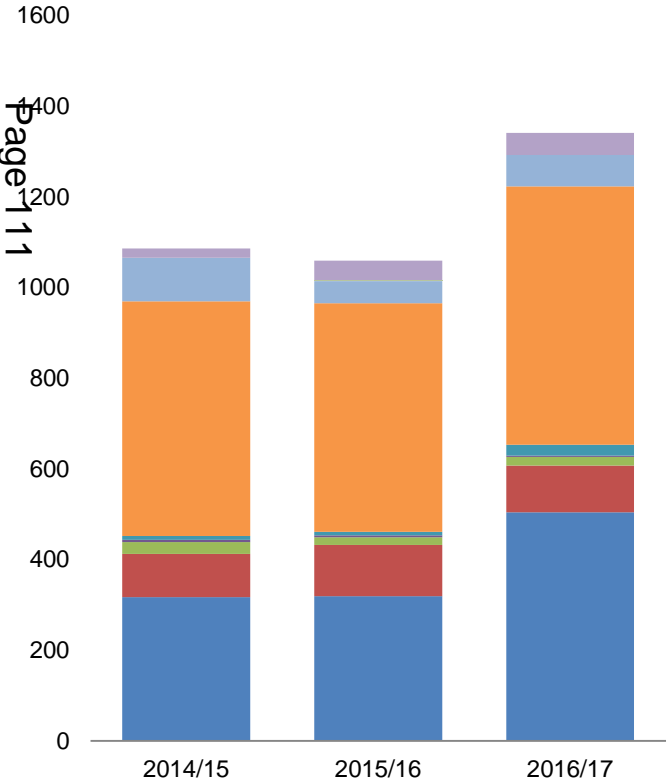
The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Wyre Forest**.



	2014/15	2015/16	2016/17
Dog Control	39	44	39
Dog Control (number of lost, found or stray dogs)	428	351	299
Food Safety	169	142	184
Health and Safety	72	59	64
Health and Safety (accident reports)	55	30	33
Information Requests	90	105	113
Planning	191	190	168
Pollution	437	378	464
Public Health	393	143	155



The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Wyre Forest**.

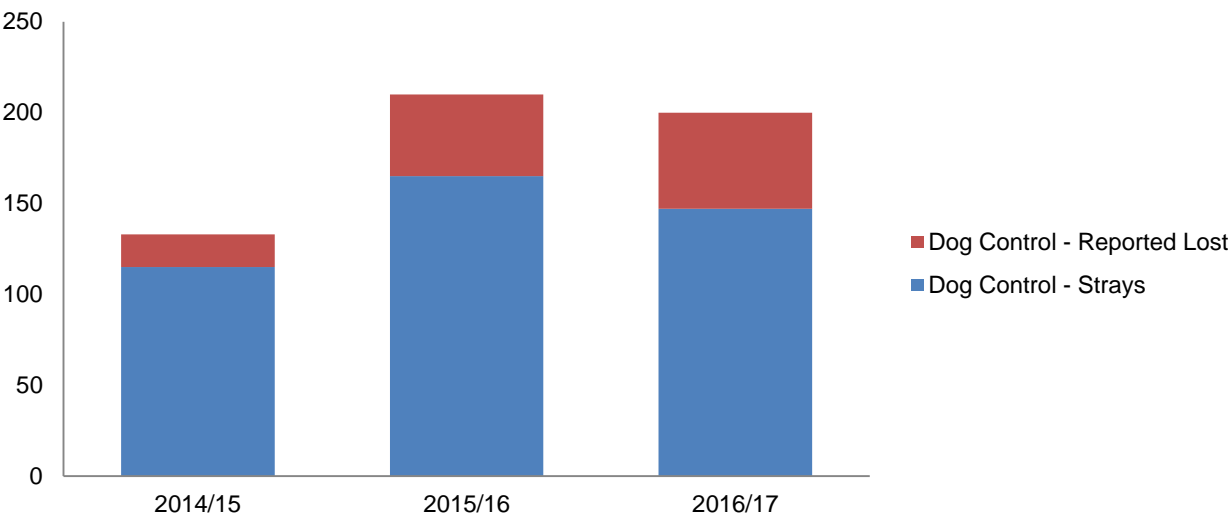


	2014/15	2015/16	2016/17
Animals	21	43	49
Caravan	0	2	0
Gambling	96	49	69
Licensing Act	517	504	570
Scrap Metal (includes collectors and dealers)	9	8	24
Sex Establishments	5	4	3
Skin Piercing	26	17	19
Street (includes amenities, collections and trading)	95	113	103
Taxis	317	319	504

# Cheltenham Borough Council

WRS has been collecting, kennelling and reuniting stray dogs with owners since July 2014. Thus the figures for 2014/15 only represent three quarters of a financial year. Stray dog numbers were slightly up the following year and again this year the numbers recorded this year at 200 are similar (210 last year). The introduction of the new Microchipping Regulations in 2016 and ongoing message that dogs will not be returned to owners without fees will help to bring down the numbers of dogs reported to WRS on Cheltenham's behalf. It is encouraging to note that the numbers of reported lost dogs is increasing year on year as the public become aware that WRS operate the service enabling us to reunite owners with their dogs quicker.

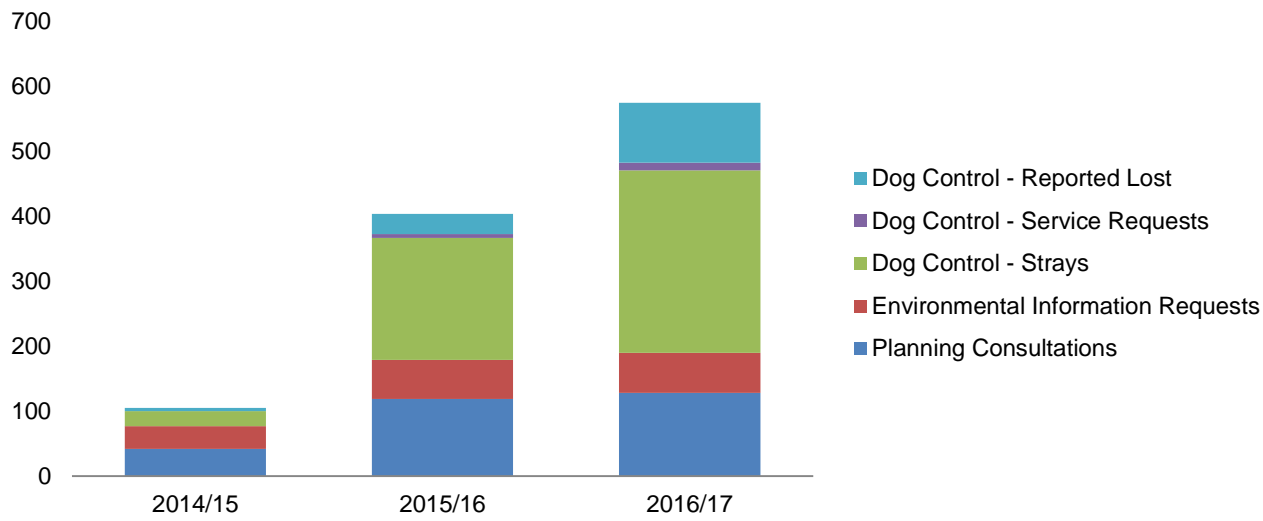
Last year with assistance from WRS, Cheltenham Borough Council recovered almost 44% of the cost in operating the service from dog owners when reclaiming their dogs.



	2014/15	2015/16	2016/17
<div></div> Dog Control (number of lost, found or stray dogs)	133	210	200

# Gloucester City Council

WRS has been providing planning support and responding to Environmental Information requests relating to Land Contamination since September 2014. The figures relate to numbers of applications or requests where WRS have been consulted. The figures for the last two years are consistent and demonstrates the high level of demand for this service by Planning Officers and members of the public. WRS only kennelled collected strays from February 2015 with dogs returned to owners free of charge before this. Stray dog numbers are up this year by comparison with last and it may take some time for dog owners to realise that they will not have their dog returned for free, before they change their behaviour or those unwilling to pay charges have their dog rehomed. Interestingly the numbers of lost dogs are also up on last year potentially due to knowledge of what to do and where to report them. Not displayed graphically, but during late 2015/16 and again this year WRS are providing PPC inspection and permit application processing services. Significant progress has been made to bring the permits and inspection programme up to date as well as noise monitoring and complaint investigation in relation to Avon Metals. Additionally, WRS provide services in transcribing PACE interview tapes for Gloucester.



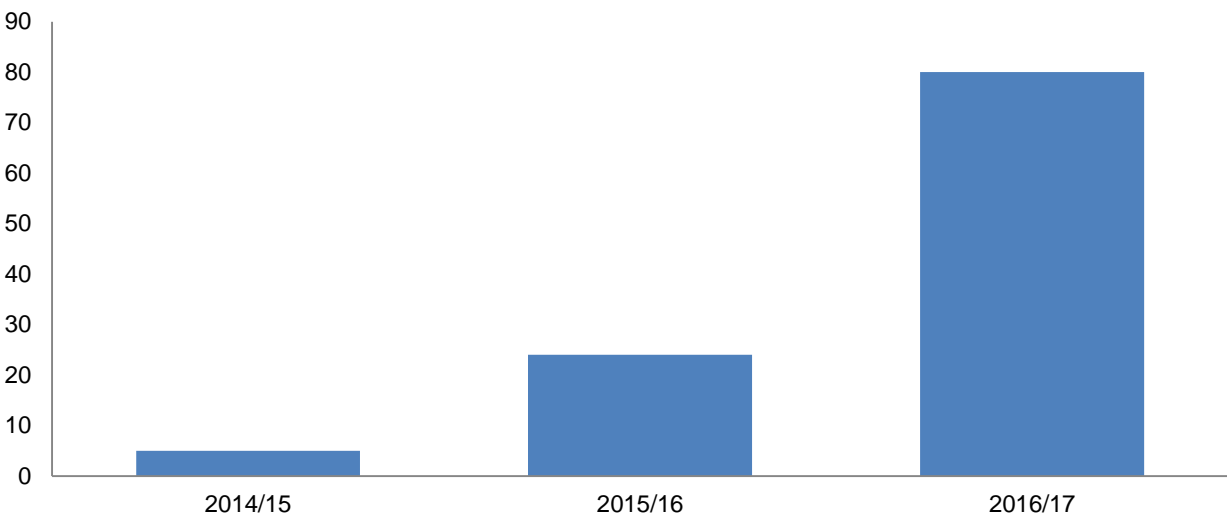
	Dog Control (complaints and enquiries)
	Dog Control (number of lost, found or stray dogs)
	Environmental Information Requests
	Planning Consultations

	2014/15	2015/16	2016/17
	0	6	12
	28	219	373
	35	60	62
	42	119	128

# South Gloucestershire Council

WRS provide specialist technical advice on contamination issues relating primarily to planning consultations. Rather than providing the full service for South Gloucestershire we deal with the bigger more complex sites primarily with sufficient support to enable the Officers at the client authority to retain ownership and understand any issues of concern.

The contract has been progressing well and numbers of consultations have increased significantly this year. Whilst generally numbers are low, the complexity of the cases means significant officer resource is employed in the work and consequently charged to South Gloucestershire. With agreement from the client, WRS have also subcontracted some specialist advice relating to landfills for one case in particular. The flexible approach allows demand to be met by the client without retaining their own resource and WRS are able to maintain expertise and knowledge in-house.

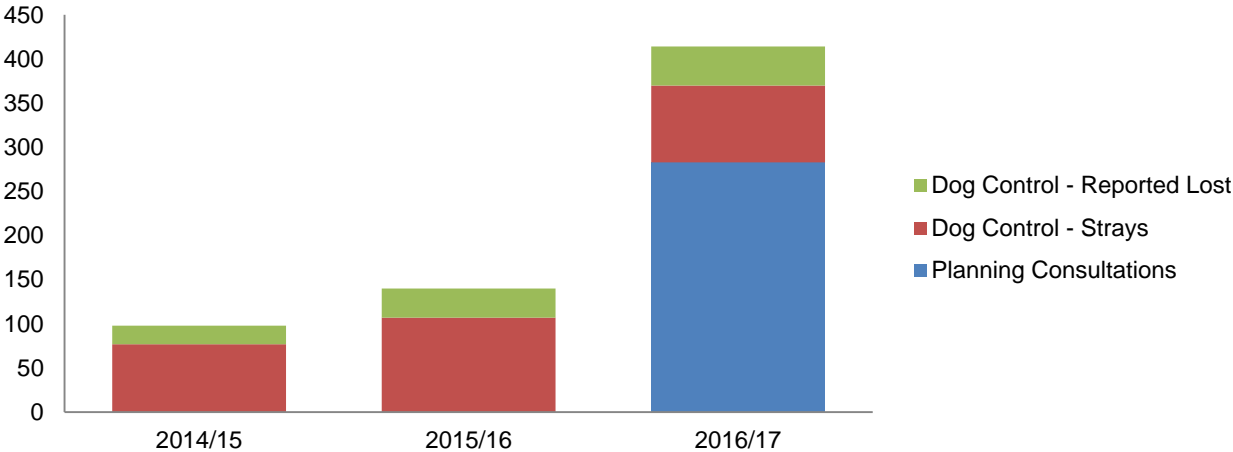


	2014/15	2015/16	2016/17
Planning Consultations	5	24	80

# Tewkesbury Borough Council

Stray dog numbers remained consistent across 2014/15 and 2015/16, but this year, numbers are slightly down. As with other Gloucestershire client authorities the number of reported lost dogs has increased which helps match owners to their dogs quicker reducing charges and rehoming costs. Last year with assistance from WRS, Tewkesbury Borough Council recovered almost 51% of the cost in operating the service from dog owners when reclaiming their dogs.

WRS have provided planning support across all three financial years, but it is only this year that we have recorded it in such a way that can be reported in this format. The number of planning applications being forwarded to WRS continue to be high and of a technical complexity.



	2014/15	2015/16	2016/17
<div></div> Dog Control (number of lost, found or stray dogs)	98	140	131
<div></div> Planning Consultations			283

This page is intentionally left blank