

WORCESTERSHIRE DISTRICT COUNCILS

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY 15TH NOVEMBER 2018 AT 4.30 P.M.

PARKSIDE SUITE - PARKSIDE

MEMBERS: Bromsgrove District Council: Councillor R. J. Laight (Chairman)
Bromsgrove District Council: Councillor P.J. Whittaker
Malvern Hills District Council: Councillor B. Behan
Malvern Hills District Council: Councillor J. Owenson
Redditch Borough Council: Councillor G. Prosser (Vice-Chairman)
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. Baker
Wyre Forest District Council: Councillor J. Smith

AGENDA

1. Apologies for absence and notification of substitutes
2. 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.
3. To confirm the accuracy of the minutes of the meeting of the Worcestershire Regulatory Services Board held on 4th October 2018 (Pages 1 - 10)
4. Revenue Monitoring April - September 2018 (Pages 11 - 18)
5. Worcestershire Regulatory Services Budgets 2019-20 to 2021-22 (Pages 19 - 30)
6. Activity and Performance Report Quarter 2 (Pages 31 - 64)
7. Duty Desk Information Report (Pages 65 - 72)
8. 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

6th November 2018

WORCESTERSHIRE DISTRICT COUNCILS

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY, 4TH OCTOBER 2018, AT 4.30 P.M.

PRESENT: Councillors R. J. Laight (Chairman), J. Owenson, G. Prosser (Vice-Chairman), J. Squires, A. Feeney, M. King, J. Smith and J. Baker

Partner Officers: Mr. P. Merrick, Malvern Hills District Council. Mr. V. Allison, Wychavon District Council and Mr. M. Parker, Wyre Forest District Council.

Officers: Ms. J. Pickering, Mr. S. Wilkes, Ms. C. Flanagan, Mr. M. Cox, Mrs. S. Garratt, Ms. K. Lahel, Mr. D. Mellors, Mrs. P. Ross and Ms. F. Mughal (observing)

12/18

APOLOGIES

Apologies for absence were received from Councillors B. Behan, Malvern Hills District Council, J. Fisher, Redditch Borough Council and E. Stokes, Wychavon District Council.

Apologies for absence were also received from Ms. A. Davey, Worcester City Council.

13/18

DECLARATIONS OF INTEREST

No declarations of interest were received.

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MINUTES

The minutes of the meeting of the Worcestershire Regulatory Services Board held on 21st June 2018 were submitted.

Referring to discussions at the previous meeting, it was agreed to note that, Councillor J. Squires, Worcester City Council had raised the subject of Cross Border Taxi Hiring under any other business. Councillor J. Squires was informed by the Chairman that it was not appropriate to raise this item before the Board as it was outside of the Board's role in the oversight of the shared service provision by WRS on behalf of the six districts. The Chairman therefore suggested that it would be more appropriate for Councillor Squires to discuss the subject with the political leadership as a matter of cross border liaison between Leaders.

RESOLVED that the minutes of the Worcestershire Regulatory Services Board held on 21st June 2018 be approved as a correct record, subject to the amendment as detailed in the preamble above.

15/18

BUDGET MONITORING QUARTER 1 - APRIL TO JUNE 2018

The Board considered a report which detailed the final financial position for Worcestershire Regulatory Services (WRS) for the period 1st April to 30th June 2018.

The Executive Director, Finance and Corporate Resources, Bromsgrove District Council (BDC) and Redditch Borough Council (RBC) introduced the report and in doing so drew Members' attention to Appendix 1 to the report; and the salary figures, as detailed on page 15 of the main agenda pack. This showed a projected outturn overspend of £16,000. This was due to the recruitment of a technical officer on a 2 year contract, to support delivery of additional income generation via Primary Authority work. It was agreed by Partner Officers of the Board that this cost would be funded by the partner authorities. Taking the additional cost of £20,000 into consideration, this would show a projected outturn saving of £4,000. Officers had yet to include this funding from partners in the income calculation, but this would be included in Quarter 2.

Members were asked to note that service managers had made an investment of £8,000 for equipment to support the monitoring of nuisances related to dust, smoke and similar particulate matter. This had been particularly helpful this summer as the good weather had created some significant issues with building sites close to existing housing development. Given the level of development envisaged across Worcestershire in the coming years; managers were confident that this would be a very useful addition and would provide a potential income generation opportunity by offering this service to neighbouring authorities.

It was appreciated this was an estimation to the year-end based on the current level of expenditure, with the assumptions made, as detailed on pages 12 and 13 of the main agenda pack.

Appendix 2 to the report detailed the income achieved by WRS from April to June 2018.

The Head of Regulatory Services, WRS, responded to questions from Councillor A. Feeney, Worcester City Council with regard to the Bereavements / Public Burials costs; and explained that under the Public Health Act Funerals Procedure, District Council's had a legal duty to make funeral arrangements for anybody who died within their boundary where no other arrangements were being made or were likely to be made. WRS would consider the most cost effective way to deal with all aspects of the funeral and would then recharge each relevant partner authority.

The Technical Services Manager, WRS, responded to questions from Councillor G. Prosser, Redditch Borough Council (RBC) with regard to Appendix 2, Income from Partners, Marlpool – Redditch.

Members were informed that 18 houses in Marlpool Drive, Redditch had been identified as being situated on Contaminated Land, namely gas methane and carbon dioxide. Urgent remedial work was undertaken and a successful application was made by WRS on behalf of RBC to DEFRA for the funding of the urgent remedial works. RBC agreed a contribution to the occupier (of each of the 18 properties) to assist with the electrical costs of running the units installed in their property.

The Head of Regulatory Services, WRS, responded to a question from Councillor M. King, Wychavon District Council with regards to an overspend on ICT; and informed Members that this was due to the timing of the licences being renewed. The Head of Regulatory Services, WRS, agreed that this should be noted in Quarter 2 and that future budgets would be amended in order to take the renewal date of licences into account.

RESOLVED:

- (a) that the final financial position for the period 1st April to 30th June 2018 be noted; and
- (b) that partner authorities be informed of their liabilities for 2018-2019 with regard to Bereavements, by Section 151 Officers, as follows:

Council	April – June 2018 Actual for Bereavements £'000
Redditch	5
Malvern Hills	3
Worcester City	6
	14

16/18

ACTIVITY AND PERFORMANCE DATA QUARTER 1

The Board considered a report that detailed Worcestershire Regulatory Services Activity and Performance Data for Quarter 1, 2018/2019.

The Business and Relationships Manager, Worcestershire Regulatory Services (WRS) asked Members to note that the information provided was for Quarter 1 and not Quarter 4, this was an error in the report.

The Business and Relationships Manager, WRS, continued and informed Members that the number of dogs seized had increased in Quarter 1, however, only at levels in line with the same period in previous years. The number of dog related complaints in this quarter was below the level in the same period in the last two years. It was

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hoped that this was a reflection of the work carried out to educate dog owners through publicity and that this trend would continue.

Food complaints / service requests started low in April but soon climbed to the normal levels expected for this time of year. Inspection numbers were slightly down for the period due to the range of other work being carried out. This would be picked up later in the year.

Health and safety enquiries and complaints / service requests remained at or were below the same period in the previous two years. However, the number of workplace accidents reported on the RIDDOR (Reporting of Injuries, Disease and Dangerous Occurrences Regulations 2013) system was slightly higher for Quarter 1 than for the same period in previous years.

There was a large peak in information requests in May, mainly under Freedom of Information (FOI) and Environmental Impact Assessment (EIA). This had stretched management capacity in responding to them within the required deadline. Fortunately the number of requests had fallen to normal levels in June.

Data on licensing complaints / service requests and application was now showing distinct seasonal patterns and Quarter 1 followed that trend.

The number of requests for support from planning colleagues was up in Quarter 1 which suggested an increase in activity compared to last year. In all of the three months the numbers of requests were above the level for 2017/2018 and June hit the same level as the peak in 2016/2017.

Nuisance complaints were on trend for Quarter 1 with no obvious unusual peaks.

The Business and Relationships Manager, WRS, drew Members' attention to the way in which data about noise complaints from wards was now being presented to the Board. A slightly different approach had been taken with officers looking at the rate of complaint in relation to ward population. Therefore, a smaller ward with a high rate of complaints from its residents was more likely to feature, as detailed on page 39 of the main agenda pack.

The number of sick days per staff members was 3.55 days per Full Time Equivalent (FTE) which was higher than hoped for, but reflected the information reported last year in relation to several staff members having planned surgery. All of whom had now returned to work and managers were hoping to see less of an increase in Quarter 2.

The proportion of broadly compliant food businesses in Quarter 1 was 98.2%. Those with a Food Hygiene Rating score of 0-2 stars was 1.8% for Quarter 1.

The proportion of driver licenses for hackney carriage and private hire renewed within five working days of full application during Quarter 1 was 86.6%.

Only 6 corporate complaints were received in Quarter 1. These were mainly about issues with dogs, as against 22 compliments being received in the same quarter.

The rate of noise complaints per 1000 head of population was 0.88 for Quarter 1. The yearly average was between 3 and 4 and the busiest period was during the summer months, so this felt like a fairly normal position for this stage in the year.

The proportion of licensed premises alleged to be non-complaint with the four licensing objectives was 2.6%. The annual average was 5 - 8%.

A district by district breakdown for the last two measures, as detailed above would be provided to Members at the end of Quarter 2.

The Chairman and Members thanked the Business and Relationships Manager, WRS, and commented that it was an excellent report.

RESOLVED that the Activity and Performance Data report for Quarter 1, 2018/2019 be noted.

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INFORMATION REPORT - CHANGES TO THE ANIMAL RELATED ACTIVITIES LICENSING REGIME

The Board received an information report on the legislative changes and new regime for the licensing of animal activities, under the newly implemented Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, which came into force on 1st October 2018. These regulations were made under the Animal Welfare Act 2006 and replaced the licensing regime and legislation currently in place.

The Licensing and Support Services Manager, Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed Members that each district council was currently responsible for functions in relation to the licensing and regulation of various animal-related activities. WRS carried out these functions on behalf of each partner authority. These licensing regimes were being amalgamated into a single licence type with each aspect becoming a specific activity named on the "Animal Activity Licence".

The new regime was designed to bring these activities into the 21st century and reflected the Government and the public's concern to ensure that animal welfare was paramount in the operation of these businesses.

The new regulations were made under the Animal Welfare Act 2006, which was designed with the RSPCA's concept of the 5 Freedoms at its heart:-

Freedom from Hunger and Thirst: By ready access to fresh water and a diet to maintain full health and vigour.

Freedom from Discomfort: By providing an appropriate environment including shelter and a comfortable resting area.

Freedom from Pain, Injury or Disease: By providing appropriate preventative measures, along with rapid diagnosis and treatment.

Freedom to Express Normal Behaviour: By providing for species specific requirements with respect to space, enrichment and social needs.

Freedom from Fear and Distress: By ensuring species specific conditions and treatment which avoid mental suffering.

Whilst the previous regimes had regard to these matters, they were not embedded at the heart of each one. The new changes would require officers to be better equipped to make judgements about what they see at licensed premises and the associated inspection regime would create a significant increase in workload for the service.

Members were further informed that under the regulations the existing licensing scheme for animal boarding establishments, pet shops, riding establishments and dog breeders would be repealed and replaced by a new single licensing scheme that would regulate all of these activities and would also incorporate the licensing of those who train or exhibit performing animals.

Members were asked to note that licences to operate a zoo or to keep a dangerous wild animal were not included in these changes and would remain a separate licence in their own right.

Page 55 of the main agenda pack detailed the new categories covered and some of the main differences in the new licensing scheme.

In order for these changes to be facilitated and implemented, all six Worcestershire District Councils would need to agree for the relevant items to be incorporated into the Worcestershire Shared Services Agreement and Statement of Partnership Requirements.

Members were asked to note that five of the district councils had met and had made recommendations to their respective Councils; all five partner authorities had resolved to approve those recommendations. Malvern Hills District Council was due to consider the recommendations from their Executive Committee at their Council meeting on 30th October 2018.

All current licence holders had been contacted in writing. Officers were also reviewing what additional activities might now be subject to a licence where one would not have been required previously.

It was anticipated though that a number of businesses which were previously outside of the scope of the old regulatory regimes would now be covered and those running such businesses would need to apply for a licence and would be subject to the inspection regime under the new legislation.

Members were further informed that each application would have to have an inspection visit prior to the issue of a licence.

There would be a lead in period after 1st October 2018 with businesses moving over to the new system as and when their existing licences expired.

The proposed fees and charges, as detailed at Appendix A to the report, had been calculated on a full costs recovery basis. The proposed fees and charges did represent a significant increase but this was due to the extra work that would have to be undertaken and the cost of engaging an additional officer.

The Licensing and Support Services Manager, WRS, highlighted that individual guidance had been issued for each licensable activity and there would be three levels of conditions for applicants to comply with; standard conditions, higher conditions and extra higher conditions. This would be linked to a star rating system and to a risk rating. The level of risk would determine the number of inspections required each year for any business holding a licence, with most businesses receiving at least two inspections a year. Business owners would be required to display their star rating to the public.

Currently travelling circuses were exempt from the new legislation.

The Head of Regulatory Services, WRS, reiterated that the new regime had been very clear from the outset that there was a need to improve animal welfare and that the new regime would ensure this. There were huge changes taking place as to how animal activities were conducted, this would create extra additional work for officers. Initial queries into licences could result in some complaints being received about the fees charged. Partner authorities were right to deliver the new licensing of animal activity regime.

In response to questions from Members the Licensing and Support Services Manager, WRS stated that each business would be charged a single application fee and then licence fees would be added depending on the activities carried out by the business. Officers were fully aware of all of the premises currently licensed and had recorded all enquires

made from businesses not currently licensed but had queried the need for a licence under the new regime.

In respect of premises currently licensed, 160 premises needed to be processed and an inspection conducted before their licences expired on 31st December 2018. Officers would take a common sense approach. Some premises under the new regime may also require a separate vet inspection to be carried out. Therefore officers would not look to enforce anyone waiting for such an inspection; a relevant interim contingency would need to be adopted.

With regard to traders attempting to go 'underground', officers would keep track of any premises that had made enquiries about a licence and were not currently licensed. Officers would also carry out an intelligence drive, by looking at internet advertising, other means of social media and information from pet industry federations, for anyone not licensed under the new regime but carrying out licensable animal activities.

RESOLVED that the Licensing of Animal Activity Information Report, be noted.

18/18

INFORMATION REPORT - ENVIRONMENTAL PERMITTING

The Board received an information report on Environmental Permitting.

The Technical Services Manager, WRS, introduced the report and in doing so informed Members that WRS undertook the Local Authority statutory duties relating to the Pollution Prevention and Control Act 1999 (referred to as the Environmental Permitting Regime) for the six Worcestershire Districts under the current Statement of Partner Requirements and also for Gloucester City as a contractor.

These matters seldom came to the attention of Members due to the technical complexities involved, but with industrial pollution control currently having a higher profile; officers thought it would be helpful to give Members a better understanding of the regime and what WRS carried out on behalf of partner authorities.

Page 61 of the main agenda pack detailed the three levels of permit control under the regime.

Businesses required to be permitted were expected to submit an application form with the appropriate fee, which varied depending on the process being operated. Officers then worked with the business to determine the controls required as part of the process. Following the issue of a permit, each business was subject to inspections whose frequency was dictated by a risk rating. The risk rating was dependant on the type of process being operated and the level of confidence in

compliance that risk assessing officers had in the management of the business.

All fees were set by central government and were collected by the Partner Authority or, in the case of Gloucester City, WRS client authority.

Small Waste Incineration Plant (SWIP) and the Renewable Heat Initiative

There had been considerable confusion nationally within both the combustion sector and local enforcement authorities with regard to the permitting of these installations. This had resulted in the use of inappropriate equipment to burn controlled waste streams.

Such processes should be regulated by an A2 permit issued under Schedule 13 of the legislation. WRS had assisted neighbouring authorities where it had been identified that either an incorrect permit had been issued or where waste fuel had been issued illegally by businesses but generally through ignorance rather than design.

Smoke and odour issues could sometimes be caused by the operation of legitimate virgin wood boilers (more commonly known as biomass boilers). These appliances should not be mistaken for SWIPs, which were designed specifically to burn waste, which included waste wood products and not virgin wood.

WRS had worked very closely with the Environment Agency (EA, which regulated the waste industry) and WRS officers who delivered the scheme had a good working knowledge. WRS's Technical Pollution team had been recognised nationally and officers were engaged at this level in a number of areas. Members of staff currently sat on the EA's technical regulation board for the following sectors:-

- Nonferrous Metal
- Timber Processes
- Medium Sized Combustion Plant Directive
- Schedule 13 SWIP's (Small Waste Incineration Plant's)

During 2017 WRS started looking at the potential of delivering Primary Authority assured advice generally on Environmental Permits. Previously only advice on simple petrol vapour recovery had been subject to this approach.

WRS had recently agreed Primary Authority work programmes with two large national / international companies; CEMEX UK and Wienerberger UK Limited. A two year fixed-term post had been created in order to provide capacity to deliver this work.

Officers were also undertaking an audit for the Ministry of Defence and were currently chasing other scopes.

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In summary WRS had secured 50% of their Primary Authority Contracts this financial year.

The Chairman reiterated that, as highlighted in the report, the work of WRS's Technical Pollution team had been recognised nationally and that guidance produced by WRS officers also being taken up nationally. This national recognition was an achievement that WRS officers should be extremely proud of.

Members agreed with the positive comments made by the Chairman and stated that it was an excellent start to the year.

At the invitation of the Chairman the Head of Regulatory Services, WRS, stated that the Technical Services Manager, the Business and Relationships Manager and both of their teams had pulled all of the Primary Authority work together. Other areas that could be exploited would be looked into and officers would continue to deliver an excellent service.

RESOLVED that the Environmental Permitting Information Report, be noted.

The meeting closed at 5.15 p.m.

Chairman



WRS Board 15th November 2018

WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL – SEPTEMBER 2018

Recommendation

It is recommended that the Joint Committee:

1.1 Note the final financial position for the period April – September 2018

1.2 That partner councils are informed of their liabilities for 2018-19 in relation to Bereavements / Pest Control

Council	Apr–Sept 18 Actual for Bereavements £000	Estimated 2018/19 for Pest Control £000
Redditch	6	5
Malvern	3	
Worcs City	9	
Bromsgrove	1	
Wychavon		3
Wyre Forest		1
Total	19	9

1.3 That partner councils are informed of their liabilities for 2018-19 in relation to three additional Technical Officers recruited

Council	Estimated 2018/19 Tech Officer Primary Authority £000	Estimated 2018/19 Tech Officer Animal Activity £000	Estimated 2018/19 Tech Officer Gull Control £000
Redditch	3	1	
Malvern	3	3	
Worcs City	3	1	8
Bromsgrove	3	2	
Wychavon	4	3	
Wyre Forest	3	1	
Total	19	11	8

Contribution to Priorities

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

Introduction/Summary

This report presents the financial position for Worcestershire Regulatory Services for the period April – Sept 2018.

Background

The financial monitoring reports are presented to this meeting on a quarterly basis.

Report

The following reports are included for Joint Board's Attention:

- Revenue Monitoring April – Sept 18 – Appendix 1
- Income Breakdown – April – Sept 18 – Appendix 2

Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a projected outturn 2018/19 surplus of £16k. It is appreciated this is an estimation to the year end based on current level of expenditure and income. The following assumptions have been made:-

- There are a number of vacant posts within the service and these together with savings resulting from maternity leave, long term sick etc, result in a projected savings in salaries. This is offset by the costs associated with additional agency staff being used to cover vacancies, sickness and to support the service where staff are working on additional income generation projects.
- Included in the salary figure is the cost of three Technical Officer's.
 1. A Technical Officer recruited July 18 (2 year fixed term contract) to support delivery of additional income generation via Primary Authority. It has been agreed this officer will be funded by partner councils on the current partner percentage basis.
 2. A Technical Officer to work on the new licensing laws for animal activities, projected recruitment Dec 18. This officer will be funded by partner councils based on the number of animal licences within each council, the income for animal activity licensing will be realised in Councils general licensing income.
 3. Technical Officer to carry out additional work on Gull

Cabinet – date of meeting

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Control for Worcester City, projected recruitment Dec 18 (2 year fixed term contract) this officer will be recharged to Worcester City only.

These figures have been included in the projected outturn income figure.

- If April to Sept 18 spend on pest control continues on the same trend for the rest of year, there will be an overspend on this service of £9k. WRS officers will continue to monitor and analyse this spend and advise of any changes in quarter 3. The projected outturn figure to be funded by partners is:-

Redditch	£5k
Wychavon	£3k
Wyre Forest	£1k

This income is included in the income projected outturn.

- The following is the actual bereavements costs Apr – Sept 18 to be funded by partners. These costs are charged on an as and when basis. Due to the nature of the charge it is not possible to project a final outturn figure:-

Redditch	£6k
Malvern	£3k
Worcs City	£9k
Bromsgrove	£1k

This income is included in the income projected outturn.

- Appendix 2 shows the detail of the income achieved by WRS April – Sept 18.
- Any grant funded expenditure is shown separate to the core service costs as this is not funded by the participating Councils.

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

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	Full year Budget	Budget 6 Months to Sept 18	Expenditure to Sept 18	Variance	Projected outturn	Projected Outturn Variance	
	£'000	£'000	£'000	£'000	£'000	£'000	
Direct Expenditure							
Employees							
Salary	2,534	1,267	1,182	-85	2,452	-82	Includes £20k cost to support delivery of additional income generation work via primary authority, £11k cost for additional work in new animal activity licenses and £8k for additional gull work for Worcs City only. This income has been reflected in the report and offset in the income line.
Agency Staff	0	0	28	28	72	72	
Employee Insurance	40	20	20	0	40	0	
Sub-Total - Employees	2,574	1,287	1,230	-57	2,564	-10	
Premises							
Rent / Hire of Premise	54	27	26	-1	54	-0	
Cleaning	1	1	1	0	1	-0	
Utilities	0	0	0	0	0	0	
Sub-Total - Premises	55	28	27	-1	55	-0	
Transport							
Vehicle Hire	13	6	1	-5	9	-4	
Vehicle Fuel	8	4	1	-3	4	-4	
Road Fund Tax	1	1	1	0	1	0	
Vehicle Insurance	5	2	2	0	5	0	
Vehicle Maintenance	3	2	1	-0	3	0	
GP Allowances	87	44	33	-10	72	-15	
Sub-Total - Transport	116	58	39	-19	93	-23	
Supplies and Services							
Furniture & Equipment	30	15	25	10	48	18	Purchased particulate monitoring kit £8k, which will also be an income generator. Access to work equipment £4k. Due to increase in number of taxi licenses and the increase in cost of raw materials it is projected equipment purchase will be overspent by £6k
	2	1	0	-1	7	5	Purchase of PPE for participation in multi agency and night time economy interventions £6k
Clothes, uniforms and laundry							
Printing & Photocopying	17	9	10	1	21	3	
Postage	11	6	7	1	13	2	
ICT	40	20	37	17	42	2	This profile is uneven due to purchase of annual licences
	21	11	8	-3	27	7	Number of service areas is looking to switch to smart phones to improve efficiency and support agile working
Telephones							
Training & Seminars	24	12	6	-6	23	-1	
Insurance	5	2	2	0	5	0	
Third Party Payments							
Support Service Recharges	100	50	50	0	100	0	
ICT Hosting	44	22	22	0	44	0	
Sub-Total - Supplies & Service	293	147	166	20	329	36	

	Full year Budget	Budget 6 Months to Sept 18	Expenditure to Sept 18	Variance	Projected outturn	Projected Outturn Variance	
	£'000	£'000	£'000		£'000	£'000	£'000
Direct Expenditure							
Contractors							
Dog Warden	145	73	82	9	155		10 Vacancies within the dog warden team, has meant we have had to be reliant upon external contractors. Posts now recruited to.
Pest Control	47	24	28	4	66		19 Climate conditions favourable to wasps during summer months, projected overspend to partners £9k. Additional £10k spend on sewer baiting. A grant was secured for this which is offsett in the income line
Taxi / Alcoh & Other Licensing	65	33	44	11	83		18 Due to increase in number of taxi licenses, both drivers and vehicles, which necesitates additional raw materials and additional DBS checks which are currently not accounted for. Cost of additional taxi test at Worcs City due to change in policy £8k, which will be recovered from partner and is offsett in the income line.
Other contractors/consultants	3	2	0	-1	2	-1	
Water Safety	5	3	1	-1	5	0	
Food Safety	2	1	0	-1	1	-1	
Environmental Protection	12	6	29	23	36		24 Bereavement / Works in Default to be charged to relevant partners, offsett in Income
Grants / Subscriptions	11	5	10	4	12	1	
Advertising, Publicity and Promotion	6	3	4	1	8	2	
Sub-Total	295	148	197	50	368	72	
Income							
Training Courses / Bereavement / Works in Default / Sewer Baiting etc	-309	-155	-178	-24	-400	-91	Additional income relating to the enhanced services as detailed above
Sub-Total	-309	-155	-178	-24	-400	-91	
Total	3,025	1,513	1,482	-31	3,009	-16	0

Percentage saving from original budget (Excl County) £5,057 in 2010-11 40.50%

Grant Funded Spend	Spend 18-19	Remaining Reserve Balance	Funded By	
Health & Well Being	8	18	Primary Care Trust	Conditional
Worcs Works Well	3	37	Public Health Dept	Unconditional
LEP	15	52	Worcestershire Local Enterprise	Unconditional
Better Business For all	4	6	Regulatory Delivery	Unconditional
County Buyout	0	173		Unconditional
Grant Income	-30			
Total	0	285		

Regulatory Services Income Cum to Sept 2018/19

Appendix 2

Income from Partners	April to Sept 18
Budget	1,512,500
Bereavement/ Public Burials	19,112
Marlpool - Redditch	3,365
Pest Control Overspend - Wychavon / Wyre Forest & Redditch	4,494
Taxi Tests - Worcs City	4,200
Employee for Primary Authority Work	6,359
	1,550,030
Grant Income	
Severn Trent - Sewer Baiting	6,000
	6,000
Other Income	
Stray Dog Income	52,743
County - Mgmt / Admin / Legal etc	26,600
Intelligence Services	3,904
Planning Support Work	7,914
Contaminated Land Work	15,805
PPC Work	2,781
Primary Authority work	1,395
Training / Risk Assessments of Water Supplies / Burials etc	1,125
Young Solutions - Taxi CSE Training	3,087
Vet Fee Inspection Costs Recovered	4,785
Licensing - Pre-App Advice	705
Food Training Courses / Certificates / Food Hygiene Rating	4,973
Advance payment of pension forwardfunding	9,000
	134,817
Total	1,690,847
2018/19 Base Budget from Partners	-1,512,500
Total Income Excluding Budget	178,347

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WRS Board 15th November 2018

WORCESTERSHIRE REGULATORY SERVICE BUDGETS 2019/20 – 2021/22

Recommendation

The following recommendations are caveated due to the current position in Wyre Forest where they are considering some potential savings for 2019/20. This may necessitate re-visiting the budget position at February Joint Board. However the legal agreement requires members to approve the budget at the November meeting. This vote must be unanimous by all partners. It is recommended that the WRS Board:

- 1.1 Approve the gross expenditure budget of £3,506k as shown in Appendix 1.
- 1.2 Approve the income budget of £489k as shown in Appendix 1.
- 1.3 Approve the revenue budget allocations for 2019/20 – 2021/22.

Bromsgrove	£439k
Malvern	£386k
Redditch	£529k
Worcester City	£499k
Wychavon	£701k
Wyre Forest	£463k
Total	£3,017k

- 1.4 Approve the revised partner percentage allocations for 2019/20 onwards:-

	%
Bromsgrove	14.55
Malvern	12.79
Redditch	17.53
Worcester City	16.54
Wychavon	23.24
Wyre Forest	15.35

Agenda Item 5

1.5 Approved the additional partner liabilities in relation to three additional Technical Officers.

Council	Tech Officer Primary Authority £000	Tech Officer Animal Activity £000	Tech Officer Gull Control £000
Redditch	5	2	
Malvern	4	10	
Worcs City	5	4	14
Bromsgrove	4	6	
Wychavon	7	9	
Wyre Forest	5	5	
Total	30	36	14

1.6 Recommend to partner councils the approved level of budget allocations.

Contribution to Priorities

The production of a robust budget position enables partners and the service to manage the financial position of the organisation.

Introduction/Summary

This report presents the revenue budget for 2019/20 – 2021/22 in relation to Worcestershire Regulatory Services.

Background

Officers from Partner Councils have considered the proposed budget for 2019/20 – 2021/22 and would recommend its approval to Members.

Report

The following reports are included for WRS Boards Attention:

- WRS Financial Plan 2019/20 – 2021/22 – Appendix 1
- WRS Partner Contributions Breakdown 2019/20 – 2021/22 – Appendix 2
- WRS Income Budget Breakdown 2019/20 – Appendix 3

WRS Budgets 2019/20

Appendix 1 shows the 2019-20 – 2021/22 budget breakdown for a district partnership .

The following assumptions have been made in relation to the projections:

- 2% pay award across all staff for 2019/20 and a 1% pay award for 2020/21 and 2021/22. This will be subject to the National Pay Negotiations that are ongoing and therefore the final position will reflect any formally agreed increases, the budget also includes any employee entitled to an incremental increase.

Agenda Item 5

- Total partner contribution as included in Appendix 2
- Income projections as included at Appendix 3.
- No inflationary increases in supplies and services, premises or transport.
- Pension backfunding deficit has been paid in advance by all partners.

From April 19 Worcester City are changing their procedures for carrying out taxi tests. The price of the taxi test will be deducted from the price of the taxi licence and the fee for the taxi test will be paid direct to the garage. Therefore WRS will need to refund Worcester City £8k, which is the budget at WRS for these tests. This will result in a slight change in the partner percentages as per below:-

	Current %	Revised %
Bromsgrove	14.51	14.55
Malvern	12.76	12.79
Redditch	17.49	17.53
Worcester City	16.76	16.54
Wychavon	23.17	23.24
Wyre Forest	15.31	15.35

By 2020/21 and 2021/22 should the additional income for unavoidable salary pressures not be met there would be a potential increase to partner funding of:-

Council	2020/21	2021/22
	£'000	£'000
Bromsgrove	6	12
Malvern	5	10
Redditch	7	14
Worcester City	7	13
Wychavon	10	19
Wyre Forest	6	12
Total	41	80

Financial Implications

None other than those stated in the report

Sustainability

None as a direct result of this paper

Contact point

Jayne Pickering – 01527 881400

Background Papers

Detailed financial business case

|

Account description	Budget	Budget	Budget
	2019 / 2020	2020 / 2021	2021 / 2022
	£000's	£000's	£000's
Employees			
Monthly salaries	2,695	2,709	2,732
Training for professional qualifications	2	2	2
Medical fees (employees')	2	2	2
Employers' liability insurance	40	40	40
Employees' professional subscriptions	3	3	3
Sub-Total - Employees	2,741	2,755	2,778
Premises			
Rents	52	52	52
Room hire	2	2	2
Trade Waste	0	0	0
Sub-Total - Premises	54	54	54
Transport			
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	5	5	5
Van Lease	9	9	9
Fares & Car Parking	5	5	5
Car allowances	75	75	75
Sub-Total - Transport	110	110	110
Supplies & Service			
Equipment - purchase/maintenance/rental	23	23	23
Materials	9	9	9
Clothing, uniforms & laundry	2	2	2
Training fees	23	23	23
General insurances	5	5	5
Printing and stationery	18	18	18
Books and publications	2	2	2
Postage/packaging	11	11	11
ICT	40	40	40
Telephones	21	21	21
Taxi Tests	22	22	22
CRB Checks (taxi)	26	26	26
Support service recharges	100	100	100
Support service recharges - ICT	44	44	44
Sub-Total - Supplies & Service	345	345	345

	Budget 2019 / 2020 £000's	Budget 2020 / 2021 £000's	Budget 2021 / 2022 £000's
Contractors			
Consultants / Contractors' fees/charges/SLA's	239	239	239
Advertising (general)	5	5	5
Grants and subscriptions	11	11	11
Marketing/promotion/publicity	2	2	2
Sub-Total - Contractors	257	257	257
Income			
Grants / Primary Authority / Food Training / Contaminated Land / Stray Dogs / Ad Hoc	-410	-410	-410
Sub-Total - Income	-410	-410	-410
Income			
From partners for Technical Officers	-79	-52	-36
Sub-Total - Income	-79	-52	-36
Additional Income			
Income to be found due to unavoidable salary pressures		-41	-80
Sub-Total - Income	0	-41	-80
DISTRICT PARTNERSHIP BUDGET	3,017	3,017	3,017
19-20 Partner Percentages			
Brooksgrove	14.55%		
Redditch	17.53%		
Wyre Forest	15.35%		
Wychavon	23.24%		
Malvern	12.79%		
Worcs City	16.54%		
Total	100.00%		

Budget 2019 / 20

	Budget	Contribution Technical Officers	Partner Contribution
	2019 / 2020	2019 / 2020	2019 / 2020
	£000's	£000's	£000's
Bromsgrove	439	10	449
Redditch	529	7	536
Wyre Forest	463	10	473
Wychavon	701	16	717
Malvern	386	14	400
Worcs City	499	23	522
Total	3,017	80	3,097

Budget 2020 / 21

	Budget	Contribution Technical Officers	Partner Contribution	Income Salary Pressure	Total Partner Contribution
	2020 / 2021	2020 / 2021	2020 / 2021	2020 / 2021	2020 / 2021
	£000's	£000's	£000's	£000's	£000's
Bromsgrove	439	7	446	6	452
Redditch	529	3	532	7	539
Wyre Forest	463	6	469	6	475
Wychavon	701	11	712	10	722
Malvern	386	11	397	5	402
Worcs City	499	14	513	7	520
Total	3,017	52	3,069	41	3,110

Budget 2021 / 22

	Budget	Contribution Technical Officers	Partner Contribution	Income Salary Pressure	Total Partner Contribution
	2021 / 2022	2021 / 2022	2021 / 2022	2021 / 2022	2021 / 2022
	£000's	£000's	£000's	£000's	£000's
Bromsgrove	439	6	445	12	457
Redditch	529	2	531	14	545
Wyre Forest	463	5	468	12	480
Wychavon	701	9	710	19	729
Malvern	386	10	396	10	406
Worcs City	499	4	503	13	516
Total	3,017	36	3,053	80	3,133

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WRS Partner Contribution Breakdown 2019-20 to 2021-22

Appendix 2

Council	Budget as per 18-19	Change in taxi test policy	WRS Budget 19-20	Tech Officer Primary Authority - For 12 months	Tech Officer Animal Activity - For 12 months	Tech Officer Gull Control - For 12 months	Total Partner Contribution 19-20
	£000	£000	£000	£000	£000	£000	£000
Malvern Hills	386		386	4	10	0	400
Bromsgrove	439		439	4	6	0	449
Wyre Forest	463		463	5	5	0	473
Wychavon	701		701	7	9	0	717
Worcs City	507	-8	499	5	4	14	522
Redditch	529		529	5	2	0	536
Total	3,025	-8	3,017	30	36	14	3,097

Council	Budget as per 18-19	Change in taxi test policy	WRS Budget 20-21	Tech Officer Primary Authority - For 3 months	Tech Officer Animal Activity - For 12 months	Tech Officer Gull Control - For 8 months	Total Partner Contribution 20-21
	£000	£000	£000	£000	£000	£000	£000
Malvern Hills	386		386	1	10	0	397
Bromsgrove	439		439	1	6	0	446
Wyre Forest	463		463	1	5	0	469
Wychavon	701		701	2	9	0	712
Worcs City	507	-8	499	1	4	9	513
Redditch	529		529	1	2	0	532
Total	3,025	-8	3,017	7	36	9	3,069

Council	Budget as per 18-19	Change in taxi test policy	WRS Budget 21-22	Tech Officer Primary Authority	Tech Officer Animal Activity - For 12 months	Tech Officer Gull Control	Total Partner Contribution 21-22
	£000	£000	£000	£000	£000	£000	£000
Malvern Hills	386		386	0	10	0	396
Bromsgrove	439		439	0	6	0	445
Wyre Forest	463		463	0	5	0	468
Wychavon	701		701	0	9	0	710
Worcs City	507	-8	499	0	4	0	503
Redditch	529		529	0	2	0	531
Total	3,025	-8	3,017	0	36	0	3,053

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Regulatory Services Budgeted Income 2019/20

Appendix 3

Grant Income

Severn Trent - Sewer Baiting	£	23,000
		<u>23,000</u>

Other Income

Employee - Primary Authority - Rchg All Ptnrs	29,770
Employee - Additional Gull Work - Rchg Worcs City only	14,336
Employee - Animal Activity - Rchg All Ptnrs	35,039
Stray Dog Income	112,000
County - Mgmt / Admin / Legal etc	54,000
Education Case Work	4,000
Intelligence Services	12,000
Animal Re-Rating / Transcription Work	4,000
Contaminated Land Work / Planning Support work	62,000
Primary Authority work	63,436
Net Fee Inspection Costs Recovered	12,000
Training	11,000
Health Certificates / Food Hygiene Re-Rating	15,000
Licensing - Pre-App Advice	6,000
Forward Pension Income	31,000
Ad-Hoc	600
	<u>466,181</u>
Total Income	<u><u>489,181</u></u>

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WRS Joint Board: 15th November 2018

Title: Activity and Performance Data Quarter 2

Recommendation

That the Joint Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.

Background

This report covers the second quarter of 2018/19 and whilst the detail of the report focuses on Q2, the presentation of the data allows comparison with previous quarters and previous years.

Contribution to Priorities

Previously, Joint Committee 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. This has been continued since the move to Joint Board on 1st April 2016.

Report

Activity Data

As usual, licensing and environmental health nuisances continue to provide the greatest demand on officer time, which is understandable given their direct impact on the public.

A peak in food complaints and enquiries in August followed the pattern of the previous year. For nuisance, the Summer demand peaked with the excellent weather but, as the weather broke during August, rates of complaint began to fall. The Community Environmental Health team were involved in a number of more complex, lengthy cases including major dust issues at development sites caused by the excellent weather. The team has also noted an increase in complaints about nuisance from the growing number of music festivals be held in the County during the Summer. These are often short, annual events which, although small in scale when compared with high profile events like Glastonbury, attract significant numbers of visitors to the areas of the County that are often quite sparsely populated. So whilst they contribute to the economic prosperity of the Districts, they also tend to take place in areas where local people are not used to occasional disturbances. Consideration will be given as to how these are managed in the future so as to balance the business needs of the organisers, participants and attendees with the expectations of residents.

An increasing number of complaints relating to filthy and verminous premises were received Q2, including one which involved the removal of approximately fifteen tonnes of waste/filthy and verminous articles.

As reported at the last Joint Board, the Licensing Team have been extremely busy working towards the introduction of the Animal Welfare Regulations 2018. Members will understand from the presentation at the last Board meeting, the significant regulatory change that this represents.

Work on the investigation of pollution offences around the renewable heat incentive (also reported at the last Joint Board) continued with Technical Services undertaking their third enforcement operation in this area. Operation Biomass 3 also involved West Mercia Police, the Environment Agency and Ofgem Officers raiding a business premises suspected of burning controlled waste and claiming renewable heat initiative payments from the Government. The raid was successful and 3 persons are under investigation for offences under the Pollution Prevention and Control Act and the Clean Air Act.

Performance

Firstly, a correction to last quarter's reporting, in relation to sickness figures. Bromsgrove HR realised last month that one of their formulas in the spreadsheet used to calculate sickness figures was not working correctly. They have provided us with a recalculated figure for Q1 of 1.83 days per FTE and hence the Q2 figure is 2.77. This is a significant improvement on last year and, if the trend continues, would suggest we will halve our sickness figures compared with last year and be back below the level in 2016/17.

In terms of our cumulative performance measures, Business satisfaction is up slightly to 94.8% so heading back towards where we have been historically. Broadly compliant food businesses remain around the 98% mark (97.7 %,) continuing to demonstrate that food businesses across the county are well run.

There are still concerns around the return rates for customer satisfaction with only just over 100 responses in 6 months and an even lower rate of overall satisfaction than Q1 at 61% at the end of September. Those who feel better equipped to deal with problems in the future have also fallen further so the overall score for this is 56%. The Head of Service has commenced a review of the satisfaction figures and the returns to look at where the issues lie.

An initial look back over the previous 3 years of figures for all six of the measures which, when aggregated, create our customer performance figure shows that all were stable through 2015/16 and 2016/17. Last year saw slight drops in people's satisfaction with speed of response, time taken to conclude work, the information provided to assist them and whether they felt better equipped to deal with problems in the future. However, the actual number of negative responses overall in each of these areas was close to the numbers in the previous two years. The service appears to have lost a number of positive responses for some reason.

Moving on to this year, all of the measures are down again, including the measure relating to people feeling that contact with WRS was helpful. The

Head of Service will work with the members of the Management Team to look at why this should be the case. Initial thoughts are that this could be related to the increase in channel shift with people moving to our website to self-serve. It is possible that this is removing many of the simpler complaints that we could have resolved quickly and thus taking away a group of potential positive respondents to the questionnaires.

The key issue certainly appears to be the public being unhappy when they are told that the issue annoying them is not a statutory nuisance. It is difficult to see how to move to a point where people in such situations will be satisfied when their expectations are beyond what the law can deliver. There is a tendency for these people to rate all aspects of the service poorly rather than just the outcome, no matter how well the officer or service have performed in the other areas covered by the questions.

However, it would also appear that there are some issues with officers not keeping in touch with complainants as well as they could and being clear with them as to what can be achieved. The Team Manager for Community Environmental Health has issued his team with a document to remind them of the principles behind the process used for dealing with nuisance. We hope that this might help to put at least some of the measures back on track. He is also arranging for a review of the materials used by officers that are provided to the public in relation to these matters.

Performance in turning around driver license renewals in Licensing is slightly higher this quarter at 91.2% but remains in line with previous performance. Vehicle failure rates remain low. 56 compliments have not been received against 15 complaints, a similar ratio to previous years in spite of the dip in customer satisfaction. The rate of noise complaint per 1000/ head of population, at 1.7, has slightly more than doubled since Q1, which one would expect given the busy summer months. This remains on target to be around 3-3.5 for the year in line with previous years. The rate of alcohol licensed premises being subject to complaints also indicates that premises are generally well run, with very few being added to the list of those being complained about in the Spring during the Summer months.

Total income is slightly behind target at 4.7% of base budget but we believe further income from Primary Authority work and other sources should see this increase in the second half of the year.

Contact Points

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mark.cox@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	72.1	60.1		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.4	95.5		
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.2	Bromsgrove 98 Malvern Hills 97.1 Redditch 96.8 Worcester City 98.2 Wychavon 97.8 Wyre Forest 98.1 Worcestershire 97.7	NA	
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.8	Bromsgrove 2 Malvern Hills 2.9 Redditch 3.2 Worcester City 1.8 Wychavon 2.2 Wyre Forest 1.9 Worcestershire 2.3	NA	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	88.6	91.2	NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA	Bromsgrove 1 Malvern Hills 0 Redditch 12 Worcester City 2 Wyre Forest 2 17/1429 vehicles county-wide =1.2% of fleet	NA	

7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	63.6	56		
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	6/22	15/56		
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	1.83 days/ FTE	2.77 days/ FTE		
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	2.6	Bromsgrove 2.6 Malvern Hills 2.0 Redditch 4.0 Worcester City 3.6 Wychavon 2.4 Wyre Forest 2.6 Worcestershire 2.8	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	0.88	Bromsgrove 1.6 Malvern Hills 1.4 Redditch 2.2 Worcester City 2.1 Wychavon 1.4 Wyre Forest 1.6 Worcestershire 1.7	NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	140,817/3,025,000 x100 =4.7%	NA	
14	Cost of regulatory services per	Annually	NA	NA	NA	

head of population (Calculation will offset income against revenue budget)					
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Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report 2018/19

(April to September)



Bromsgrove
District Council
www.bromsgrove.gov.uk

Malvern Hills
District Council
www.malvernhillsgov.uk

REDDITCH BOROUGH COUNCIL
making difference
www.redditchbc.gov.uk

Worcester
CITY COUNCIL

WYCHAVON
DISTRICT COUNCIL
good services, good value



Wyre Forest
District Council

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Summaries

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Contract Authority

Summaries

Foreword

Welcome to the second set of activity data for 2018/19.

As expected, the excellent Summer weather we had during June, July and early August led to a large spike in reactive demand for nuisance issues. Fortunately, when the weather broke, this created a fairly rapid decline, although obviously there was some lag before this was reflected in our capacity and officers in Community Environmental Health could start to focus on a broader range of work, beginning to build the number of food inspections to achieve their target at year end. This team also had a peaks in their public health complaints (accumulations, pest infestations and public burials) and in both food and health and safety at work complaints during the summer so they have been particularly busy.

There was also a peak in planning work during the Summer for the Technical Services team at a time where they are busy trying to build their portfolio of Primary Authority work. There was also a slight peak during July of lost dogs, which again we have to assume was down to the weather as it was against the trends we've seen in recent years.

Fortunately, Licensing continued to follow its normal seasonal track and the volume of FOI/EIA Information requests was reduced compared to quarter 1.

So there is lots to see in this report and we hope you find it informative.



Simon Wilkes
Head of Regulatory Services

Headlines - Quarter Two

Primary Authority

On 11th September 2018, WRS signed a Primary Authority Contract with Cemex who are a Mexican multi-national building materials company. It manufactures and distributes cement, ready-mix concrete and aggregates. WRS directly regulates 6 of the company's sites in Worcestershire and Gloucester City which are primarily cement batching process sites by issuing environmental permits and will be providing assured advice under the Primary Authority Regime for all English sites.



Dogs

The Dog Warden Team has had a series of press releases recently promoting the options available to dog owners if they are struggling to cope financially or behaviourally with their pet. The press releases featured Chantilly, a Shar Pei who's veterinary requirements had been neglected so much her legs filled with fluid inhibiting the ability to walk; a dog named syrup suffering from infected throat lumps that had been thrown over a fence and abandoned in the garden of an empty property; and a grey Staffordshire Bull Terrier suffering from an ulcerated prolapse. All these dogs and 388 other dogs were reported to WRS as stray dogs during Quarter 2. Many of these spent time in our kennels and vets, with 78 of those never being claimed but instead rehomed by WRS through reputable charities.



Licensing Update

The Licensing Team have been extremely busy this quarter with the introduction of The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 which came into force on the 1st October 2018. Under these new regulations the existing licensing regimes for animal boarding establishments, pet shops, riding establishments and dog breeders were repealed and replaced by a new single licensing scheme that regulates all of these activities and which also incorporates the licensing of those who train or exhibit performing animals. This new regime is designed to bring these activities into the 21st century and reflects Government's and the public's concern to ensure that animal welfare is paramount in the operation of these businesses. The new regulations are made under the Animal Welfare Act 2006, which is designed with the RSPCA's concept of the 5 Freedoms at its heart. Licensing Officers have designed both the application forms and the inspection forms and since the new regulations came into force on the 1st October 2018 Licensing has already received over 50 applications for the new "Animal Activity Licence". Each application will need an inspection by an authorised qualified Officer prior to its determination to assess its risk rating, star rating and ultimately the length of licence that can be granted.

Licensing Officers were involved in multi agency enforcement exercises this quarter. Licensing Officers accompanied by the Police and other enforcement agencies visited a number of premises across the County on numerous dates to ensure compliance with the relevant sections of The Licensing Act and/or The Gambling Act as appropriate. Some of these visits were quite high profile cases led by West Mercia Police which made the local press at the time. These visits were a result of the introduction of MATES (multi agency tasking enforcement strategy); where Officers of multi disciplines work together to enforce and keep people safe using a more targeted approach to problem solving.

Since 2017 Licensing has been working in partnership with West Mercia Police and the Police and Crime Commissioner's preferred training provider to deliver face to face Child Sex Exploitation training/awareness to all taxi drivers. The initial rollout is now coming to an end with free training having been provided in all districts by the end of November. Licensing with its partners are now looking at additional sessions being provided in Redditch and Worcester to ensure that all those wishing to attend have had the opportunity. Following the end of this programme an updated report will be presented to each Licensing Authority.

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Air Quality & Contaminated Land

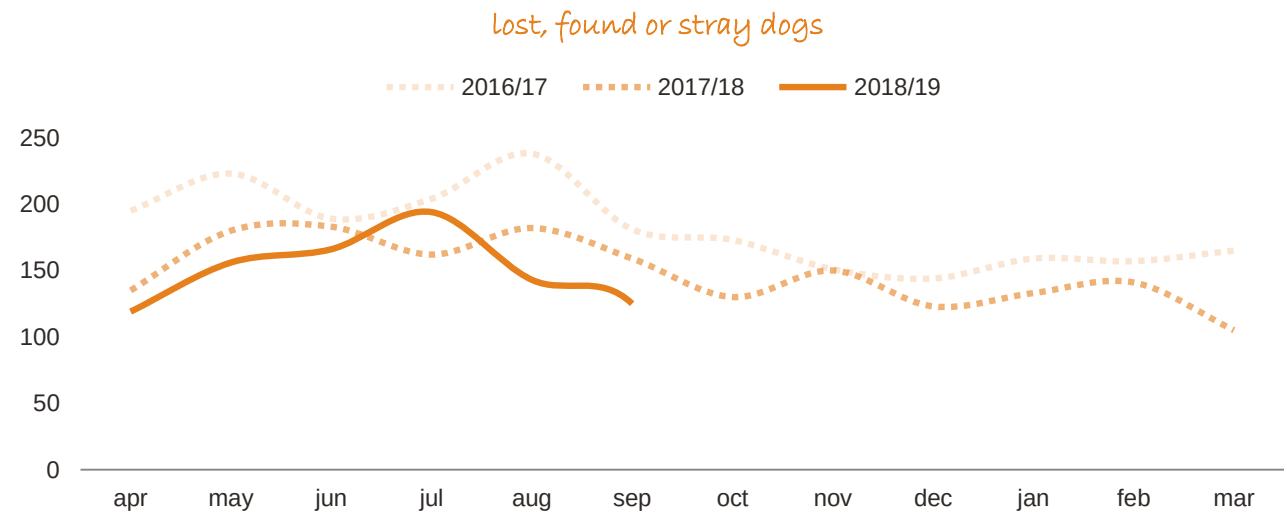
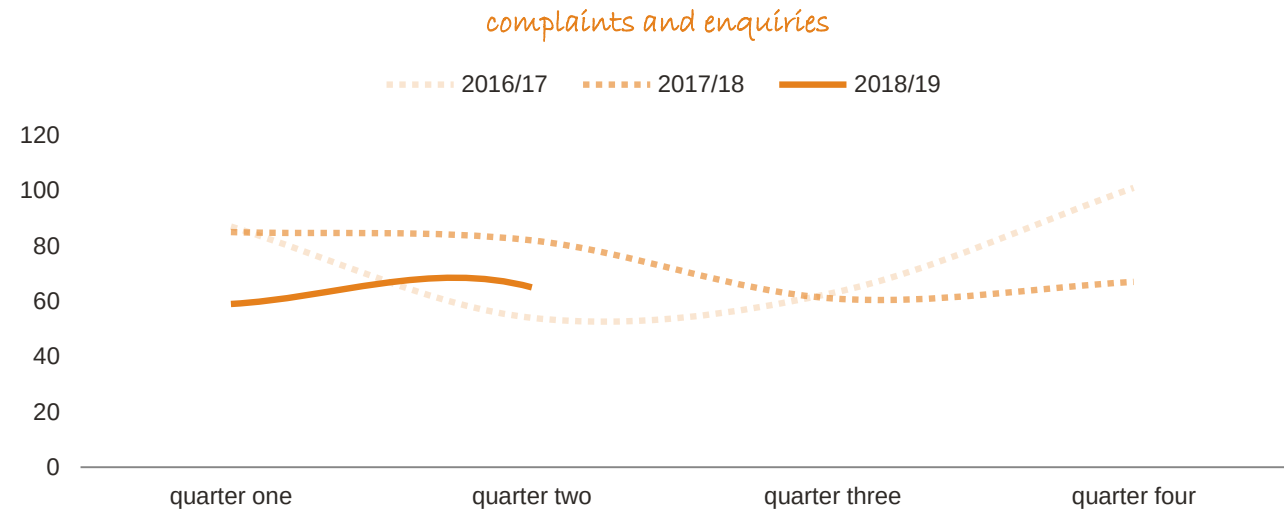
Q2 saw the first meeting of the County Air Quality liaison group. The purpose of the meetings are to improve communications and to investigate how current transportation work/projects can be improved from an air quality perspective. It is anticipated that the meetings which are held quarterly will also assist in the identification of emerging air quality threats and identification of viable funding opportunities.

There are no current updates to report on contaminated land for Q2.

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: As reported previously, the number of Worcestershire stray dogs reported is on a downward trend, in part due to Social Media and the Microchipping Regulations (that require all dogs to be microchipped and contact details kept up to date). Additionally, consistently charging owners for costs incurred in looking after their dogs each time they are found straying has encouraged better dog ownership and persistently straying dogs are largely a thing of the past.



Environmental Permitting

At the beginning of Q2 the permitting team successfully completed the annual DEFRA returns for all authorities for the period 2017-18 and approval of all EU PRTR (Pollutant Release and Transfer Register) notifications.

WRS ran a joint training course with the Environment Agency for local authorities at the Guild Hall on regulating the small waste incineration industry sector covering issues topics from the disposal of waste wood to clinical and hazardous waste. The course was well received and consideration is being given to rolling out the training to other areas of the country. Training has also been provided to newly qualified Registrars at Public Health England in Birmingham on industrial and rural air quality management.

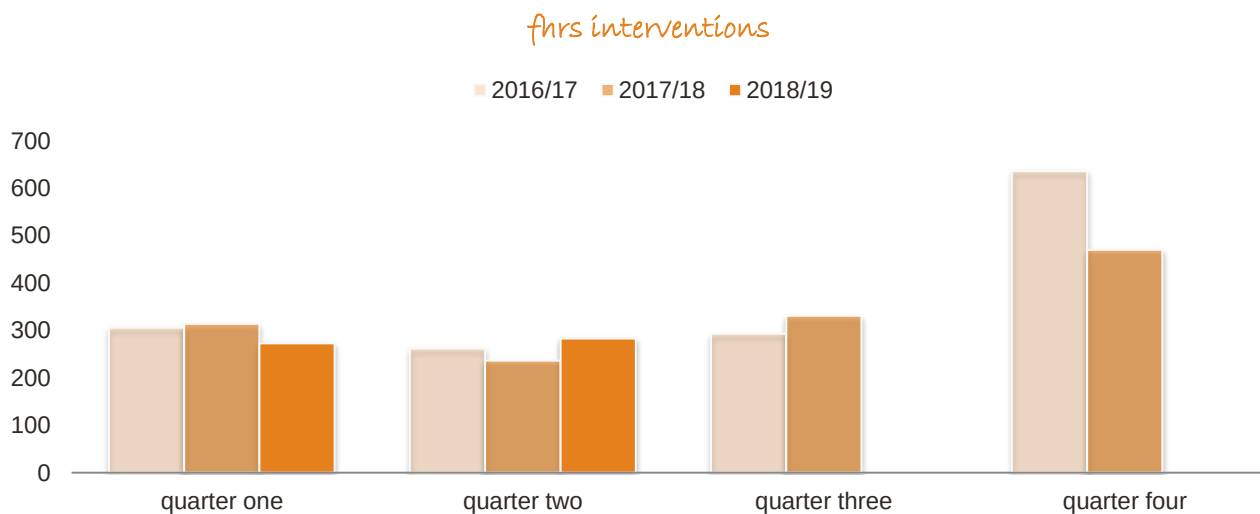
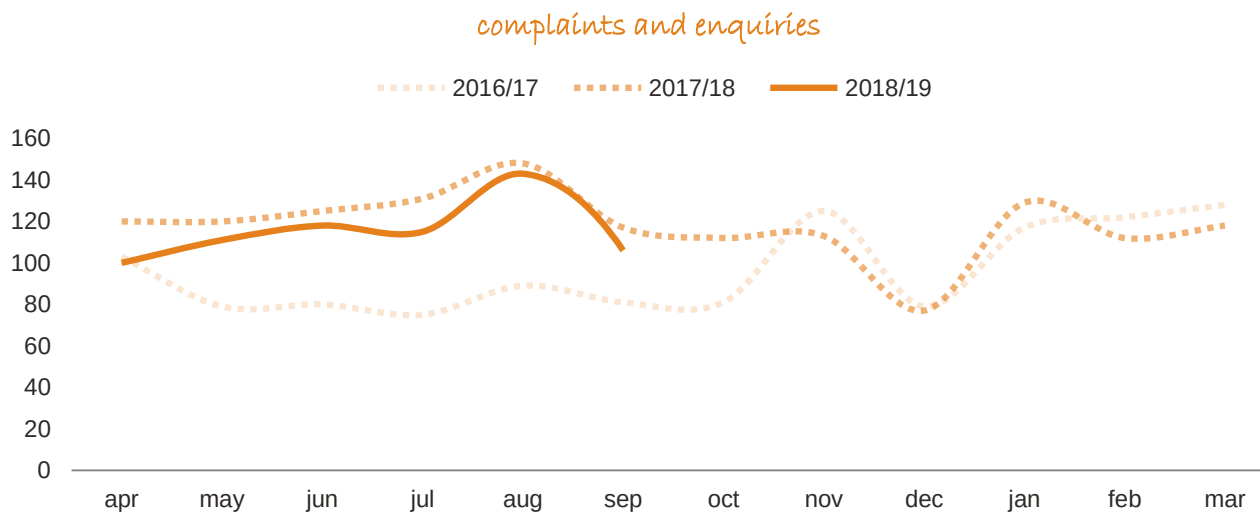
Following on from Q1 work into RHI scheme abuse WRS undertook its third enforcement operation (Operation Biomass 3). WRS, Police, Environment Agency and Ofgem Officers raided a business premises suspected of burning controlled waste and claiming renewable heat initiative payments from the Government. The raid was successful and we are currently investigating 3 persons for committing offences under the Pollution Prevention and Control Act and the Clean Air Act.

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 complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right) shows the number of interventions conducted by WRS at premises included in the Food Hygiene Rating Scheme, commonly known as FHRS.

Comments: A peak in food complaints and enquiries in August followed the pattern of the previous year, and the slightly less than expected demand for nuisance work in the latter part of the quarter enabled us to catch up with some of the outstanding Food Safety interventions.

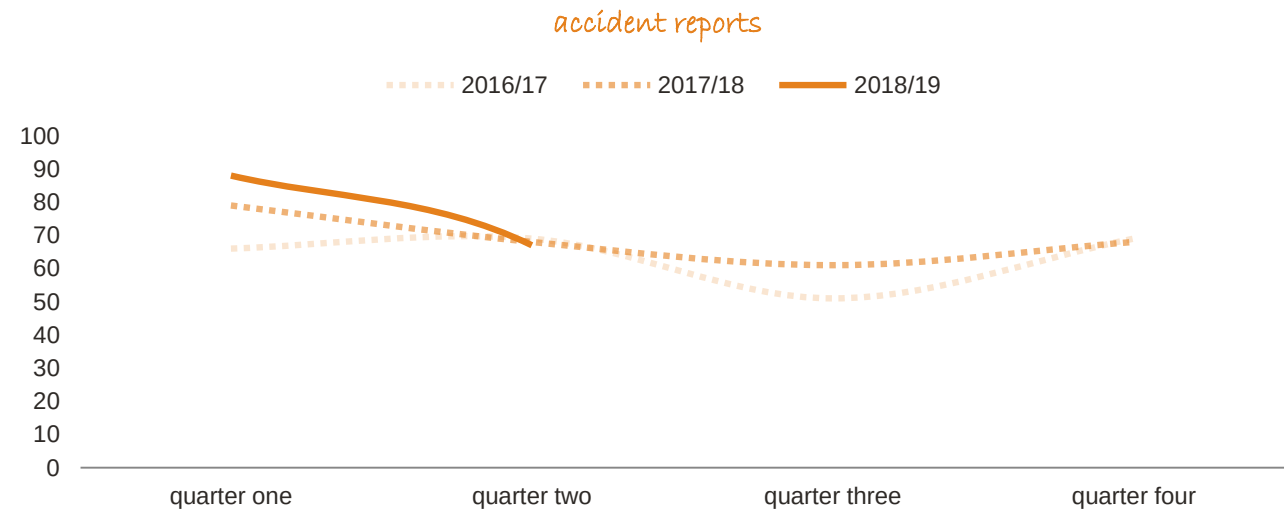
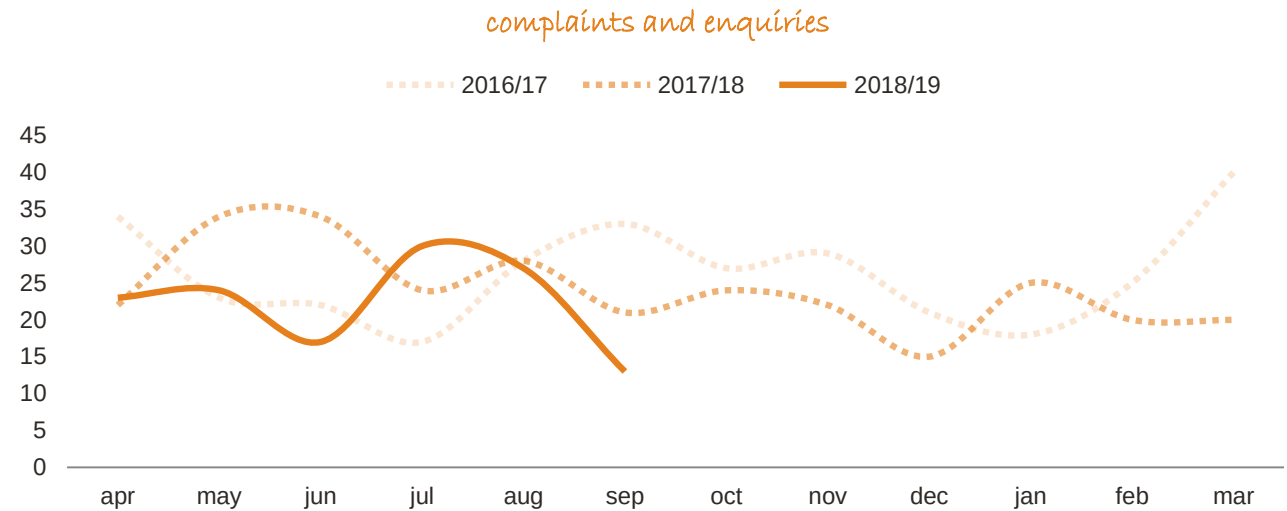
There continues to be a positive response from low risk businesses where contact is being made via questionnaire. The returns have identified that many businesses have ceased trading, several have changed hands and a number require a visit to be made due to a change in operation. New food business registrations continue at a similar level to last year and are following the recently reported national trend of many new takeaways and coffee shops.



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: Health and safety complaints and enquiries spiked unusually in July, whilst accident notifications remained broadly in line with previous years.

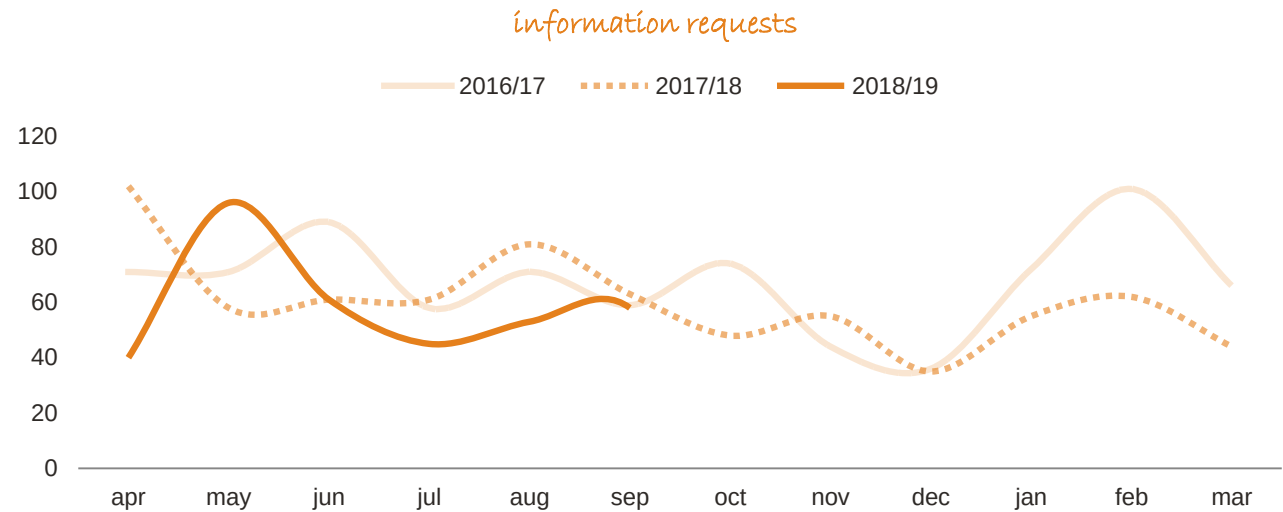


Information Requests

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

Information requests relate to the following;

- Environmental Information Requests
- Freedom of Information Requests
- Requests for information under the General Data Protection Regulation (GDPR) or the Data Protection Act 2018



Comments: With three different types of request being included in this data set it is difficult to identify trends. However, for environmental information requests that are often linked to the conveyance process, the late winter cold snap followed by good spring weather may have caused a glut of house sale linked requests being received in May. However the current dip in service requests may reflect the current slowdown in the housing market due to uncertainties associated with Brexit.

Licensing

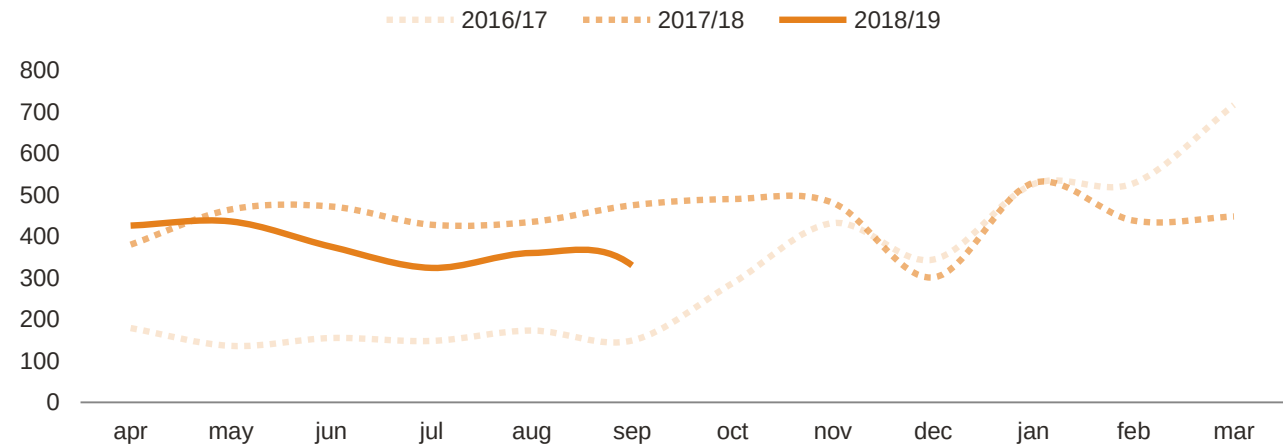
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

Licensing complaints, enquiries and applications relate to the following;

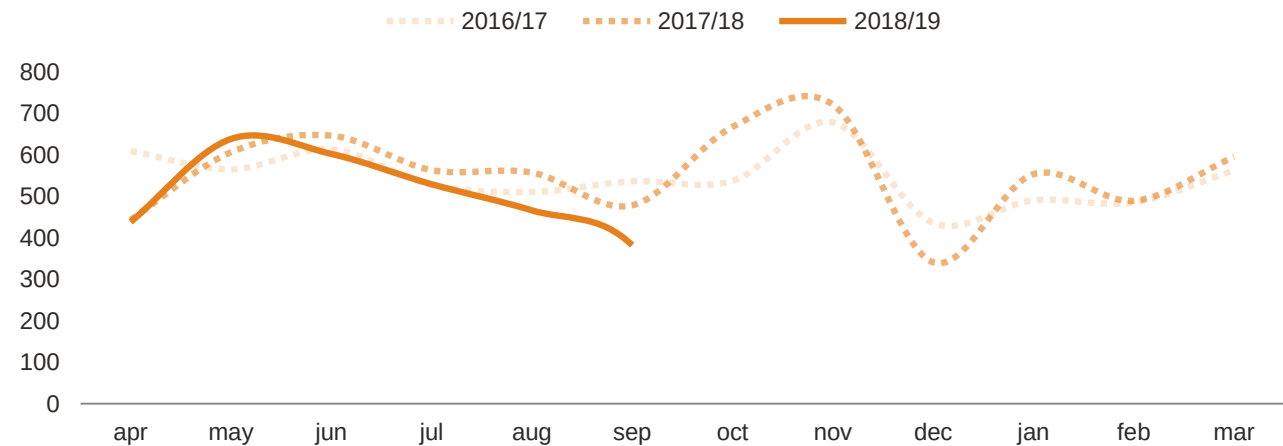
- Alcohol and entertainment (including gambling)
- Animals
- Caravans
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

Add comments here...

complaints and enquiries



applications



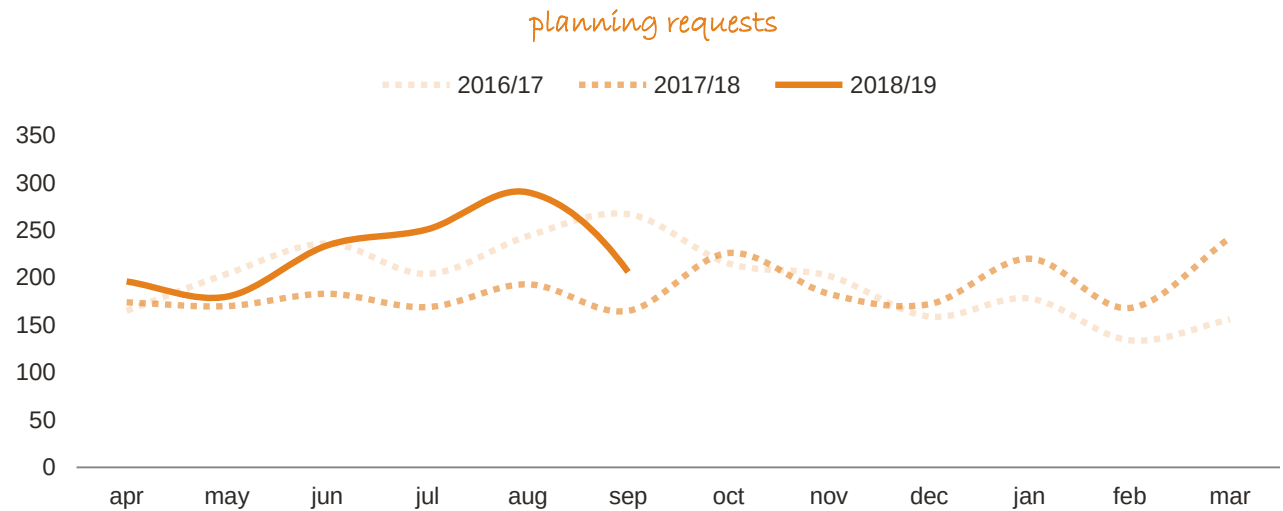
Planning

The chart (right) shows the number of planning requests completed 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
- Private Water Supplies

Add comments here...

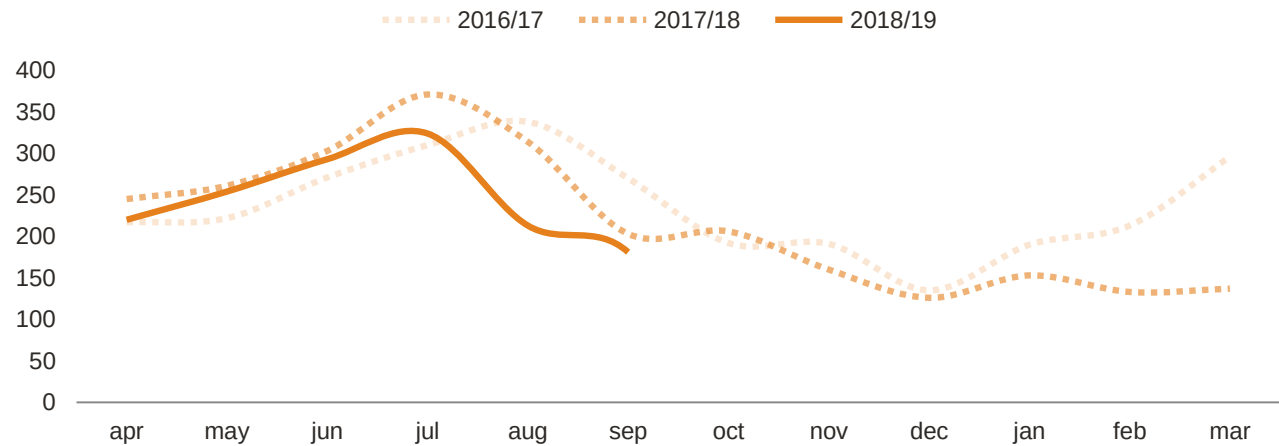


Pollution

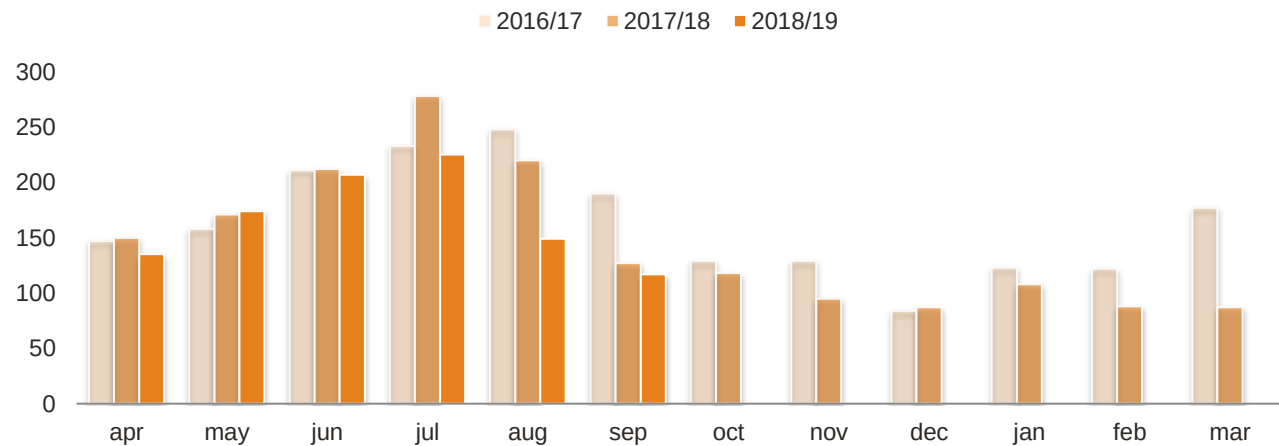
The chart (right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to pollution. Types of cases recorded under this category include contamination incidents, air pollution (smoke, fumes and gases), light pollution and noise pollution. The chart (bottom right)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

Comments: Q2 saw the expected spike in nuisance demand, and whilst slightly down on previous years the team were involved in a number of more complex, lengthy cases including major dust issues at development sites. The team was also noted an increase in complaints about nuisance from the growing number of festivals be held in the County. These are often short, annual events which attract large numbers of visitors to the area and contribute to the economic prosperity of the Districts. Consideration shall be given as to how these are managed in the future so as to balance the business needs of the organisers, participants and attendees with the expectations of residents.

complaints and enquiries



complaints and enquiries (noise pollution)



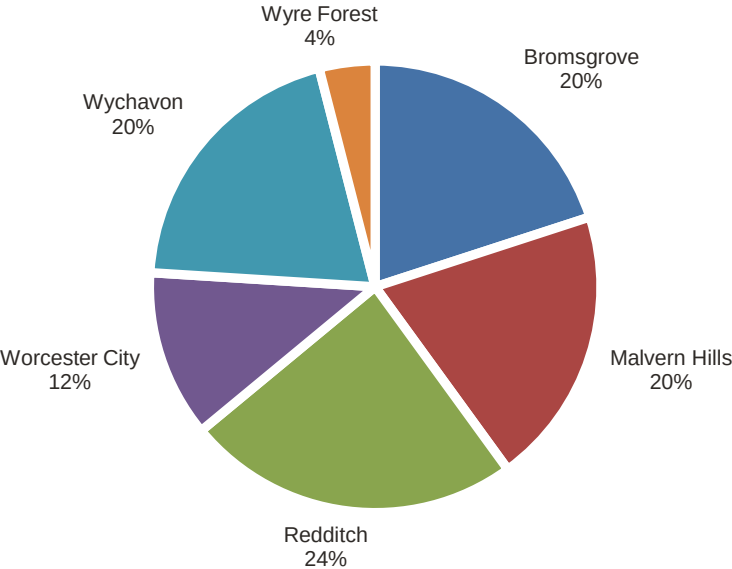
Noise Pollution

The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. It also shows the relative population and the number of cases recorded. The chart (below) shows the top 25 wards by district. For example, 20% of wards highlighted in the table are located within Worcester City.

Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

ward	Total	Population	Rate
Sanders Park	19	3,456	5.50
Norton	14	3,175	4.41
Wells	14	3,258	4.30
Abbey	22	6,232	3.53
Cathedral	38	11,160	3.41
Matchborough	18	6,152	2.93
Morton	6	2,060	2.91
Longdon	6	2,068	2.90
Lodge Park	16	5,630	2.84
Central	18	6,659	2.70
Warndon	16	5,928	2.70
Lindridge	6	2,246	2.67
Teme Valley	5	1,920	2.60
Bengeworth	19	7,301	2.60
Bowbrook	7	2,907	2.41
Headless Cross And Oakenshaw	20	8,539	2.34
Hagley East	6	2,586	2.32
Bedwardine	19	8,497	2.24
Upton Snodsbury	6	2,692	2.23
Charford	8	3,638	2.20
Greenlands	20	9,298	2.15
Broadwaters	20	9,326	2.14
Evesham North	11	5,160	2.13
Barnt Green And Hopwood	6	2,838	2.11
Bretforton And Offenham	6	2,883	2.08

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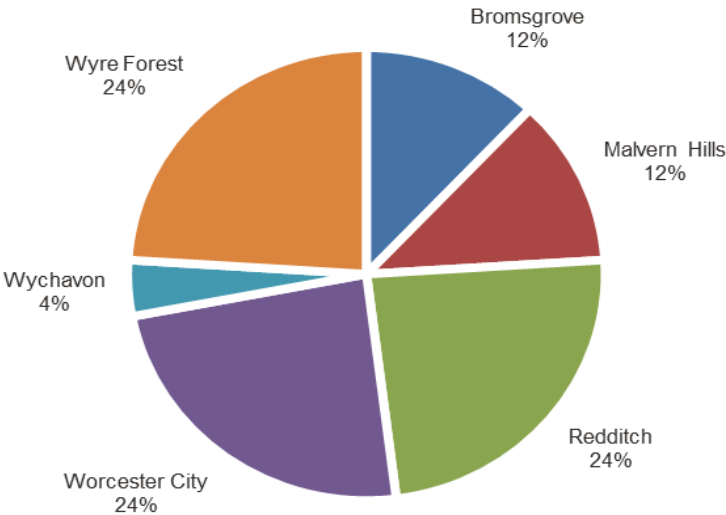


Noise Pollution (2017/18)

The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. The data covers 2017/18 and is intended to be a point of reference for the data highlighted on the previous page.

Ward	Total	Population	Rate
Abbey	33	6,197	5.33
Upton And Hanley	21	4,186	5.02
Greenlands	45	9,122	4.93
Rock Hill	14	2,938	4.77
Batchley And Brockhill	40	8,553	4.68
Sanders Park	16	3,463	4.62
Charford	17	3,707	4.59
Astwood Bank And Feckenham	27	6,042	4.47
Blakebrook And Habberley South	39	9,000	4.33
Bedwardine	35	8,279	4.23
Cathedral	45	10,835	4.15
Warndon	23	5,934	3.88
Arboretum	23	6,195	3.71
Bewdley And Rock	31	8,542	3.63
Priory	15	4,234	3.54
Bengeworth	24	6,793	3.53
Central (Redditch)	22	6,494	3.39
Nunnery	27	8,087	3.34
Tardebigge	12	3,611	3.32
Saint Stephen	17	5,233	3.25
Tenbury	12	3,873	3.10
Areley Kings And Riverside	25	8,261	3.03
Aggborough And Spennells	25	8,685	2.88
Mitton	27	9,752	2.77
Winyates	23	8,360	2.75

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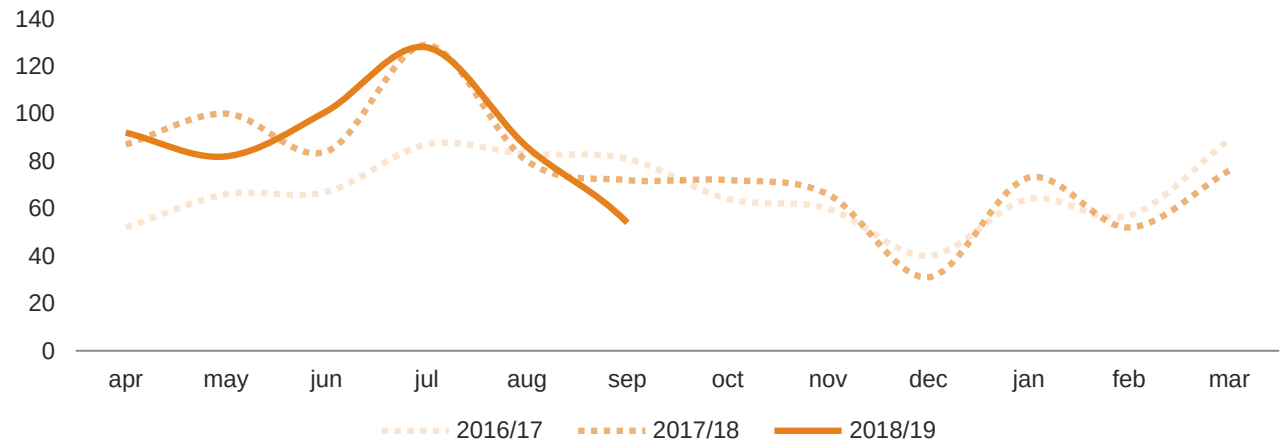
Public Health

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 category 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 in four Worcestershire Districts (Bromsgrove, Redditch, Wychavon and Wyre Forest). Malvern Hills and Worcester City do not offer subsidised pest control service.

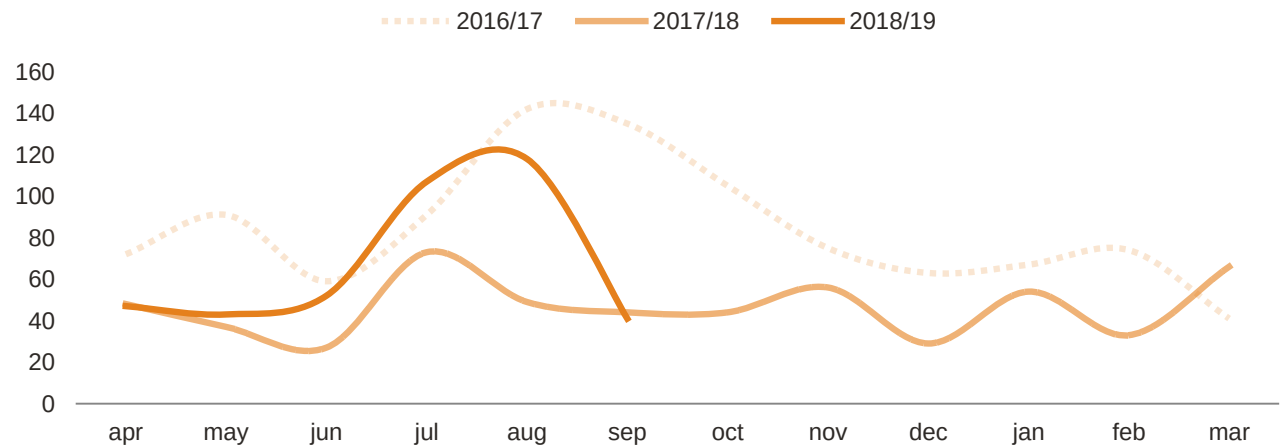
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Comments: The numbers of subsidised pest control treatments in relevant Districts have increased during June and July due to the wasp friendly summer weather. This is likely to be repeated with increased rat treatments during the autumn. An increasing number of complaints relating to filthy and verminous premises were received Q2, including one which involved the removal of approximately fifteen tonnes of waste/filthy and verminous articles.

complaints and enquiries

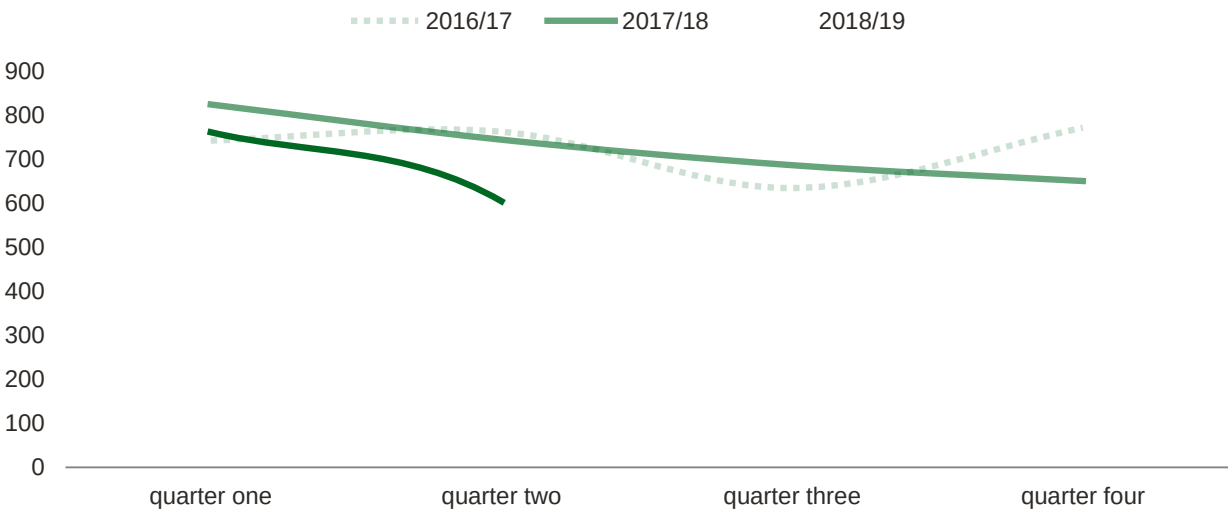


pest control (domestic subsidised treatments)



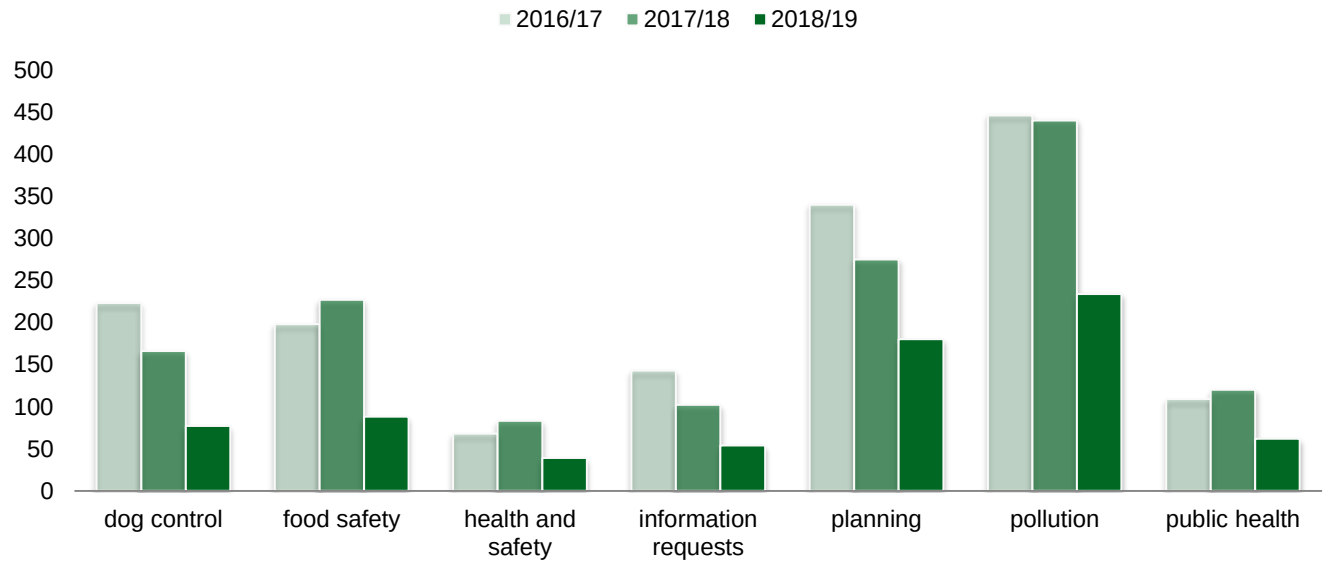
The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Bromsgrove*.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

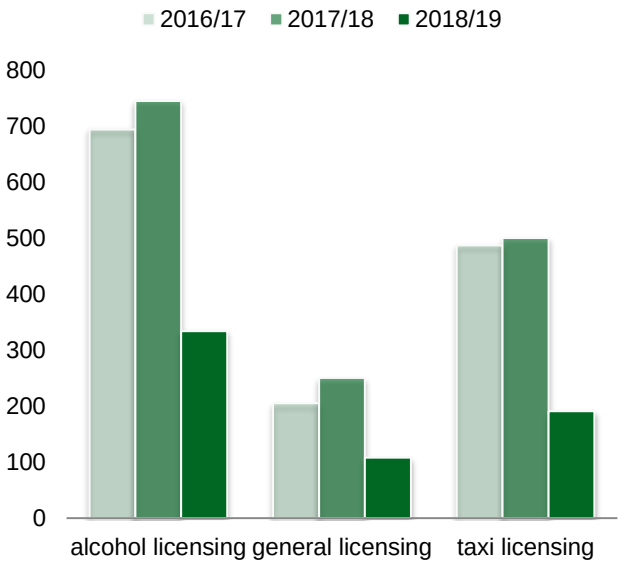


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Environmental Health

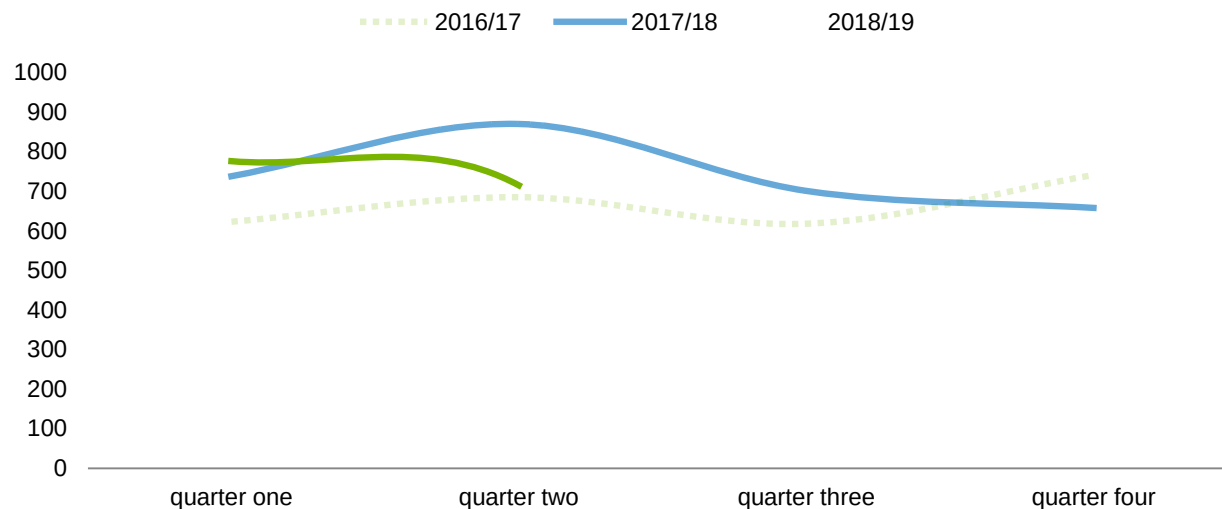


Licensing



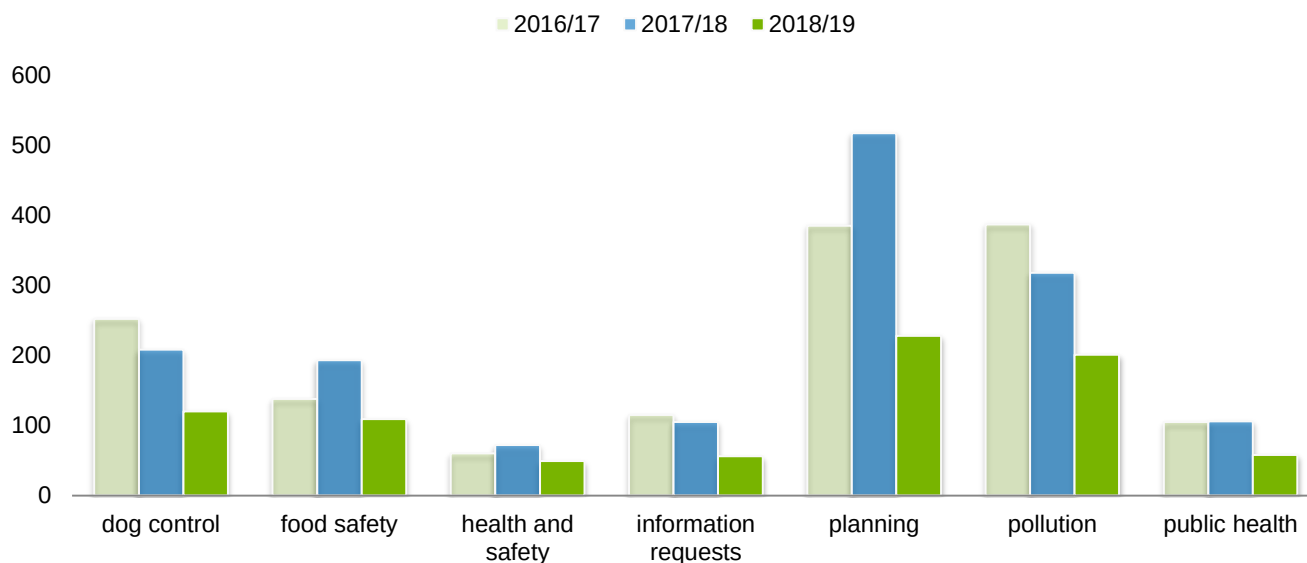
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

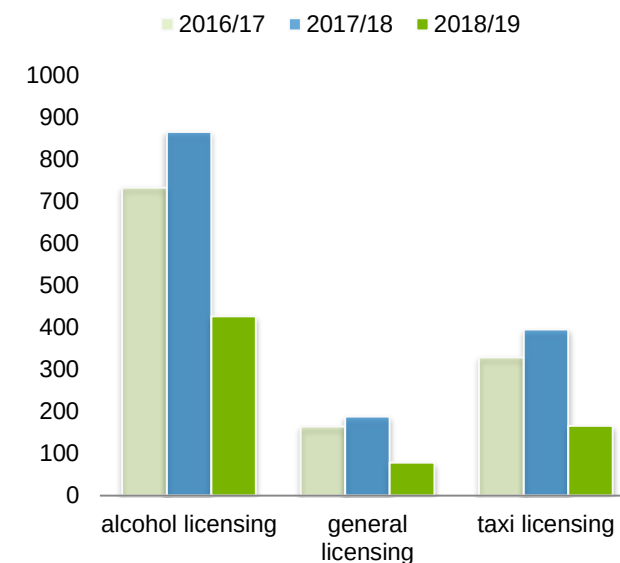


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Environmental Health

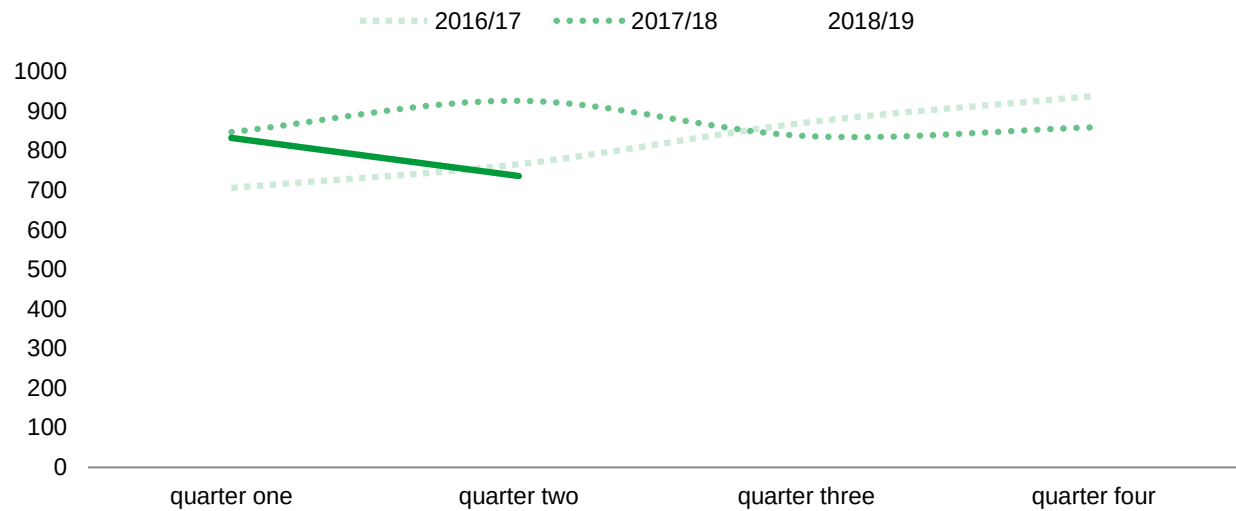


Licensing

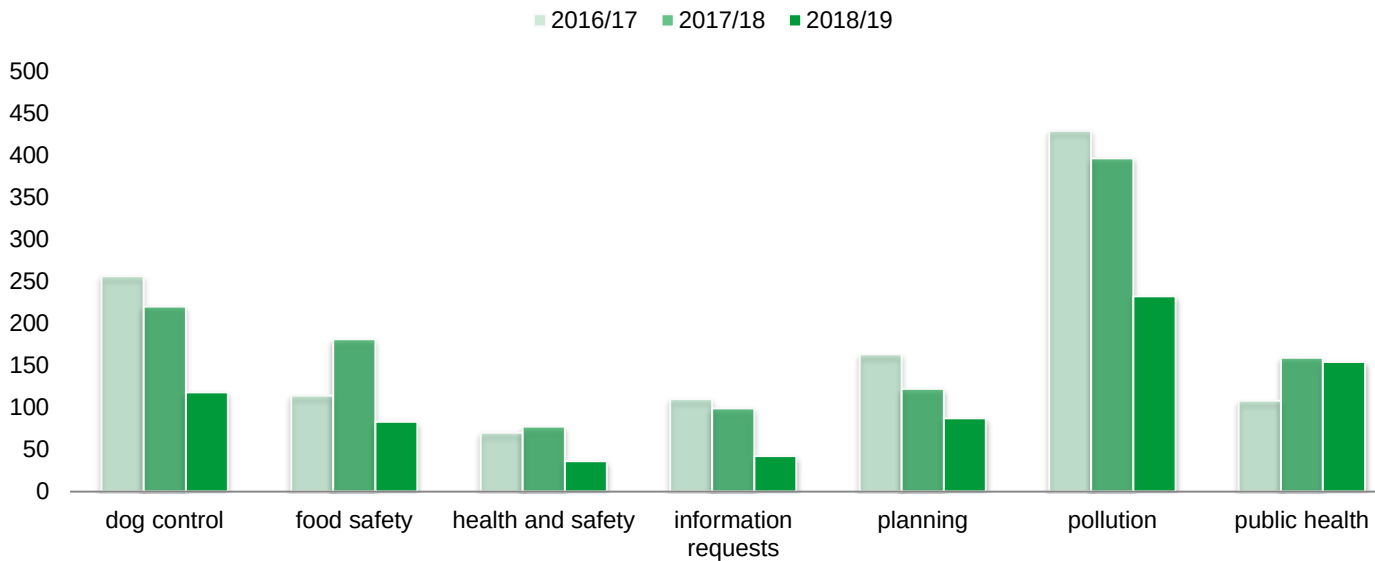


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

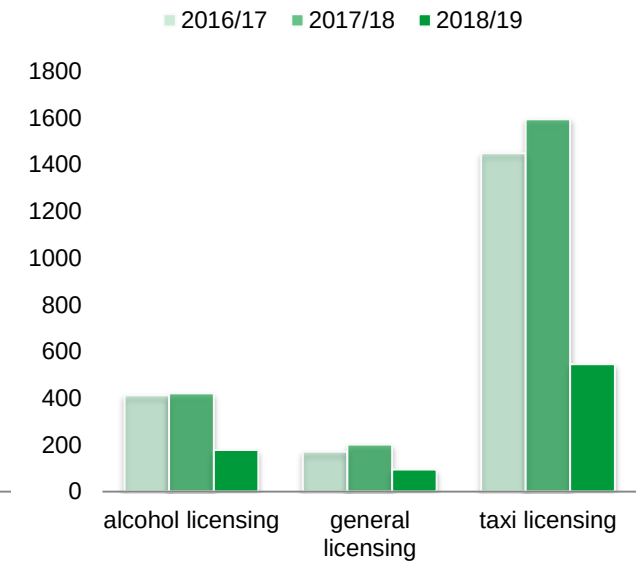
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Environmental Health

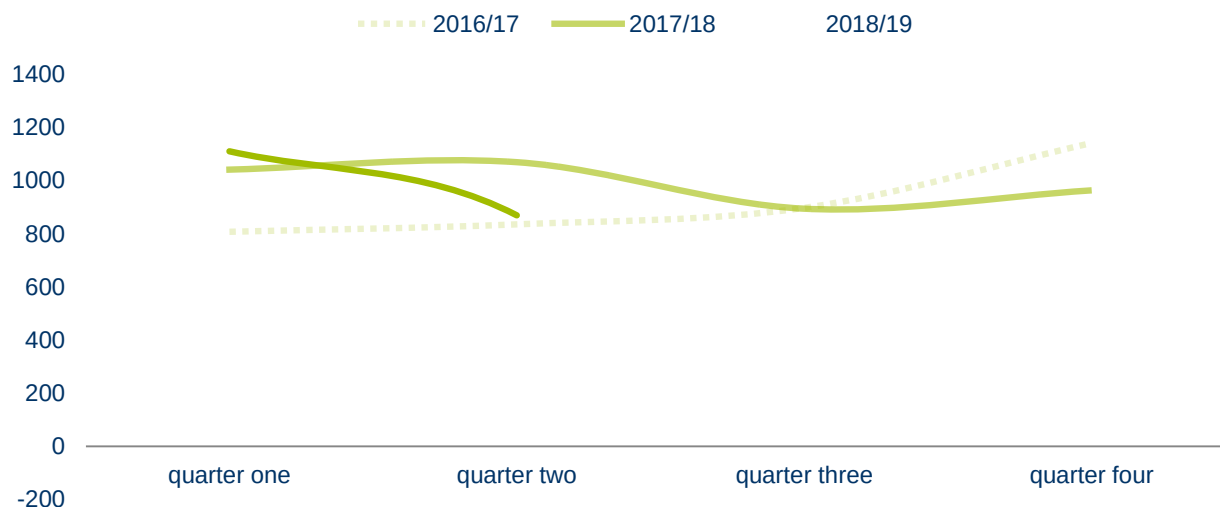


Licensing

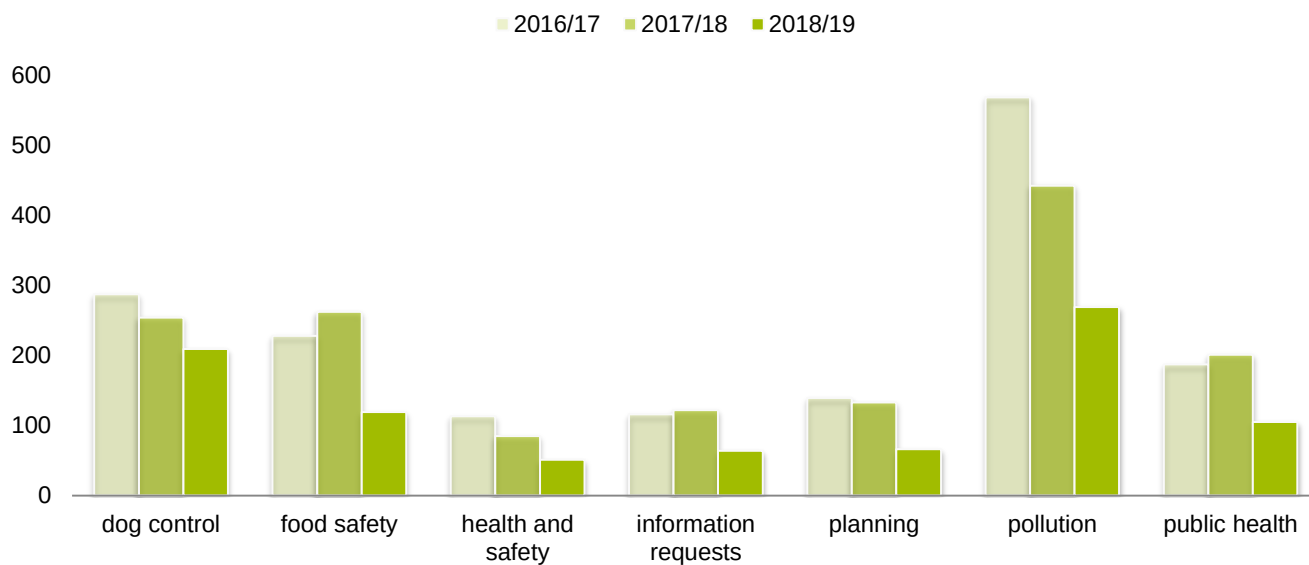


The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Worcester City*.

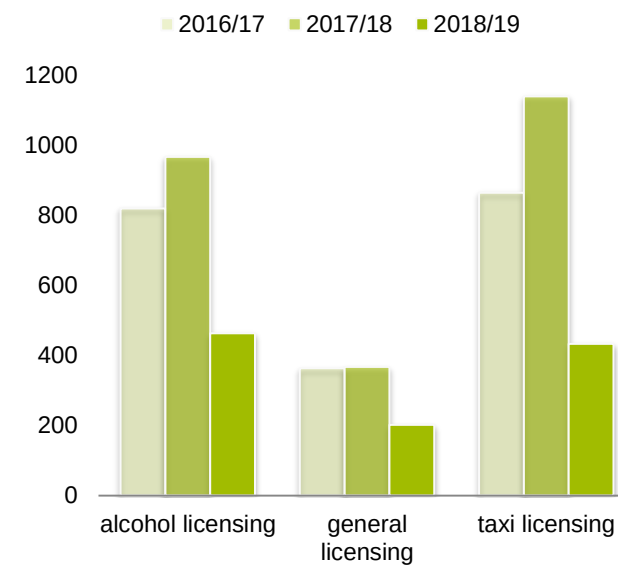
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Environmental Health

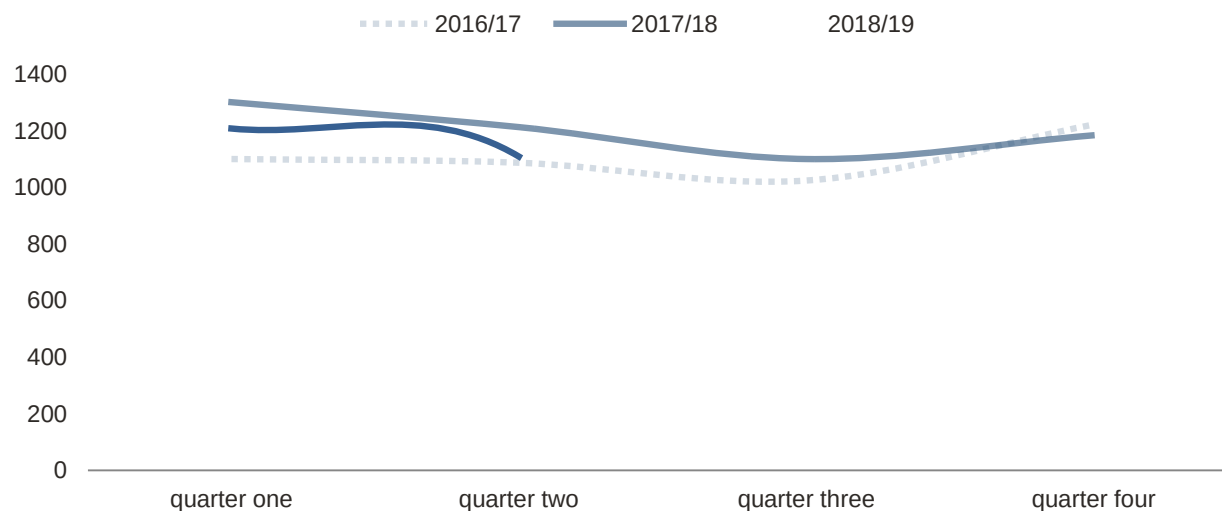


Licensing



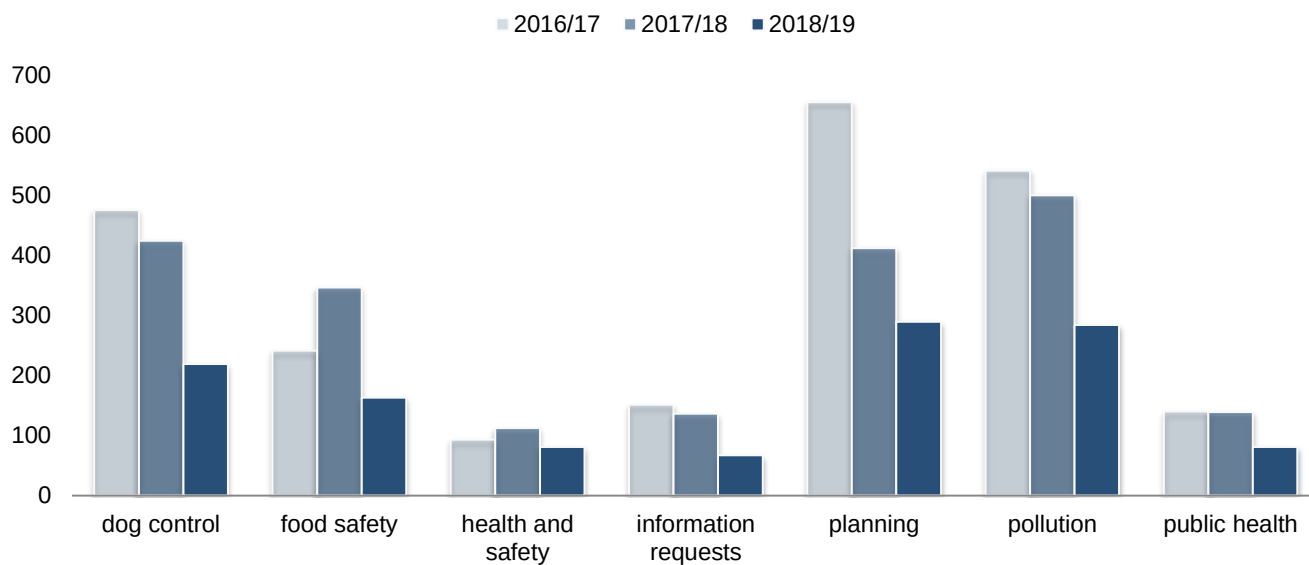
The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wychavon.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

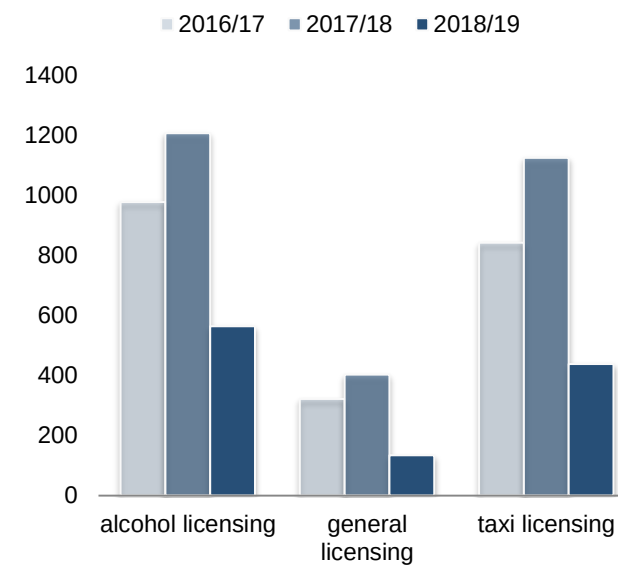


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Environmental Health

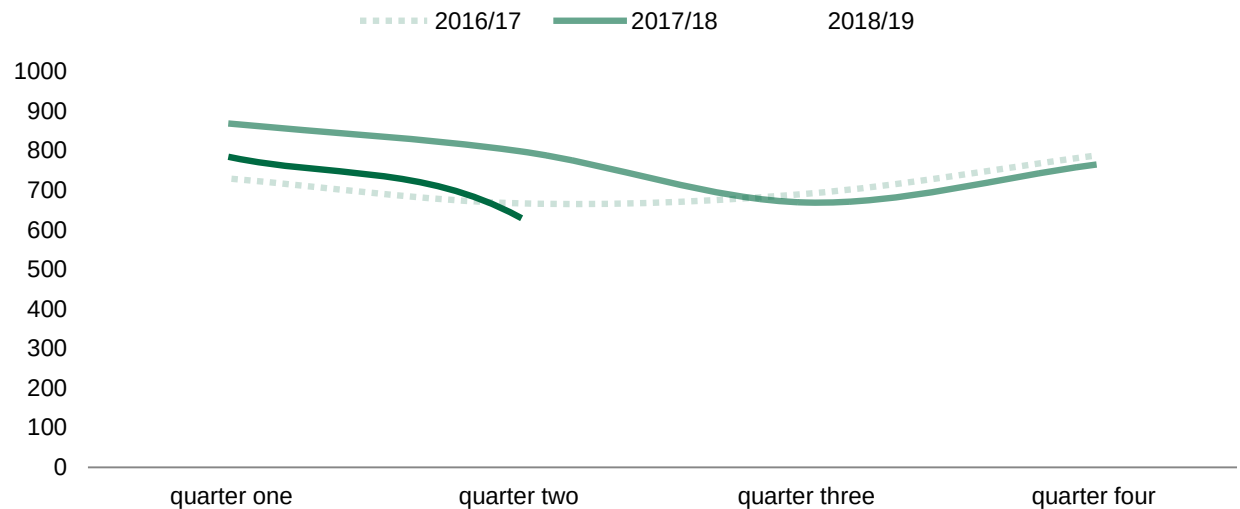


Licensing

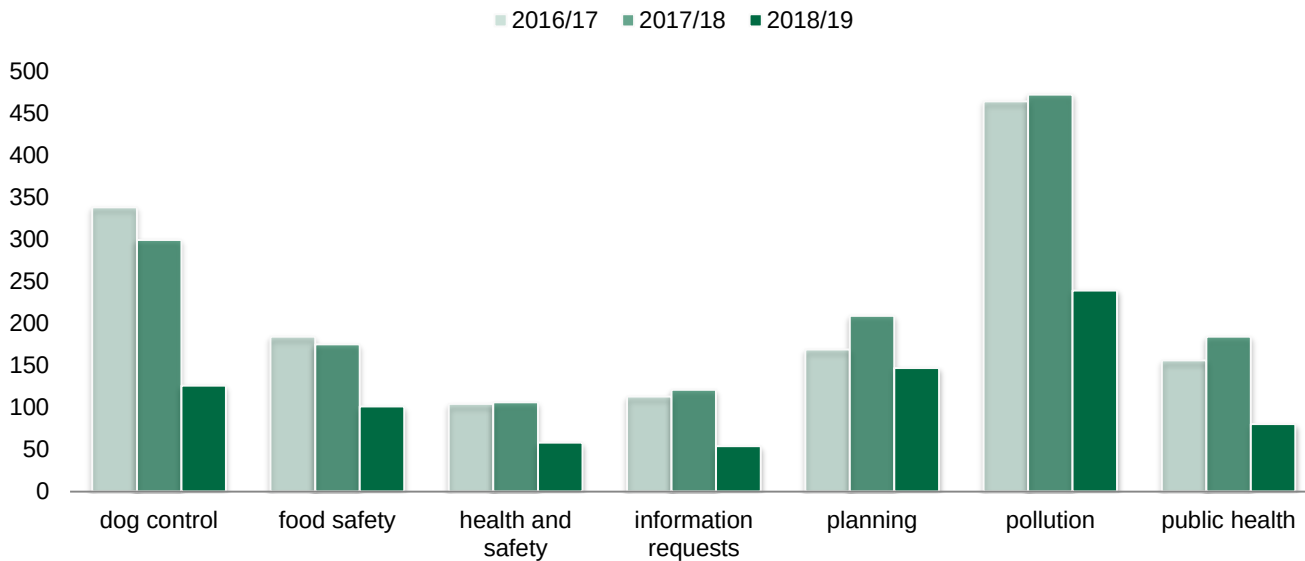


The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wyre Forest.

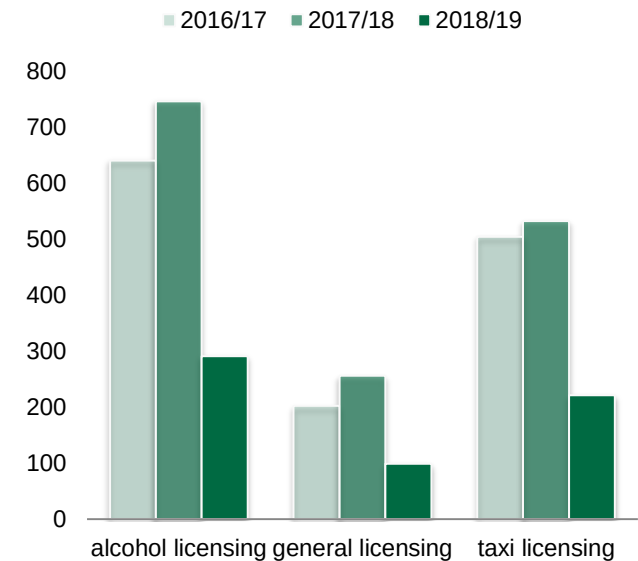
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Environmental Health



Licensing

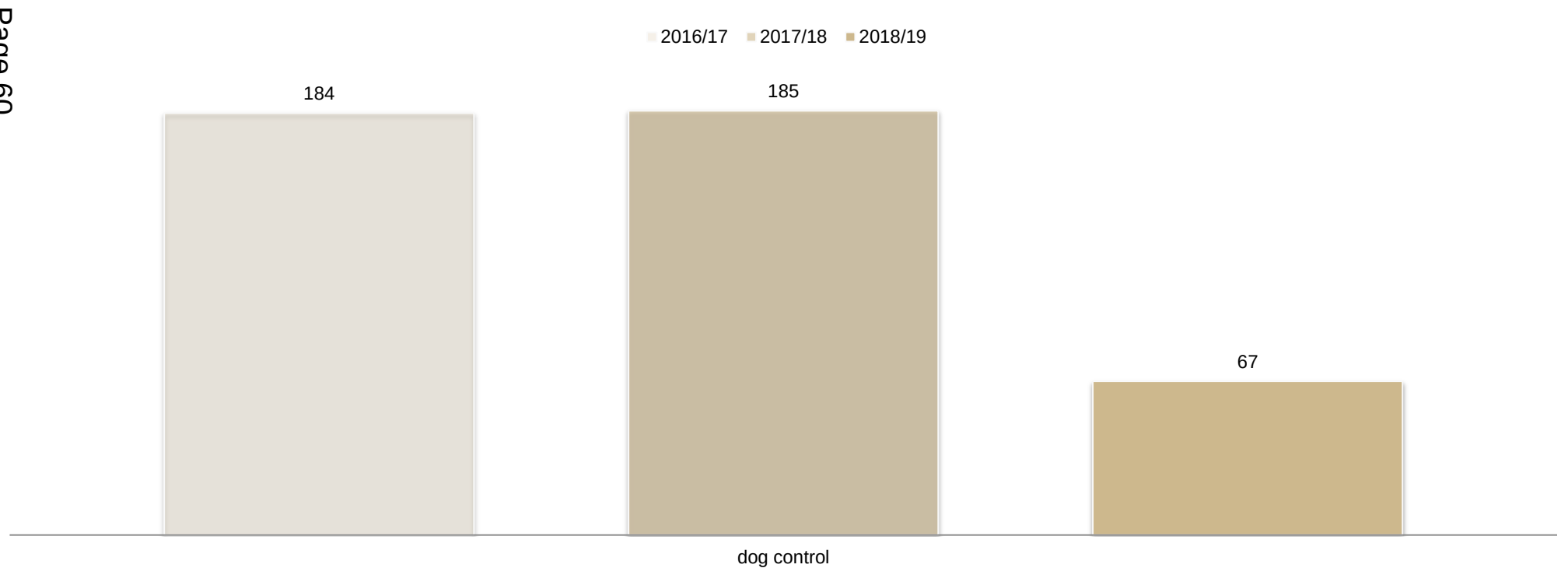


Cheltenham Borough Council

The dog control work WRS undertake for Cheltenham Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Cheltenham Borough Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities.

The numbers of stray dogs are remaining steady following an initial fall in numbers when WRS took over the contract. Despite the warm weather causing doors to be left open, Cheltenham has avoided the summer spike in stray dogs.

The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Gloucester City Council

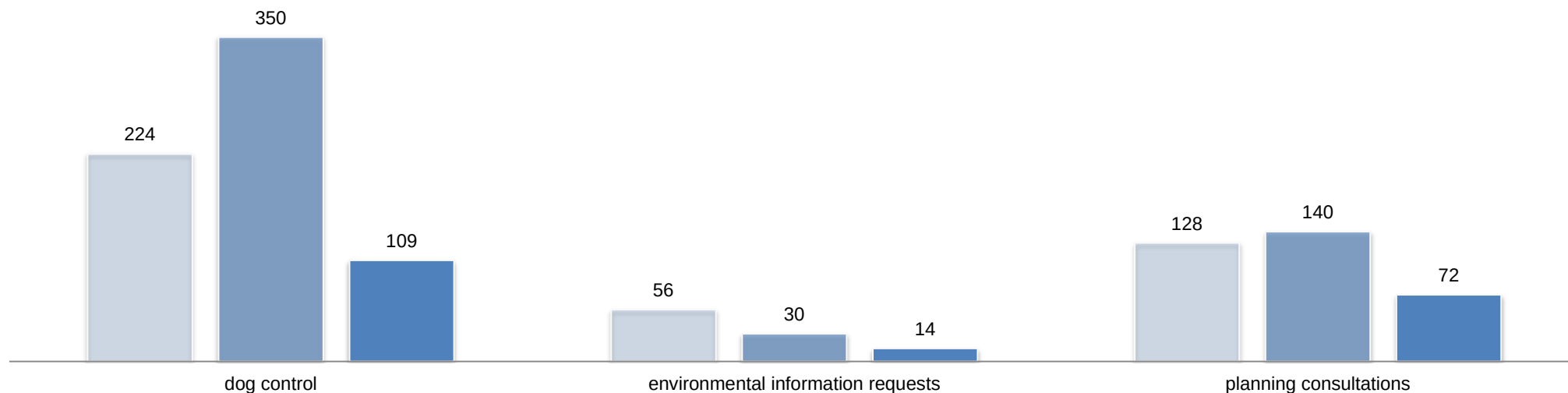
The dog control work WRS undertake for Gloucester City Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Gloucester City Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As with other Gloucestershire and Worcestershire authorities the numbers of stray dogs are reducing annually. The numbers of stray dogs collected have been consistently lower for Quarters one and two this year.

The number of Environmental Information Requests received have slowed down during Quarter two and overall are not significant in terms of work volume. The planning consultations are consistent this year with last, based on the quarter two figures. In addition to those represented here, we have also been delivering environmental permitting work, inspecting industrial sites and managing the permit application and maintenance processes.

The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each

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2016/17 2017/18 2018/19



South Gloucestershire Council

South Gloucestershire being located on the outskirts of Bristol was subject to significant contaminative industries and activities historically. Pressures on brownfield development recently have presented the authority with a large volume of planning applications on significantly contaminated and complex sites. For a number of years now WRS has been asked to assist with this work focusing on the complex sites, so whilst numbers of referrals remain low (and lower than last year) they continue to be time consuming and complex. The expertise the Partner Authorities pooled with the formation of WRS has enabled us to provide a high standard of service during this period. The figures below show a consistent level of assistance that WRS has provided to South Gloucestershire Council compared with the last two years.

The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

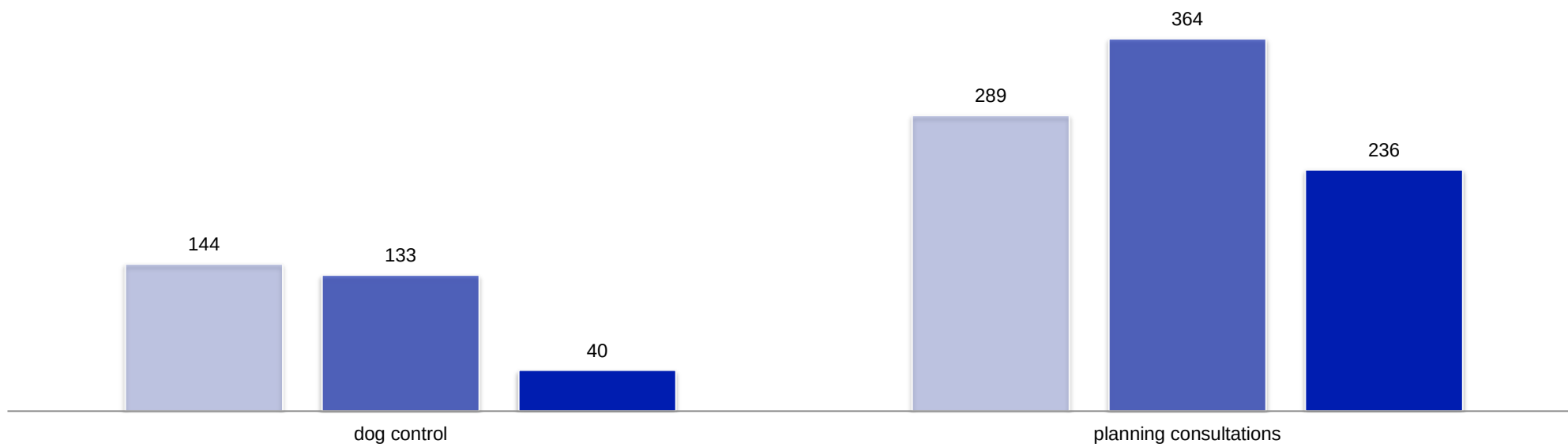


Tewkesbury Borough Council

The dog control work WRS undertake for Tewkesbury Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Tewkesbury Borough Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As predicted, the number of dogs collected or reported as strays are significantly lower than previous years. This follows the national trend in dogs being reported to Dog Wardens. The number of planning applications that WRS are requested to provide nuisance or air quality advice on continue to be high. Unfortunately, due to a process change, the numbers of consultations for planning requests this year can not be directly compared with previous ones as historically, air quality consultations were under recorded. This has now been rectified which may account for some of the increased level in consultations this year.

The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

2016/17 2017/18 2018/19



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WRS Joint Board

Date: 15th November 2018

Title: Duty Desk Information Report

Recommendation	That the Joint Board notes the Report.
Background	The Duty Officer team is the first point of contact for all WRS regulatory matters on behalf of all Worcestershire districts and for the service's external contract work. Although the shift has gradually been to encourage more use of self service options, the Duty Officers continue to take phone calls, respond to email and postal enquires and sometimes, but very rarely, have face to face contact with members of the public. Officers are trained to try and close calls at first point of contact by either answering the query or directing callers to the appropriate website guidance. This spans all areas of WRS work across licensing, food related queries, nuisance, contaminated land, lost/stray dogs and trading standards, the last of which is simply sign-posting to the Citizens Advice consumer Service. They liaise on a daily basis with officers from across the service, and the dog warden team in particular as liaison with dog owners is an important part of their role. They also deal with people from outside of the county as part of the support for WRS's contracted activity. Most other regulatory services, based within individual local authorities either answer their own calls using professional staff or have a central call handling team in the organisation that merely signposts or redirects calls the appropriate person/department.
Report	Some years ago, following a request from the Worcestershire Hub for additional funding for the continued support of WRS call-taking, the then Head of Service and the WRS Management Board recommended to Members of the then Joint Committee that the service should take its own calls. This was both to limit the costs around first point of contact but also, following Systems Thinking principles, to get a better understanding of what the customer wanted and, if possible, to close the call at that point to limit any hand-offs of work to only those that were essential. The Duty Team has been through a number of changes to get the point it is today. The WRS Management Team felt it would be helpful to give members a better understanding of the how the team operates and what calls WRS takes on behalf of the partners.

Current Process

The public continue to contact the team through a number of channels but as the service has moved towards a more intelligent and better informed online presence, the approach has most certainly been to encourage customers to go to the website for advice and self service options. Due to resource constraints, changes in consumer expectations and the changes in service options, WRS have put in place a process that allows officers to understand the issue being raised by the customer and allows officers to deal with as much as they can using their expertise and knowledge base. The requirement for the public to attempt self-help with the majority of domestic nuisance issues does limit somewhat the responses available and the Duty Team receives training on how to deliver these messages from other members of the WRS team.

The Duty Officer team comprise 3.5 FTE posts, occupied by a mix of full and part time officers. Alongside them each day there is a dedicated support officer plus 3 technical officers from each team (Licensing, CEH and Technical Services).

On average WRS receive around 130 calls and 40 emails per day with the average person waiting under a minute to speak to an officer. Table 1 shows the volume of calls received over two periods by the WRS duty team. Calls continue to be the highest contact made by the public although emails are increasingly popular.

Table 1

Service requests received by WRS

	Oct 2016 to Sep 2017		Oct 2017 to Sep 2018	
	Total	%	Total	%
Duty Officers	7,868	61.1	7,870	68.2
Other	5,017	38.9	3,661	31.8

It is important to understand that the duty desk is not seen as a call centre. WRS system is designed with understanding the problem, where possible answering the query immediately and closing the call at first point of contact, hopefully with a good satisfaction rate. Older measures such as how quickly the call is answered and re-directed are not as relevant where this is the purpose of the process. There are, of course, some elements of time looked at such as call waiting times and abandoned call rates, but the emphasis has always been to solve the query as soon as possible.

Continuous Change

A review in early 2017 identified that it was necessary refresh the website to encourage more consumer engagement and understanding of our services via this channel. It was essential to make it more user-friendly and accessible through all devices including mobile phones. At the same time the way that consumers contacted the helpdesk was also reviewed. WRS Managers looked at:

- Number of calls per channel (phone/email/post/internet query pages)

- Number of abandoned calls
- Average waiting times
- Calls per service area
- Calls Received

As a result of this review WRS worked with Wyre Forest IT and introduced a automated phone message system in September 2017 in order to:

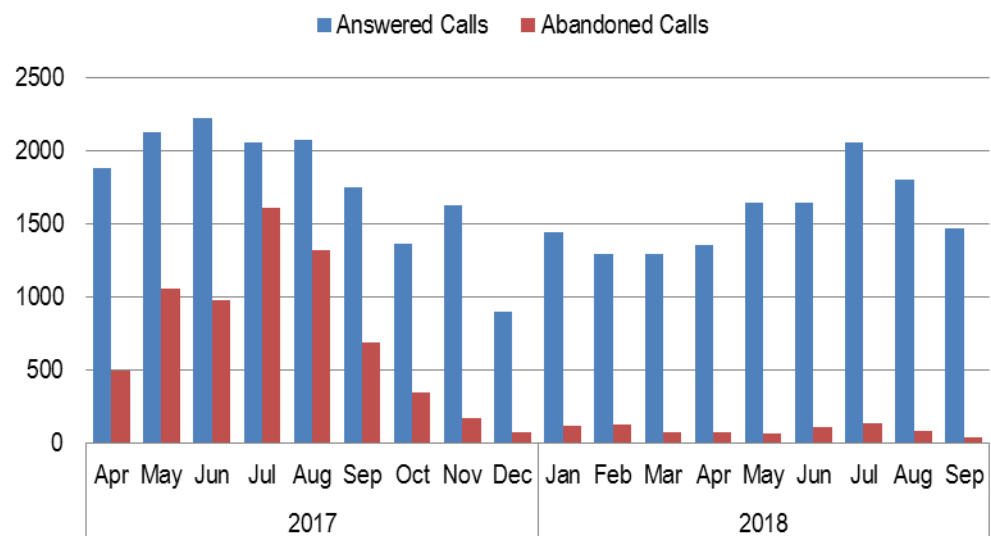
- Reduce waiting times per caller
- Get customers to the right person at a quicker pace
- Reduce the number of callers that require a different service
- Filter contract work

Not only did this have an impact on the customer but internally WRS were able to plan resources more carefully, increase staff morale and deal with the email channel more efficiently.

Data Collection and Analysis

Call Numbers

Table 2 – Calls Taken and Abandoned

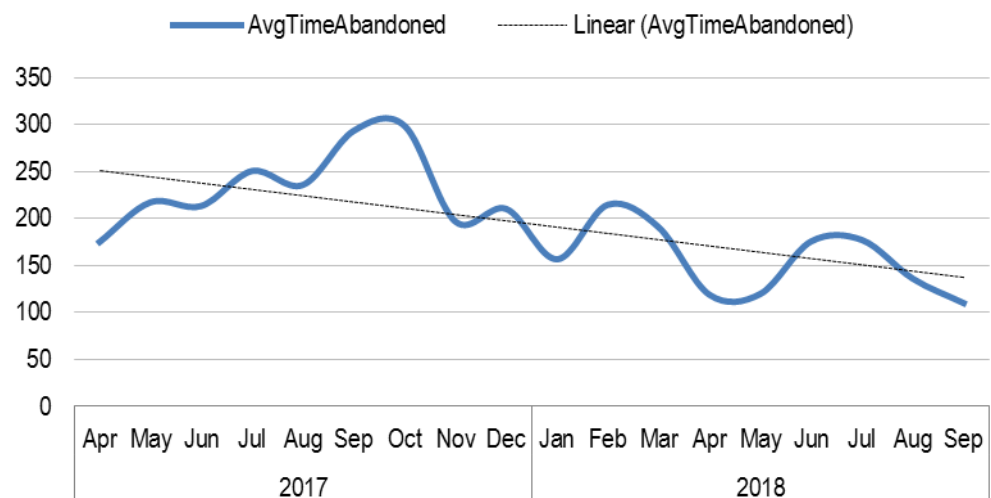


In September 2017 the changes indicated were implemented and Table 2 shows the impact of calls taken on the desk and abandoned rates before and after the introduction of the phone message. In general WRS calls tend to be higher in summer periods due to a spike in nuisance complaints and lost dogs however the chart shows that calls actually decreased over the same period after the message was introduced and abandoned calls dramatically decreased to an all time low. After careful analysis we concluded that this is

because:

- Callers are listening to the message options and therefore remain on the phone longer so do not have to be on hold waiting to speak to an officer. By the time the message options finish generally there is an officer free to take the next call.
- The separation of the dog calls, which are invariably time-consuming, from Licensing, Environmental Health and Trading Standards calls allows the latter to be picked up more quickly and efficiently.
- Less people are on hold waiting and therefore are not hanging up and calling back resulting in a change in overall total and abandoned figures.
- Callers are being encouraged to visit the website or send an email and this is repeated throughout the message providing details to customers of the website address, email contact and it also refers callers to any self service options we have available on the website where appropriate.

Table 3 – Abandoned Calls



WRS have worked hard internally to put in processes to reduce the abandoned call rates (Table 3). These measures have included:

- Allocation of resources to areas where we know there is peak demand
- Increasing resources on the technical officer side
- Identifying training needs and providing consistent support over all areas of the service
- Investment of time and support to the team

Types of calls

As previously noted the duty officers try and resolve matters at first point of contact

however this is not always achievable due to:

- Greater technical expertise being required
- A visit maybe necessary to assess the service request
- Further investigation is required by a Technical Officer or Manager

The types of calls differ slightly per district but Tables 4 and 5 show how many requests the duty team have taken in the past 12 months, how many are closed at first point of contact and how many are allocated to another officer to address or investigate.

Table 4 - Service requests by district / status (Oct 2017 – Sep 2018)

	Allocated onward		Closed at Source		Overall	
	Total	%	Total	%	Total	% of Activity
Bromsgrove	671	67.6	321	32.4	992	12.6
Malvern Hills	744	68.5	342	31.5	1,086	13.8
Redditch	805	60.3	529	39.7	1,334	17.0
Worcester City	1,148	65.1	615	34.9	1,763	22.4
Wychavon	1,012	66.2	517	33.8	1,529	19.4
Wyre Forest	772	66.2	394	33.8	1,166	14.8

Table 5 goes further and provides a breakdown by service request category. This table does not include stray dog handling, which will follow. Hence it is only 2.3% in this table.

Table 5 - Service requests by category / status (Oct 2017 – Sep 2018)

	Allocated		Closed at Source		Overall	
	Total	%	Total	%	Total	% of Activity
Dog Control	104	58.1	75	41.9	179	2.3
Food Safety	489	65.3	260	34.7	749	9.5
Health and Safety	142	89.3	17	10.7	159	2.0
Information Requests	498	94.0	32	6.0	530	6.7
Licensing	2,280	64.2	1,270	35.8	3,550	45.1
Nuisance & Public Health	1,578	72.4	602	27.6	2,180	27.7
Other EH Request	56	87.5	8	12.5	64	0.8
Not for WRS	5	1.1	454	98.9	459	5.8

As you can see WRS continues to receive calls that are not for the service area and we are continuing to address this issue by making changes to both the phone message and our internet pages. We understand that some are inevitable however if this number reduces so should our call waiting and abandoned rates.

Stray/Lost Dogs

One of the changes WRS made was to allow messages to be left where there was a lost/stray dog. There were two reasons for this:

- A number of our contracts involve stray/lost dog issues and we did not want to

leave customers on hold and having to keep calling back,

- Each dog enquiry can vary greatly in terms of complexity and length of time.

By allowing a message to be left the team can already have half the details recorded prior to going back to the customer. All voicemails need to be answered within a 1 hour period, if not before, and there is a allocated Duty Officer dealing with dog queries on a daily basis. WRS are working with Wyre Forest IT in order to obtain better recording figures for this area of work, however Table 6 outlines our internal recording records and provides numbers of queries dealt with on a month by month period for this service area.

Table 6 – Number of Stray/Lost Dog Voicemails Received

MONTH	NUMBER RECIEVED
October 2017	11
November 2017	28
December 2017	70
January 2018	42
February 2018	150
March 2018	158
April 2018	198
May 2018	184
June 2018	180
July 2018	289
August 2018	179
September 2018	188

Results of changes

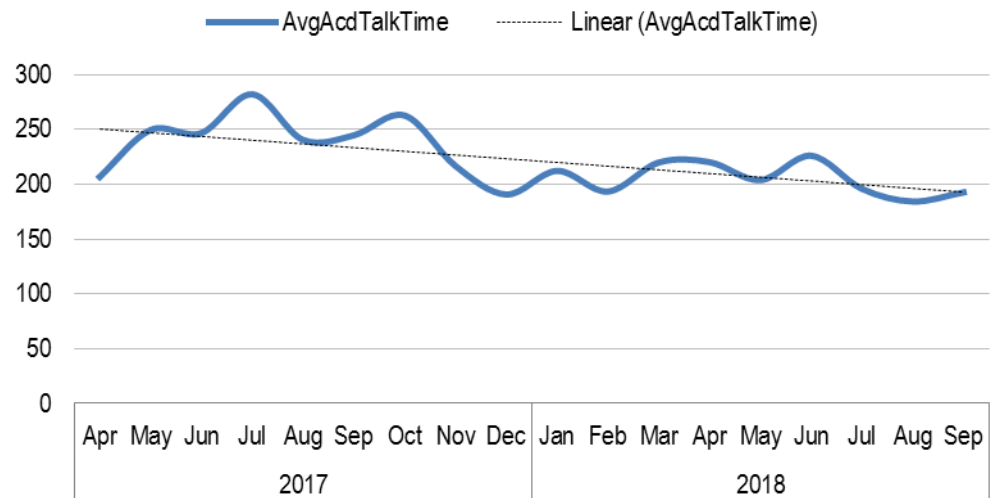
Overall, by continuously reviewing and understanding our customers better and making changes:

Customer Service

Increased training from across the service and allowing duty officers to attend operational team meetings has allowed them to understand much better the functions of the service. With support from operational teams, a knowledge directory has been produced to support the Duty Officers in their work. A new rota has allowed officers to work on different areas of the service and they are encouraged to shadow and talk to the operation officers providing support to the duty desk. All of this has led to a better understanding in the Duty Officer team of what WRS can and can not do, enabling officers to deal with customers more efficiently and quickly. They also have a detailed

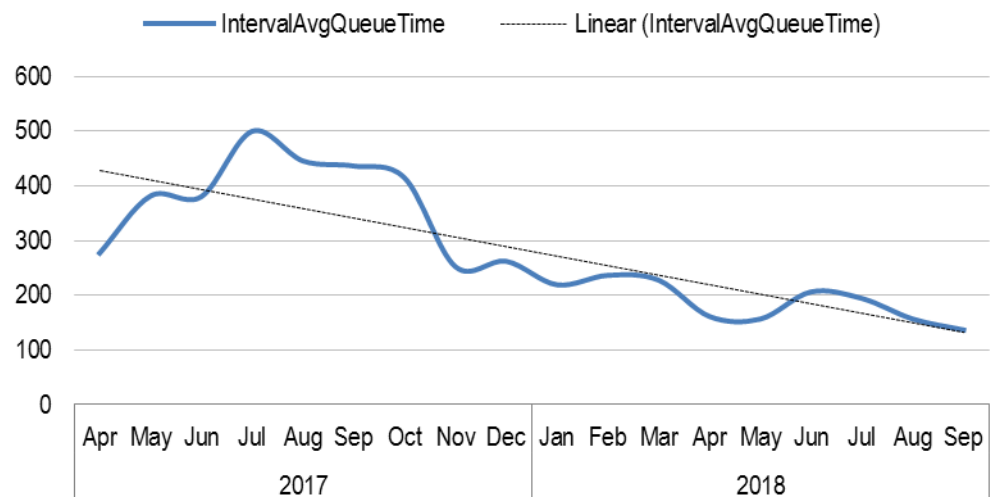
knowledge of the website, allowing them to direct customers to the website self service pages and allowing them to answer questions regarding external contract providers more confidently.

Table 7 – Average call Lengths



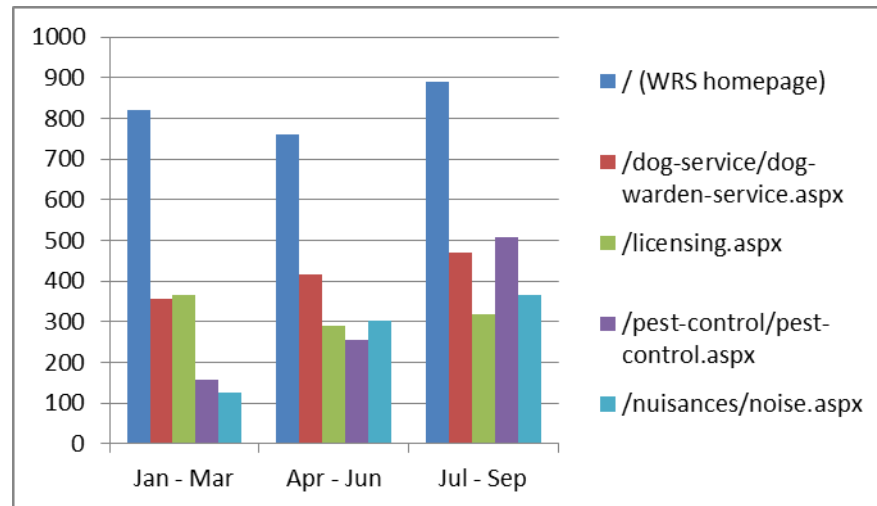
All of this has led to call length and queuing times being shorter than previously as shown in Table 7 and Table 8

Table 8 – Average Queue Times



Channel Shift

Table 9 – Internet pages



Data regarding activity on our internet pages shows that more and more people are using our pages every month. It also shows a breakdown of which pages have increased activity and how many new users we have had every month on every page. Table 9 shows the top four pages by quarter. It is evident that when we have introduced new self service options and duty officers have directed customers to them, activity has increased significantly. For example, the use of the nuisance pages have increased between the last two quarters and pest control had also increased this year as it was added to the telephone voice message, although there were more pest control queries than last year so this caveat has to be applied.

WRS will continue to monitor this and make the necessary changes in order to keep call volumes low and introduce more self service options where appropriate.

There were significant levels of abandoned calls and potentially long waiting times for people who wanted to contact WRS before these changes were introduced. However, the evidence is now showing that, changes to the messaging on the telephones, the wider use of the service's enquiries email address and the shift of a proportion of telephony based contacts to self-service on the website has resulted in reductions in call volumes and an improvement in the service for those who need to speak to the service rather than using other channels to either make contact or resolve their problems.

Contact Points

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