

WORCESTERSHIRE DISTRICT COUNCILS

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY 14TH NOVEMBER 2019 AT 4.30 P.M.

PARKSIDE HALL, PARKSIDE, MARKET STREET, BROMSGROVE,
WORCESTERSHIRE, B61 8DA

MEMBERS: Bromsgrove District Council: Councillor A. Kent
Bromsgrove District Council: Councillor H. Jones
Malvern Hills District Council: Councillor J. Raine
Malvern Hills District Council: Councillor T. Wells
Redditch Borough Council: Councillor J. Grubb (Chairman)
Redditch Borough Council: Councillor W. King
Worcester City Council: Councillor J. Squires
Worcester City Council: Councillor L. Griffiths
Wychavon District Council: Councillor E. Stokes
Wychavon District Council: Councillor D. Morris
Wyre Forest District Council: Councillor H. Dyke (Vice-Chairman)
Wyre Forest District Council: Councillor P. Dyke

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 26th September 2019 (Pages 1 - 8)

4. Worcestershire Regulatory Services Revenue Monitoring April - Sept 2019 (Pages 9 - 16)

5. Worcestershire Regulatory Services Budgets - 2020/21 - 2022/23 (Pages 17 - 28)

6. Activity and Performance Data - Quarter 2 (Pages 29 - 64)

7. Information Report - Air Quality Update 2019 (Pages 65 - 68)

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

5th November 2019

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Worcestershire Regulatory Services Board
26th September 2019

WORCESTERSHIRE DISTRICT COUNCILS

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY, 26TH SEPTEMBER 2019, AT 4.44 P.M.

PRESENT: Councillors Grubb (Chairman), H. J. Jones, J. Raine, T. Wells, Griffiths, D. Morris, H. Dyke (Vice-Chairman) and P. Dyke

Partner Officers: Mr. P. Merrick, Malvern Hills and Wychavon District Councils, Mr. L. Griffiths, Worcester City Council and Mr. M. Parker, Wyre Forest District Council

Officers: Mr. S. Wilkes, Mr. R. Keyte and Mrs. P. Ross

Councillor J. Grubb, Redditch Borough Council, Chairman of the Worcestershire Regulatory Services Board, expressed his sincere thanks to the Board Members for voting him in as Chairman of the Board for 2019/2020. Councillor Grubb suggested that since there were a number of new members of the Board, it would be helpful if Members and officers gave a brief introduction.

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APOLOGIES

Apologies for absence were received from Councillors A. Kent, Bromsgrove District Council, J. Squires, Worcester City Council and E. Stokes, Wychavon District Council.

It was noted that Councillors R. Udall, Worcester City Council, should have been present as substitute member for Councillor J. Squires, but did not attend.

Apologies for absence were also received from Ms. J. Pickering, Bromsgrove District and Redditch Borough Councils.

12/19

DECLARATIONS OF INTEREST

There were no declarations of interest.

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MINUTES

The minutes of the meeting of the Worcestershire Regulatory Services Board held on 27th June 2019, were submitted.

RESOLVED that the minutes of the Worcestershire Regulatory Services Board held on 27th June 2019, be approved as a correct record.

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WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL - JUNE 2019

The Board considered the Worcestershire Regulatory Services (WRS) Revenue Monitoring report, April to June 2019.

Apologies had been given from the Executive Director, Finance and Resources Bromsgrove District and Redditch Borough Councils and the Financial Services Manager, Bromsgrove District Council.

The Head of Regulatory Services introduced the report and in doing so highlighted that the revenue report as detailed at Appendix 1 to the report, showed a projected outturn 2019/2020 excess of £18k. WRS officers would continue to work on income generation and would do their utmost to mitigate this excess as much as possible by the end of the financial year. It was appreciated that this was an estimate to the year end based on the assumptions, as detailed on pages 10 and 11 of the main agenda report.

The Head of Regulatory Services, further informed Members that currently he had previously explained that there was a risk that staffing capacity would create a ceiling on income generation and also that one significant contract was lost early this year, which meant staff were working hard to fill the gap.

The Head of Regulatory Services briefly explained to new Members of the Board, that previous Board Members had agreed that overspends of the scale previously described could be covered from the reserve balance held by the service, which was somewhat in excess of £100k. This meant that any overspend by WRS at the levels indicated would not create a financial pressure for the six partners currently.

It was anticipated that there would be a projected overspend on pest control of £7k. WRS officers would continue to monitor this spend and would advise partner authorities of their liability in quarter 2.

The actual bereavements costs for April to June 2019 to be funded by partners, were charged on an as and when basis. Due to the nature of the charge it was not possible to project a final outturn figure.

Appendix 2 to the report detailed the income achieved by WRS from April to June 2019.

The following questions were raised:-

- Councillor Raine, Malvern Hills District Council queried the £7k projected overspend on pest control. Malvern Hills District Council did not offer the same pest control services as the other partner authorities.

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- Councillor Raine, Malvern Hills District Council requested that future reports showed Malvern as Malvern Hills District Council.
- Councillor Jones, Bromsgrove District Council queried the '3rd party payments' budget line, as detailed on Appendix 1 to the report.
- Councillor Jones, Bromsgrove District Council also queried 'AD-Hoc - 3 year pension savings' and 'Ad-Hoc payments', budget lines, as detailed on Appendix 2 to the report. Councillor Jones requested that future reports provided more detail for Board Members. The Chairman was also in agreement with this request.

The Head of Regulatory Services agreed to raise the queries and requests, as detailed in the pre-amble above, with the Executive Director, Finance and Resources, Bromsgrove District and Redditch Borough Councils.

RESOLVED:

- (a) that the final financial position for the period April – June 2019 be noted;
- (b) that partner councils be informed of their liabilities for 2019-20 in relation to Bereavements, as follows; and

Council	April – June 2019 Actual for Bereavements £000
Malvern Hills District Council	1
Worcester City Council	3
Total	4

- (c) that partner councils be informed of their liabilities for 2019-20 in relation to three additional Technical Officers, as follows:

Council	Estimated Projected Outturn 2019/20 Tech Officer Primary Authority £000	Estimated Projected Outturn 2019/20 Tech Officer Animal Activity £000	Estimated Projected Outturn 2019/20 Tech Officer Gull Control £000
Redditch Borough Council	5	1	

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Malvern Hills District Council	4	9	
Worcester City Council	5	3	15
Bromsgrove District Council	4	6	
Wychavon District Council	6	8	
Wyre Forest District Council	4	4	
Total	28	31	15

15/19

ACTIVITY AND PERFORMANCE DATA - QUARTER 1

The Environmental Health & Trading Standards Manager Worcestershire Regulatory Services (WRS), presented the Activity and Performance Data, Quarter 1 report; and in doing so stated that the detail of the report focused on Quarter 1 but the actual data allowed comparison with previous quarters and previous years.

The Dog Warden Teams had had a busy first quarter with a total of 430 dogs being reported as strays, many of which had spent time at kennels or vets. Of these over 300 were reunited with their owners and a further 65 were successfully rehomed by WRS through reputable charities. Sadly 10 dogs collected in the first quarter were welfare cases and as a result a number of improvement notices were issued to owners. In addition to this a further 7 dogs required vet treatment for other ailments.

The number of food safety requests received by WRS during quarter one was broadly in line with 2018/19. Approximately 44% of cases were complaints with two thirds relating to food products and a third relating to the hygiene of food premises. Inspection numbers were up on last year, accommodated by a reduction in nuisance complaints quarter 1.

Health and Safety enquiries and complaints/service requests remained broadly in line with 2018/19. The greater proportion of accidents related to injuries to members of the public or injuries to a worker being incapacitated for more than seven consecutive days.

Environmental information requests remained low at present.

The number of requests for support from planning colleagues was significantly up in quarter 1. The number of planning enquiries completed represented an increase of approximately 46% compared to 2018/19.

WRS had also recently provided advice on Southern Worcestershire authorities' current round of Strategic Housing and Employment Land Availability Assessments (SHELAA). To date WRS had provided planners with advice on over 500 sites.

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Pollution complaints received by WRS during quarter 1 were down by approximately 25% compared to 2018/19. However, a number of these were significant and complex, which required increased operational resource. This reduction in demand had helped facilitate an increase in the number of food safety interventions, carried out by multi-disciplinary officers, prior to an anticipated increase in nuisance demand in quarter 2. Officers may need to reduce the number of food safety inspections during busy periods. Officers were able to recognise trends and would focus on demand.

The Environmental Health & Trading Standards Manager, WRS, drew Members attention to the 'Annual staff sickness absence at public sector average or better'; with a significant improvement since 2018/19. The FTE (full time equivalent) was now 0.85 compared to 3.55 in 2018/19.

In response to questions from Members, the Head of Regulatory Services commented that the 46% increase on planning enquiries was as reflection of the type of sites becoming available for potential development, with the development of housing on land affected by contamination.

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

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WORCESTERSHIRE REGULATORY SERVICES REMIT - WHAT DOES WRS DO FOR THE 6 PARTNERS?

The Head of Regulatory Services highlighted that he had prepared the report, as ten new Members had been nominated by their respective authority onto the Worcestershire Regulatory Services (WRS) Board.

Therefore he had felt that for the benefit of new Members, he would prepare a summary of the work that each team undertook on behalf of the six partner authorities. He was also happy to meet with individual Members in order to provide more detail.

The Chairman stated that WRS delivered a very wide spectrum of services on behalf of partner authorities. The level of expertise required to carry out and deliver those services was vast and it would prove very costly to do it on your own. He would encourage Members to engage with WRS and find out more detail about the services provided, which included investigation and prosecution.

Members were in agreement that was a very formidable and wide ranging list of services, which some Members were not aware of. Members also agreed that it would be useful if time quantum could also be detailed, in order to show where resources were centred.

The Head of Regulatory Services commented that this was straight forward to achieve, since WRS had adopted a time recording system and he was happy to include this information in future annual reports.

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In response to the Chairman, the Head of Regulatory Services explained that during quiet periods officers would be assigned to help other teams. He had made some officers generic and had also tried to identify where geographical knowledge was needed and those officers who had elements of local knowledge. Officers did enough work across the county and individually where their qualifications enabled them to do so. He could put officers together for individual projects.

Environmental Health and Technical Services officers were very specialised in their field and very good at delivering in these specialised areas; he could not send generic officers out to deal with any issues or members of the public, as they would not have acquired the same level of specialised skills.

The Head of Regulatory Services responded to further questions from Members and in doing so, explained that if in the future, should any partner authorities have a change in their priorities; that WRS could be flexible where needed and deliver the service required. Should the situation arise, he was willing to liaise with individual partner authorities in order to deliver different / enhanced services.

RESOLVED that the Worcestershire Regulatory Services Remit report be noted.

17/19

WORCESTERSHIRE REGULATORY SERVICES - INFORMATION REPORT - FOOD SAFETY INTERVENTIONS

The Board considered a report that provided information on Food Safety Interventions.

The Environmental Health & Trading Standards Manager Worcestershire Regulatory Services (WRS), presented the report and informed Members that for many businesses WRS was still perceived as primarily a regulator, even though WRS had long adopted the principle of supporting businesses to thrive.

The WRS database of food businesses currently stood at over 5,000. However, Members should note that this was a fluid figure, with some 500-600 new businesses registering each year and a similar number closing. WRS were reliant on intelligence for picking up new businesses.

Approximately one-third of registered food premises were inspected annually in accordance with the Food Hygiene Rating Scheme (FHRS) inspection regime.

As seen in WRS Activity and Performance Reports, WRS were not afraid to prosecute for food offences.

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The Sentencing Guidelines 2014 for Food and Health and Safety Offences had created a seismic shift in the potential impact on businesses as the Courts now understood what kind of punishments they should impose. In many cases this was significantly higher than previously.

This was a welcome change in the legal landscape as fines for larger businesses were in real terms relatively insignificant in the past. Although prosecution in Worcestershire was a rarely used tool, it did mean that WRS had had to tighten their enforcement processes, as stronger legal challenges, especially on technical aspects of investigations) were now inevitable.

In England there was still no legal requirement to display a FHRS sticker but in most businesses it was now visibly displayed as a badge of honour. Where a business changed hands the previous rating immediately ceased and the premises would be subject to a new inspection. It was an offence for a business to display an incorrect rating.

In autumn a 'Triple Five Award' would be introduced. Board Members had approved the introduction of the award scheme, to reward longstanding high performers, who had achieved three successive L5, FHRS ratings.

Members were asked to note that, social media on reading press reports of poor scores often ask why the business wasn't closed down. There was a legally established process for closure which must involve an imminent risk to public health. This was a legal term which had to be evidenced by such conditions as a dangerous process, the high risk of cross contamination, a serious active pest infestation or extremely dirty conditions.

Without doubt the biggest challenge to food officers had been achieving allergen compliance. The Food Information Regulations 2014 required businesses to assess 14 specific allergens and to ensure that customers were aware of which foods contained them.

The Healthier Choices Scheme was a fee paying 'membership' scheme set up to encourage more food businesses to introduce healthier options on their menus. There was a WRS officer trained in nutrition and the scheme was programmed around nutrition. A new marketing assistant would be looking at re-marketing and re-launching the scheme, with successful businesses being awarded with a certificate / badge.

The Head of Regulatory Services also informed Members that the scheme had three levels, bronze, silver and gold. It was hoped that this would incentivise businesses to aim for the gold award and to also maintain their gold award status.

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Members were further informed that a lot of multi-agency work had been undertaken. WRS officers had worked alongside the police, fire service and housing services; working in partnership to tackle modern slavery and immigration. A lot of focus and activities had taken place around food premises and staff working in food premises.

In response to the Chairman, with regard to potential malicious complaints about food premises, the Environmental Health & Trading Standards Manager, WRS, explained that the complaint would be logged and officers would look at the information provided by the complainant. Food safety experts and intelligence officers would also be used to see if there was actually a problem with the premises.

The Head of Regulatory Services reiterated this and also commented that any previous complaints about the premises would be looked at and the history of the premises would also be taken into account, in order to ensure that the complaint was not just a malicious complaint.

RESOLVED that the Food Safety Interventions report be noted.

18/19

ANY OTHER BUSINESS

With the agreement of the Chairman, the Head of Regulatory Services took the opportunity to inform Members of the forthcoming Worcestershire Regulatory Services (WRS), Board Members, Business Planning Event.

Members were asked to consider the suggested date of Wednesday 23rd October 2019, and if a morning or afternoon start time would best suit.

It was agreed that the event would be held on Wednesday 23rd October 2019 during the morning at Bromsgrove District Council. It was agreed that further details and confirmation of the event would be sent to all WRS Board Members.

The meeting closed at 5.37 p.m.

Chairman

Worcestershire Regulatory Services

Supporting and protecting you

WRS Board 14th November 2019

WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING April – September 2019

Recommendation

It is recommended that the Board:

1.1 Note the final financial position for the period April – Sept 2019

1.2 That partner councils are informed of their liabilities for 2019-20 in relation to Bereavements

Council	Apr–Sept 19 Actual for Bereavements £000
Redditch Borough Council	3
Malvern Hills District Council	2
Worcester City Council	10
Bromsgrove District Council	7
Total	22

1.3 That partner councils are informed of their liabilities for 2019-20 in relation to Pest Control

Council	Estimated Projected Outturn Recharge in Relation to Pest Control 2019/20 £000
Redditch Borough Council	11
Wychavon District Council	7
Wyre Forest District Council	1
Total	19

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1.4 That partner councils are informed of their liabilities for 2019-20 in relation to three additional Technical Officers

Council	Estimated Projected Outturn 2019/20 Tech Officer Primary Authority £000	Estimated Projected Outturn 2019/20 Tech Officer Animal Activity £000	Estimated Projected Outturn 2019/20 Tech Officer Gull Control £000
Redditch Borough Council	5	1	
Malvern Hills District Council	4	9	
Worcester City Council	5	3	30
Bromsgrove District Council	4	6	
Wychavon District Council	6	8	
Wyre Forest District Council	4	4	
Total	28	31	30

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 2019.

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 19 – Appendix 1
- Income Breakdown – April – Sept 19 – Appendix 2

Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a projected outturn 2019/20 of an £18k deficit. WRS officers will continue to work on income generation and do their utmost to mitigate this excess as much as possible by the end of the financial year. It is appreciated this is an estimation to the year end based

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on following assumptions:-

- There are a number of vacant posts within the service, of which three are in the process of being filled. We have assumed no recruitment to the Licensing Apprentice post before the end of the financial year to reduce the projected outturn excess.
- If April to Sept 19 spend on pest control continues on the same trend for the rest of year, there will be an overspend on this service of £19k. 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 Borough Council	£11k
Wychavon District Council	£7k
Wyre Forest District Council	£1k

This income is included in the income projected outturn.

- The following is the actual bereavements costs Apr – Sept 19 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 Borough Council	£3k
Malvern Hills District Council	£2k
Worcester City Council	£10k
Bromsgrove District Council	£7k

This income is included in the income projected outturn.

- Appendix 2 shows the detail of the income achieved by WRS April – Sept 19
- 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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Total WRS - September 2019 / Period 6 - 2019/20

	Revised Full Year Budget 19-20	Revised Budget - Apr - Sept 19	Committed Expenditure Apr - Sept 19	Variance	Projected outturn	Projected Outturn Variance
	£	£	£	£	£	£
Direct Expenditure						
Employees						
Salary	2,700	1,350	1,249	-101	2,545	-155
Agency Staff	0	0	56	56	78	78
Employee Insurance	40	20	20	0	40	0
Sub-Total - Employees	2,740	1,370	1,326	-44	2,663	-77
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	8	-5
Vehicle Fuel	8	4	2	-2	6	-2
Road Fund Tax	1	1	0	-0	1	0
Vehicle Insurance	5	2	2	0	5	0
Vehicle Maintenance	3	2	1	-1	3	0
Car Allowances	80	40	36	-4	77	-3
Sub-Total - Transport	109	55	43	-12	100	-10
Supplies and Services						
Furniture & Equipment	34	17	11	-6	36	2
Clothes, uniforms and laundry	2	1	0	-1	1	-1
Printing & Photocopying	17	9	12	3	19	2
Postage	11	6	8	3	13	2
ICT	40	20	26	6	42	2
Telephones	21	11	6	-5	16	-5
Training & Seminars	24	12	9	-3	22	-2
Insurance	5	2	2	-0	5	0
Third Party Payments	144	72	72	0	144	0
Sub-Total - Supplies & Service	297	149	146	-3	298	1

There are three vacant post in the process of being filled within the service, two on maternity leave and one will return shortly, resulting in a projected saving in salaries. This is offset by the costs associated with additional agency staff being used to cover the vacancies and maternity posts and to support the service where staff are working on additional income generation projects.

£100k BDC hosting / £44k WFDC ICT hosting

WRS - Profit & Loss Report 2019/20

Append 1

Total WRS - September 2019 / Period 6 - 2019/20

	Revised Full Year Budget 19-20	Revised Budget - Apr - Sept 19	Committed Expenditure - Sept 19	Variance	Projected outturn	Projected Outturn Variance	
Contractors							
Dog Warden	145	73	55	-18	120	-25	With the loss of the PF22 Contract, the kennelling and veterinary charges were less than predicted. New working pattern of new staff has also meant more dogs collected in house rather than by contractor.
Pest Control	58	29	34	5	72	14	
Taxi / Alcohol / & Other Licensing	62	31	57	26	89	27	
Other contractors/consultants	3	2	-0	-2	2	-1	
Water Safety	5	3	3	0	5	0	
Food Safety	2	1	0	-1	1	-2	
Environmental Protection	12	6	25	19	36	24	
Grants / Subscriptions	13	6	8	1	12	-1	
Advertising, Publicity and Promotion	6	3	1	-2	5	-1	
Sub-Total	305	153	183	30	340	35	
Income							
Training Courses / Bereavement / Works in Default / Sewer Baiting etc	-490	-245	-243	2	-421	69	See Append 2
Sub-Total	-490	-245	-243	2	-421	69	
Overall Total	3,017	1,509	1,481	-27	3,035	18	

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Regulatory Services Income 2019/20

Append 2

Income from Partners

	April to Sept 19
Budget	1,508,500
Bereavement / Public Burials	21,692
Marlpool - Redditch	2,070
Pest Control Overspend - Wychavon / Wyre Forest & Redditch	9,880
Taxi Tests - Worcs City	2,800
Employee for Animal Activity - Apr - Sept 19	15,588
Employee for Primary Authority Work - Apr - Sept 19	13,995
Employee for Additional Gull Work - Apr - Sept 19 - Worcs City	16,017
	<u>1,590,542</u>

Grant Income

Severn Trent - Sewer Baiting	6,038
	<u>6,038</u>

Other Income

Stray Dog Income	26,119
County - Mgmt / Admin / Legal etc	27,418
Intelligence Services	1,000
Transcription Work	476
Planning Support Work	14,973
Contaminated Land Work	9,787
PPC Work	13,441
Primary Authority work	14,715
Training / Risk Assessments of Water Supplies / Burials etc	2,569
Vet Fee Inspection Costs Recovered	20,706
Licensing - Pre-App Advice	1,281
Food Training Courses / Certificates / Food Hygiene Rating	6,181
Savings incurred due to Bromsgrove District Council paying for forward funding pension costs 3 years in advance - year 3 of 3 savings	15,500
Pest Control Work / Taxi Admin Work	330
	<u>154,496</u>
Total	<u>1,751,076</u>

Exclude Budget -1,508,500

Total Income Excluding Budget 242,576

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Worcestershire Regulatory Services

Supporting and protecting you

WRS Board 14th November 2019

WORCESTERSHIRE REGULATORY SERVICE BUDGETS 2020/21 – 2022/23

Recommendation

The following recommendations are caveated due to the current position in Wyre Forest where they are considering some potential savings for 2020/21. This may necessitate re-visiting the budget position at the February Board meeting. 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 2020/21 gross expenditure budget of £3,547k as shown in Appendix 1.
- 1.2 Approve the 2020/21 income budget of £530k as shown in Appendix 1.
- 1.3 Approve the revenue budget allocations for 2020/21 – 2022/23.

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

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1.4 Approve the partner percentage allocations for 2020/21 onwards:-

	%
Bromsgrove District Council	14.55
Malvern Hills District Council	12.79
Redditch Borough Council	17.53
Worcester City Council	16.54
Wychavon District Council	23.24
Wyre Forest District Council	15.35

1.5 Approve the additional partner liabilities for 2020/21 in relation to unavoidable salary pressure and increase in WRS pension forward funding rate.

Bromsgrove District Council	£13k
Malvern Hills District Council	£11k
Redditch Borough Council	£16k
Worcester City Council	£15k
Wychavon District Council	£21k
Wyre Forest District Council	£14k
Total	£90k

1.6 Approved the additional partner liabilities for 2020/21 in relation to three additional Technical Officers.

Council	Tech Officer Primary Authority – 3 Months £000	Tech Officer Animal Activity £000	Tech Officer Gull Control £000
Bromsgrove District Council	1	6	
Malvern Hills District Council	1	9	
Redditch Borough Council	1	1	
Worcester City Council	1	4	30
Wychavon	2	9	

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District Council			
Wyre Forest District Council	1	4	
Total	7	33	30

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

Introduction/Summary

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

This report presents the revenue budget for 2020/21 – 2022/23 in relation to Worcestershire Regulatory Services.

Officers from Partner Councils have considered the proposed budget for 2020/21 – 2022/23 and would recommend its approval to Members.

Report

The following elements are included in this report for WRS Board Member's Attention:

- WRS Financial Plan 2020/21 – 2022/23 – Appendix 1
- WRS Partner Contributions Breakdown 2020/21 – 2022/23 – Appendix 2
- WRS Income Budget Breakdown 2020/21 – Appendix 3

WRS Budgets 2020/21

Appendix 1 shows the 2020-21 – 2022/23 budget breakdown for the district councils' partnership.

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

- 2% pay award across all staff for 2020/21 and a 1% pay award for 2021/22 and 2022/23. 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.
- The pension forward funding rate for WRS has increased from 15.7% to 16.9%
- 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 back-funding will be paid by all partners.

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The unavoidable salary pressures and the increase in the WRS pension forward rate from 15.7% to 16.9% for future years are not able to be met currently by WRS making additional income, therefore an increase to partner funding will be required of:-

Council	2020/21	2021/22 - Cumulative	2022/23 - Cumulative
	£'000	£'000	£'000
Bromsgrove District Council	13	20	26
Malvern Hills District Council	11	17	22
Redditch Borough Council	16	24	31
Worcester City Council	15	23	30
Wychavon District Council	21	31	41
Wyre Forest District Council	14	21	28
Total	90	136	178

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

WORCESTERSHIRE REGULATORY SERVICES BUDGET 2020-21 - 2022-23

Append 1

Account description	Budget	Budget	Budget
	2020 / 2021	2021 / 2022	2022 / 2023
	£000's	£000's	£000's
Employees			
Monthly salaries	2,749	2,789	2,833
Training for professional qualifications	0	0	0
Medical fees (employees')	2	2	2
Employers' liability insurance	40	40	40
Employees' professional subscriptions	2	2	2
Sub-Total - Employees	2,793	2,833	2,877
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	70	70	70
Sub-Total - Transport	105	105	105
Supplies & Service			
Equipment - purchase/maintenance/rental	22	22	22
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	344	344	344

	Budget 2019 / 2020 £000's	Budget 2020 / 2021 £000's	Budget 2021 / 2022 £000's
Contractors			
Consultants / Contractors' fees/charges/SLA's	234	234	234
Advertising (general)	5	5	5
Grants and subscriptions	11	11	11
Marketing/promotion/publicity	2	2	2
Sub-Total - Contractors	252	252	252
Income			
Grants / Primary Authority / Food Training / Contaminated Land /	-310	-310	-310
Stray Dogs / Ad Hoc			
Sub-Total - Income	-310	-310	-310
Income			
From partners for Technical Officers	-70	-64	-66
Sub-Total - Income	-70	-64	-66
Additional Income			
Income to be Determined	-60	-60	-60
Income to be found due to unavoidable salary pressures	-90	-136	-178
Sub-Total - Income	-150	-196	-238
DISTRICT PARTNERSHIP BUDGET	3,017	3,017	3,017
2019 Partner Percentages			
Bromsgrove District Council	14.55%		
Malvern Hills District Council	12.79%		
Redditch Borough Council	17.53%		
Worcester City Council	16.54%		
Wychavon District Council	23.24%		
Wyre Forest District Council	15.35%		
Total	100.00%		

Budget 2020 / 21	Budget	Contribution Technical Officers	Partner Contribution	Unavoidable 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 District Council	439	7	446	13	459
Malvern Hills District Council	386	10	396	11	407
Redditch Borough Council	529	2	531	16	547
Worcester City Council	499	35	534	15	549
Wychavon District Council	701	11	712	21	733
Wyre Forest District Council	463	5	468	14	482
Total	3,017	70	3,087	90	3,177

Budget 2021 / 22	Budget	Contribution Technical Officers	Partner Contribution	Unavoidable 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 District Council	439	6	445	20	465
Redditch Borough Council	529	1	530	19	549
Wyre Forest District Council	463	5	468	23	491
Wychavon District Council	701	9	710	25	735
Malvern Hills District Council	386	9	395	27	422
Worcester City Council	499	34	533	22	555
Total	3,017	64	3,081	136	3,217

Budget 2022 / 23	Budget	Contribution Technical Officers	Partner Contribution	Unavoidable Salary Pressure	Total Partner Contribution
	2022 / 2023	2022 / 2023	2022 / 2023	2022 / 2023	2022 / 2023
	£000's	£000's	£000's	£000's	£000's
Bromsgrove District Council	439	6	445	26	471
Redditch Borough Council	529	2	531	26	557
Wyre Forest District Council	463	5	468	30	498
Wychavon District Council	701	9	710	35	745
Malvern Hills District Council	386	10	396	32	428
Worcester City Council	499	34	533	29	562
Total	3,017	66	3,083	178	3,261

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WRS Partner Contribution Breakdown 2020-21 to 2022-23

Append 2

Council	WRS Budget 20-21	Tech Officer	Tech Officer	Tech Officer	Unavoidable	Total Partner
		Primary Authority -	Animal Activity -	Gull Control -	Salary	Contribution
		For 3 months	For 12 months	For 12 months	Pressures	20-21
	£000	£000	£000	£000	£000	£000
Malvern Hills District Council	386	1	9	0	11	407
Bromsgrove District Council	439	1	6	0	13	459
Wyre Forest District Council	463	1	4	0	14	482
Wychavon District Council	701	2	9	0	21	733
Worcester City Council	499	1	4	30	15	549
Redditch Borough Council	529	1	1	0	16	547
Total	3,017	7	33	30	90	3,177

Council	WRS Budget 21-22	Tech Officer	Tech Officer	Tech Officer	20-21	21-22	Total Partner
		Primary Authority	Animal Activity -	Gull Control -	Unavoidable	Unavoidable	Contribution
		For 3 months	For 12 months	For 12 months	Salary	Salary	21-22
	£000	£000	£000	£000	£000	£000	£000
Malvern Hills District Council	386	0	9	0	11	6	412
Bromsgrove District Council	439	0	6	0	13	7	465
Wyre Forest District Council	463	0	5	0	14	7	489
Wychavon District Council	701	0	9	0	21	10	741
Worcester City Council	499	0	4	30	15	8	556
Redditch Borough Council	529	0	1	0	16	8	554
Total	3,017	0	34	30	90	46	3,217

Council	WRS Budget 22-23	Tech Officer	Tech Officer	Tech Officer	20-21	21-22	22-23	Total Partner
		Primary Authority	Animal Activity -	Gull Control -	Unavoidable	Unavoidable	Unavoidable	Contribution
		For 3 months	For 12 months	For 12 months	Salary	Salary	Salary	22-23
	£000	£000	£000	£000	£000	£000	£000	£000
Malvern Hills District Council	386	0	10	0	11	6	5	418
Bromsgrove District Council	439	0	6	0	13	7	6	471
Wyre Forest District Council	463	0	5	0	14	7	7	496
Wychavon District Council	701	0	9	0	21	10	10	751
Worcester City Council	499	0	4	30	15	8	7	563
Redditch Borough Council	529	0	2	0	16	8	7	562
Total	3,017	0	36	30	90	46	42	3,261

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**Worcestershire Regulatory Services Budgeted Income
2020/21**

Append 3

Grant Income

Severn Trent - Sewer Baiting	£
	<u>12,600</u>
	<u>12,600</u>

Other Income

Employee - Primary Authority - Rchg All Ptnrs	6,830
Employee - Additional Gull Work - Rchg Worcs City only	30,000
Employee - Animal Activity - Rchg All Ptnrs	33,270
Stray Dog Income	52,000
County - Mgmt / Admin / Legal etc	57,000
Education Case Work	6,000
Intelligence Services	2,000
Animal Re-Rating / Transcription Work	2,500
Contaminated Land Work / Planning Support work	62,000
Primary Authority work	63,436
Vet Fee Inspection Costs Recovered	12,000
Training	12,000
Health Certificates / Food Hygiene Re-Rating	15,000
Licensing - Pre-App Advice	7,000
Business - Pre-Opening Advice	6,000
Income to be determined - Due to loss of PF22 Dog Contract	60,000
Unavoidable Salary Pressures	90,105
	<u>517,141</u>
	<u>529,741</u>

Total Income

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Worcestershire Regulatory Services

Supporting and protecting you

WRS Board

14th November 2019

Activity and Performance Data Quarter 2

Recommendation	That the Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.
Background	The detail of the report focuses on Q2 but the actual data allows comparison with previous quarters and previous years.
Contribution to Priorities	Board members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county
Report	<p>Activity Data</p> <p>The number of food safety interventions has remained on a par with previous years. Complaints and enquiries were down over the summer compared with previous years with a notable dip in August where normally we would expect to see a peak. This has enabled officers to task allergen work into the programme.</p> <p>Health and Safety enquiries and complaints/service requests remain broadly in line with 2018/19. The greater proportion of accidents relate to injuries to members of the public or injuries to a worker being incapacitated for more than seven consecutive days. Several resource intensive formal investigations are ongoing with the likelihood of legal proceedings to follow.</p> <p>Environmental information requests remain low for a second quarter in a row. Such requests are commonly generated by house and land sales. It is possible that the low numbers are a direct consequence of the lack of confidence in the current property market due to the BREXIT situation although it is difficult to prove this conclusively.</p> <p>The number of licensing applications received by WRS during the quarter remains broadly in line with previous years. Approximately 49% of applications related to alcohol licensing. Late spring and summer are key periods for many licensed businesses with additional activities</p>

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taking place under the auspices of temporary event notices. This is a busy time for the licensing team due to the short time limits imposed by statute for this process. A further 38% of applications related to taxi licensing.

Pollution and public health complaints received by WRS during quarter two were both lower than in the same quarters in previous years. For pollution complaints the monthly totals did not exceed 200 whereas in previous years June and July tended to have in excess of 300 complaints. The trend returned to normal for August/ September.

Despite an overall decrease in demand across the pollution category, noise complaints throughout August and September were actually up on last year. A significant number of odour complaints last year related to a particular site and the long term, extensive investigation in to this issue has now been concluded with no further complaints being received.

A reduction in the overall reactive demand has enabled officers to carry out more proactive work with the organisers of large events and festivals prior to them taking place. This has helped mitigate what, by their very nature, can be the source of significant noise issues at unsocial hours for a limited period of time. Such events often serve to boost the local economy attracting thousands of people into the County. However, your officers have to balance this with the often challenging demands of local people who regularly resist such events being held in what are normally quiet areas of the district.

For Public Health complaints, the July peak this year was almost half what it has been in the previous two years. Again we do not understand why this should be the case as the summer was not particularly bad in

The number of requests for support from planning colleagues remains significantly up in quarter 2. The graphs in the report show the large additional volume with the line representing the current year's work remaining above the previous two years and significantly above levels seen in 2017/18.

During the last quarter the team has reviewed and provided advice on over 500 potential sites for Strategic Housing and Employment Land Availability Assessment to inform the review of the South Worcestershire Development Plan. The sites were reviewed in relation to potential contaminated Land, noise and air quality impacts. It is hoped that this information will provide essential insight into the suitability of the preferred options consultation that will be made available to the public as part of wider consultation in the autumn.

Quarter 2 saw the Director of Public Health, Highways, WRS and County and district Sustainability team representatives attend the first comprehensive air quality action forum for Worcestershire. This is an exciting development and is the first time that all stakeholders have

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committed to having a role in improving health and air quality. The current project will range from improving existing EV charging infrastructure to the trialling of new air monitoring technology and public information systems. WRS has produced a report on air quality for inclusion within the Worcestershire County Council emerging EV charging infrastructure policy, and worked with the DoPH AQ Partnership Group on Public Health interventions to improve air quality.

The Technical Services Team has also participated in initial discussions with Wyre Forest District Council regarding EV charging for taxis, and has discussed air quality aspects of A38 improvement scheme for Bromsgrove with Worcestershire County Council consultants.

In relation to Contaminated Land, work continues with developers and their specialists at several major development sites including; Longbridge East Works and Foxlydiate Lane/Pumphouse Lane in Bromsgrove, and Churchfields site in Kidderminster which also included discussions on highways infrastructure changes and air quality impacts.

The Dog Warden Team has once again had a busy quarter with a total of 418 dogs being reported to us as strays many of which have spent time at our kennels or vets. Of these over 300 were reunited with their owners and a further 67 were successfully rehomed by WRS through reputable charities. Sadly 8 of the dogs collected in the second quarter were welfare cases which ranged from dogs that had severe skin conditions and soreness, to open wounds and emaciation where possible improvement notices were issued to owners. In addition to this a further 9 dogs required vet treatment for other ailments. We have also collected and boarded a dog on a commercial basis, on behalf of owners who have had to spend time in hospital and not been able to get alternative care. The owner was taken into permanent care which sadly resulted in Sam having to be put to sleep due to his temperament

Performance

In general we have performed well against the agreed indicators. The percentage of service requests where a resolution is achieved to customer satisfaction is higher this quarter than it has been for some time at over 73%. Business satisfaction remains excellent at over 98%. The proportion of people who feel better equipped to deal with issues in the future following our interventions is also up on previous quarters at 63%.

The number of businesses broadly compliant and those scoring 0, 1 or 2 are the reverse of each other and are at 97.4 and 2.6 respectively, with slight variations across the districts but all above 95% and in the main above 97%.

The ratio of complaints to compliments remains positively in favour of the latter.

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The processing measure for taxi licenses is over 75% within 5 working days and all issued before the licenses expired. This has been slightly higher in the past so we will look at why this may have slipped. The figure for defective vehicles whilst in service as taxis is similar to the figure at the end of last year (30 compared to 44,) so slightly up on the half year figure last year (17.) The Licensing team have been talking to the garages doing the tests, emphasising the need to feed this information back as it is key intelligence as to how well drivers are looking after their vehicles

Unfortunately, the updated figure for sickness was not available at the time of publication of the report. A verbal update of this figure will be provided at the meeting.

Numbers of businesses allegedly not meeting the 4 licensing objectives appears slightly higher than previous years but this may be an artifact as the Intelligence Officer has amended the way this is taken from our Uniform system. The rate of noise complaints per 1000 head of population is similar to previous years.

Finally the income figure as a proportion of budget is 5.3% so far for 2019/20. As we have said previously, we have yet to fill the hole left by the loss of one of our dog related contracts worth £60,000 per annum so this is lower than we would have liked but in line with what would be expected in the circumstances.

Contact Points

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david.mellors@worcsregservices.gov.uk

Background Papers

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

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Appendix B: Table of PIs 2019/20

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	70.7	73.6		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.3	98.3		
3. % businesses broadly compliant at first assessment/ inspection	Annually	97.4	Bromsgrove 96.8 Malvern Hills 98.5 Redditch 95.3 Worcester City 97.5 Wychavon 97.5 Wyre Forest 98.0 Worcestershire 97.4		
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	2.6	Bromsgrove 3.2 Malvern Hills 1.5 Redditch 4.7 Worcester City 2.5 Wychavon 2.5 Wyre Forest 2.0 Worcestershire 2.6		
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	78.5		
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	6-monthly	NA	Bromsgrove 9 Malvern Hills 0 Redditch 14 Worcester City 4 Wyre Forest 2 Wychavon 1 30/1572 vehicles county-wide =1.9% of		

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fleet county-wide			fleet		
7 % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	58.6	63		
8 Review of register of complaints/compliments	Quarterly NB: fig is cumulative	10/50	22/91		
9 Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.85/ FTE	Data not available at time of publication. Verbal update to be provided at the meeting.		
10 % of staff who enjoy working for WRS	Annually	NA	NA	NA	
11 % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 4.7 Malvern Hills 3.6 Redditch 6.1 Worcester City 5.6 Wychavon 4.0 Wyre Forest 6.5 Worcestershire 4.9	NA	
12 Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 0.66 Malvern Hills 0.64 Redditch 0.86 Worcester City 1.01 Wychavon 0.89 Wyre Forest 0.91 Worcestershire 0.85	NA	
13 Total income expressed as a % of district base revenue budget	6-monthly	NA	5.3% i.e. £160,534/3,017,000	NA	

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(16/17)					
14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	

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Activity Report | 2019/20



Contents

Headlines

WRS Summary

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

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

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Partner Authority Summaries

Contract Authority Summaries

Foreword

Welcome to the second activity data report for 2019/20. This Summer seems to have been slightly unusual in that numbers of both food safety complaints, public health complaints and nuisance complaints were down on the similar periods in the previous two years. We are not clear why this should be as the weather was not unusually poor. This has allowed the team to focus a little more resource on other areas of work. We continue to see some fairly complex nuisance cases and have had a number of challenges over our response to some of these.

Licensing complaints and enquiries were also lower than previous years but applications were comparable in all areas.

BREXIT continues to be on our radar. the Chief Executives have agreed to allow the service access to the funding allocated in event of a no deal in order that we can work with businesses better to help with preparations. This is one off funding and we won't know what additional permanent pressures, if any, will come on the service once the BREXIT process is completed until we know the kind of deal that is finally agreed.

Work with planning teams continues to run at very high levels, well above numbers in previous years. As you'll see in the commentary, the team have been heavily engaged in supporting the South Worcestershire Development Plan.

We hope you find the report interesting and if you've any questions please do contact myself or one of the Management team.

Many thanks



Simon Wilkes
Head of Regulatory Services

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Headlines - Quarter Two

Planning

During the last quarter the team has reviewed and provided advice on over 500 potential sites for Strategic Housing and Employment Land Availability Assessment to inform the review of the South Worcestershire Development Plan. The sites were reviewed in relation to potential contaminated Land, noise and air quality impacts. It is hoped that this information will provide essential insight into the suitability of the preferred options consultation that will be made available to the public as part of wider consultation in the autumn.

Dog Warden Update

The Dog Warden Team has once again had a busy quarter with a total of 418 dogs being reported to us as strays many of which have spent time at our kennels or vets. Of these over 300 were reunited with their owners and a further 67 were successfully rehomed by WRS through reputable charities. Sadly 8 of the dogs collected in the second quarter were welfare cases which ranged from dogs that had severe skin conditions and soreness, to open wounds and emaciation where possible improvement notices were issued to owners. In addition to this a further 9 dogs required vet treatment for other ailments. We have also collected and boarded a dog on a commercial basis, on behalf of owners who have had to spend time in hospital and not been able to get alternative care. The owner was taken into permanent care which sadly resulted in Sam having to be put to sleep due to his temperament.

Gulls

Work to reduce the negative impact of the Gull Population continues with more businesses and residents being provided with advice on steps they can take to help contribute to this effort. The egg replacement programme for this breeding season has drawn to a close with a total of 153 nests being treated within the treatment zone, this is a reduction on the 177 that were treated last year which indicates that there has been some success in limiting breeding opportunities in the City Centre. Following the media interest last quarter a great deal of work has been conducted to explore all methods of controlling the Gull Population this has included liaison with the UK's leading Gull Expert and Natural England. Work is underway to prepare for next years breeding season, including making arrangements to conduct a full survey of the Gull Population.

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Air Quality & Contaminated Land

WRS has produced a report on air quality for inclusion within the Worcestershire County Council emerging EV charging infrastructure policy, and worked with the DoPH AQ Partnership Group on Public Health interventions to improve air quality.

The Technical Services Team has also participated in initial discussions with Wyre Forest District Council regarding EV charging for taxis, and have discussed air quality aspects of A38 improvement scheme for Bromsgrove with Worcestershire County Council consultants.

Q2 saw the Director of Public Health, Highways, WRS and County and district Sustainability team representatives attend the first comprehensive air quality action forum for Worcestershire. This is an exciting development and is the first time that all stakeholders have committed to having a role in improving health and air quality. The current project will range from improving existing EV charging infrastructure to the trialling of new air monitoring technology and public information systems.

In relation to Contaminated Land, work continues with developers and their specialists at several major development sites including; Longbridge East Works and Foxlydiate Lane/Pumphouse Lane in Bromsgrove, and Churchfields site in Kidderminster which also included discussions on highways infrastructure changes and air quality impacts.

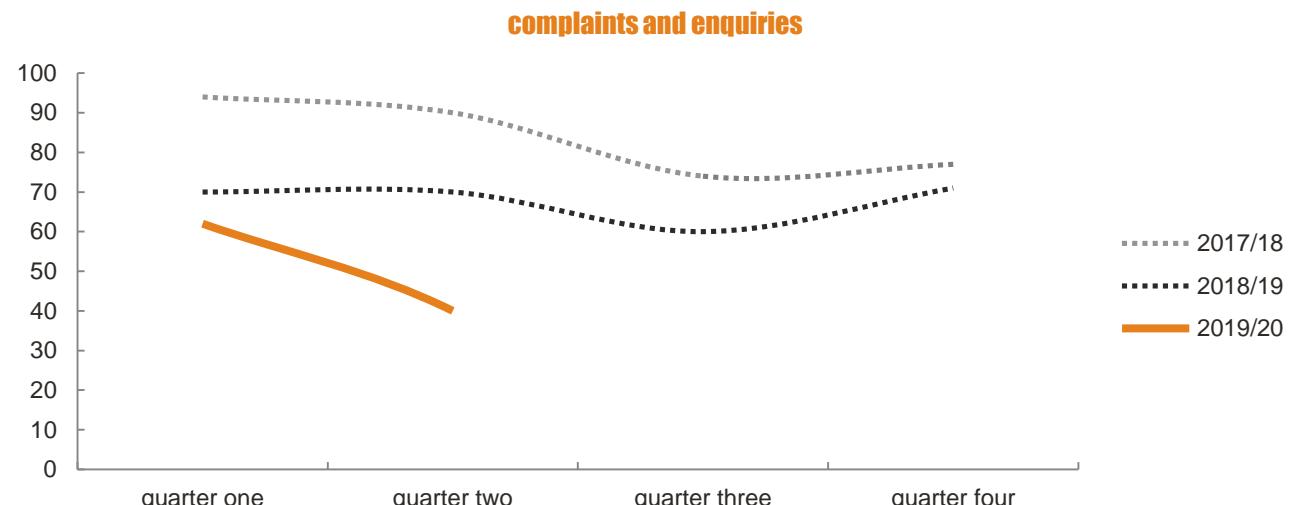
Dog Control

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.

The number of stray or lost dogs reported to WRS during this year is a reduction of approximately 22% compared to the preceeding years. The type of cases recorded remains consistent however, with 69% of reports relating to 'contained' stray dogs. This means they were found and held by, for example, a member of the public.

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In general, WRS receives very few dog control complaints. Based on the 26 complaints received during this quarter, 12 related to fouling or persistent straying, 12 related to dangerous dogs and 2 related to welfare concerns.



Environmental Permitting

WRS have been busy during the second quarter advising its Primary Authority partner Wienerberger on matters of waste management at their installations in Kingsbury in Warwickshire. Officers have also successfully intervened in the enforcement actions of North Lincolnshire Council on the incorrect application of their enforcement policy with regard to Wienerberger's site at Goxhill outside of Scunthorpe. WRS is pleased to confirm that the local authority is now working constructively with Wienerberger and WRS with regard to their concerns.

The Technical Services Team are presently developing a new service specifically designed to assist companies in Worcestershire with permitted processes that require Environmental Management Systems (EMS) as part of ISO 14001 accreditation which is seen and recognised as the benchmark for quality and performance. It is hoped that Companies will take advantage of this service as it provides an opportunity to further improve environmental performance and the competitiveness of Worcestershire industries.

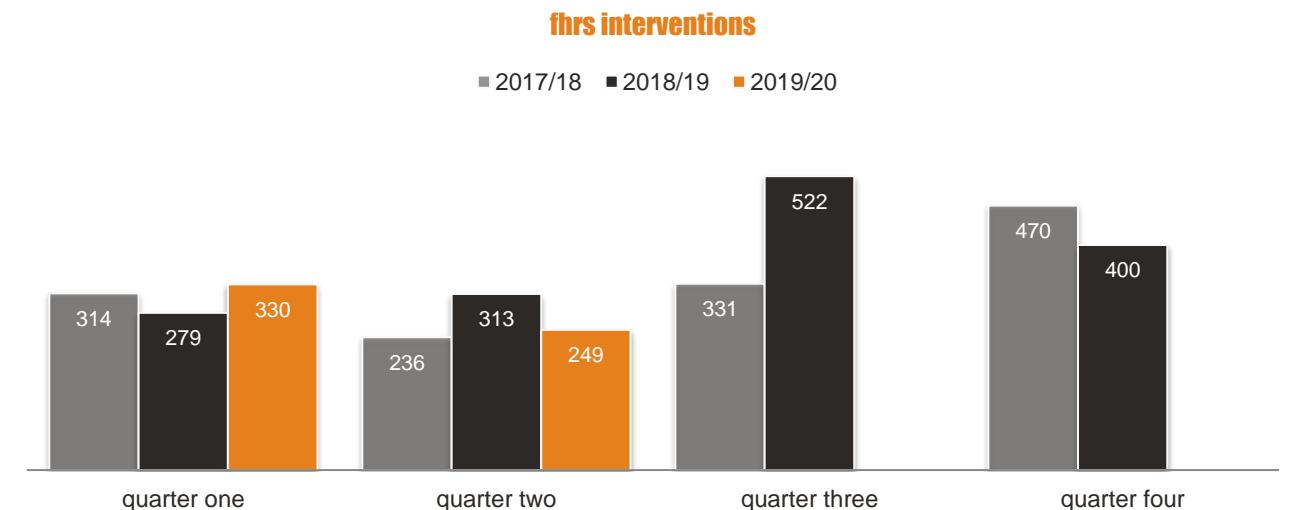
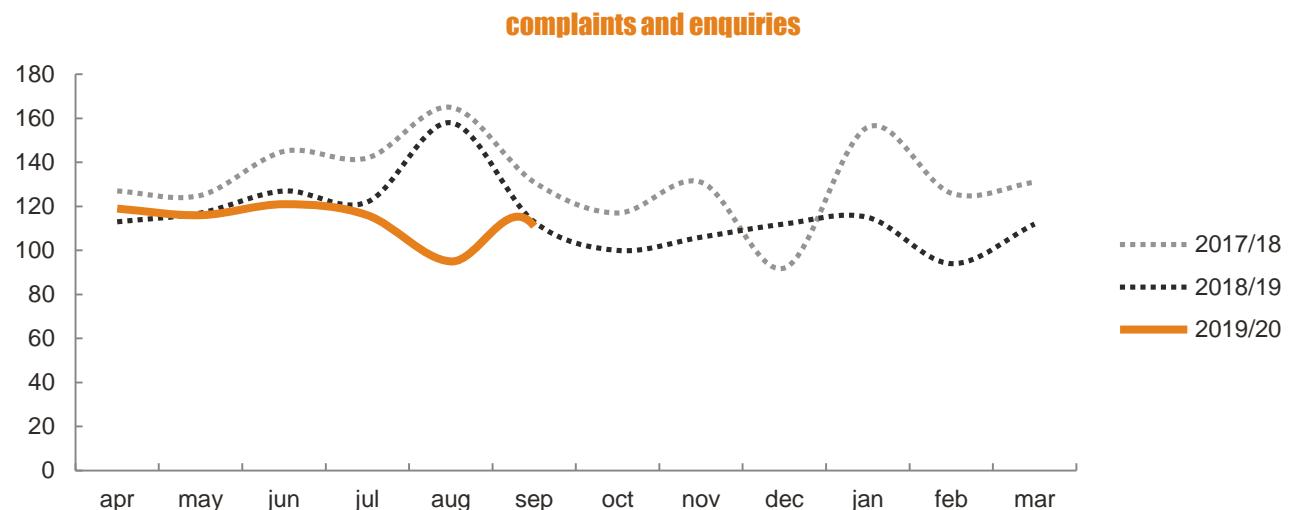
Food Safety

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.

With the exception of August, the number of food safety requests received during this year is largely in line with 2018/19. Approximately 51% of cases have been complaints; with three quarters relating to food products and a quarter relating to the hygiene standards or practices at food business.

The remaining 49% of cases have largely been enquiries, which includes requests for business advice.

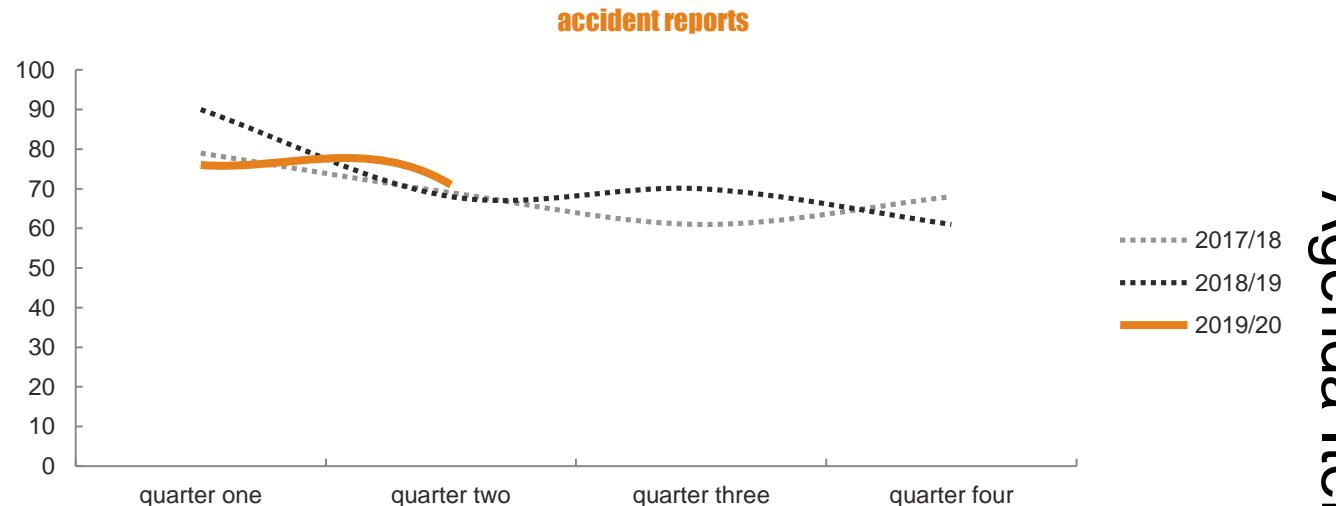
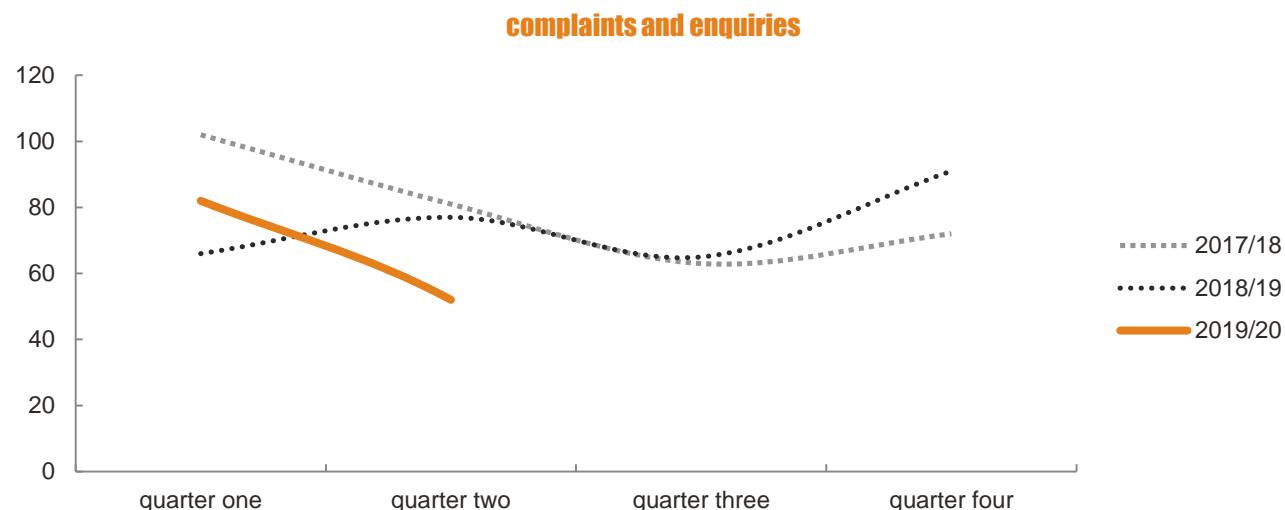
Based on the 249 interventions undertaken during quarter two, approximately 7% led to a 'non compliant' rating. The majority of these businesses however have since been brought into compliance. Whilst the number of food safety interventions were down on Q1, total numbers achieved by the end of Q2 are broadly in line with those in previous years.



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.

The number of health and safety cases received during this year is broadly in line with 2018/19. There has however, been a continued decline in the number of complaints and enquiries. Approximately 52% of cases have been reports of accidents, with the greater proportion relating to injuries suffered by members of the public, or injuries leading to a worker being incapacitated for more than seven consecutive days. Based on the 52 service requests received during this quarter, 35 were complaints. It should also be noted that several resource intensive formal investigations are ongoing with the likelihood of legal proceedings to follow.



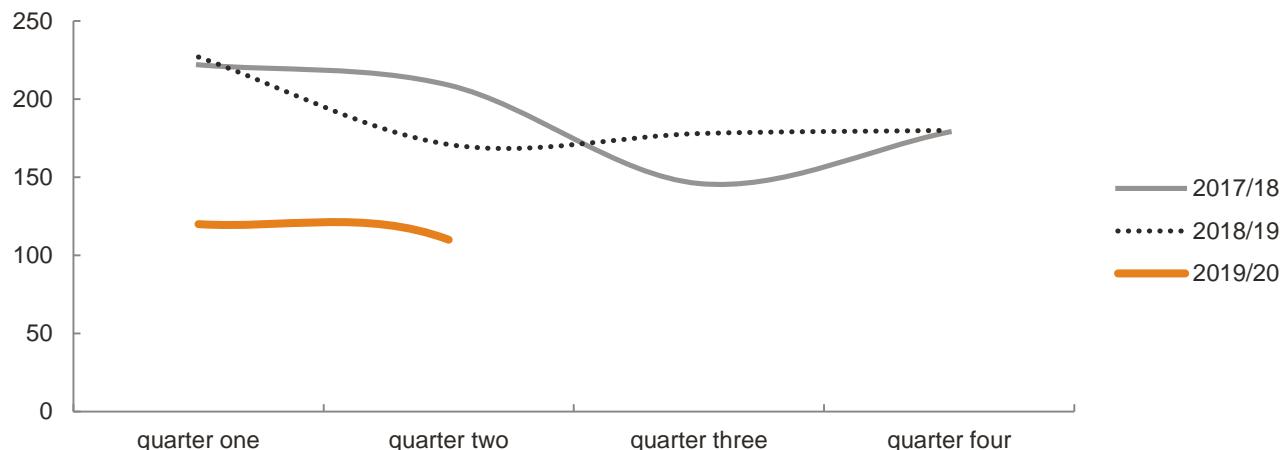
Information Requests

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 Data Protection Act 2018 and General Data Protection Regulation

The number of Environmental Information Requests continues to be low, with 39 requests received during this quarter. Such requests are commonly generated by house and land sales, and it is therefore assumed that the low numbers are a direct consequence of the lack of confidence in the current property market.



Licensing

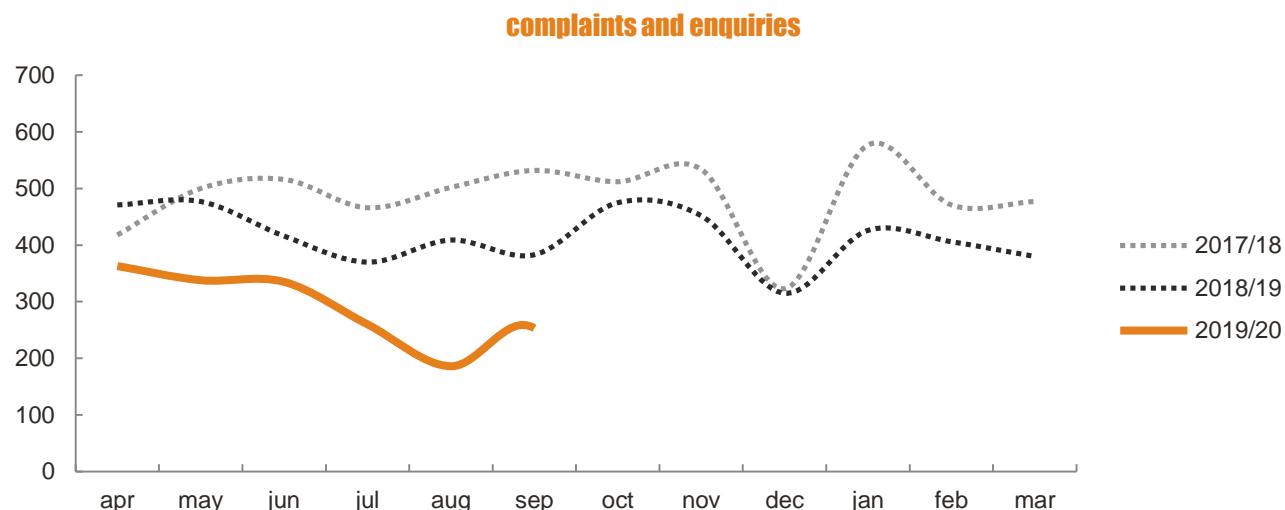
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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

The number of applications received by WRS during this year is broadly similar to preceding years.

Approximately 49% of applications have related to alcohol licensing (which includes gambling), with temporary event notices accounting for three quarters of such cases. Approximately 82% of service requests have been enquiries.



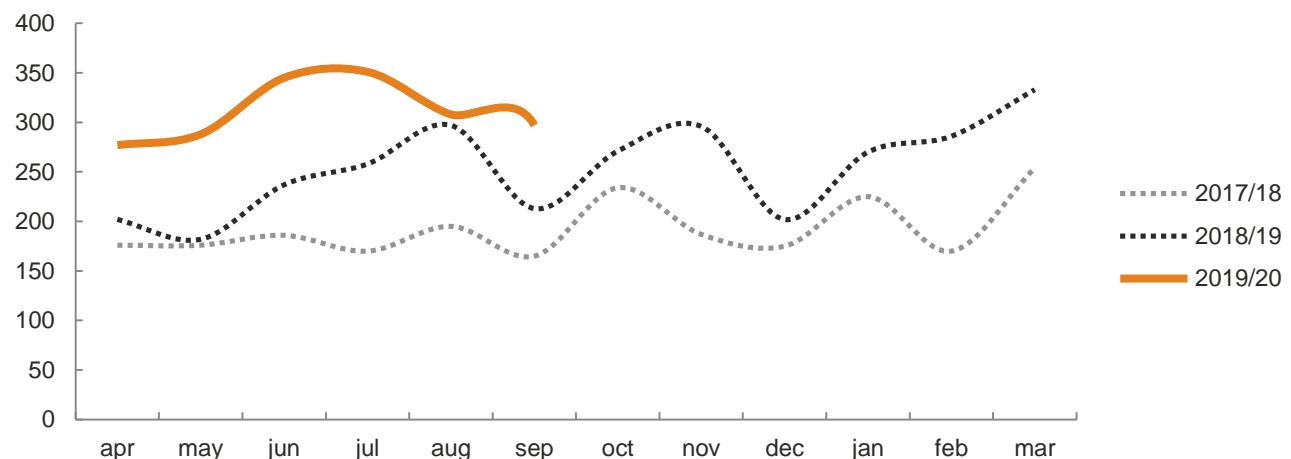
Planning

The chart (right) shows the number of planning enquiries 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

The number of planning enquiries completed by WRS during this year is an increase of 34% compared to 2018/19. Approximately 90% of enquiries are consultations, with 44% relating to contaminated land, 30% relating to nuisance and 14% relating to air quality.

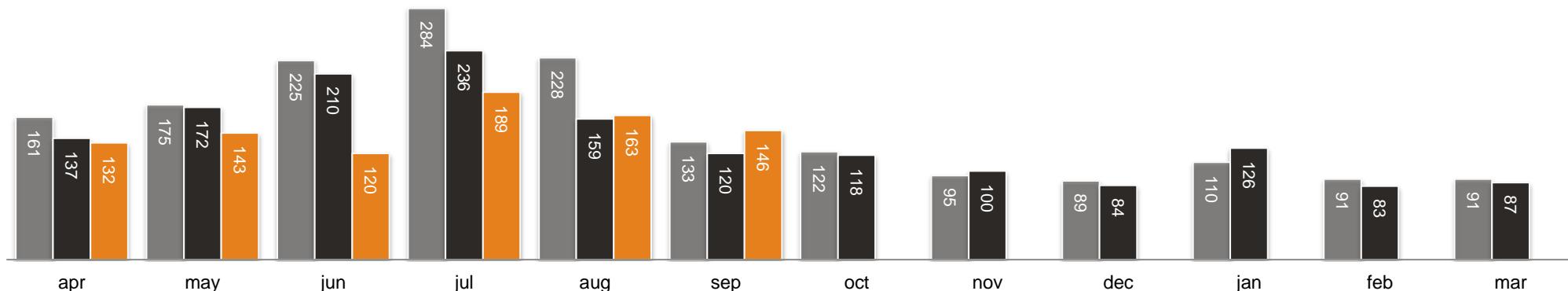


Pollution

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.

The number of pollution cases received by WRS during the year this year is a reduction of approximately 15% compared to 2018/19. Approximately 68% of cases have related to noise nuisance, with domestic noise the most prominent subcategory. A further 15% of cases were complaints relating to smoke nuisance. The reduction in overall demand has enabled officers to carry out more proactive work with the organisers of large events and festivals prior to them taking place, helping to mitigate what by their very nature can be the source of significant noise issues at unsocial hours for a limited period of time.

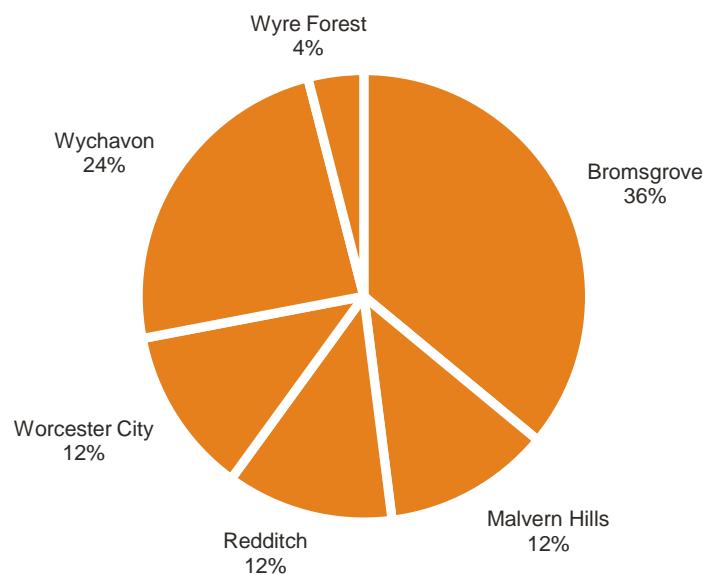
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Noise

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.

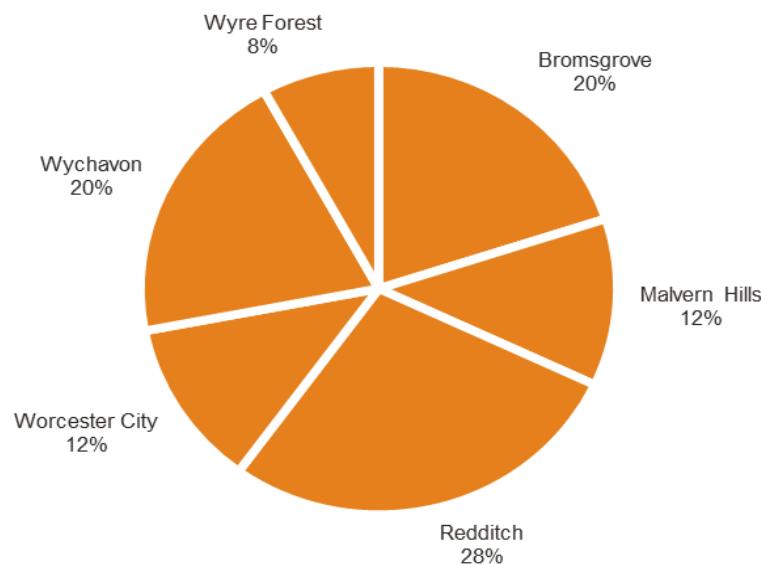
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Ward	Total	Population	Rate
Hartlebury	11	2,936	3.75
Upton And Hanley	14	4,153	3.37
Elmley Castle And Somerville	7	2,457	2.85
Catshill North	8	2,818	2.84
Offmore And Comberton	27	9,726	2.78
Lowes Hill	8	2,888	2.77
Droitwich Central	7	2,570	2.72
West (Malvern)	11	4,112	2.68
Bredon	7	2,666	2.63
Arboretum	16	6,301	2.54
Avoncroft	8	3,242	2.47
Pershore	19	7,716	2.46
Charford	9	3,670	2.45
Barnt Green And Hopwood	7	2,866	2.44
Central (Redditch)	16	6,681	2.39
Astwood Bank And Feckenham	14	6,126	2.29
Cathedral	26	11,488	2.26
Sanders Park	8	3,559	2.25
Sidemoor	9	4,021	2.24
Norton	7	3,177	2.20
Honeybourne And Pebworth	6	2,758	2.18
Rainbow Hill	12	5,525	2.17
Dyson Perrins	10	4,666	2.14
Lodge Park	12	5,608	2.14
Belbroughton And Romsley	14	6,564	2.13

Noise (2018/19)

The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. The data covers 2018/19 and is intended to be a point of reference for the data highlighted on the previous page.



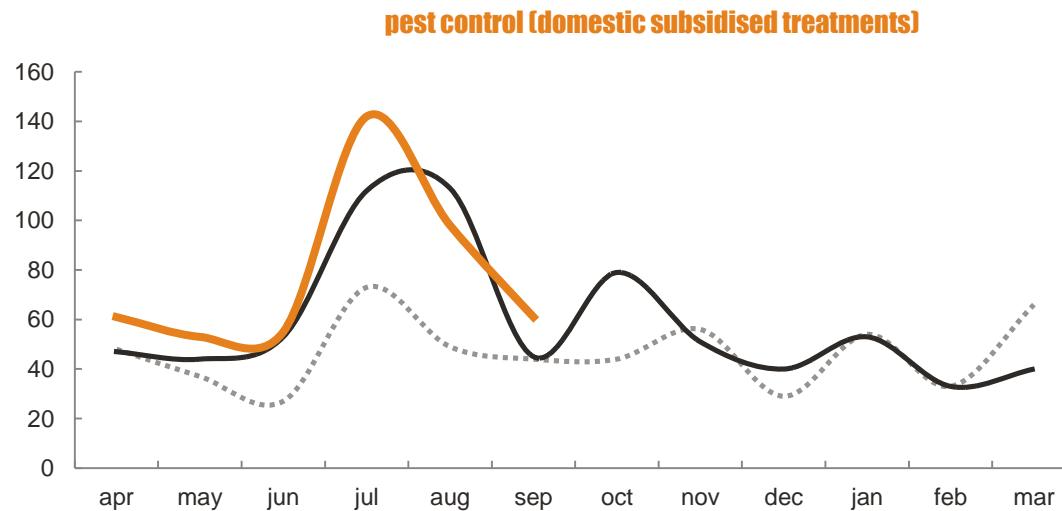
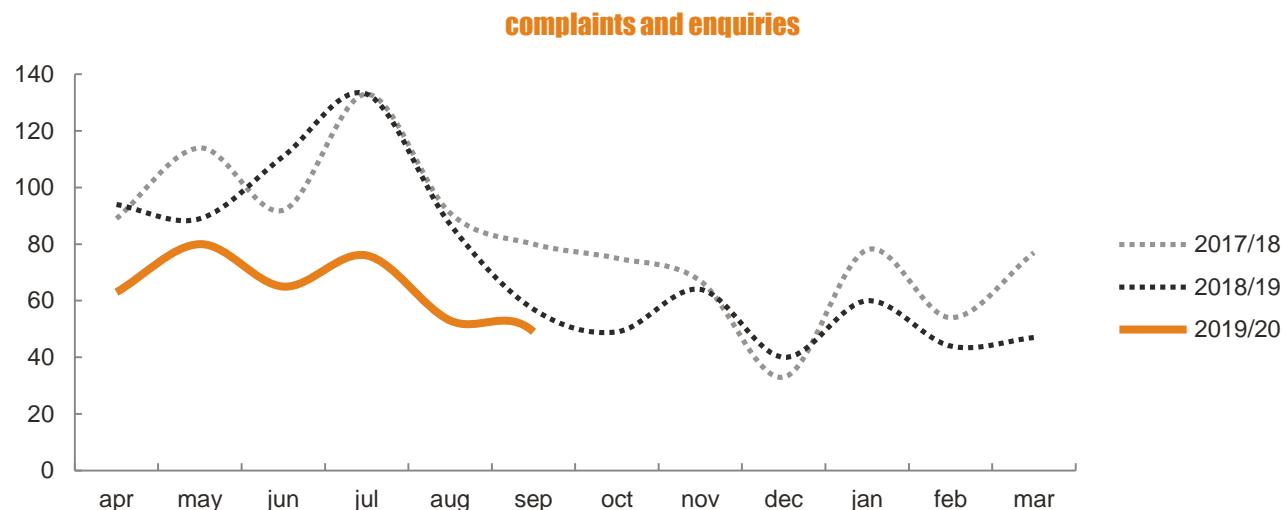
Ward	Total	Population	Rate
Sanders Park	36	3,456	10.42
Cathedral	63	11,160	5.65
Charford	20	3,638	5.50
Norton	16	3,175	5.04
Abbey	29	6,232	4.65
Warndon	27	5,928	4.55
Batchley And Brockhill	38	8,628	4.40
Morton	9	2,060	4.37
Wells	14	3,258	4.30
Upton Snodsbury	11	2,692	4.09
Central	27	6,659	4.05
Longdon	8	2,068	3.87
Headless Cross And Oakenshaw	31	8,539	3.63
Lickhill	9	2,535	3.55
Barnt Green And Hopwood	10	2,838	3.52
Bowbrook	10	2,907	3.44
Broadwaters	32	9,326	3.43
Matchborough	21	6,152	3.41
Lodge Park	19	5,630	3.37
Bengeworth	23	7,301	3.15
Droitwich Central	8	2,549	3.14
Bretforton And Offenham	9	2,883	3.12
Greenlands	29	9,298	3.12
Alvechurch Village	9	2,899	3.10
Gorse Hill	17	5,520	3.08

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.

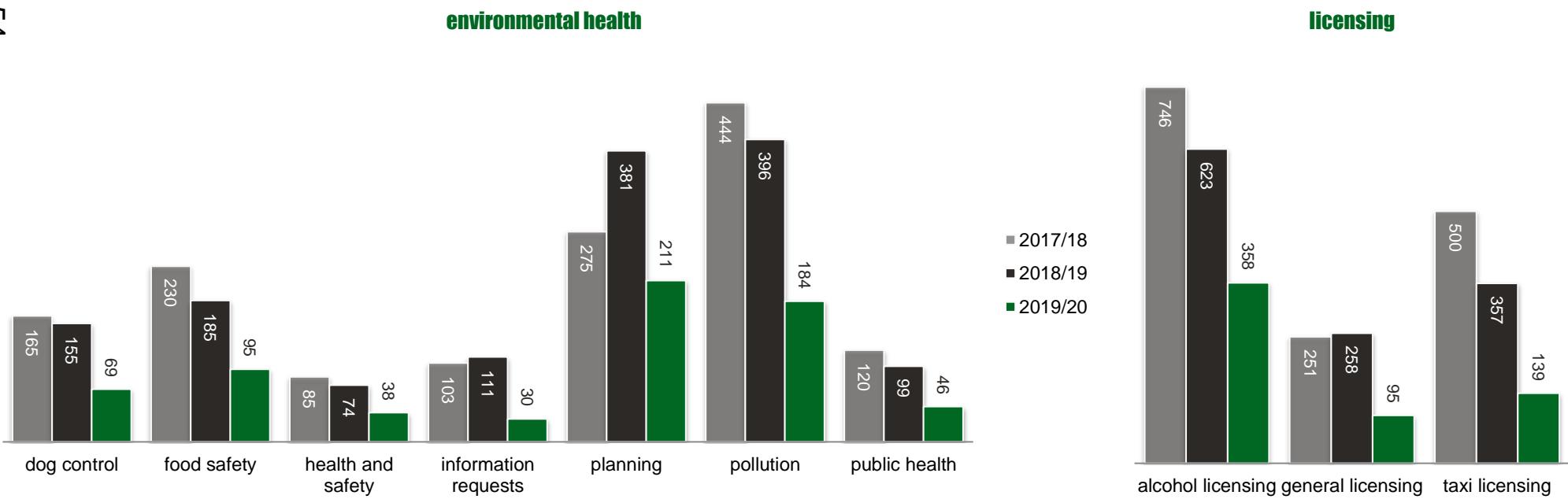
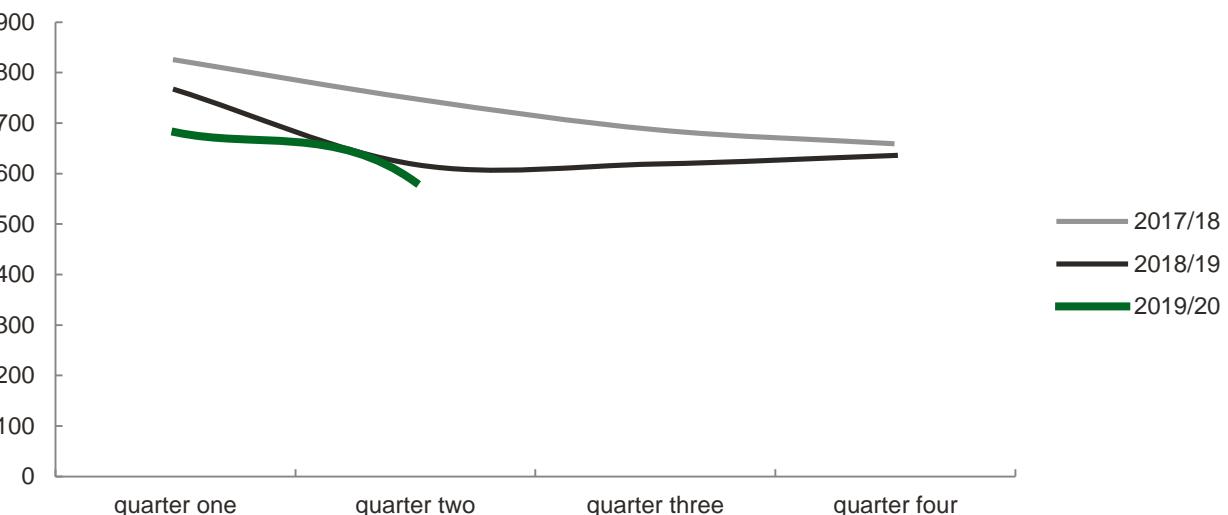
The number of public health cases received by WRS during this year is a reduction of 32% compared to the preceding years. Approximately two thirds have cases have related to pest control, whilst 26% have related to accumulations at commercial premises.

Of the 470 domestic treatments undertaken during this year, 40% were due to the presence of rats and a further 40% were due to wasps.



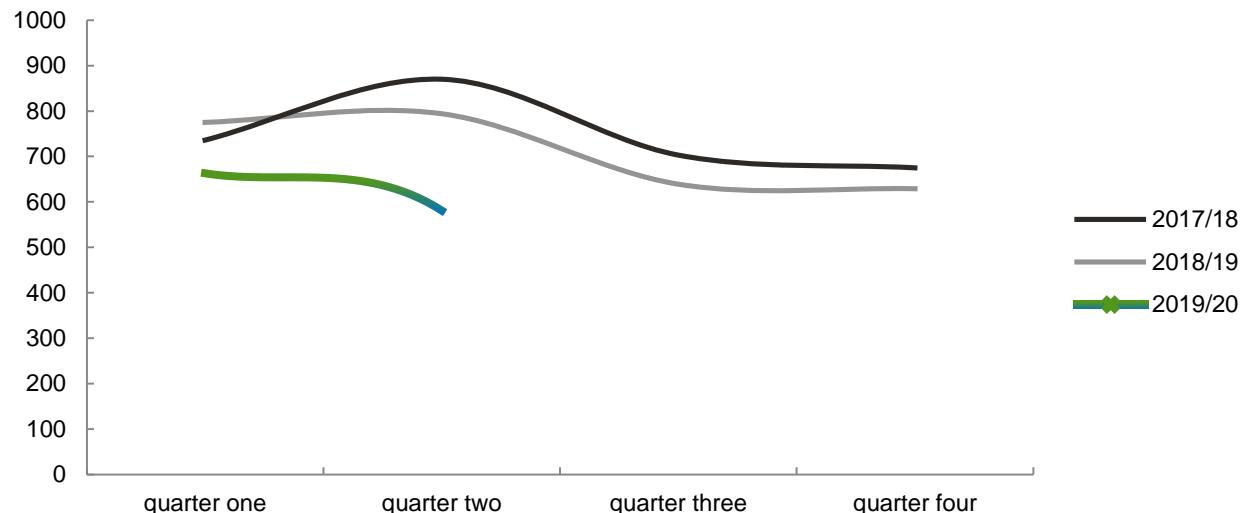
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Bromsgrove.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

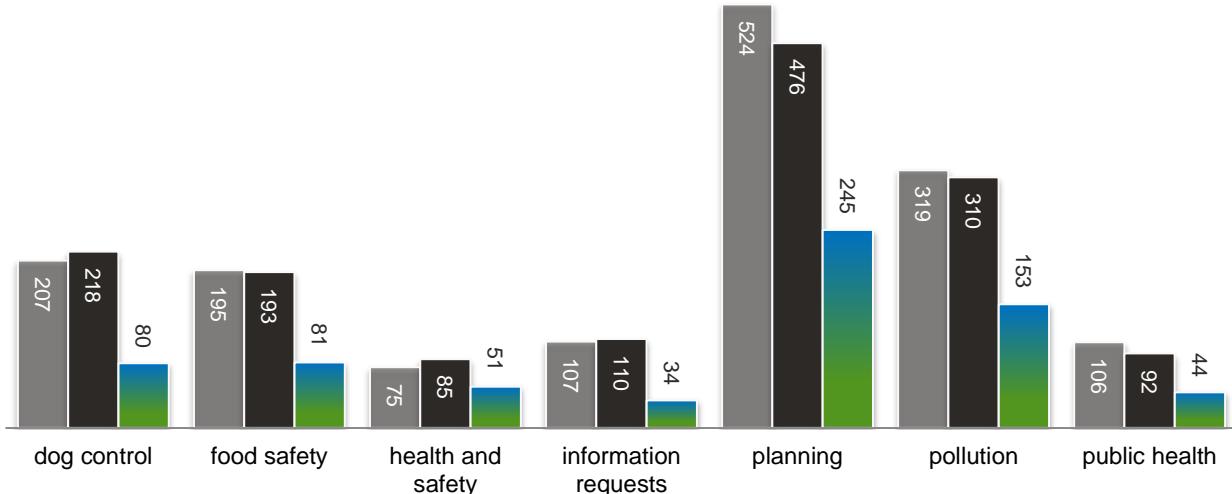


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

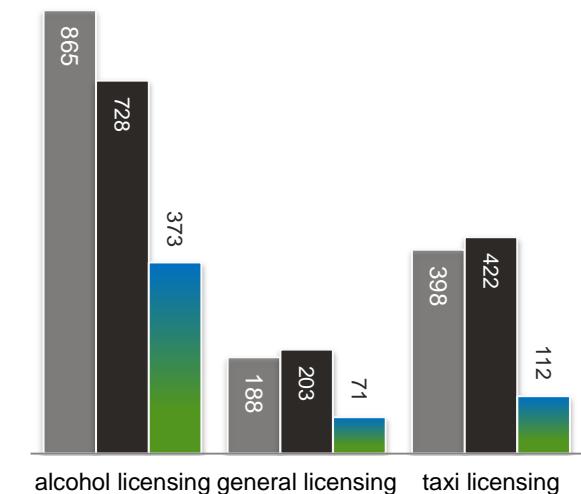
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



environmental health

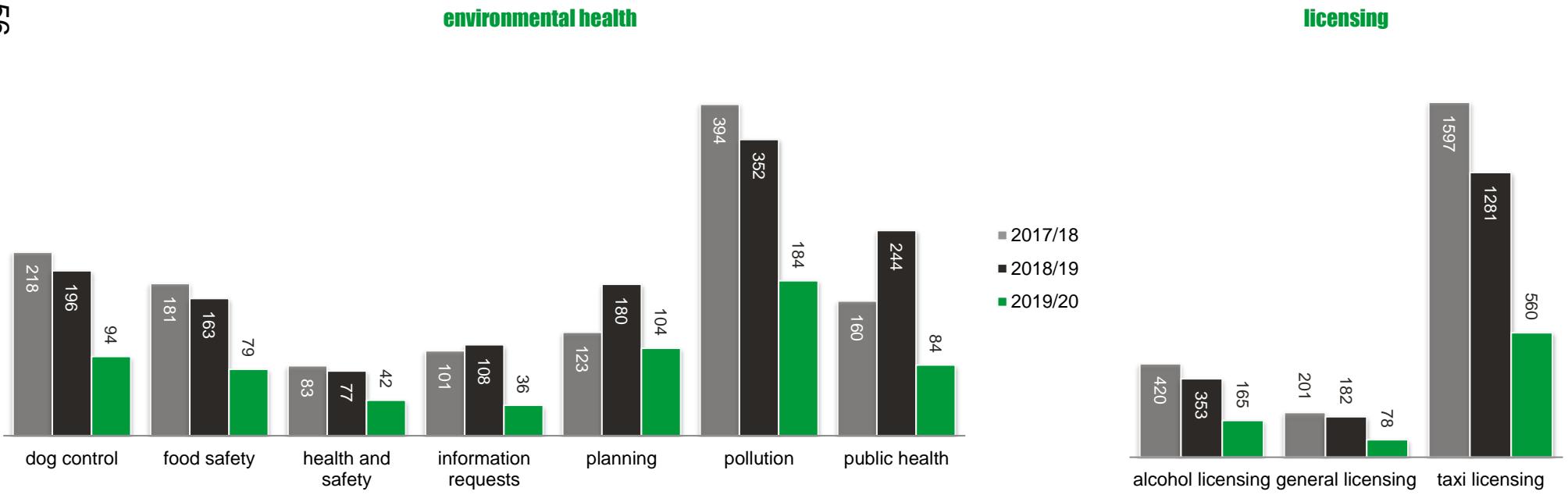
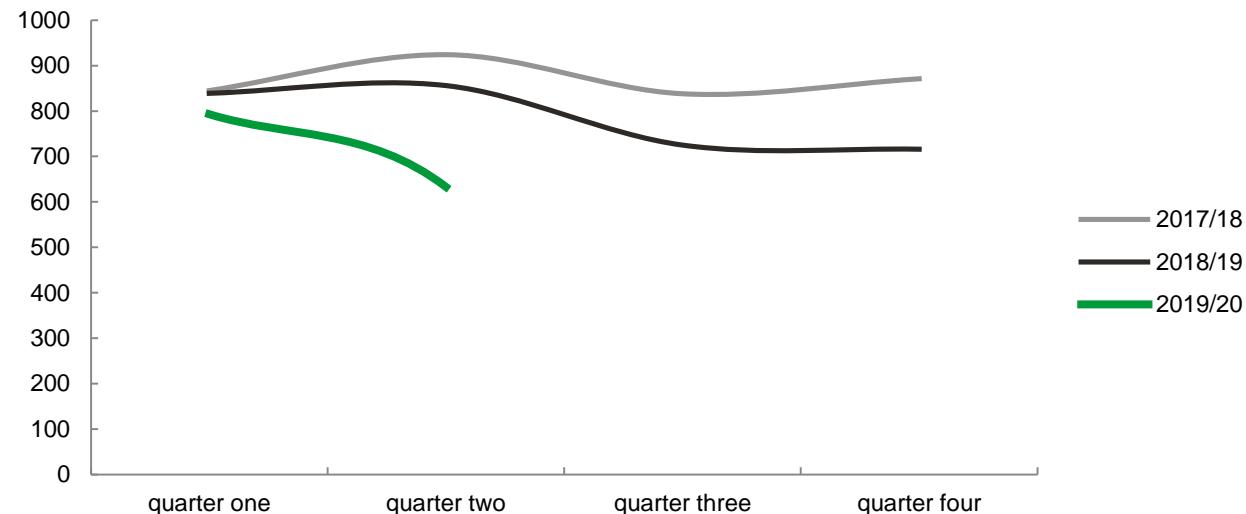


licensing



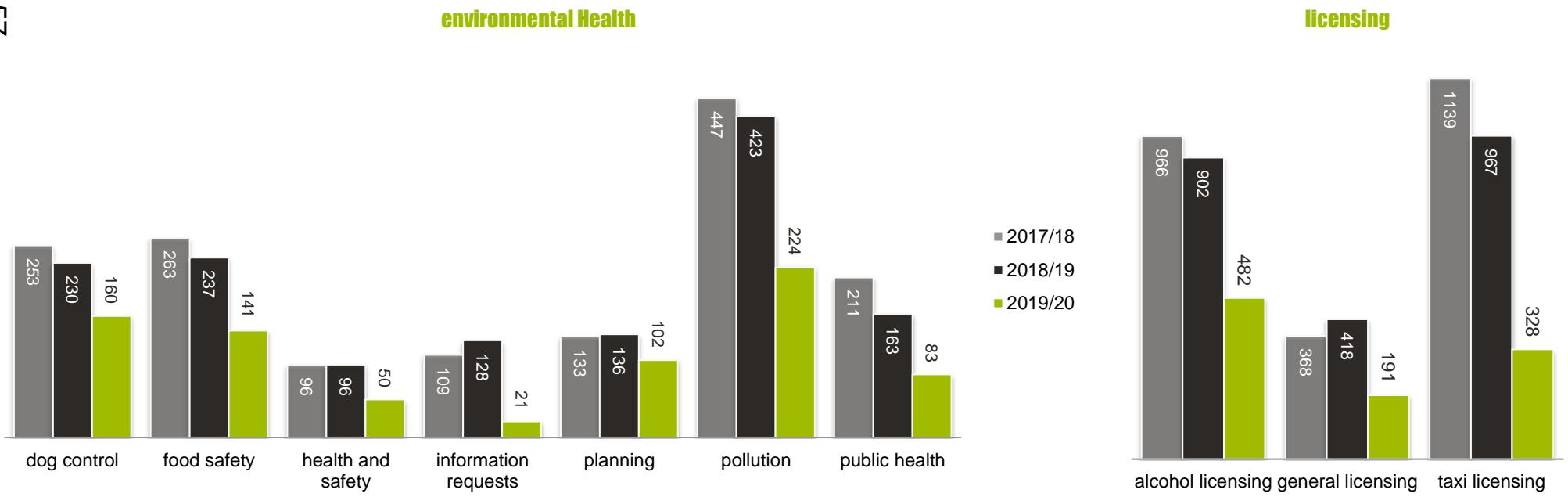
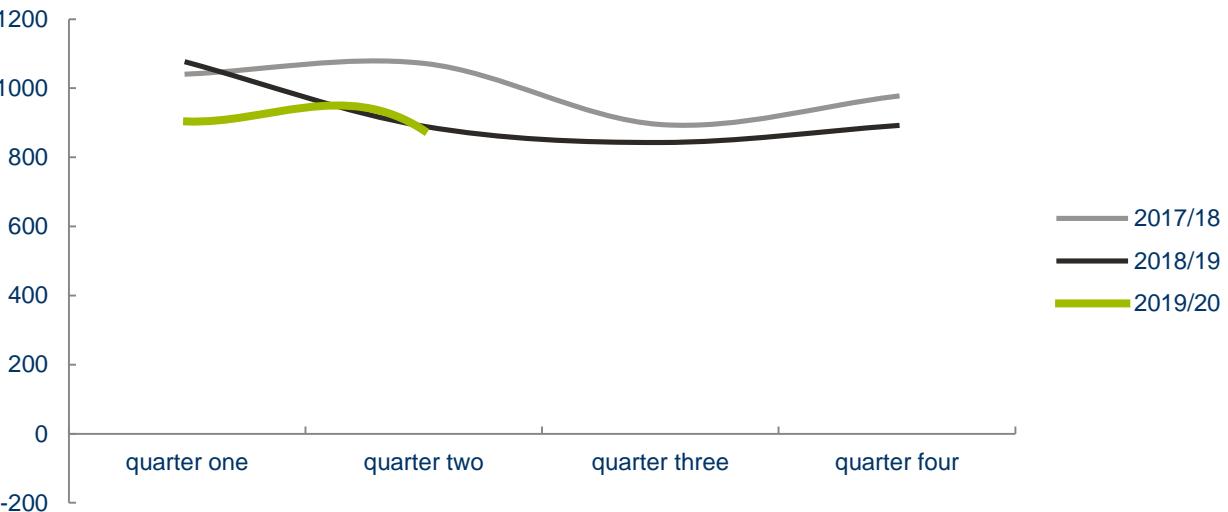
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



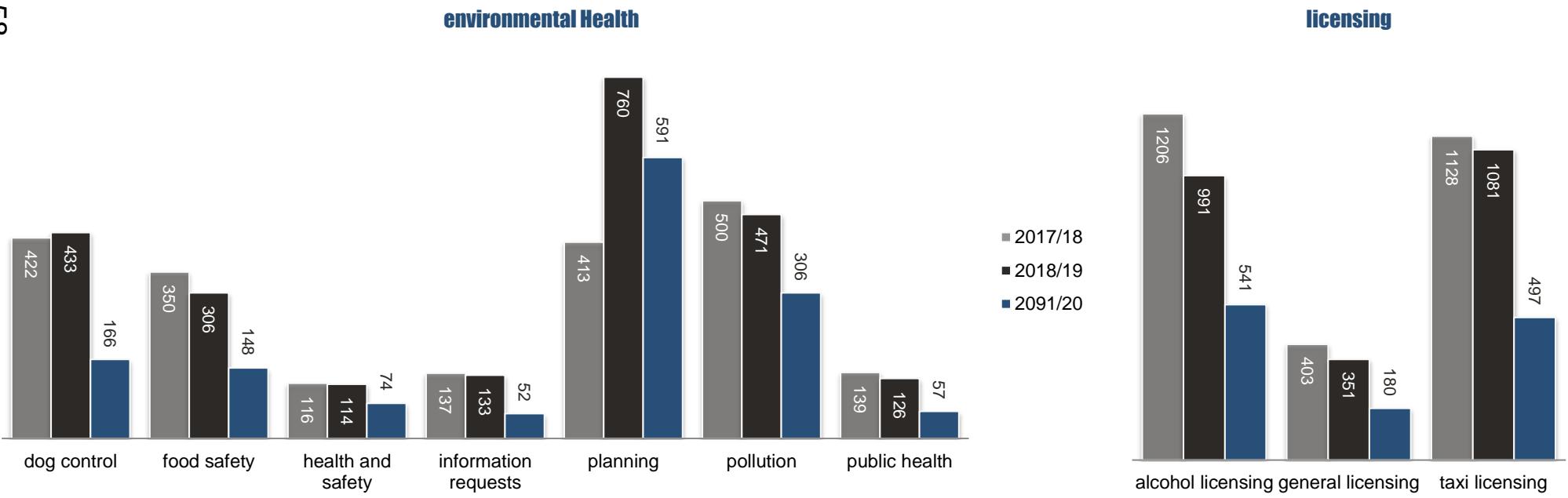
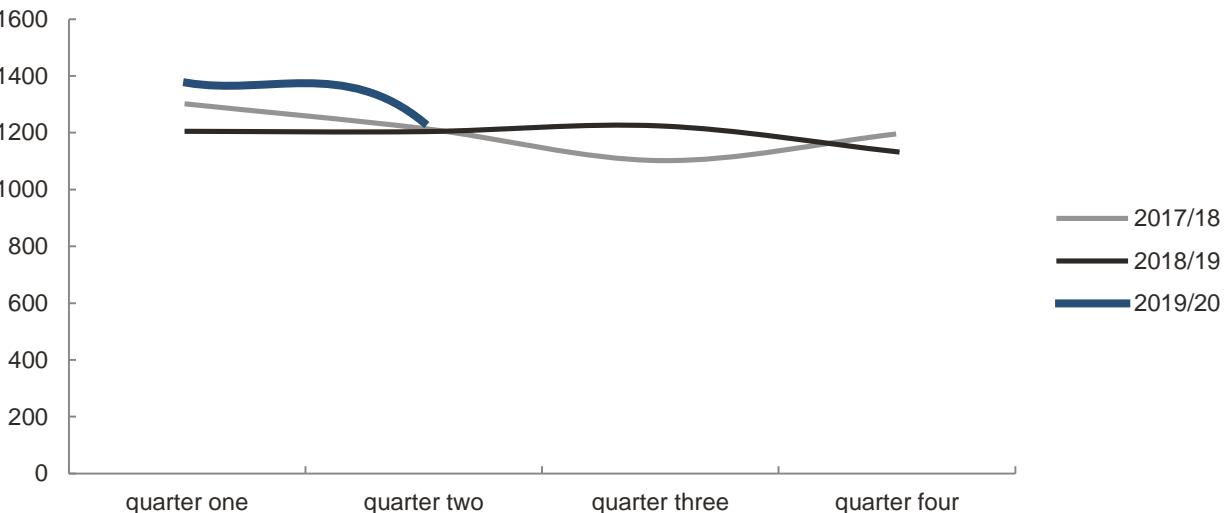
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Worcester City.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



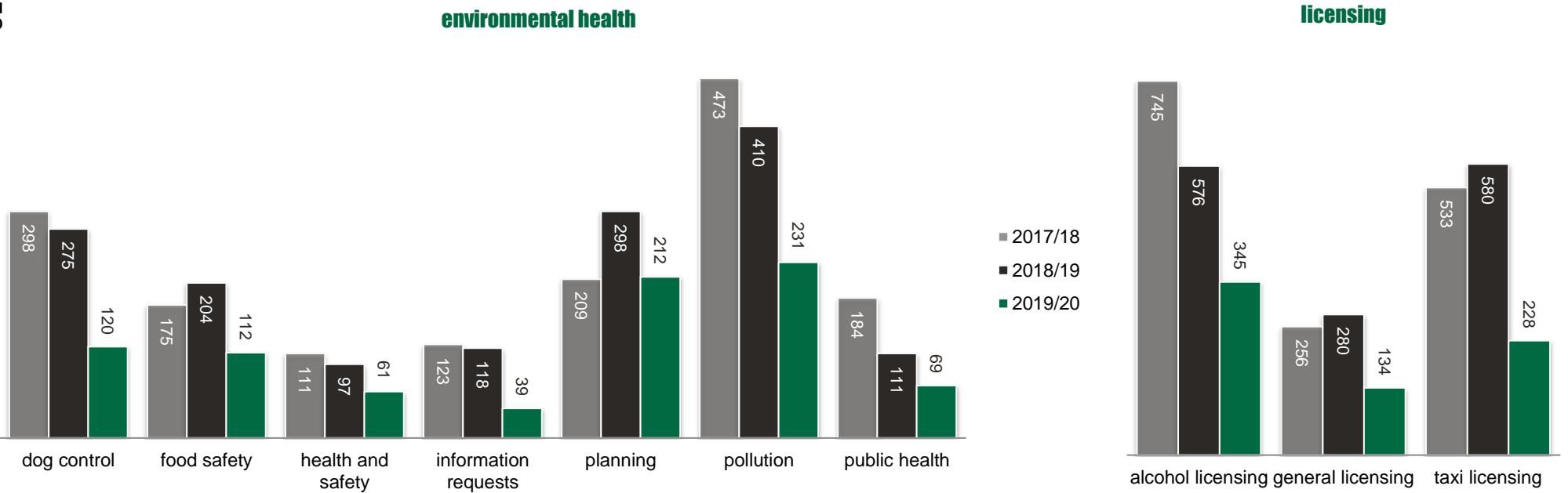
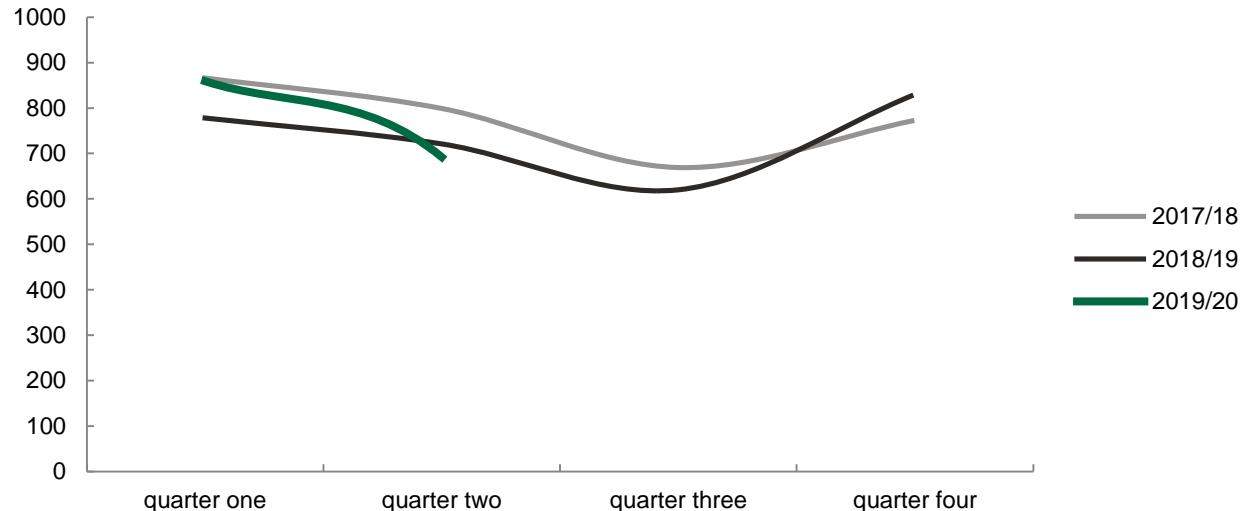
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wychavon.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



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.

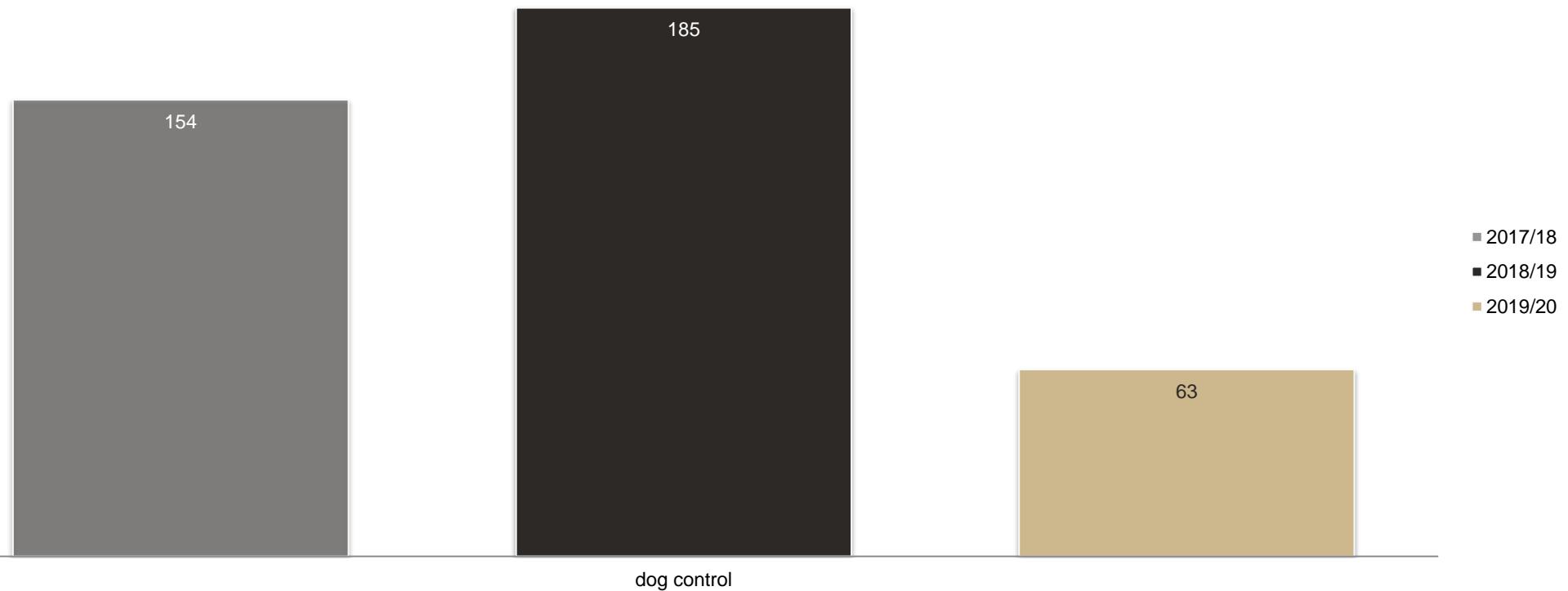
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



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 number of stray dogs reported remains consistent with previous 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.



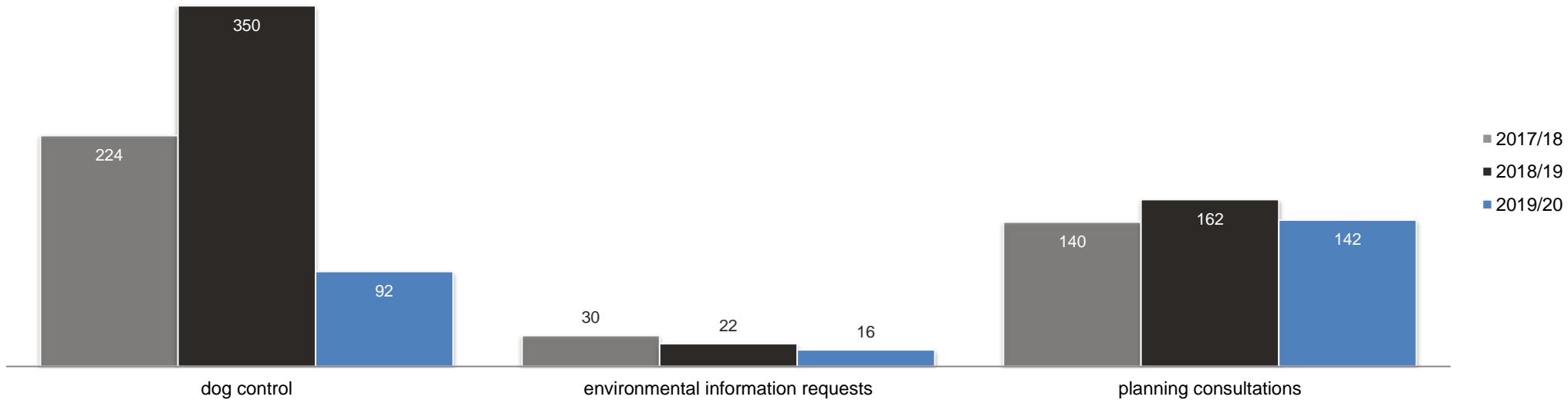
Gloucester City Council

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. There has been a marked reduction in the number of dogs collected in quarter three and this would indicate a continued annual reduction is likely.

Planning work continues to grow for Gloucester City with the addition of noise and nuisances categories of planning consultations being undertaken this year. Inspections for Gloucester City Permitted sites were fully completed last year. WRS officers sitting on the DEFRA foundries technical group are currently assisting Avon Metals (A2 Process) with the process of delivering compliance with new emissions standards which will be introduced by the 2020 Sectoral Guidance note.

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.

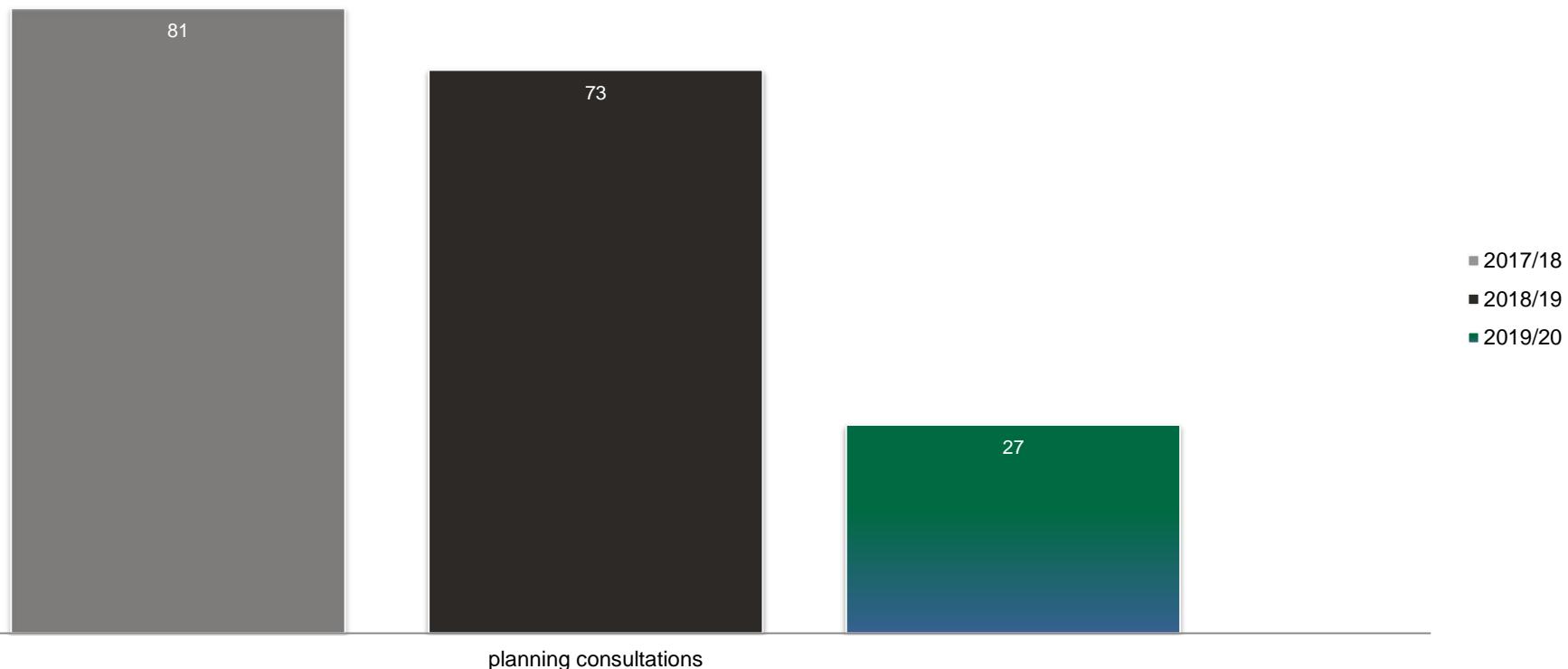
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South Gloucestershire Council

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. Planning work remains steady with levels of demand representative of last year's numbers.

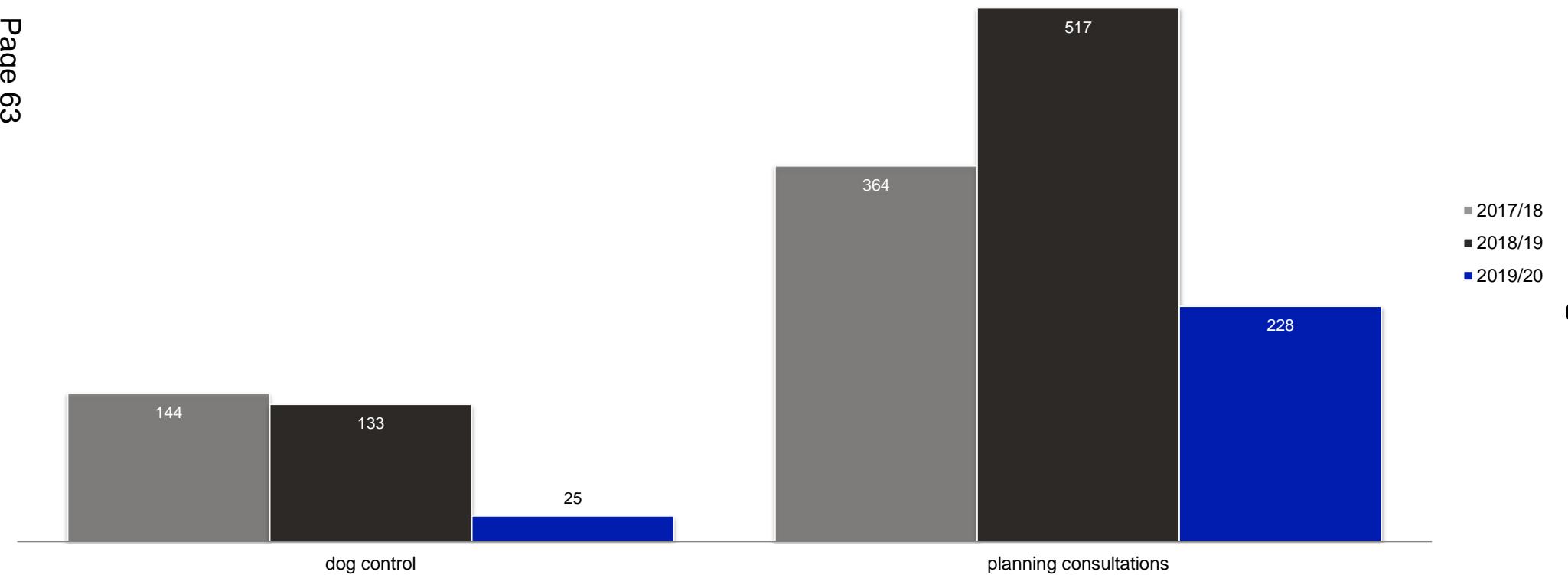
The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



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. Planning work remains steady, with consultations for the last quarter being comparative to previous years work.

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.



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Worcestershire Regulatory Services

Supporting and protecting you

WRS Board

14th November 2019

Information Report – Air Quality Update 2019

Recommendation

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

Background

District Council's have a duty to review and assess local air quality within their districts against a set of health based objectives. Under EU Directives the UK was required to comply with those objectives by 2015 and in 2017 Defra published the first of several National Action Plans to demonstrate how it intends to comply.

Report

Local Air Quality Management

The Local Air Quality Management process (LAQM) is the Local Authority role with air quality. That is set out in Part IV of the Environment Act 1995 and subsequent Technical Guidance and Policy documents. There are a number of health based objectives for pollutants but for Worcestershire it is nitrogen dioxide which is the primary pollutant of concern. The objectives for that pollutant are an annual average of 40 microgrammes per metre cubed for a residential property or school and a one-hour average of 200 microgrammes per metre cubed for a property where someone would realistically spend an hour, such as outdoor seating of a café or a playground. WRS reports annually to Defra on behalf of all Districts on the current situation.

Where a breach of the objective is identified there is a requirement for the Local Authority to declare an Air Quality Management Area (AQMA). WRS monitors air quality around the district and where an area of concern is identified an assessment is carried out. Following declaration, there is a requirement to produce an action plan and update that plan with progress and report to Defra annually.

There are currently 7 AQMAs in Worcestershire. The focus of Defra Guidance to Local Authorities has been aimed at District and County Councils, together with Public Health colleagues to deliver the measures to improve air quality that are included in their local Action Plans.

It is difficult to predict when the Worcestershire authorities may meet

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compliance with the National Objective (such that there is no longer a requirement for an Air Quality Management Area). For most AQMAs the trend is downwards but for some areas the situation is deteriorating. It is unlikely that we will have compliance across all Worcestershire Districts in the next 5 years without intervention.

Local Update

Annual monitoring data for 2018 has been published on the WRS website but the following summarises the results and current situation.

Bromsgrove: Three AQMAs remain in Bromsgrove town at Worcester Road, Redditch Road and Lickey End where levels of Nitrogen Dioxide have not shown any discernable trend other than a slight decrease. In the last year only Worcester Road was showing exceedance. Little progress has been made with Action Plan measures to date although discussions continue with implementation of enhancements along the A38 corridor.

Levels of nitrogen dioxide in Kidderminster Road, Hagley had not exceeded the National Objective in the three years prior to 2018. Thus that year, the Kidderminster Road, Hagley AQMA was revoked by Bromsgrove District Council. However, following revocation the monitoring network was extended with some of the extension funded by the Parish Council. There is one location where it appears there may be higher levels of Nitrogen Dioxide than expected. In line with Defra Guidance, a watching brief is being maintained.

Malvern Hills: The levels of nitrogen dioxide in the District remain very low. Upton upon Severn High Street was the only area that previously gave us concern but that has remained well below the National Objective level.

Redditch: The levels of nitrogen dioxide in Redditch remain very low as a result of the foresight of well planned housing and road layouts. Other Road is the only area of concern in the past but has been consistently just beneath the National Objective. Additional monitoring has been put around a new site of diesel powered electrical generation to ensure this does not have a detrimental impact.

Worcester City: The City historically had a number of AQMAs, with Newtown Road revoked a number of years ago and three AQMAs (Dolday, Lowesmoor/Rainbow Hill and St John's) until June this year when all three existing ones were varied to form one AQMA that matches the administrative boundary of the City. Not all areas within this AQMA have air quality concerns, however it allows management of the wider area for the benefit of all residents rather than just the hotspots of poor air quality which were the old AQMAs plus London Road, The Tything and the Butts which all exceed the national objective.

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However the overall trend over the last 15 years is downwards.

Progress on recommendations made by the Worcester City Task and Finish Group on air quality measures to be investigated are to be reported back to their Committee in December.

Wychavon: Port Street AQMA was revoked in May 2018 due to the improved situation, whereas Worcester Road, Wychbold AQMA was declared the same month. The issue is predominantly caused by diesel vehicles making up 44% of the nitrogen dioxide emissions in that locality. Light diesel vehicles and heavy goods vehicles make up the next largest contributors at 26% and 16% respectively. An Action Plan is yet to be drafted but will be developed by a proposed steering group to include contributions from the County Council and Highways England. There are already a number of actions that have been taken by Highways England to improve traffic flow on the M5 and First Buses have retrofitted all buses along the 144 route to Euro VI standard. Proposals to close the lorry park at Shell Service Station, Upton Warren are likely to also have a positive impact on air quality.

Wyre Forest: Action Plan measures for Welchgate, Bewdley AQMA are limited because of the urban topography of the location, a narrow street with high traffic volumes, houses close to the road and traffic lights causing standing traffic. The options that are available are generally politically unacceptable or impractical. Nitrogen dioxide levels along both sides of the street at residential facades remain above the National Objective.

In working with Wyre Forest District Council, WRS have assisted in ensuring road layout proposals of the Churchfields Masterplan have been developed to maximise the opportunities to improve air quality in the Horsefair AQMA, Kidderminster. Whilst it has not been possible to reduce traffic by the required 60-70% of current levels, by making streets one way, levels have been significantly reduced. It is hoped this will have a significant impact on the poor air quality in this location which continues to have the highest levels of nitrogen dioxide in the County.

With increased development proposed around Stourport-on-Severn, WRS have been ensuring air quality impact assessments are being undertaken appropriately as the High Street has previously been considered an area of concern. Pollution at first floor level (where there are relevant receptors) does not currently exceed the National Objective, however the situation is being monitored closely and development proposals scrutinised to ensure air quality is not compromised such that an AQMA is required.

The levels of nitrogen dioxide at Comberton Hill and Chester Road junction in Kidderminster continue to cause concern. The monitoring network has been expanded in this location and a detailed assessment will be undertaken to include modeling of pollution levels along that stretch of road to establish whether there is a requirement to declare an AQMA. The situation is exacerbated by the extensive

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proposals for additional housing on the eastern side of Kidderminster.

Reporting

The actual monitoring results for each district are reported annually in an 'Annual Status Report' (ASR) which is submitted to Defra. The report is produced between April and June with the previous year's monitoring data, following adjustment for location (to represent relevant exposure), analytical bias and any missing data (to represent a full year's worth of data). The ASR also provides details of all the current measures in the Action Plan to address poor air quality. All ASRs are available on the WRS website. Link below.

Contact Points

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mark.cox@worscsregservices.gov.uk

Background Papers

Annual Status Reports for each District, available from WRS website:
<https://worscsregservices.gov.uk/pollution/air-quality/local-air-quality-progress-reports.aspx>