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WORCESTERSHIRE DISTRICT COUNCILS

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY 19TH NOVEMBER 2026
AT 4.30 P.M.

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

MEMBERS: Chairman: Councillor M. Dormer, Redditch Borough Council
Vice- Chairman: Councillor R. Deller, Wychavon District Council
Councillor K. Taylor, Bromsgrove District Council
Councillor J. Owenson, Malvern Hills District Council
Councillor C. Palmer, Malvern Hills District Council
Councillor N. Pioli, Redditch Borough Council
Councillor R. Uddal, Worcester City Council
Councillor K. Holmes, Worcester City Council
Councillor M. Goodge, Wychavon District Council
Councillor T. Onslow, Wyre Forest District Council
Councillor I. Hardiman, Wyre Forest District Council

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 24th September 2026. (Pages 5 - 12)

4. Worcestershire Regulatory Services Budget 2027/ 28 (to follow)

5. Worcestershire Regulatory Services Revenue Monitoring April- September 2026 (Pages 13 - 20)

6. Activity and Performance Data Quarter 2 (2026/ 27) (Pages 21 - 58)

7. Food Safety Interventions: Progress with WRS Workplan to meet Food Standards Agency escalation requirements (Pages 59 - 64)

8. To consider any other business, details of which have been notified to the Executive Director of Governance and Assurance 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.

J. Leach
Chief Executive

Parkside
Market Street
BROMSGROVE
Worcestershire
B61 8DA

11th November 2026

If you have any queries on this Agenda please contact
John Swann
Democratic Services Officer

Parkside, Market Street, Bromsgrove, B61 8DA
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If you have any questions regarding the agenda or attached papers, please do not hesitate to contact the officer named above.

Notes:

Although this is a public meeting, there are circumstances when Council might have to move into closed session to consider exempt or confidential information. For agenda items that are exempt, the public are excluded.

WORCESTERSHIRE DISTRICT COUNCILS

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY 24TH SEPTEMBER 2026, AT 4.30 P.M.

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

PRESENT: Councillors I. Hardiman (Chairman), M. Goodge, M. Marshall, T. Onslow, J. Owenson, C. Palmer, K. Holmes and N. Pioli

Officers: Mr J. Walton, Mr S. Wilkes, Mr M. Cox, Ms K. Lahel, Mrs M. Patel, Mrs L. Elliot, Mrs S. Woodfield and Mr G. Day

Partner Officers: Mr. I. Miller (Virtual - Wyre Forest District Council), Mr I. Edwards (Malvern Hills and Wychavon District Councils) and Mr G. James (Worcester City)

The meeting commenced upon achieving a quoracy of Board Members

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

In the absence of the Elected Chairman and Vice-Chairman of the Board, Members elected Councillor I. Hardiman (Wyre Forest District Council) as Chairman for the meeting.

Apologies for absence were received from Councillor K. Taylor (Bromsgrove District Council) With Councillor M. Marshall in attendance as substitute.

Apologies were also received from Councillors, M. Dormer (Redditch Borough Council), R. Deller (Wychavon District Council), H. Jones (Bromsgrove District Council) and R. Udall (Worcester City Council).

12 **DECLARATIONS OF INTEREST**

There were no declarations of Interest

13 **TO CONFIRM THE ACCURACY OF THE MINUTES OF THE MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD HELD ON 25TH JUNE 2026.**

The minutes of the meeting of the Worcestershire Regulatory Services Board held on 25th June 2026, were submitted for Members consideration.

RESOLVED that the minutes of the Worcestershire Regulatory Services Board meeting held on 25th June 2026, be approved as a correct record.

14 **ACTIVITY AND PERFORMANCE DATA QUARTER 1 (2026/27)**

The Technical Services Manager, Worcestershire Regulatory Services (WRS), presented the report which set out the Activity and Performance Data for Quarter 1 2026/27.

Officers detailed that the good weather during this period contributed to some variance in a number of areas.

- an increase in noise complaints due to windows being left open for ventilation.
- an increase in Temporary Event Notices (TENs) being applied for and granted, this also was a contributing factor for noise complaints.
- a decrease in stray dogs due to owners likely keeping animals indoors due to the heat.

405 food interventions were undertaken during Q1, the vast majority of which were compliant. The figure was a large increase over the 329 made during the same quarter 2025/26, however, it was only slightly above the numbers from the previous two similar time periods. The 2025/26 drop in interventions was attributed to a vacancy within the team which had since been filled.

The number of reported accidents for health and safety was higher than any quarter in the last 3 years. However, there was not a significant deviation from previous figures so as to cause a concern at this stage. The most reported source of accident remained Slips, trips and falls.

Officers drew Members' attention to the positive customer satisfaction results, with 60.7% for non-business and 94.6% for business users, up from 53.8% and 91.8% respectively in 2025/26. However, it was highlighted that although feedback was good, uptake on feedback requests continued to be low. If was further announced that although not yet implemented, alternative forms/avenues of giving feedback will launch imminently which may impact the results in future quarters with a greater amount of feedback attained.

Staff sickness figures showed improvement from last year at 0.49 days per FTE, which was significantly below the previous 4-years' figures for this period (2.17, 1.13, 0.76, 0.9, respectively).

RESOLVED that the Activity and Performance Data Quarter 1 to 2026/27, be noted and that Members use the contents of the report in their own reporting back to their respective partner authority.

15 **WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL- JUNE 2026**

The Director of Finance and Section 151 Officer, Bromsgrove District Council (BDC) and Redditch Borough Council (RBC) introduced the report and in doing so drew Members' attention to the report Recommendations as detailed on pages 47 and 53 of the main agenda pack.

Members were informed that the overall position after quarter 1 2026/27 was

very positive with a slight surplus, however, as this was due to timing differences rather than savings, the projection was for the 2026/27 financial year remained in an overall balanced position.

RESOLVED that the Board

1.1 Note the final financial position for the period April-June 2026.

1.2 That partner councils are informed of their liabilities for April-June 2026 in relation to Bereavements:

Council	**Apr–June 26 Actual for Bereavements £000**
Bromsgrove District Council	1
Redditch Borough Council	2
Worcester City Council	6
Total	**9**

1.3 That partner councils are informed of their liabilities for 2026-27 in relation to Pest control:

Council	**Estimated Projected Outturn 2026/27 Pest Control £000**
Bromsgrove District Council	2
Malvern Hills District Council	2
Redditch Borough Council	3
Worcester City Council	1
Wychavon District Council	5
Total	**14**

1.4 That partner councils are informed of their liabilities for 2025-26 in relation to additional Technical Officers:

Council	**Estimated Projected Outturn 2026/27 Tech Officer Animal Activity £000**	**Estimated Projected Outturn 2026/27 Gull Control £000**
Bromsgrove	10	

District Council		
Malvern Hills District Council	8	
Redditch Borough Council	3	
Worcester City Council	4	30
Wychavon District Council	15	
Wyre Forest District Council	10	
Total	**50**	**30**

16 **TRADING STANDARDS CHANGES**

The Director of Worcestershire Regulatory Services (WRS) introduced the report and detailed the changes to the trading standards arrangements with Worcestershire County Council (WCC).

WCC was originally a full partner in the WRS shared service during the business case period from 2010/11 through to 2013/14, partners accepted a similar percentage saving relative to the amount invested. However, In the Autumn of 2015, WCC announced its intention to quit the partnership and, after paying for its exit, took back its functions in May 2016.

Part of the negotiation involved continued support for the service at its base at Wyre Forest House. There were around 10 people remaining in the service at this point, this fell further reaching its lowest point of 6.5FTE, just prior to the separation. Not long after their departure from the partnership, WCC realised that it needed some form of dedicated regulatory management support for their service which WRS agreed to provide. WCC received 1 day a week support from a Team Manager and 2 days a Month from the Director which were paid for by WCC.

WCC have now determined that the required level of support could not be satisfied by the current arrangement and that it needed dedicated management support. It was decided that WCC would employ a Trading Standards Service manager to oversee its function and would therefore no longer require WRS support.

Officers detailed that there would be a loss of income associated with this which would amount to £32k during the next full financial year. However, the cost for the 2026/27 financial year would be less as WCC had committed to paying until January 2027. the cost to the current budget would be approximately 11k.

It was clarified that WRS would continue to provide clerical, financial and legal support and the Petroleum Licensing function to WCC which it would continue to pay for.

RESOLVED that the report be noted.

17 **SAFETY AT SPORTS GROUNDS**

The Principal Officer (Health & Safety), Worcestershire Regulatory Services (WRS), presented the report and advised that the purpose of the report was to inform Members of the contracted work on safety at sports grounds, discharged by Worcestershire County Council (WCC).

Officers detailed that as part of the Safety at Sportsgrounds (SatSGs) function, Officers co-ordinated a Safety Advisory Group (SAG) which included relevant authorities such as Fire, Police, Ambulance and Highways services, along with any other authorities which had an interest in ensuring the safe running of a particular sports event.

The work was funded by the County Council, so costs were fully recovered. Officers of WRS were already engaged with many aspects of these activities as part of their normal duties, so the work provides a natural extension/progression of that and provided a good platform on which to engage with business operators.

To qualify to have a SAG the venue must either be a “designated Stadia” or must have “regulated stands” the qualifying venues within Worcestershire were

- Sixways Stadium –Worcester Warriors Rugby Football Club
- The Grandstand – Pitchcroft, Worcester Racecourse
- Aggborough Stadium –Kidderminster Harriers Football Club
- The Victoria Ground –Bromsgrove Sporting Football Club

It was further highlighted that some grounds such as Worcestershire County Cricket Ground at New Road and the Worcester Arena did not fall under the categories due to the capacities and natures of the building. However, Officers assured Members that for events at those venues the organisers often request a similar process (a shadow SAG) to advise.

The Board enquired about SAG meetings for smaller venues, to which Officers clarified that the legislation was very clear for which events required a SAG. There would need to be a change in WCC policy to require SAG meetings for any smaller events. It was further clarified that the counter terrorism law was part of national policy which venues had to consider when planning their events.

RESOLVED that the report be noted.

18 **ANIMAL LICENSING**

The Licencing and Support Services manager, Worcestershire Regulatory Services (WRS), presented the report, the purpose of the which was to update Members on the animal licencing activities.

WRS had been carrying out animal licencing activity since 2018 when the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 were passed which replaced a number of existing licencing regimes.

Under the legislation, WRS regulated over 200 licences, the details of which were found at Table A page 68 of the main agenda pack. Businesses across Worcestershire were inspected regularly and given a star rating from 1-5 which was dependant on a number of factors including risk, training qualifications/experience and having the correct policies in place. Details of this were found at Table C on page 69 of the main agenda pack and was showing a steady increase towards a 5-star rating average. Officers attributed this to venues being educated around the process and expectations and with venues working hard to meet these.

There were 4 fully qualified Officers undertaking animal licencing activities within WRS with a 5th awaiting a course commencement date. WRS were intending to invest in another Officer commencing training next year to increase resilience within the team.

Officers undertake inspections regularly to address complaints received; this was easier to investigate for licenced venues as a visit could be unannounced. The difficulties tackling unlicenced businesses, especially those operating online, were detailed in that WRS needed to prove that activity took place which often needed evidence collection, which sometimes involved getting a warrant. It could take some time to address everything properly through the correct legal channels.

After questions from Members, it was detailed that the care and wellbeing of livestock was not covered by WRS, however, concerns around animal safety could be investigated as part of another function such as if part of a licencing regime or in dealing with a stray so there were some options available for officers.

RESOLVED that the report be noted.

19 **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.**

There was no other business to conduct.

The Board thanked Simon Wilkes for his work during his time at WRS, it was detailed that he was moving to work at WCC, managing up their trading standards team. Mr Wilkes detailed that should the Board request his presence under his new capacity then he would be happy to attend, keeping close links to WCC and WRS In their functions.

Mark Cox was announced as the new Director for Worcestershire Regulatory Services and would commence his new post from Thursday 1st October 2026. Mr Cox's previous position would be recruited to in due course.

The meeting closed at 5.30 p.m.

Chairman

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Worcestershire Regulatory Services
Supporting and protecting you

WRS Board
19th November 2026

WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING April – September 2026

Recommendation

It is recommended that the Joint Board:

1.1 Note the final financial position for the period April – September 2026

1.2 That partner councils are informed of their liabilities for Jul – Sept 26 in relation to Bereavements

Council	**Jul–Sept 26 Actual for Bereavements £**
Malvern Hills District Council	975
Redditch Borough Council	975
Worcester City Council	975
Wychavon District Council	975
Total	**3,900**

1.3 That partner councils are informed of their liabilities for 2026-27 in relation to Pest control

Council	Estimated Projected Outturn 2026/27 Pest Control £000
Bromsgrove District Council	0
Malvern Hills District Council	0.6
Redditch Borough Council	9.5
Worcester City Council	0
Wychavon District Council	11.9
Total	**19.8**

1.4 That partner councils are informed of their liabilities for 2026-27 in relation to additional Technical Officers

Council	Estimated Projected Outturn 2026/27 Tech Officer Animal Activity £000	Estimated Projected Outturn 2026/27 Gull Control £000
Bromsgrove District Council	10	
Malvern Hills District Council	8	
Redditch Borough Council	3	
Worcester City Council	4	41
Wychavon District Council	15	
Wyre Forest District Council	10	
Total	**50**	**41**

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 – September 2026.
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 26 – Appendix 1 • Income Breakdown - April – Sept 26 – Appendix 2 <u>Revenue Monitoring</u> The detailed revenue report is attached at Appendix 1. This shows an underspend of £104.6k against the budget for April – September 2026, and a projected outturn for 2026/27 of £4.534m, which is £10.2k above budget. The projection includes £133.3k for an estimated 3.3% pay award for 2026/27, which is not included in the budget. Excluding the pay award, the service is projected to be £123.1k below budget. The main variances are: • Salaries are £272k below budget at Q2 due to vacant posts. Agency staff are covering these posts while recruitment continues. • Kennelling and dog warden costs are projected to be £137k above budget, which is largely offset by higher stray dog income. • Pest control and gull control work is projected to be £35k above budget, which is largely funded by partner contributions. • Income is projected to be £230k above budget, mainly from Ukrainian support work and stray dogs, partly offset by lower Environmental Protection income. • Appendix 2 shows the detail of the income achieved by WRS April – Sept 26

- Any grant funded expenditure is shown separate to the core service costs as this is not funded by the participating Councils.

- WRS are continuing to work on the Victoria Forms project & is now receiving income for all partner councils for temporary event notices licence (TEN's), below is the income recovered to partner councils for Apr – Sept 26:-

Bromsgrove District Council	£4.1k
Malvern Hills District Council	£5.3k
Redditch Borough Council	£1.3k
Worcester City Council	£3.6k
Wychavon District Council	£7.1k
Wyre Forest District Council	£2.9k

Financial Implications	None other than those stated in the report
Sustainability	None as a direct result of this report
Contact Points	**James Walton** **Director of Finance and Section 151 Officer** **Bromsgrove District and Redditch Borough councils** **James.Walton@bromsgroveandredditch.gov.uk**
Background Papers	Detailed financial business case

WRS - Profit & Loss Report 2026/27

Total WRS Sept 26 / Period 6 - 26/27

	Revised Full Year Budget 26-27	Revised Budget - Apr - Sept 26	Committed Expenditure Apr - Sept 26	Variance	Qtr 2 Projected outturn	Qtr 2 Projected Outturn Variance	Comments
Direct Expenditure	£'000	£'000	£'000	£'000	£'000	£'000	
Employees							
Salary	4,587	2,293	2,021	-272	4,182	-405	Salaries are £272k below the Q2 budget, mainly due to vacant posts while recruitment continues. The projected outturn includes £133k for an estimated 3.3% pay award for 2026/27, which is not included in the budget. The service also includes Ukrainian support employee costs, which are offset by the related income.
Agency Staff	0	0	206	206	464	464	Agency staff are covering the vacant posts to maintain service delivery while recruitment continues. These costs are offset by the salary savings above and by income generation work, including work for other local authorities.
Employee Insurance	22	11	12	2	23	1	
Sub-Total - Employees	**4,608**	**2,304**	**2,240**	**-64**	**4,669**	**61**	
Premises							
Rent / Hire of Premise	85	42	40	-2	77	-8	
Cleaning	1	0	0	-0	1	0	
Utilities	0	0	0	0	0	0	
Sub-Total - Premises	**86**	**43**	**40**	**-2**	**78**	**-8**	
Transport							
Vehicle Hire	13	6	3	-4	20	7	
Vehicle Fuel	8	4	1	-3	8	0	
Road Fund Tax	1	1	0	-1	1	0	
Vehicle Insurance	5	2	0	-2	5	0	
Vehicle Maintenance	3	2	2	0	3	0	
Car Allowances	55	27	27	-1	57	2	
Sub-Total - Transport	**84**	**42**	**32**	**-10**	**93**	**9**	
Supplies and Services							
Furniture & Equipment	49	25	19	-5	60	11	Projected above budget due to higher taxi licensing material costs, reflecting higher activity.
Clothes, uniforms and laundry	2	1	-0	-1	2	0	
Printing & Photocopying	17	9	2	-7	10	-8	
Postage	11	6	6	1	11	0	
ICT	114	57	96	39	101	-12	The variance at Q2 is a timing difference, as the annual Idox, WRS system and Victoria Forms charges have been paid in full in the first half of the year. The full year is projected £12k below budget.
Telephones	36	18	12	-6	37	1	
Training & Seminars	34	17	7	-10	33	-2	
Insurance	17	8	0	-8	17	0	
Third Party Payments	217	108	103	-5	217	0	
Sub-Total - Supplies & Service	**496**	**248**	**245**	**-3**	**487**	**-9**	
Contractors							
Dog Warden	121	61	134	74	259	137	Kennelling and dog warden costs are above budget. This is largely offset by higher stray dog income (see Appendix 2).
Pest Control	67	34	47	13	103	35	Pest control and gull control work is above budget. Gull control is funded by Worcester City Council (see Appendix 2), and the pest control overspend is recharged to partner councils, with the share for April to September accrued in the income line.
Taxi / Alcohol / & Other Licensing	28	14	14	0	22	-6	
Other contractors/consultants	3	1	15	14	18	15	Court and acoustic consultancy costs in Core Environmental Health, recruitment costs for the Director post, and cremation costs which will be recharged to partner councils at year end.
Water Safety	5	3	2	-0	5	0	
Food Safety	0	0	0	0	0	0	
Environmental Protection	22	11	2	-9	23	1	Below the Q2 budget, mainly as Technical Pollution consultant and other fees are behind profile. The line also includes bereavement costs; costs above the budget are recharged to partner councils at year end. Forecast in line with budget.
Grants / Subscriptions	13	6	12	6	14	2	
Advertising, Publicity and Promotion	6	3	4	1	9	3	
Sub-Total	**264**	**132**	**232**	**100**	**452**	**188**	
Income							
Training Courses / Bereavement / Works in Default / Sewer Baiting etc	-1,014	-507	-633	-126	-1,244	-230	See Appendix 2. Income is £126k above the Q2 budget and is projected to be £230k above budget for the year. This is mainly from Ukrainian support work, stray dogs (which offsets the higher kennelling costs) and gull control, partly offset by Environmental Protection income, which is behind the budget profile. The pest control recharge to partners is accrued for April to September. Bereavement recharges are made at year end, once the final costs are known.
Sub-Total	**-1,014**	**-507**	**-633**	**-126**	**-1,244**	**-230**	
Overall Total	**4,524**	**2,262**	**2,157**	**-105**	**4,534**	**10**	WRS is £104.6k below budget for April to September 2026. The projected outturn for 2026/27 is £10.2k above budget. This includes £133.3k for an estimated 3.3% pay award, which is not included in the budget. Excluding the pay award, the service is projected to be £123.1k below budget. The main variances are salary savings from vacant posts, partly offset by agency costs, and higher income, partly offset by higher kennelling, pest control and gull control costs.

Notes:-

1. The Overall Total is the net cost of the service, which is funded by the partner councils' base budget contributions (£4.524m for 2026/27, £2.262m for April to September). These are shown in Appendix 2.
2. The Income line is all income other than the partner base budget contributions. Appendix 2 gives the breakdown, and its Total Income Excluding Budget agrees to the Committed Expenditure figure on the Income line.
3. Committed Expenditure is the actual spend and income to date, including accruals for goods and services received or income due but not yet in the ledger.

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Appendix 2

Worcestershire Regulatory Services Income 2026/27

Income from Partners	**April to Sept 26**
	£
Budget	2,262,021
Bereavement / Public Burials	3,900
Pest Control Overspend	9,918
Planning Enforcement - Bromsgrove & Redditch	238,178
Ukrainian Support Work - Bromsgrove & Redditch	58,984
Gull Control - Worcester City	41,500
Animal Activity Officer - Partner Contributions	28,553
	2,643,054
Grant Income	
Severn Trent - Sewer Baiting	13,985
Air Quality Grant	12,637
	26,622
Other Income	
Stray Dog Income	128,939
Worcester County - Mgmt, Legal & Admin Support	33,046
County - Database and Uniform	8,413
Environmental Protection - Planning Support, Contaminated Land & Primary Authority Work	24,417
Recovery of Expert Fees - Planning Appeal	18,760
Envirocrime - Fixed Penalty Notices	750
Licensing - Pre-App Advice	1,359
Food Training Courses / Certificates / Food Hygiene Rating / Pre-Opening	9,303
	224,987
Total Income Apr - Sept 26	**2,894,663**
2026/27 Base Budget from Partners (April to Sept 26)	-2,262,021
Total Income Excluding Budget	**632,643**

This agrees to the Committed Expenditure on the Income line in Appendix 1 (£632.6k). The partner base budget contributions fund the net cost of the service, shown as the Overall Total in Appendix 1. The pest control figure is six months of the projected year-end recharge to partner councils (£19.8k, as shown in the report). Bereavement recharges are raised at year end, once the final costs are known, and the bereavement figure is the amount due from partner councils for July to September 2026.

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Worcestershire Regulatory Services
Supporting and protecting you

WRS Joint Board
Date: 19th November 2026
Title: Activity and Performance Data Quarter 2 (2026/27)

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

The detail of the report focuses on the second quarter of 2026/7, but the actual data allows comparison with previous quarters and previous years.

Contribution to Priorities

Joint Board members have asked the service to provide data on activity levels to help reassure local members that WRS continues to address a range of issues in each partner area and more broadly across the county.

Report

Activity Data

At 293, the number of complaints and enquiries to the service regarding food continue on a general upward trajectory which demonstrates the support provided to businesses as over half of these are enquiries including requests for business advice, re-rating requests and similar queries about compliance.

The number of programmed food interventions continues to increase with new recruits joining the team during quarter 1. This is above the same periods for the previous two years. The vast majority of premise were compliant and, as with previous quarters, a higher proportion of non-compliant ratings were issued to the hospitality sector (such as takeaways and restaurants) or small retailers.

At 56, the number of reported accidents for Health and Safety is lower than last quarter, but follows the usual trend line pattern. Slips, trips and falls remains the most reported source of accident. It is however noted that the number of complaints and enquiries received has significantly increased to 81 this quarter.

Pollution cases started the year on the increase and this has continued into this quarter, with 808 cases significantly over last year's 646 at the same point and well over the 550 in Q1 the year before. This is rather unsurprising given that the warm spring was followed by a hot summer, and as I predicted last quarter it has continued into Q2. As ever, most cases were reports of potential statutory nuisances, with around three quarters relating to noise.

Public Health complaints and enquiries, often linked to pollution control as the legislation is the same or similar, were also significantly up this quarter. Complaints reported to WRS include reports of accumulations or rubbish and

reports of pest species activity, potentially due to the activities of residents or businesses. Conversely, the number of requests for subsidised domestic pest control treatments was down on the previous quarter and lower than any quarter for the last three years.

After an increase in last quarter, the number of Licensing applications received was up slightly down but on trend. Enquiries continue to outnumber complaints and those contacts regarding concerns about behaviour tend to be regarding the taxi trades, although concerns are also expressed about animal activity licenses.

Planning support increased again, after a slight drop last quarter, maintain the upward trajectory of the demand for this service. This is reflected in the increased workloads of the planning departments generally across the county. This continues to be an area of work the service delivers for authorities beyond the County border on top of the figures shown here.

Work on Envirocrime and Planning enforcement is included for completeness, but this is only undertaken for Redditch and Bromsgrove and continues to be discharged by a team of officers dedicated to these activities. Work is at anticipated levels and is on a downward trajectory. Fixed Penalty Notices and Anti-Social Behaviour Notices served to tackle Enviro-crime are published quarterly on the WRS website for further information.

Performance

The non-business customer measure was 63.6%, marginally better than last quarter. At 57.6%, the proportion of customers who felt better equipped to address their own issues in the future is also a marginal improvement on the figure last quarter. Satisfaction for business customers however has dipped back to 91.6% after a slight improvement last quarter on previous figures.

We report the district breakdown of compliant and non-compliant food businesses at this point in the year. The percentage of businesses subject to intervention that were graded 3 stars to 5 stars on the hygiene rating scheme remain at a high level across all districts.

There is a little variation in the level of noise complaints per head of population, however it is as you would expect with the more urban locations having higher levels. Income generation is performing above target at this point in the year.

Staff sickness started the year at 0.49 days per FTE and has increased to 2.86 FTE but is far lower than last year at 3.04 FTE. Following the return to work following serious illness by several staff members as reported previously, the sickness patterns have returned to the normal pattern for the workforce.

Contact Points

Kiran Lahel
Licensing and Support Services Manager
01562 738067 Kiran.lahel@worcsregservices.gov.uk

Background Papers

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

Appendix B: Performance Indicators 2026/27

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	60.7	63.6		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	94.6	91.6		
3. % businesses broadly compliant/ made compliant at first assessment/ inspection	Annually	98.29	Bromsgrove 99.5 Malvern Hills 98.6 Redditch 99.0 Worcester City 99.2 Wychavon 98.9 Wyre Forest 97.5 **Worcestershire 98.8**		Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest **Worcestershire**
4. % of food businesses scoring 0,1 or 2 at 1st April each year	Annually	1.71	Bromsgrove 0.5 Malvern Hills 1.4 Redditch 1.0 Worcester City 0.8 Wychavon 1.1 Wyre Forest 2.5 **Worcestershire 1.2**		Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest **Worcestershire**
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	96.7	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	**1.19% of the fleet county-wide** Vehicles found defective in service (suspended during the period) are: BDC 1 MHDC 0 RBC 5 WCC 4 WDC 6 WFDC 0	NA	**% of the fleet county-wide** Vehicles found defective in service (suspended during the period) are: BDC MHDC RBC WCC WDC WFDC
7 % of service requests	Quarterly NB: fig is	50	57.6		

where customer indicates they feel better equipped to deal with issues themselves in future	cumulative				
8 Review of register of complaints/ compliments	Quarterly NB: fig is cumulative	2/5	7/5		
9 Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.49 days per FTE	2.86 days per FTE	days per FTE	days per 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	NA	Bromsgrove 5.7 Malvern Hills 4.1 Redditch 7.8 Worcester City 6.4 Wychavon 4.6 Wyre Forest 4.8 **Worcestershire 5.3**	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest **Worcestershire**
12 Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 1.42 Malvern Hills 1.35 Redditch 1.48 Worcester City 1.89 Wychavon 1.28 Wyre Forest 1.86 **Worcestershire 1.55**	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest **Worcestershire**
13 Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	£632,643 which is 21% as a proportion of the 2016/17 revenue budget figure (£3,017,000) and 14% of current revenue budget *[Note current income received is 28% of the current 6 month budget]*	NA	£XXX,XXX which is XX% as a proportion of the 2016/17 revenue budget figure (£3,017,000) and XX% of current revenue budget
14 Cost of regulatory services per	Annually	NA	NA	NA	Based on outrun cost of £X,XXX,XXX against the County's most recent population estimate of

head of population (Calculation will offset income against revenue budget)					XXX,XXX in 202X, the service cost is: **£X.XX per head**

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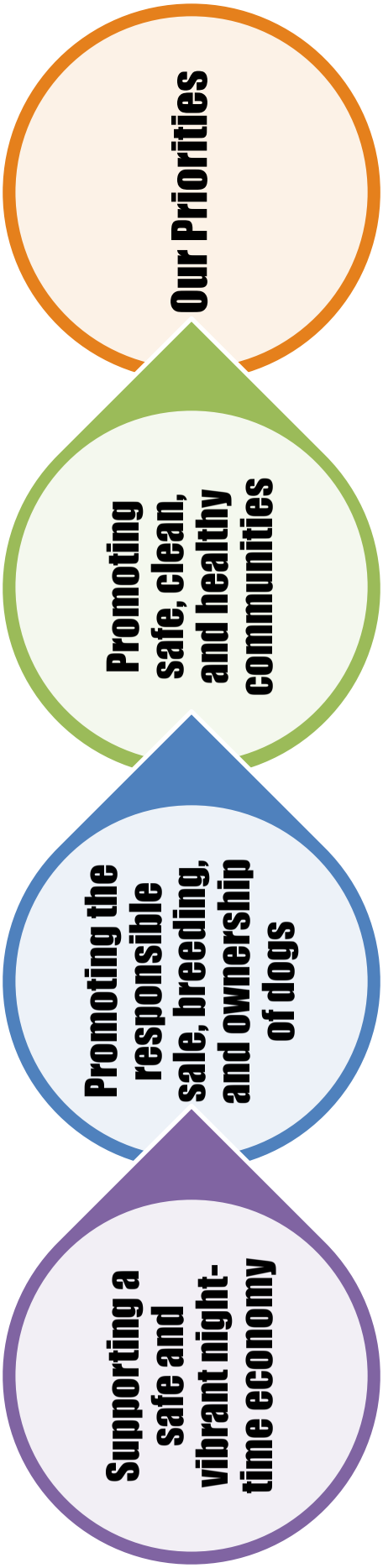
Worcestershire Regulatory Services
Supporting and protecting you

Activity Report

Quarter Two

2026-27

Bromsgrove District Council www.bromsgrove.gov.uk
Malvern Hills District Council www.malvernhills.gov.uk
Redditch Borough Council Working together for our communities
Worcester City Council
Wychavon
Wyre Forest District Council


Our Priorities
Promoting safe, clean, and healthy communities
Promoting the responsible sale, breeding, and ownership of dogs
Supporting a safe and vibrant night-time economy

A message from the Director

The following pages set out the pertinent elements of the work delivered by the Officers working on your behalf during the summer months of quarter 2. It has been a busy time. As you flick through the following pages, you will see the usual summer spike relating to issues traditionally associated with the warmer months of the year, nuisance/pollution complaints being a good example. But this year, we have seen those spikes higher than previous years in nuisance, public health, food safety complaints and planning consultations placing significant demands on the teams trying to maintain service delivery.

To be able to maintain our service standards in the face of increasing levels of demand, it is imperative that we focus our resources where there is the largest community impact through a targeted, intelligence led approach. Thus, as well as the numbers, this report also provides commentary on our wider activity, and particularly our focus on the three strategic priorities of the service.

If you have any queries regarding the work of the service, please do not hesitate to contact me or the Team Managers.

Regards,
Mark

Community Environmental Health







Headlines and Social Media

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

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

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

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

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

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

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

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

• Inspector discovered 'sheep's head' and rats at Evesham store - Worcester News (06/08/2026)
• Food safety concerns at Nisal Local after a one rating - Worcester News (30/08/2026)

Three new Food Technical Officers were appointed to the team in Q2 following Board approval, with an induction programme and training plans in place to ensure that they can get up to speed quickly to meet the competence requirements of the Food Law Code of Practice. It is anticipated that these officers will be able to start to contribute positively to the FSA food improvement plan during Q3.

Officers are anecdotally reporting a decline generally in standards at food premises which is resulting in longer visits and an increased requirement for follow up visits to ensure compliance. The management team are monitoring this closely as it may have an impact on the ability to deliver the numbers of food interventions planned.
A major restaurant chain was subject to a formal written warning in respect of premises in Worcester City, and a large amount of seafood was seized in Redditch as it did not meet import requirements. HMP premises and a butcher in Wychavon were also brought into compliance through intervention by your food team following the discovery of poor hygiene standards at inspections. Officers have also worked with NFCU in respect of meat being produced from unapproved premises in Bromsgrove district.
Intelligence led to further investigation into an individual who had previously advised the courts that he would refrain from carrying out a food business following WRS officers presenting evidence to Magistrates of food hygiene contraventions at his previous premises. The investigation remains ongoing.

In our primary authority relationship, officers worked with Aspens to assist them in implementing the school allergens policy changes required by Government.
WRS Management and Intelligence Officers met with the Food Standards Agency intelligence team to showcase the approach we take. This was a very positive meeting and they like what we do, which is relevant given the ongoing FSA engagement with Partners and the Agency's insistence on us meeting their fixed Code of Practice requirements which are often conflicted with an intelligence-led approach. Regrettably, the representatives we met don't have more influence with the policy and performance arm of FSA, though we have agreed to continue to meet and provide support with examples of how to get intelligence better understood in national food law enforcement.

In respect of FSA Plan compliance, the team is now operating at capacity with the appointment of the three additional food officers towards the end of Q2. However, the ability to increase the number of officer visits is being checked by the increasing demands of high-risk H&S investigations including several ongoing fatalities and the associated reputational risk of this high-profile work and liaison with the Coroner's Office.

The HSE handed over the investigatory responsibility for a further fatality in respect of the death of a peripatetic electrician working at a public house in the county.
Investigations remain ongoing into fatalities involving the drowning of a club member at a private pool, the death of a young person with a food allergy working at a food premises and a serious incident whereby a child was hit by a falling door at a public house. Members will appreciate that the same investigative legislation, processes, and procedures apply to your teams as they do to police criminal investigations. They are thus complex, time consuming and convey great responsibility on your officers.
The team also investigated an unregistered tattooist found operating from a public house who presented a potential public health risk to customers due to poor hygiene practices. A prohibition notice was served, and the individual is no longer practicing in Worcestershire.

WRS presented its annual report to Worcestershire County Council Planning Committee regarding the Safety at Sports Grounds work it carries out under contract on their behalf. This was very well received and formed the basis of the WRS Board Report presented to members at its September meeting. The WRS Health and Safety lead acting on behalf of Worcestershire County Council led on Safety Advisory Groups convened for Welland Steam Fayre, Bromsgrove Sporting FC, Worcester Victoria Fayre and the Malvern Autumn Show. The Mosquito Project (as previously reported to Board) continued. Previous minutes refer.

Quarter two saw the events season well underway with officers extremely busy making pro-active checks and compliance/noise visits over several weekends with their licensing colleagues. Extensive visits were made to development sites following complaints of noise and dust nuisance during a period of very dry weather and the team was in court successfully defending an abatement notice served on kennels where the barking of dogs was causing a statutory noise nuisance to nearby residents.

Officers supported an Adult Safeguarding Review for a vulnerable person who owned property in Worcestershire and investigated a major case of hoarding in support of social services colleagues.

The Paddel case judgement which upheld an abatement notice served on a Bromsgrove sports club continues to receive national interest and an increased number of noise complaints regarding licensed premises were investigated as World Cup games were being shown into unsociable hours as permitted by Government as an exception.

To maintain the competency of your officers and provide assurance to members, all investigating officers were given comprehensive update training on criminal investigations over the summer. Officers also attended a Primary Authority Workshop run by OPSS to update their skills.

Food Safety

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

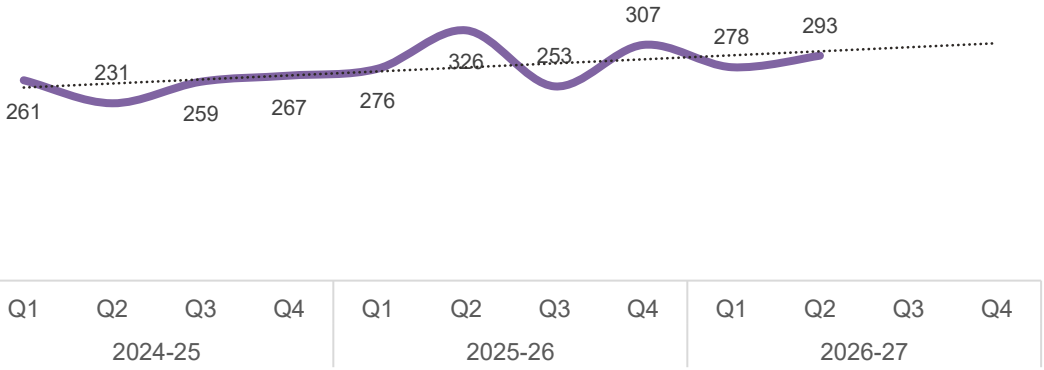
Approximately 53% of food safety cases are typically enquiries (including requests for business advice), requests for hygiene ratings, or requests for export health certificates. The latter is required by businesses seeking to export food to Northern Ireland, the European Union, and non-EU countries.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

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

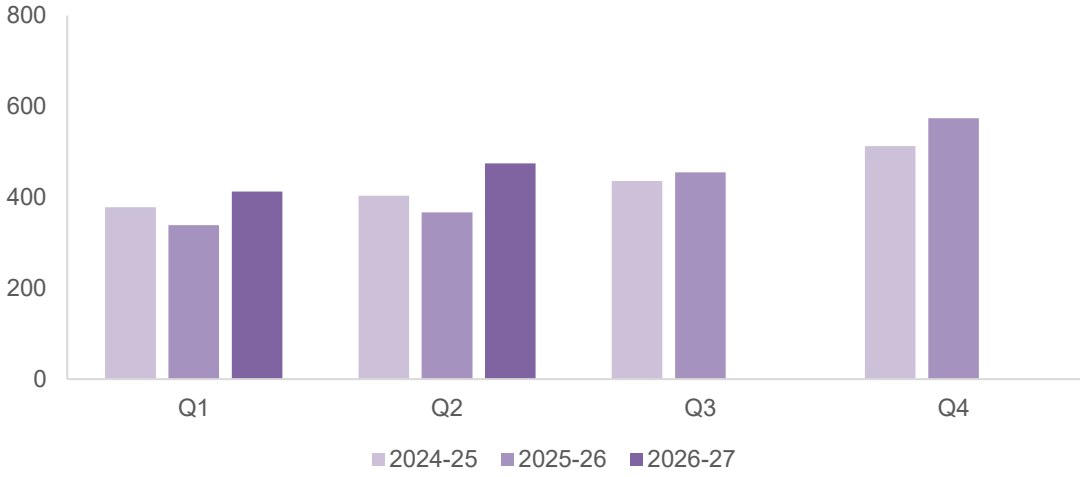
Comments

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

Complaints and Enquiries



FHRS Interventions



Health & Safety

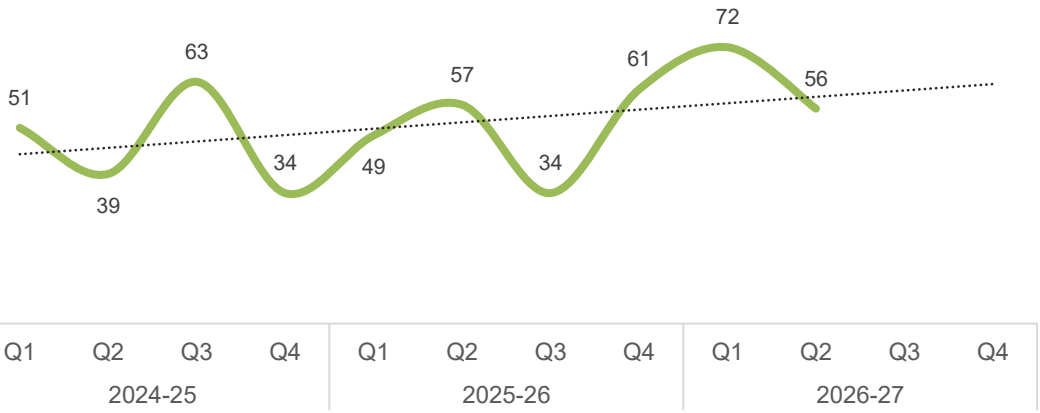
Health and safety is aligned with several priorities as the service investigates accidents (and unsafe conditions) at a range of workplaces.

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

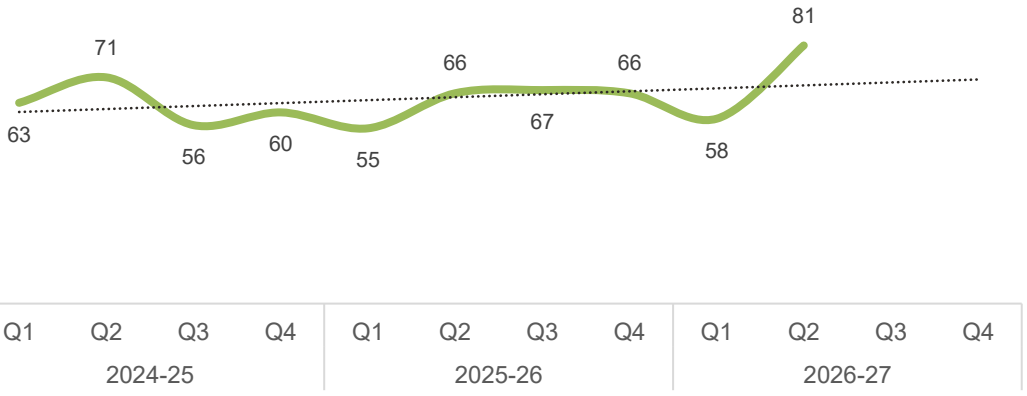
Comments

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

Accident Reports



Complaints and Enquiries



Pollution

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

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

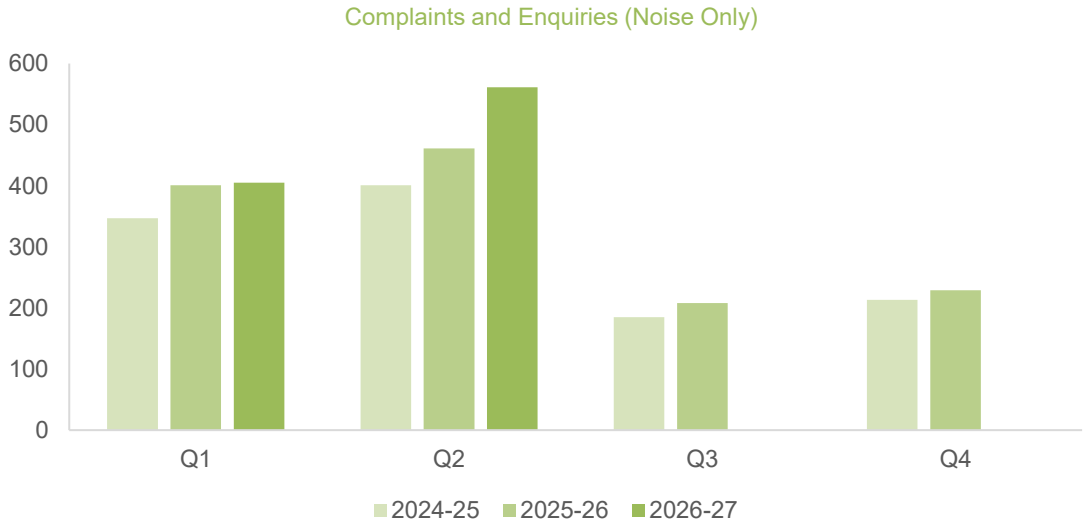
Other common nuisances reported to the service include smoke from the burning of domestic or commercial waste and noise or dust from construction sties.

Comments

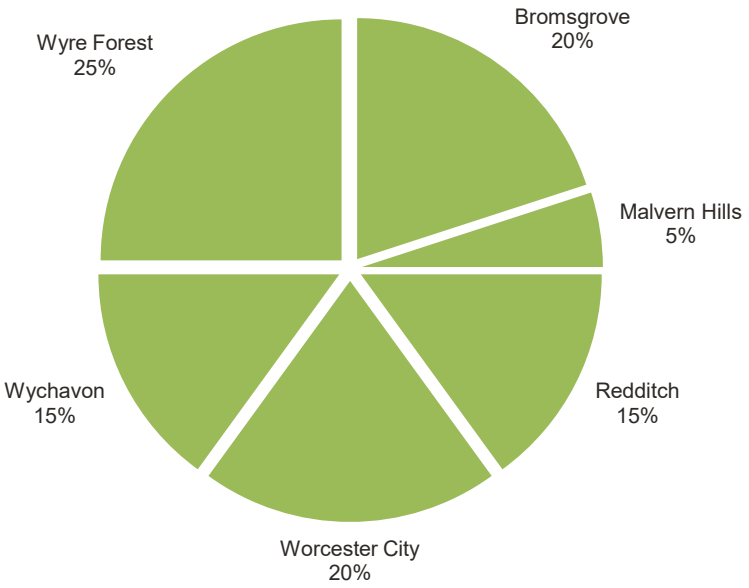
The table overleaf outlines the Middle Layer Super Output Areas (MSOAs) which have the highest rate of noise complaints per 1,000 populations. The figures stated are cumulative and, as a result, the table will continue to change until the end of year report is published. In addition, as a proportion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

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





Rate of Noise Complaints



MSOA	AREA COVERED	TOTAL	POPULATION	RATE
Worcester 011	Worcester Town South	40	8,024	4.99
Wyre Forest 013	Stourport Mitton and Wilden	35	7,799	4.49
Wyre Forest 004	Kidderminster Town	29	8,909	3.26
Redditch 004	Redditch Town and Abbeydale	21	7,353	2.86
Worcester 007	Worcester Town North	20	7,489	2.67
Bromsgrove 009	Alvechurch, Hopwood and Holt End	18	7,126	2.53
Bromsgrove 007	Catshill	15	5,958	2.52
Bromsgrove 011	Dines Green and St Johns	17	7,090	2.40
Wyre Forest 003	Greenhill	16	7,163	2.23
Wychavon 008	Pershore	13	5,983	2.17
Wychavon 012	Inkberrow and Flyford Flavell	19	8,815	2.16
Worcester 002	Bromsgrove Central	12	5,602	2.14
Worcester 009	Warndon West	20	9,463	2.11
Wyre Forest 009	Crowle and Tibberton	13	6,182	2.10
Wyre Forest 008	Birchen Coppice	16	7,617	2.10
Wychavon 015	Blakebrook and Habberley South	16	7,701	2.08
Redditch 005	Stoke Heath, Finstall, and Bentley	11	5,458	2.02
Malvern Hills 002	Abberley, Holt Heath and Hallow	18	8,934	2.01
Redditch 013	King George's Field	12	5,992	2.00
Bromsgrove 014	Oakenshaw	17	8,514	2.00

Public Health

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

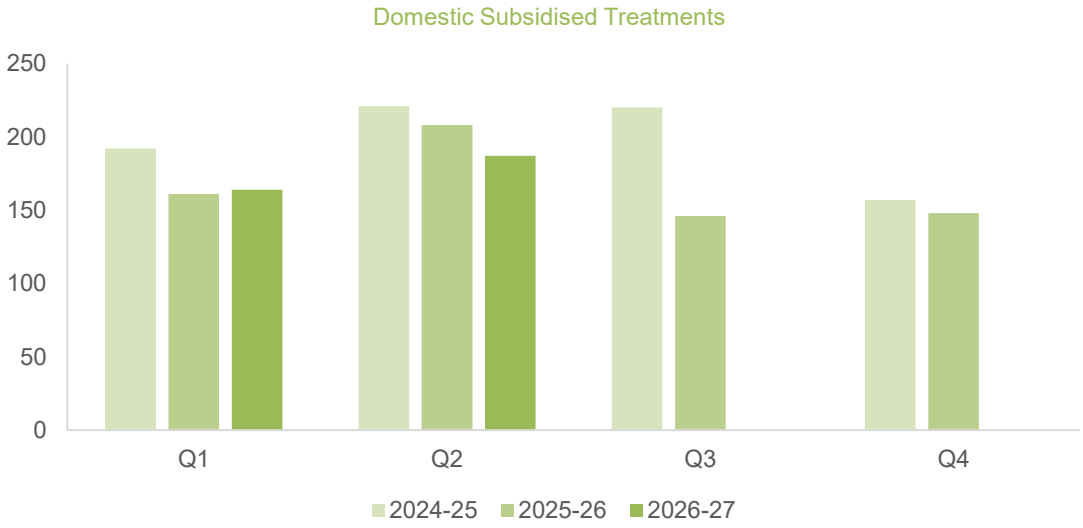
Approximately, 54% of public health cases are typically enquiries about domestic treatments, enquiries about sewer baiting, or complaints relating to pest activity caused by the actions of neighbouring residents or businesses. In addition, approximately 25% of cases are reports of accumulations at residential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

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

Comments

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











Licensing

Headlines and Social Media

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

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

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

• WRS launch consultation on taxi policy in Redditch
• WRS launch consultation on taxi policy in Wychavon

• Two Worcester taxi licences revoked - Taxi Point (06/09/2026)

NTE Enforcement
Evening and night time visits have taken place in Worcester City alongside partners including the Bid and West Mercia police checking taxis, noise nuisance, suspended licences, street trading and pavement licensing. Warnings have been issued to drivers and businesses where they were not adhering to their licensing conditions.

Purple Flag Award
Licensing officers were also involved in the submission and assessment night for the 'Purple Flag' award so were delighted when Worcester City were approved again for the award for the City.

Pavement Licensing
In Wyre Forest, officers are working with businesses to establish an understanding of the pavement licensing regime. The team are looking at proactive ways to engage with businesses so that pavement licenses can be issued in accordance with the policy.

Taxi Enforcement
In September a Taxi and PHV compliance operation was undertaken in Redditch, supported by West Mercia Police and Licensing Officers from Wolverhampton City Council. Roadside stop checks were made and compliance checks of RBC and Wolverhampton licensed vehicles and drivers were undertaken with a number of vehicles sent to Crossgates depot for a ramp inspection by Redditch BC taxi engineer. Compliance with licence conditions was generally good, the majority of drivers cooperated with Officers, although a number of drivers were found not to be wearing their badge and were given advice. In total, 9 of the 20 vehicles stopped were sent for a further ramp safety inspection; 8 of the vehicles examined by the taxi engineer were found to be well maintained and safe.

Illegal Plates

Another operation officers took part in organised by the West Mercia Police Roads Policing team took place at a motorway service station focussing on illegal number plates, but officers also carried out normal roadside licensing compliance checks. Fortunately no vehicles licensed by WRS were found; however, of the vehicles inspected only a few minor issues were found including a defective tyre and these were reported to the licensing authority they were licensed to.

Joint Operation

A joint operation with the police also took place in Bromsgrove where vehicles were stopped and sent to Crossgates for checking. Ten licensed vehicles were pulled into the check site by Police and 7 of them were licensed by WRS, some of which were provided with advice.

Noise Nuisance under TENs

Licensing and environmental health officers have been working with businesses and residents on a number of premises across Wychavon and Malvern to work together to find a solution whereby temporary events are causing a nuisance to residents. The teams are working on a model to be proactive when it comes to temporary events and festivals over the summer periods.

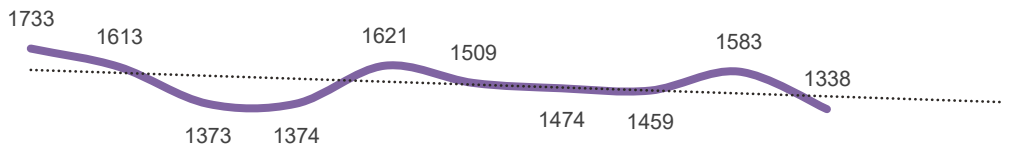
Licensing

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

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

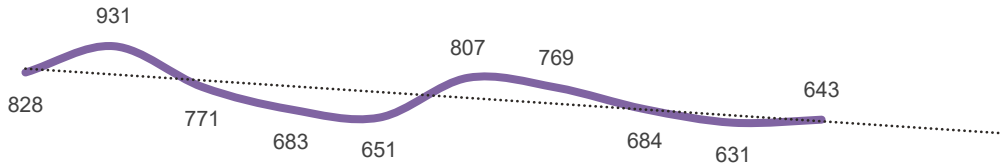
In general terms, the service receives a higher number of enquiries (queries about regulations, by-laws, and licence conditions etc.) than complaints. Where complaints are received, approximately 70% relate to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving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

Applications and Registrations



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

Complaints and Enquiries



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

Technical Services

Headlines and Social Media

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

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

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

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

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



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

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

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

• WRS launch air quality survey

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

• WRS staff attend Greenshoots event

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

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

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

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

• XL Bullies euthanised as number of strays in Worcester rises - Worcester News (02/08/2026)

Work continues to progress Action Plans for air quality in Bromsgrove, Wyre Forest and Worcester City areas where Air Quality Management Areas exist. To support this work our Behavioural Change Officer (Air Quality) has been supporting the community through workshops (at a primary school in Kidderminster), “The Garden of Alchemy” events in Bromsgrove and Redditch, and BDHT Community Day in Catshill (Bromsgrove District) and Heart of Worcestershire College students Fresher’s Fair in Worcester. Whilst engaging with the community we were also promoting our 2026 Air Quality Survey, the key findings from the 360 responses were:

Concern: 53% of respondents were very or extremely concerned about air pollution in their local area.
Sources: 83% identified road traffic as a main source of pollution. Fewer selected smoke from chimneys, open fires and log burners (23%).
Action: Safer walking and cycling routes (53%) and better public transport (48%) would help respondents.
Visibility: 75.5% had not heard of WRS air quality work, and 82.5% had not heard of our on-line real-time air quality monitoring results or other local monitoring tools.
Information and communication: 60% wanted local maps or pollution levels. Respondents preferred short, simple tips (60%) and visual content (41%). Also, 74% said they would or might like to learn how to use local air quality data.

Seven Fixed Penalty Notices were served in relation to fly tipping, littering and commercial duty of care offences this quarter in Bromsgrove and Redditch council areas. Whilst those represent 7 cases where there was sufficient evidence to consider prosecution, for an additional three cases, warning letters were sent, and where we have been unable to establish the culprit we have undertaken informal letter drops in 24 localities to residents and businesses about their responsibilities and duties relating to waste.

Four planning enforcement notices have been served this quarter across Bromsgrove and Redditch. The team also responded to an unauthorised incursion on land over the Bank Holiday weekend and served a Temporary Stop Notice with a view to halting any future development until a planning application was considered. Officers continue to work with residents to resolve matters of unauthorised developments and untidy land, as notices are the last resort once all reasonable negotiations have failed to reach a satisfactory conclusion.

During quarter two, Bromsgrove and Redditch welcomed four new arrivals under the Homes for Ukraine scheme, with two arriving in each district. In addition, several guests who remain living with their hosts received their second Ukraine Permission Extension visas, allowing them to extend their stay in the UK by a further two years. However, once guests are granted their second UPE visas, hosts are no longer eligible to receive the sponsor thank-you payments. The team has therefore been particularly busy supporting guests throughout the application process for both their first and second UPE visas, ensuring they receive the necessary guidance and assistance.

The team has continued to provide a wide range of tailored support in response to the individual needs and circumstances of Ukrainian guests. This has included assisting a guest who had reached State Pension age with their Pension Credit application, supporting another guest living with heart disease to arrange and attend medical appointments, and helping a guest complete a Department for Work and Pensions (DWP) Work Capability Assessment questionnaire. These cases demonstrate the varied and often complex nature of the support required, as well as the team’s ongoing commitment to helping guests navigate essential services and access the assistance they need.

On 16th September, the UK Government announced changes to the funding provided by the Ministry of Housing, Communities and Local Government (MHCLG) under the Homes for Ukraine Scheme, due to take effect from 1st January 2027. The monthly thank-you payment provided to sponsors and hosts will be reduced from £350 to £100.

Despite there being a lack of the usual spike in lost and stray dogs during the summer, 140 unclaimed dogs were successfully transferred to charities and rescue organisations for rehoming. Most notably, there was an increase in lurchers reported as strays, many of which arrived in poor physical condition and required significant welfare intervention. The service has experienced an increase in the number of requests to assist with rehoming dogs by owners. The common reasons including changes in personal circumstances, difficulties managing dogs, and financial challenges associated with veterinary care. Whilst this isn't a service that we are able to offer, where advice or support can be identified we will guide owners to such resources.

Over the summer, Dog Wardens worked closely with a small traveller site in Wychavon, facilitating the handover of 15 dogs that were no longer required for breeding purposes. This partnership contributed positively to animal welfare outcomes within the community and prevented the dogs from becoming abandoned and then straying.

The service has also seen a rise in requests for assistance with dogs where owners have either been admitted to hospital or have passed away. Whilst such work helps to secure the viability of our service provision it does contribute to the pressure on welfare support and rehoming services.

Dog Control

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

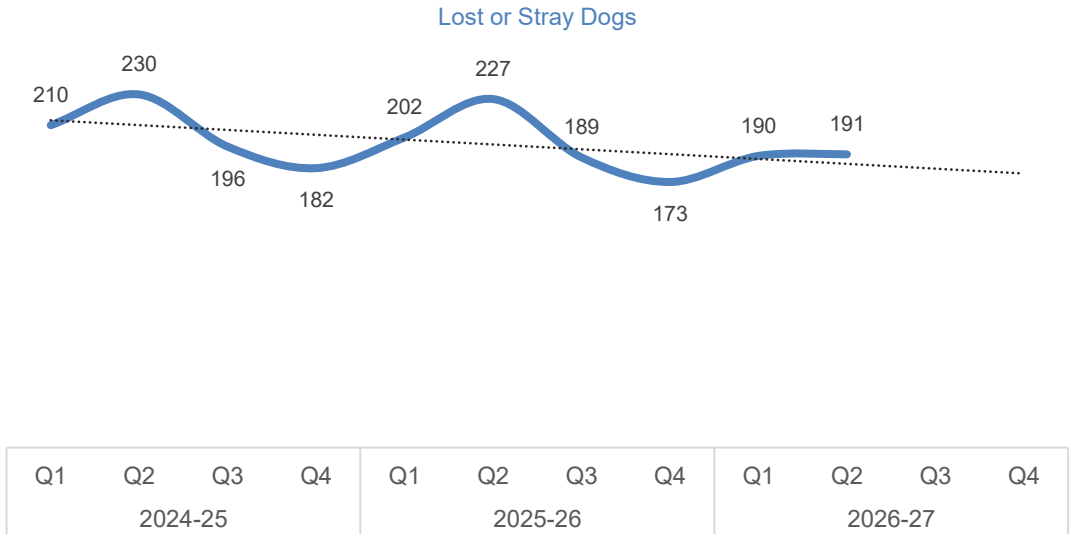
Approximately 80% of dog control cases typically relate to stray or lost dogs, with most cases categorised as "contained strays" (meaning dogs are found, and held, by members of the public before being seized by a Dog Warden). Whilst figures vary for each local authority, approximately half of the dogs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

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

Comments

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

Traditionally Q2 has seen a spike in the number of dogs reported as lost or straying. This year that did not happen and it was a pattern across all local authority areas for which WRS are involved. The actual reason for this is not known but may be associated with the heatwave this year with owners keeping doors and windows closed to keep homes cooler.

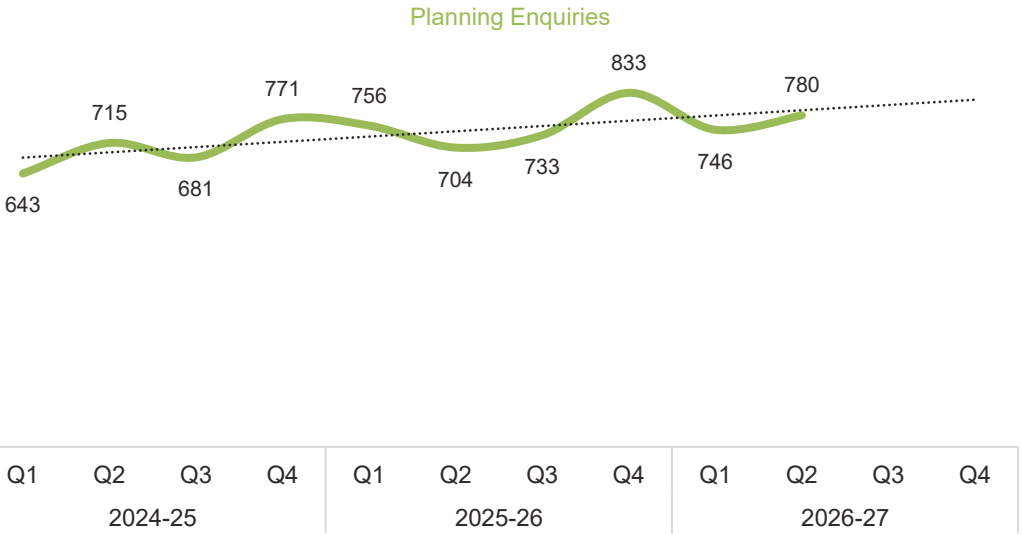




Planning

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

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



Planning Enforcement and Environmental Crime

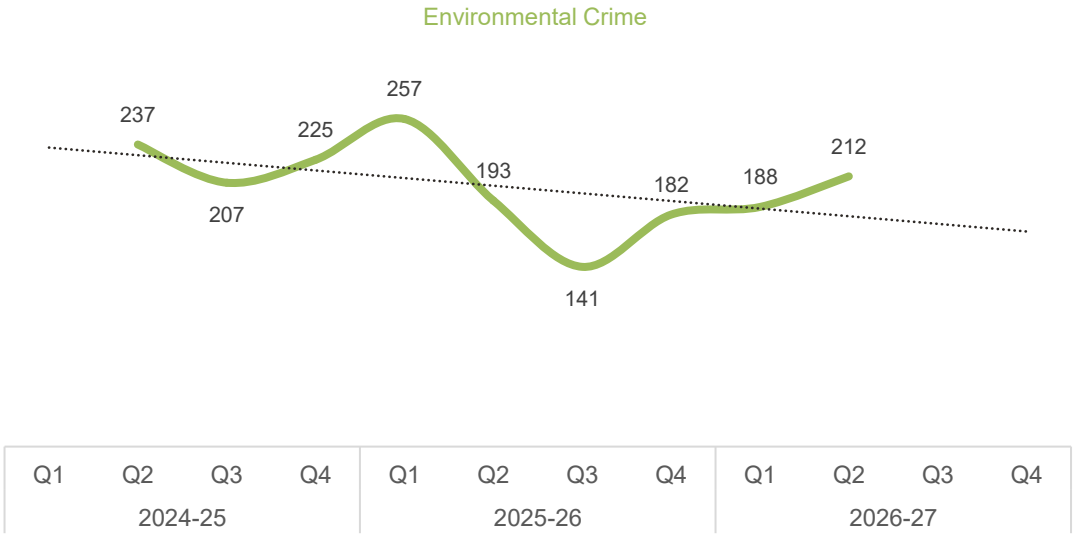
Whilst planning enforcement and environmental crime are key parts of the communities priority, the functions are only delivered on behalf of Bromsgrove and Redditch Councils. In addition, the functions have only been within the remit of the service since June 2024.

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

Comments

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





District Summaries

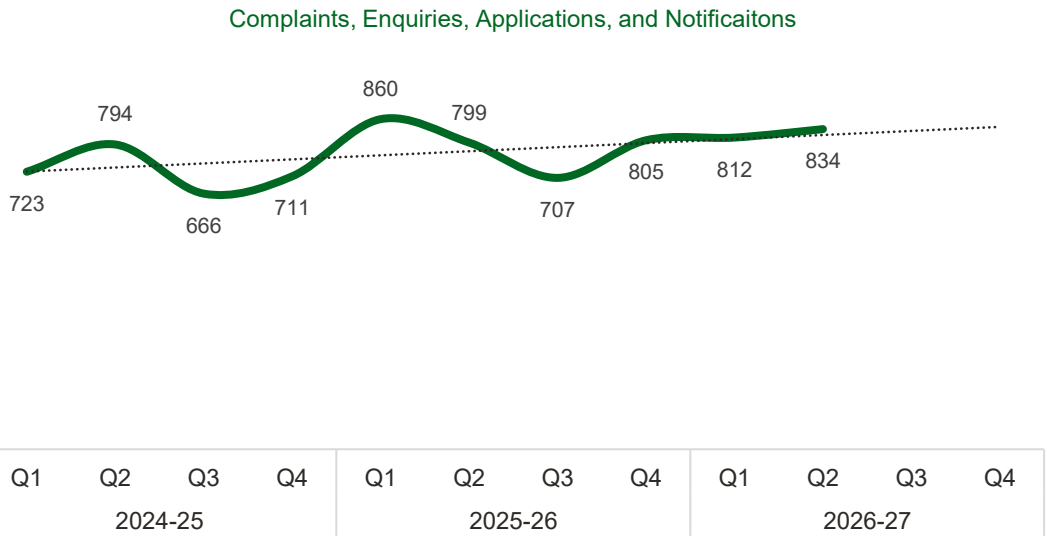
The data on the following pages outlines the number of complaints, enquiries, applications, and notifications handled by the service (over a three-year period) where the subject and/or enquirier were located in the stated local authority.

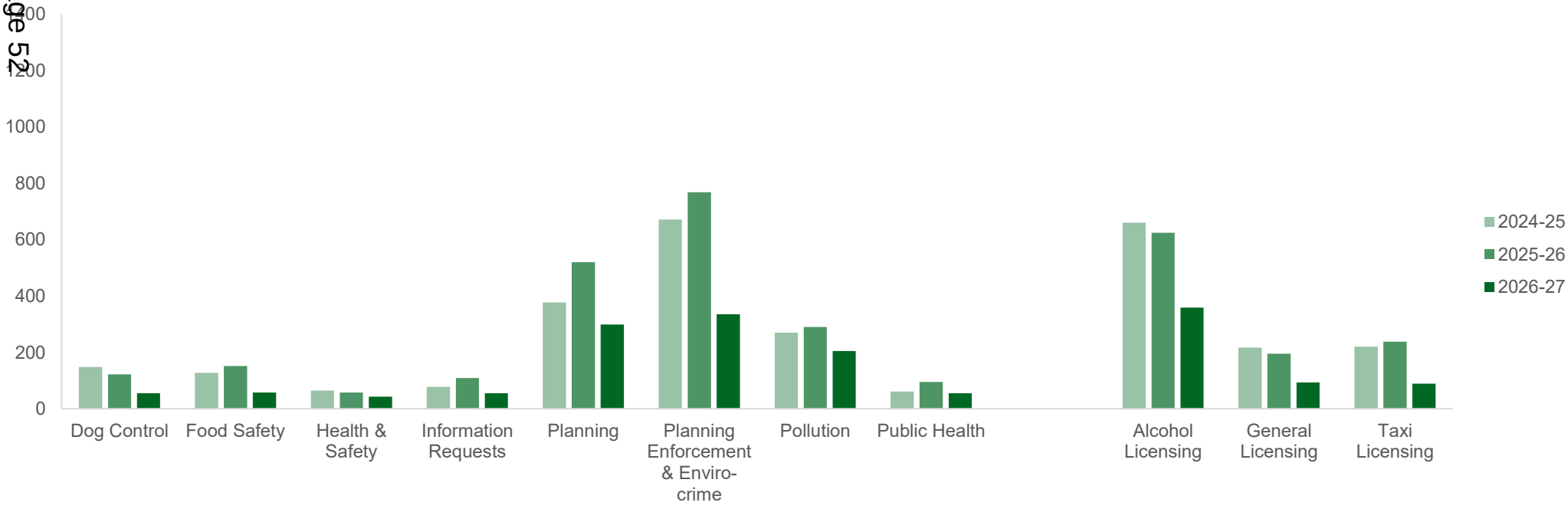
The data also shows a breakdown of cases by the primary functions delivered by the service on behalf of that local authority.

Comments

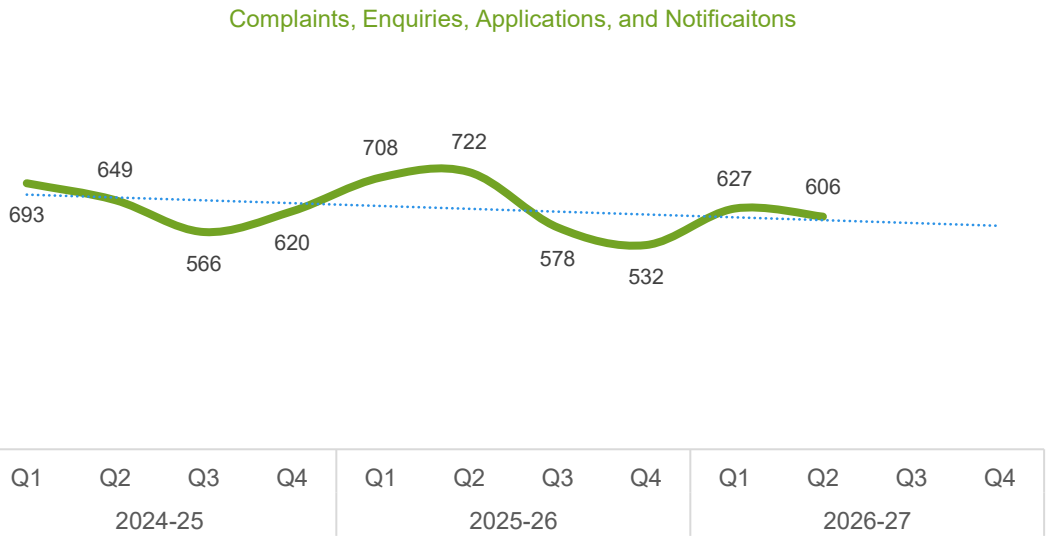
Please be advised that the figures for the current year are cumulative and will continue to increase until the end of year report is published. In addition, the vertical axes for the charts at the bottom of each page have been standardised. This should enable the level of activity recorded against function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

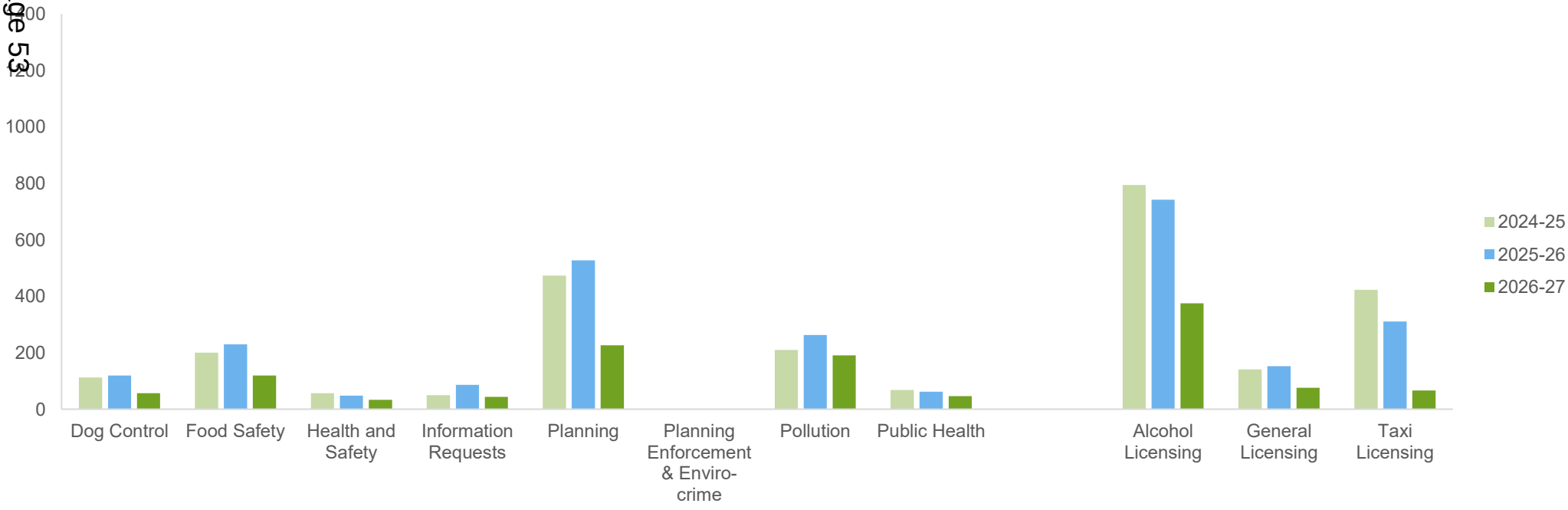
Bromsgrove District Council



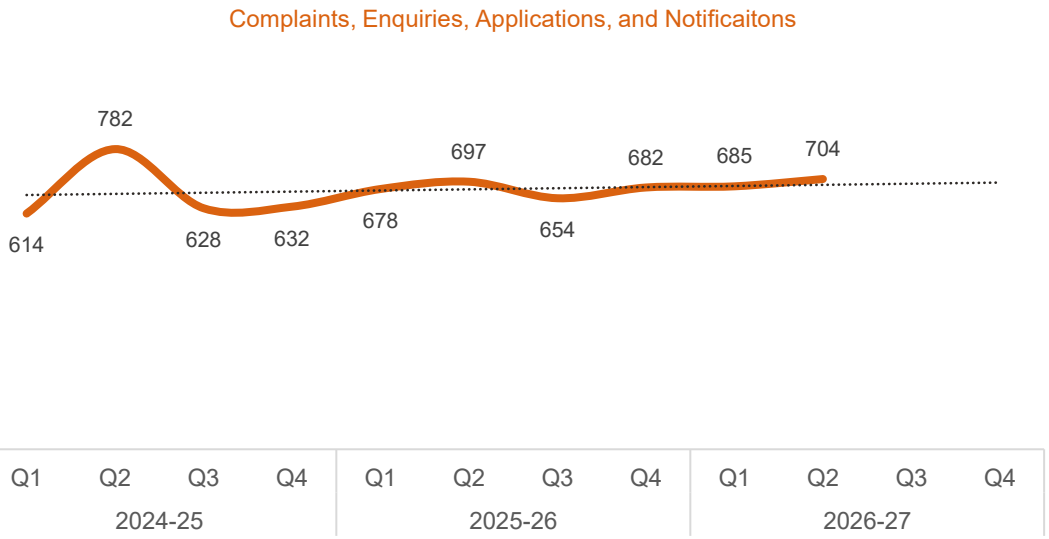


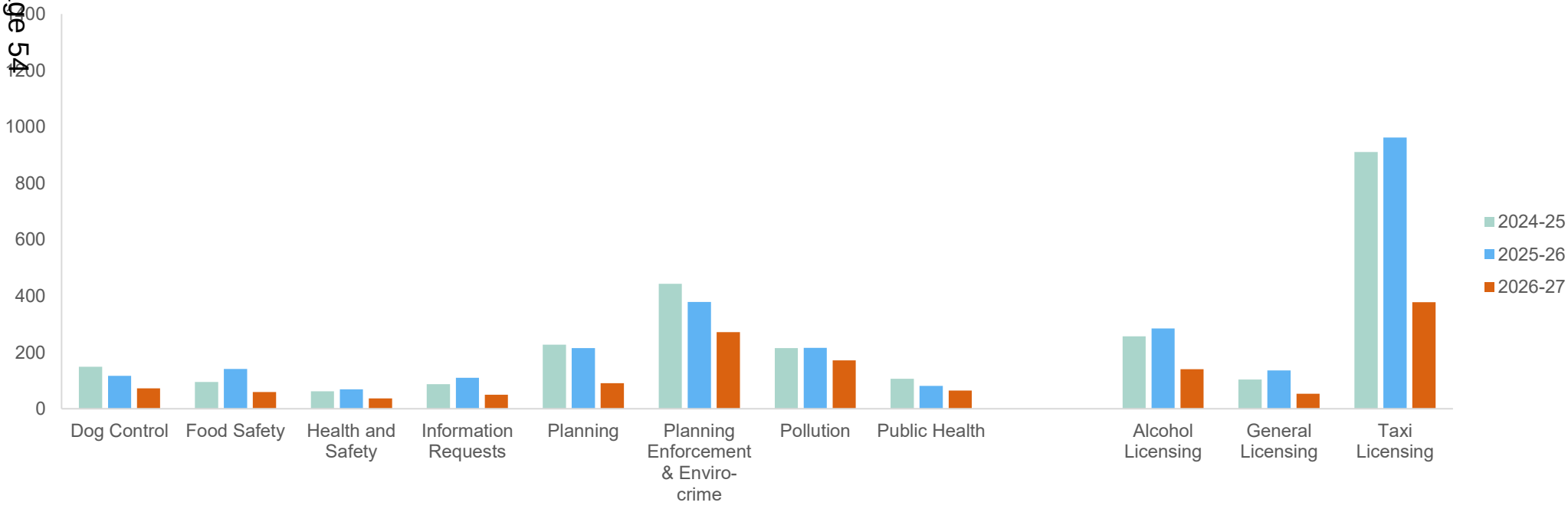
Malvern Hills District Council



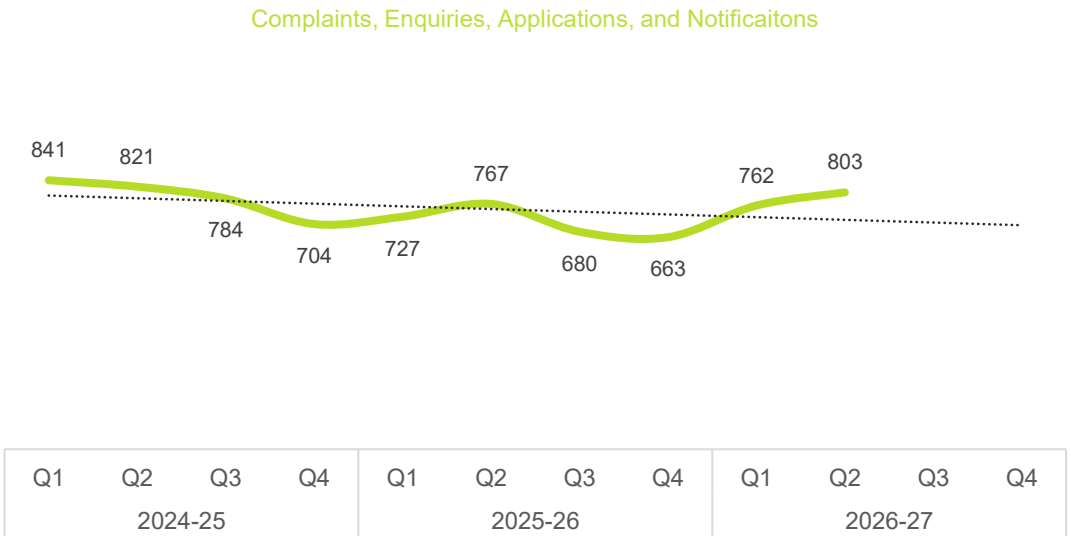


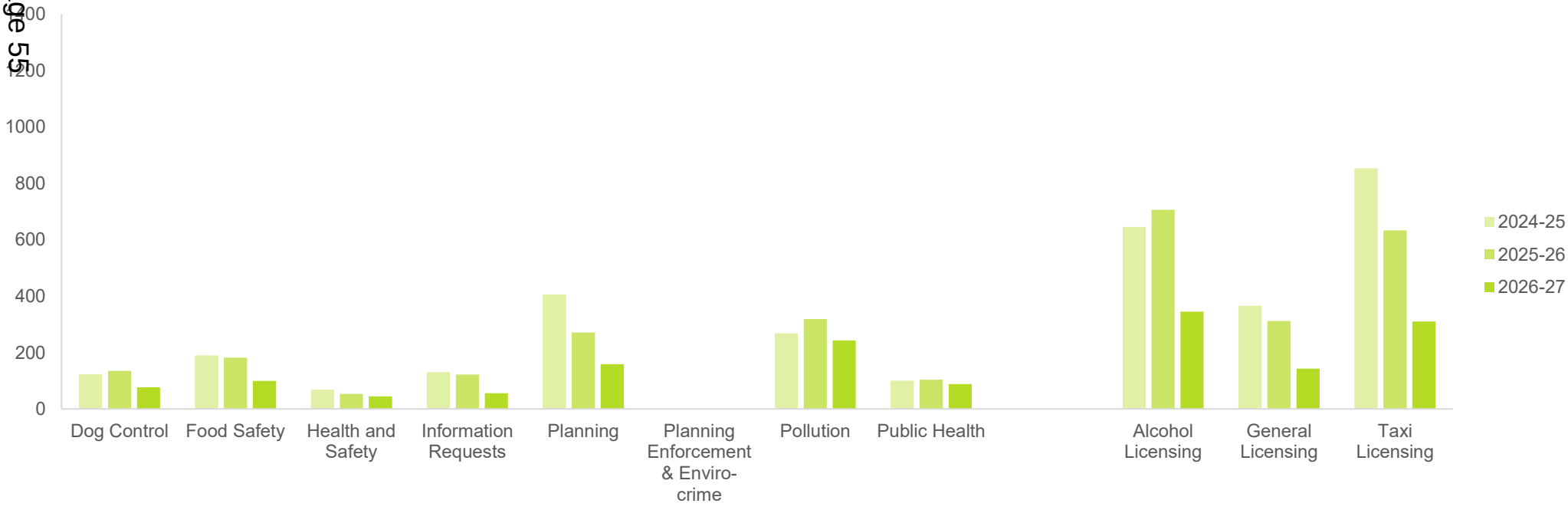
Redditch Borough Council



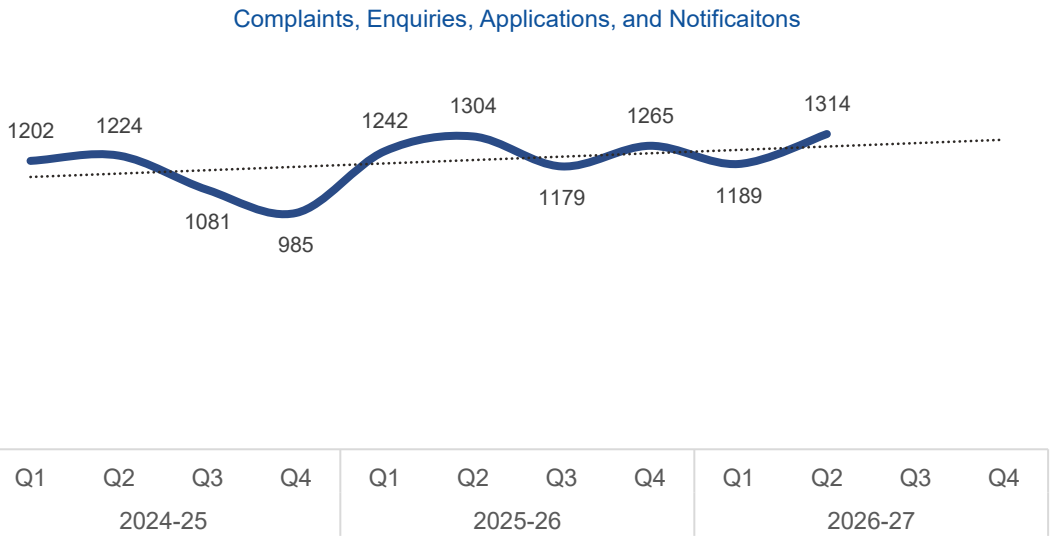


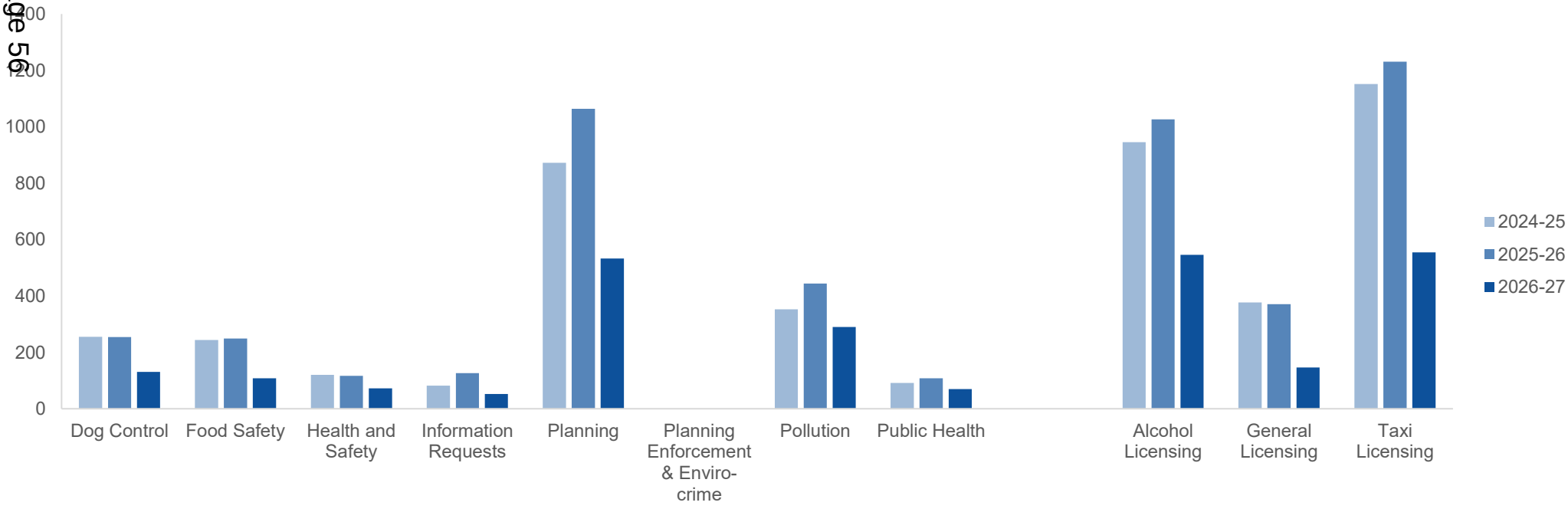
Worcester City Council



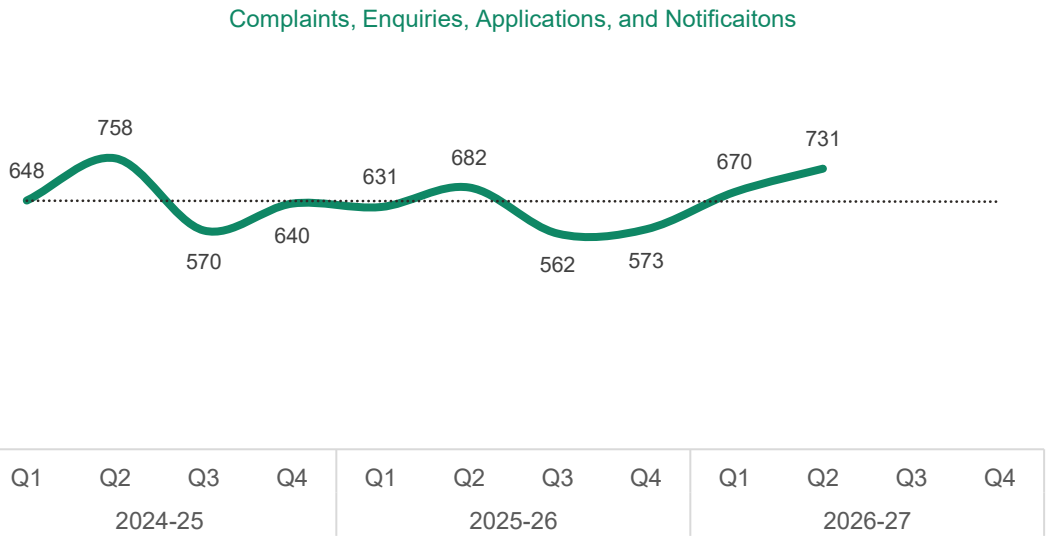


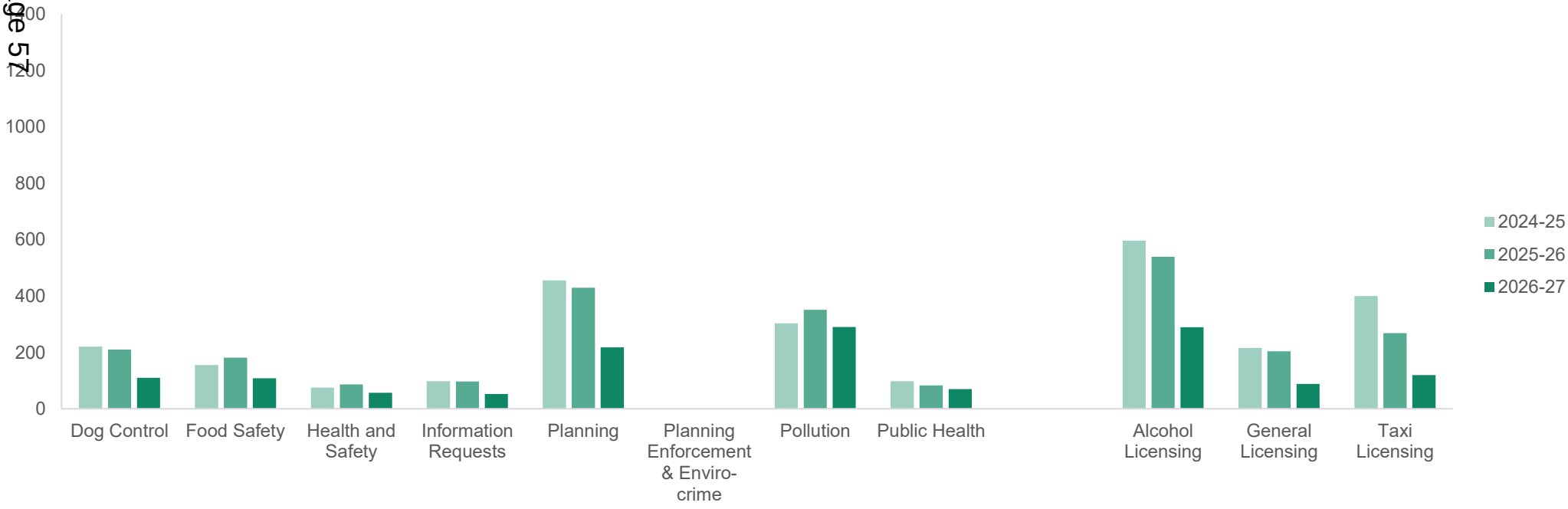
Wychavon District Council





Wyre Forest District Council





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Worcestershire Regulatory Services
Supporting and protecting you

WRS Joint Board
Date: 19 November 2026

Food Safety Interventions: Progress with WRS Workplan to meet Food Standards Agency escalation requirements.

Recommendation	**That the Joint 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	Members will be aware that the six district councils are responsible for delivering official food safety controls and related activities in food establishments in Worcestershire to ensure that businesses are complying with the relevant requirements of food law and to enforce those requirements where necessary. WRS undertakes these activities on behalf of all six local authorities. These control activities include inspections, audits, surveillance, sampling and other types of interventions such as projects and questionnaires. In June 2023 WRS reported to the Board about the Food Standards Agency (FSA) post Covid recovery expectations of Local Authorities regarding our food safety work. The requirements of this and the subsequent escalation programme placed on many local authorities over the following two years led to the recruitment of 5 additional food officers in October 2024. In 2025 the FSA further required WRS to provide a workplan related to specific areas of our work with the aim of WRS moving towards closer compliance with the inspection periods detailed in the national Food Law Code of Practice (FLCoP), namely: • A-C rated premises deemed to be high risk to consumers, e.g. restaurants, schools, nurseries, cafes, care homes, takeaways, mobiles, hospitals, supermarkets. A to be inspected at least annually, B every 12 months, C every 18 months • D rated premises, can also be high risk in terms of food produced/sold but well managed (inspected at least every 18 months) • E rated premises, our low-risk sector e.g. small retailers, garage forecourt outlets, wet bars, village halls, sports clubs, jam and chutney makers, cakemakers (contacted or inspected every 3 years) • NPR (new premises) currently running around 800-1000 a year (high risk to be inspected within 28 days of opening, low risk within 3 months). In reading this report members should note: The A-E coding is the rating system used in the FLCoP which all local authorities must follow and is a measure of the food safety risks presented by a business. Members and consumers will be more aware

of the FHRS scores given as the outcome of inspections which forms part of our performance report to Board and is a measure of compliance of a business with food safety requirements.

Business compliance rates remain high with some 98% of businesses still scoring FHRS L3-L5.

% Broadly Compliant

Bromsgrove	99.5%
Malvern	98.6%
Redditch	99%
Worcester	99.2%
Wychavon	98.9%
Wyre Forest	97.5%

Report

1. FSA Monitoring

The FSA monitor all local authority compliance with the FLCoP through half year formal returns and also undertake reviews of their specific workplans. The latter focuses on the D-E-NPR groups where we (and most other local authorities) have long lacked sufficient resource to meet the FLCoP timelines. As part of their increased monitoring the FSA issued a Time and Motion tool at the start of 2026 to help local authorities assess whether they had the required number of food safety officers, a variable depending upon size of database. WRS have one of the largest food databases in the country. The outcome of completing this was approval by the Board to further increase resource by three officers. Recruitment was completed in August 2026, and it is anticipated that these officers will start to contribute positively to the FSA food improvement plan during Quarter 3 following induction and initial training. The service now has 22 qualified food officers although 5 are employed part time and a number also have responsibilities within other disciplines, such as health and safety at work, infection control and a residual resource within the nuisance team. Members will note from the Activity Report that our ability to increase the number of officer visits is restricted by the substantial demands of high-risk health and safety at work investigations including several ongoing fatalities. Your Officers will continue to monitor this closely to ensure that the forward momentum in meeting FSA requirements is maintained.

2. Establishing Commercial Teams

In early 2026 to meet FSA workstreams schedule the service split its Environmental Health function into three teams, two of them dedicated to food and health and safety work, the third to nuisance. The team outcomes have been impacted by long term sickness absence of three officers and one on extended sabbatical. The Quarterly Activity Data report presented to Board gives a flavour of the range of additional work carried out by the teams.
We also moved to digital process of allocating food work to officers which has helped established clear officer and team portfolios, and enabled our Food Lead Officer to reallocate premises if an officer is on long term absence or becomes involved in a prolonged investigation and cannot meet their FLCoP compliance times.

3. Development of Apprenticeships

To help future proof the service and develop internal talent, up to four Environmental Health apprenticeships have been made available to WRS officers this year through the Bromsgrove Levy. The course will be undertaken over a four-year period at Wolverhampton. Three places were offered, with one officer deferring until September 2027. We hope to be able to offer at least one Apprenticeship each year going forward.

4. Changing Food Landscape

The food landscape continues to evolve. We are seeing increasing numbers of registrations from home-based businesses, online traders and mobiles. High street premises are commonly known to be struggling due to increased costs especially with fuel and wages. There are indications that the pressures are causing a drop in standards particularly in the independent sector.

5. Workplan Update

We have had to refocus food work from being intelligence driven to FLCoP inspection date compliance, i.e. meeting next intervention date automatically set by our FSA approved IT system. The requirement of FSA is that we must move closer to compliance by March 2028. Members should note that full compliance is never fully achievable due to the constant churn of businesses as demonstrated by the NPR data below.
The following data shows progress in meeting this requirement particularly as regards catching up on outstanding interventions which mainly comprise low risk activities. The figures include both site visits to high-risk food businesses and assessments of low-risk premises done by remote monitoring, e.g. questionnaires, phone, sectoral projects. In the case of E rated premises, the FSA has recently accepted that full inspection is not always required so long as some form of contact is made. We are looking at ways of fully exploring this option in bringing the programme into line with FLCoP.
In addition, the Food Lead continues to proactively assess and allocate the 529 Low Risk premises which remain unrated in the system.

WORKPLAN SUMMARY OUTCOMES AS AT 30 SEPTEMBER 2026

2026/7	Q1 2026/7		Q2 2026/7	
No. A-C completed of the 571 due 2026/7	Q1 – FSA Workstream 1		Q2 – FSA Workstream 1	
	Due A-C	143	Due A-C	189
	Completed	97	Completed	142
	Outstanding B-C	46	Outstanding B-C	47
No. D completed of the 747 due 2026/7	Q1 - FSA Workstream 2		Q2 - Original Workstream 2	
	Due D	192	Due D	160
	Completed	95	Completed	104
	Outstanding D	97	Outstanding D	56

No. NPR and Inherent Risk (IR) [(i)]	New Premises Registered	254	New Premises Registered	424
IR High to be inspected within 1 month of opening (not registration date) [(ii)]	IR HIGH 137 of which		IR HIGH 128 of which	
	Inspected within 1 month	32	Inspected within 1 month	32
	Inspected after 1 month	43	Inspected after 1 month	7
	Questionnaire sent	62	Questionnaire sent	89
IR low to be inspected within 3 months of opening (not registration date) [(iii)]	IR LOW 117 of which		IR LOW 296	
	Inspected within 3 months	29	Inspected within 3 months	17
	Inspected after 3 months	17	Inspected after 3 months	0
	Questionnaire sent	71	Questionnaire sent	279
No. of E Low Risk completed 2026/7 of the 244 du	Q1 – FSA Workstream 4		Q2 - FSA Workstream 4	
	Due E	54	Due E	90
	Inspected	19	Inspected	28
	Outstanding	35	Outstanding	62
No. outstanding interventions to be completed by 31/3/28	FSA Workstream 5 Due pre-01.04.2026		FSA Workstream 5 Due pre-01.07.2026	
	B	6	B	9
	C	45	C	37
	D	194	D 28 inspected	166
	E 103 inspected	658	E 146 inspected	511
		903		723

Footnotes:

(i) Assessed as per updated FLCoP requirement (October 25)

(ii) IR High includes all potential A-C type premises (e.g. restaurants, schools, nurseries, cafes, care homes, takeaways, mobiles, hospitals, supermarkets).

(iii) IR Low includes all potential E rated premises (e.g. small retailers, garage forecourt outlets, village halls, wet bars, sports clubs, jam and chutney makers, cake makers)

6. Conclusion

Members should note the very high compliance rate, with some 98% of businesses being broadly compliant, (i.e. businesses scoring Level 3 or more on the Food Hygiene Rating Scheme or FHRS) and progress with the work plan as detailed above.

In common with many local authorities, the backlog of interventions across Worcestershire following the pandemic remains very challenging in terms of numbers, but Members can be assured that we continue to make progress in our recovery plan against the revised FSA requirements and the different way of working, namely being FSA Code of Practice date led.

Members can also be assured that despite the FSA's shift in emphasis, we shall continue to prioritise those businesses found to be persistently non-compliant, so protecting the public health of the residents of and visitors to Worcestershire.

The prioritisation and initial inspection of new food businesses remains the key risk given the numbers involved and the resource required**.** Your Officers will continue to monitor and report on progress against the plan which currently runs to March 2028.

Contact Details

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