

**WORCESTERSHIRE DISTRICT COUNCILS**

**MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD**

THURSDAY 24TH NOVEMBER 2016 AT 4.30 P.M.

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

MEMBERS: Bromsgrove District Council: Councillor R. J. Laight  
Bromsgrove District Council: Councillor P. J. Whittaker  
Malvern Hills District Council: Councillor B. Behan (Chairman)  
Malvern Hills District Council: Councillor D. Chambers  
Redditch Borough Council: Councillor B. Clayton  
Redditch Borough Council: Councillor J. Fisher  
Worcester City Council: Councillor L. Denham  
Worcester City Council: Councillor J. Riaz  
Wychavon District Council: Councillor E. Stokes (Vice-Chairman)  
Wychavon District Council: Councillor M. King  
Wyre Forest District Council: Councillor J. Smith  
Wyre Forest District Council; Councillor J. Hart

**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 6th October 2016. (Pages 1 - 8)
4. Chairman's Announcements
5. WRS Revenue Monitoring - Quarter 2 (Pages 9 - 18)
6. WRS Budgets 2017/2018 - 2019/2020 (Pages 19 - 22)
7. Activity and Performance Data Quarter 2 (Pages 23 - 60)
8. Primary Authority Report (Pages 61 - 64)

9. Next Meeting Date

The next meeting of the Worcestershire Regulatory Services Board is Thursday 16th February 2017 at 4:30 p.m.

10. 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

15th November 2016

## **WORCESTERSHIRE DISTRICT COUNCILS**

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

**THURSDAY, 6TH OCTOBER 2016 AT 4.35 P.M.**

PRESENT: Councillors K.J. May (Substituting for R. J. Laight), B. Behan (Chairman), B. Clayton, Y. Smith (Substituting for J. Fisher, during Minute No's 13/16 to 17/16), S. Chambers, L. Denham, J. Riaz, E. Stokes (Vice-Chairman) and M. King (During Minute No's part of 13/16 to 17/16)

**Partner Officers:** Mr. D. Sutton, Worcester City Council, Mr. V. Allison, Wychavon District Council, Mr. M. Parker, Wyre Forest District Council and Ms. J. Pickering, Bromsgrove District Council and Redditch Borough Council

Officers: Ms. J. Pickering, Mr. S. Wilkes, Mrs. C. Flanagan, Mr. M. Cox, Mrs. S. Garratt, Ms. K. Lahel and Mrs. P. Ross

10/16

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

Apologies for absence were received from Councillors R. J. Laight and P. Whittaker, Bromsgrove District Council, D. Chambers, Malvern Hills District Council, J. Fisher, Redditch Borough Council, and J. Hart, Wyre Forest District Council.

It was noted that Councillors K. May, Bromsgrove District Council was in attendance as substitute Member for R. J. Laight, and Y. Smith, Redditch Borough Council substitute Member for J. Fisher.

Apologies for absence were also received from Mr. P. Merrick, Malvern Hills District Council.

11/16

#### **DECLARATIONS OF INTEREST**

No declarations of interest were received.

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#### **MINUTES**

The minutes of the meeting of the Worcestershire Regulatory Services Board held on 22nd June 2016 were submitted.

**RESOLVED** that the minutes be approved as a correct record.

13/16

## **AIR QUALITY - UPDATE**

The Board were asked to consider a report that provided an update summary for each partner authority on Local Air Quality Management work undertaken by Worcestershire Regulatory Services (WRS) for each district.

The Technical Services Manager, WRS, introduced the report and in doing so informed Members that, the monitoring of Nitrogen Dioxide was undertaken using diffusion tubes to establish an annual average in many locations across the County.

The purpose of Local Air Quality Management was to establish if there were any breaches of National Objectives for specified pollutants and to declare an Air Quality Management Area (AQMA) if identified.

Members were informed that recently the Department for Environment, Food and Rural Affairs (Defra) guidance had changed the emphasis from monitoring and identification to resolution of air quality concerns. In response, WRS have identified priority actions for all established AQMAs and were working with steering group members to resolve any issues.

In addition WRS has produced an Air Quality Action Plan Update for 2016 on the work undertaken. The Action Plan Update formed part of each District Council's reporting requirements on air quality and provided an update on progress made with actions to address poor air quality in AQMAs. Members were asked to note that there was not a requirement to produce such a plan for Redditch Borough Council and Malvern Hills District Council as they currently had no AQMAs in their areas.

The Technical Services Manager, WRS, drew Members' attention to each of the partner authorities updates as detailed on pages 10, 11 and 12 in the report. The updates also detailed the areas, that due to improved conditions, WRS would be recommending to those partner authorities that the AQMAs be revoked. The Technical Services Manager, WRS, stressed that no AQMAs would be revoked prematurely.

At this stage in the meeting, the Head of WRS explained that one of the reasons the report had been brought before the Board was in order to provide Members with detailed information on what WRS as a service delivered on behalf of each partner authority. The Technical Services Manager's Team, WRS, were a highly skilled team and undertook work to liaise, push forward and deliver a high standard of work on behalf of WRS and each partner authority.

The Technical Services Manager, WRS, responded to several questions from Board Members and in doing so, informed Members that Defra had recognised that their previous guidance was report heavy. The revised format required an annual status report, an action plan and progress

report. The action plan concentrated on 'priority' actions and things that could be achieved in order to progress these particular 'priority' actions.

With regard to engaging with local Ward Members, the Technical Services Manager, WRS, explained that there was a County wide steering group with local Members involved where there were AQMAs. Moving forward there would be one steering group with sub-groups formed for particular AQMAs.

WRS officers had a good dialogue with Worcestershire County Council (WCC), strategic highways. There were a lot of different schemes being undertaken and those who had to deliver the projects were somewhat removed, but WRS continued to work towards achieving further dialogue with WCC, Highways.

Members congratulated the Technical Services Manager, WRS and his team on producing an informative and comprehensive report. Members realised the benefits of the work carried out by WRS and that even the smallest of actions taken by WRS could make a difference.

Members asked for it to be noted that the Technical Services Manager, WRS and his team ensured that they kept themselves updated with regard to local Ward Members, to ensure that the correct local Ward Members were updated with regard to progress or any issues in respect of AQMAs in their ward area.

The Chairman thanked the Technical Services Manager, WRS, for a worthwhile report.

**RESOLVED:**

- (a) that the Local Air Quality update report for each District be noted; and
- (b) that the Technical Services Manager, Worcestershire Regulatory Services (WRS) to provide Board Members with the website link to the WRS Air Quality Action Plan Progress Report for Worcestershire April 2015 to March 2016.

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**WRS REVENUE MONITORING 2015/2016 - QUARTER 1**

The Board were asked to consider a report which detailed the financial position for Quarter 1, 1st April 2016 to 30th June 2016.

The Executive Director, Finance and Corporate Resources, Bromsgrove District Council (BDC), introduced the report and in doing so informed the Board that the report presented the final financial position for Worcestershire Regulatory Services (WRS) for Quarter 1, 1st April 2016 to 30th June 2016.

The robust financial management arrangements ensured that the priorities of the service could be delivered effectively.

# Agenda Item 3

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
6th October 2016

The Executive Director, Finance and Corporate Resources, BDC, drew Members' attention to the detailed revenue report as attached at Appendix 1 to the report. This showed a projected outturn overspend of £7,000, it was appreciated that this was estimation to the yearend based on the current level of expenditure.

The Executive Director, Finance and Corporate Resources, BDC, informed the Board, that with regard to the underspend as detailed at Appendix 1 to the report, part of the underspend was offset by the costs associated with additional agency staff being used to cover vacancies. During the next three to six months officers would look to reduce the reliance on agency staff to ensure that the projected outturn was as minimal as possible.

Based on the spend from April to June 2016 with regard to Pest Control, there would be an estimated overspend of £34,000. Appendix 1 to the report detailed the costs recovered from each partner authority. Officers would continue to monitor and analyse the impact on each partner authority.

Two months of costs which related to Trading Standards and Animal Health and Welfare were included in the expenditure. Trading Standards and Animal Health and Welfare services were transferred back to Worcestershire County Council (WCC) as of 1st June 2016. WCC paid WRS £110,000 to run these services for the two months and this income has been included in the income projected outturn of £312,000 as detailed at Appendix 1 to the report.

The Executive Director, Finance and Corporate Resources, BDC, further drew Members' attention to page 16 of the report and in doing so, highlighted that the requirement for pension back funding for 2016/2017 would need to be funded by each partner authority. This was allocated on the 2015/2016 percentage split. Worcestershire County Council would continue to pay for the pension deficit. The cost to each Council was detailed on page 16 in the report. The agreed percentages would be used for the IAS19 / Pensions adjustment for the statement of accounts for 2016/2017.

## **RESOLVED:**

- (a) that the final financial position for the period 1st April to 30th June 2016, Quarter 1 be noted; and
- (b) that at the Treasurers Meeting to be held on 7th October 2016, the Section 151 discuss the costs associated with the pension backfunding for 2016/2017 and the implications for 2017/2018 in light of the transfer of staff back to Worcestershire County Council. This will then be informed to partner councils.

15/16

## **ENFORCEMENT POLICY**

The Board was asked to consider a report which detailed the amendments to the Worcestershire Regulatory Services Enforcement Policy.

The Head of Regulatory Services (WRS) reminded Members of the background to the introduction of a single WRS Enforcement Policy, as agreed and adopted in 2011 by the Worcestershire Shared Services Joint Committee and each partner authority.

Local authorities were encouraged to produce Enforcement Policies for many years so that those they regulated knew and understood what to expect with regard to enforcement. The first thing to be challenged by any company undergoing enforcement would be the enforcement policy.

The initial WRS Enforcement Policy was based on the requirements of the then Regulator's Compliance Code, the policy would not have contradicted any approach taken by each partner authority in other areas of enforcement.

With the recent changes to the partnership, the replacement of the supporting Regulator's Compliance Code and the time that had elapsed since the original policy was adopted in 2011, the Head of Regulatory Services, WRS, thought it was timely to have the policy revised and re-ratified by the newly formed Worcestershire Regulatory Services Board.

Members were informed that the Regulator's Compliance Code had been replaced with the Regulator's Code, which remained under the control of the Department for Business, Energy and Industrial Policy. There had been little change to the core of the new Regulator's Code, but some aspects had been clarified and tidied up, which therefore required some minor amendments to be incorporated into the existing WRS Enforcement Policy. The amended WRS Enforcement Policy was detailed at Appendix 1 to the report.

Members were advised that the amended WRS Enforcement Policy would be a useful adjunct to other enforcement policies that each partner authority had for its remaining enforcement activities.

In response to Councillor L. Denham, Worcester City Council, the Head of Regulatory Services, WRS, agreed to amend the 'Factors which would mitigate against the need for a prosecution' and remove the word 'elderly'.

Members agreed that the document was well drafted.

**RECOMMENDATION:** that, subject to the minor amendment, as detailed in the preamble above, the Worcestershire Regulatory Services Enforcement Policy, be adopted by each Member Authority.

16/16

## **ACTIVITY AND PERFORMANCE DATA QUARTER 1**

The Board were asked to consider a report that detailed the Activity and Performance Data for Quarter 1, 2016/2017. Members were asked to note that due to the departure of the Trading Standards team on 1st June 2016, back to direct control by Worcestershire County Council, the usual tables for Trading Standards and Animal Health and Welfare activity were no longer included.

The Technical Services Manager, Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed Members that, the report detailed Worcestershire Regulatory Services Activity and Performance Data for Quarter 1, but the presentation of the data enabled comparison with previous quarters and previous years. The layout of the report had been changed to line graphs. Officers had hoped that the new layout would assist in showing some of the trends in workload for the different activities undertaken by WRS.

The Technical Services Manager, WRS, highlighted that, as usual licensing and environmental health nuisances continued to make the most impact in terms of demand, which was understandable given their direct impact on the public.

Food inspections were slightly down on the same quarter last year but up on the previous year. This reflected in the resources involved in conducting the complex enforcement activities being carried out, with two premises formally closed during the period and several prosecutions pending. Officers would continue to closely monitor progress against the full inspection programme for the year to ensure that it remained on track.

The number of stray dogs had fallen for many years as owners realised that it was not acceptable to allow their dog to stray and that there were financial consequences to retrieving their dog from kennels. It was expected that the benefits of this would be felt across the three Gloucestershire Districts that WRS covered, due to the consistent approach taken by WRS. WRS expected the overall number of reported stray, lost and found dogs to fall.

In response to questions from Members, the Technical Services Manager, WRS, informed the Board that with regard to "The Microchipping of Dogs (England) Regulations 2014", which became a legal requirement from April 2016, for all dogs to be microchipped and contact details kept up-to-date; he was of the opinion that it was too early to say if this had had an impact. WRS were still picking up dogs that had not been microchipped and microchipped dogs where the contact details were not up-to-date. The keeper of a dog which was not microchipped would be served with a notice that required them to have



the dog microchipped within 21 days. It would involve a lot of work for WRS to follow up all notices served.

With regard to performance, Members were informed that the proportion of people who feel better equipped to deal with problems for themselves in future was slightly up on last year's outturn at 81.4%, but was still in line with previous performance.

The Technical Services Manager, WRS, further responded to questions from Members with regard to the increase in requests related to gull queries. Members were informed that WRS had commissioned a recent survey on gull activity. The details of the survey would be presented to a future meeting of the Board.

The Licensing and Support Manager, WRS, responded to questions from Members in respect of Scrap Metal Collectors and Dealers. Members were informed that the number of noise nuisance complaints with regard to Scrap Metal Collectors was lower. Since the introduction of the Scrap Metal Dealers Act 2013, and the requirement to be licensed, WRS had noticed a downtrend. Also the price of scrap metal had dropped. The first year renewal process was about to commence and it would be interesting to see the responses received for renewal applications.

The Chairman drew Members' attention to the Healthier Choices Food Award scheme and details of those in receipt of the award, as detailed on page 48 in the report. The Chairman asked Board Members to consider referring any potential companies or premises they may be aware of to WRS to be considered for the award.

17/16

## **ANY OTHER BUSINESS**

### **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman took the opportunity to inform the Board that she had recently had the pleasure of being invited to attend the APSE (Association for Public Service Excellence) awards in Londonderry. These prestigious awards were designed to recognise excellence in local government frontline services.

Worcestershire Regulatory Services (WRS) were nominated for the Best Service Team: Environmental Health Service award. The award was won by Derby City Council with WRS as runners up. The Chairman stated that this showed commitment from WRS towards the work they undertook for each local authority.

The Chairman asked the Board to be mindful of promoting WRS on both Twitter and Facebook.

The Chairman also took the opportunity to inform Members that she would have to submit her apologies for the WRS Board meeting

# Agenda Item 3

Worcestershire Regulatory Services Board (previously Worcs Shared Services Joint Committee)  
6th October 2016

scheduled for Thursday 24th November 2016 and to clarify with the Vice-Chairman if she would be in a position to attend and chair the meeting. The Vice-Chairman confirmed that she would be available to chair the meeting.

The meeting closed at 5.40 p.m.

Chairman



## Worcestershire Regulatory Services Board

24th November 2016

### WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL – SEPTEMBER 2016

#### Recommendation

It is recommended that the Board:

- 1.1 Note the final financial position for the period April – September 2016
- 1.2 That partner councils are informed of their liabilities for 2016-17 in relation to Pest Control and Bereavements

Council	2016-17 Projected Outturn for Pest Control £000	Apr – Sept 16 Actual for Bereavements £000
Redditch	32	3
Wyre Forest	5	
Wychavon	10	
Worcs City		3
Malvern		3
Bromsgrove		3
	<b>47</b>	<b>12</b>

#### 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 2016.

#### Background

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

## Report

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

- Revenue Monitoring April – Sept 16 – Appendix 1

### Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a projected outturn underspend of £46k, it is appreciated this is an estimation to the year end based on current level of expenditure. The following assumptions have been made:-

- There are a number of vacant posts within the service and these together with savings resulting from maternity leave, long term sick etc, result in a projected underspend in salaries. This is offset by the costs associated with additional agency staff being used to cover the vacancies, sick and to support the additional income generation. Officers will reduce the reliance on agency over the next 6 months to ensure the projected outturn is as minimal as possible.
- Included in the expenditure are two months relating to Trading Standards / Animal Health, these services transferred back to the County 1<sup>st</sup> June 16. County have paid WRS £110k to run these services for the 2 months and this income has been included in the £394k income projected outturn.
- If April to Sept spend on pest control continues on the same trend for the rest of year, there will be a projected overspend on this service of £47k. WRS officers have continued to analyse the overspend and the following is the projected full year overspend to be funded from each partner

Redditch	£32k
Wychavon	£10k
Wyre Forest	£5k

- The following is the actual bereavements costs Apr – Sept 16 to be funded by partners. These costs are charged on an as and when basis. Due to the nature of the charges it is not possible to project a final outturn figure:-

Worcs City	£3k
Redditch	£3k
Bromsgrove	£3k
Malvern	£3k

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

**Financial Implications**

None other than those stated in the report

**Sustainability**

None as a direct result of this report

**Contact Points**

Jayne Pickering – 01527-881400

**Background Papers**

Detailed financial business case

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	Full year Budget	Budget 6 Months to Sept 16	Expenditure to Sept 2016	Variance	Projected outturn	Projected Outturn Variance
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Direct Expenditure</b>						
Employees						
Salary	2,406	1,202	1,191	-12	2,376	-30
Agency Staff	0	0	39	39	60	60
						Agency costs used to cover vacant post / Maternity/ Sick / etc
Subscription	3	1	4	2	5	3
Employee Insurance	16	8	9	1	17	1
<b>Sub-Total - Employees</b>	<b>2,425</b>	<b>1,211</b>	<b>1,242</b>	<b>31</b>	<b>2,458</b>	<b>34</b>
<b>Premises</b>						
Rent	54	26	27	1	55	1
Cleaning	0	0	0	0	0	-0
Utilities	0	0	0	0	0	0
<b>Sub-Total - Premises</b>	<b>54</b>	<b>26</b>	<b>27</b>	<b>1</b>	<b>55</b>	<b>1</b>
<b>Transport</b>						
Vehicle Hire	13	6	5	-1	11	-1
Vehicle Fuel	8	2	1	-0	8	0
Road Fund Tax	1	1	0	-0	1	0
Vehicle Insurance	3	2	2	0	3	0
Vehicle Maintenance	3	2	1	-0	4	1
Car Allowances	87	42	44	2	87	0
<b>Sub-Total - Transport</b>	<b>115</b>	<b>52</b>	<b>53</b>	<b>1</b>	<b>115</b>	<b>0</b>

	Full year Budget	Budget 6 Months to Sept 16	Expenditure to Sept 2016	Variance	Projected outturn	Projected Outturn Variance	
	£'000	£'000	£'000	£'000	£'000	£'000	
<b>Direct Expenditure</b>							
<b>Supplies and Services</b>							
Furniture & Equipment	30	9	14	4	35	5	
Test Purchases	0	0	0	0	0	0	
Clothes, uniforms and laundry	3	1	0	-1	2	-1	
Printing & Photocopying	18	9	11	2	22	4	
Publications	2	0	0	-0	2	0	
Postage	11	6	7	1	12	1	
ICT	60	30	31	1	55	-5	
Legal Costs	0	0	1	1	1	1	
Telephones	23	10	7	-3	23	-0	
Training & Seminars	24	12	9	-3	24	0	
Car Parking & Subsistence	0	0	0	0	0	0	
Insurance	30	15	15	0	30	0	
Third Party Payments							
Support Service Recharges	100	50	50	0	100	0	
Audit	5	3	0	-3	0	-5	
ICT Hosting	44	22	25	3	47	3	
<b>Sub-Total - Supplies &amp; Service</b>	<b>349</b>	<b>166</b>	<b>170</b>	<b>4</b>	<b>355</b>	<b>6</b>	
<b>Contractors</b>							
Dog Warden	145	73	81	8	146	1	
Pest Control	46	20	43	23	95	49	Income of £12k received from Severn Trent for Sewer Baiting, offset in Income
Trading Standards	0	0	1	1	1	1	
Licensing	12	5	5	-0	12	0	
Other contractors/consultants	3	1	0	-0	3	0	
Water Safety	5	3	2	-0	5	0	
Food Safety	2	1	1	-0	2	0	
Environmental Protection	13	7	26	19	36	23	Bereavement / Works in Default to be charged to relevant partners
Taxi Tests	30	15	18	3	36	6	
Grants / Subscriptions	11	5	20	16	24	13	
Advertisng	4	0	0	-0	3	-1	
Publicity & Promotions	2	1	1	0	2	0	
CRB Checks	25	13	13	0	25	0	
<b>Sub-Total</b>	<b>297</b>	<b>141</b>	<b>211</b>	<b>70</b>	<b>389</b>	<b>92</b>	



	Full year Budget	Budget 6 Months to Sept 16	Expenditure to Sept 2016	Variance	Projected outturn	Projected Outturn Variance
	£'000	£'000	£'000		£'000	£'000
<b>Direct Expenditure</b>						
<b>Income</b>						
Training Courses /	-215	-114	-222	-108	-394	-179
Bereavement / Works in						
Default / Sewer Baiting etc						
<b>Sub-Total</b>	<b>-215</b>	<b>-114</b>	<b>-222</b>	<b>-108</b>	<b>-394</b>	<b>-179</b>
<b>Total - Excl Pension Deficit</b>	<b>3,025</b>	<b>1,483</b>	<b>1,482</b>	<b>-1</b>	<b>2,979</b>	<b>-46</b>
** Pension Deficit - Funded by Partners	0	0	62	62	124	124
<b>Sub-Total</b>	<b>0</b>	<b>0</b>	<b>62</b>	<b>62</b>	<b>124</b>	<b>124</b>
<b>Total Incl Pension Deficit</b>	<b>3,025</b>	<b>1,483</b>	<b>1,544</b>	<b>61</b>	<b>3,102</b>	<b>77</b>

Percentage saving from original budget £7,181 in 2010-11 58.52%

<b>2016/17 Allocation of Underspend</b>	<b>£'000</b>
Bromsgrove	-7
Redditch	-8
Wyre Forest	-7
Wychavon	-11
Malvern	-6
Worcs City	-8
<b>Total</b>	<b>-46</b>

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## Worcestershire Regulatory Services Board

24th November 2016

### WORCESTERSHIRE REGULATORY SERVICE BUDGETS 2017/18 – 2019/20

#### Recommendation

It is recommended that the Board:

- 1.1 Approve the District Partners gross expenditure budget of £3,291k as shown in Appendix 1.
- 1.2 Approve the District Partners income budget of £266k as shown in Appendix 1.
- 1.3 Approve the District Partners revenue budget allocations for 2017/18 – 2019/20.

Bromsgrove	£439k
Malvern	£386k
Redditch	£529k
Worcester City	£507k
Wychavon	£701k
Wyre Forest	£463k
	<b>£3,025k</b>

#### Contribution to Priorities

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

#### Introduction/Summary

This report presents the revenue budget for 2017/18 – 2019/20 in relation to Worcestershire Regulatory Services.

#### Background

Officers from Partner Councils have considered the proposed budget for 2017/18 – 2019/20 and would recommend its approval to Members.

#### Report

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

- WRS Budget Plan 2017/18 – 2019/20 – Appendix 1

## WRS Budgets 2017/18

Appendix 1 shows the 2017-18 draft budget breakdown for a district partnership .

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

- 1% pay award across all staff. 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.
- We have received a draft pension revaluation statement from the actuary. This results in an increase in forward funding to 15.7% from 14.8%. The additional cost of £18k per annum has been included in the budget projections. The backfunding element remains under discussion with the actuary in relation to the transfer of Trading Standards.
- The income of £266k includes £68k of additional revenue to be generated from marketing of the service.

### **Financial Implications**

None other than those stated in the report

### **Sustainability**

None as a direct result of this paper

### **Contact point**

Jayne Pickering – 01527 881400

### **Background Papers**

Detailed financial business case

Account description	Budget 2017 / 2018 £000's	Budget 2018 / 2019 £000's	Budget 2019 / 2020 £000's
<b>Employees</b>			
Monthly salaries	2,503	2,546	2,583
Training for professional qualifications	2	2	2
Medical fees (employees')	2	2	2
Employers' liability insurance	16	16	16
Employees' professional subscriptions	3	3	3
<b>Sub-Total - Employees</b>	<b>2,525</b>	<b>2,568</b>	<b>2,605</b>
<b>Premises</b>			
Rents	52	52	52
Room hire	2	2	2
Trade Waste	0	0	0
<b>Sub-Total - Premises</b>	<b>54</b>	<b>54</b>	<b>54</b>
<b>Transport</b>			
Vehicle repairs/maint'ce	3	3	3
Diesel fuel	8	8	8
Licences	1	1	1
Contract hire of vehicles	4	4	4
Vehicle insurances	3	3	3
Van Lease	9	9	9
Fares & Car Parking	5	5	5
Car allowances	82	82	82
<b>Sub-Total - Transport</b>	<b>115</b>	<b>115</b>	<b>115</b>
<b>Supplies &amp; Service</b>			
Equipment - purchase/maintenance/rental	19	19	19
Materials	9	9	9
Clothing and uniforms	2	2	2
Laundry	1	1	1
Training fees	23	23	23
General insurances	30	30	30
Printing and stationery	18	18	18
Books and publications	2	2	2
Postage/packaging	11	11	11
ICT	40	40	40
Telephones	23	23	23
Taxi Tests	30	30	30
CRB Checks (taxi)	25	25	25
Support service recharges	100	100	100
Support service recharges - ICT	44	44	44
<b>Sub-Total - Supplies &amp; Service</b>	<b>376</b>	<b>376</b>	<b>376</b>

Account description	Budget 2017 / 2018 £000's	Budget 2018 / 2019 £000's	Budget 2019 / 2020 £000's
<b>Contractors</b>			
Consultants / Contractors' fees/charges/SLA's	223	223	223
Advertising (general)	4	4	4
Grants and subscriptions	11	11	11
Marketing/promotion/publicity	2	2	2
<b>Sub-Total - Contractors</b>	<b>239</b>	<b>239</b>	<b>239</b>
<b>Income</b>			
Target additional income to be achieved	-68	-68	-68
Estimated income from Grants / Nuisance Work / Food Training / Contaminated Land / Stray Dogs / Sewer Baiting	-198	-198	-198
<b>Sub-Total - Income</b>	<b>-266</b>	<b>-266</b>	<b>-266</b>
<b>Savings to be found</b>			
Due to increase in forward funding pension rate	-18	-18	-19
Due to unavoidable salary pressures	0	-43	-79
<b>Sub-Total - Savings to be found</b>	<b>-18</b>	<b>-61</b>	<b>-98</b>
<b>DISTRICT PARTNERSHIP BUDGETS</b>	<b>3,025</b>	<b>3,025</b>	<b>3,025</b>
	<b>Budget 2017 / 2018 £000's</b>	<b>Budget 2018 / 2019 £000's</b>	<b>Budget 2019 / 2020 £000's</b>
Bromsgrove	439	439	439
Redditch	529	529	529
Wyre Forest	463	463	463
Wychavon	701	701	701
Malvern	386	386	386
Worcs City	507	507	507
<b>Total</b>	<b>3,025</b>	<b>3,025</b>	<b>3,025</b>



## Worcestershire Regulatory Services Board

24th November 2016

### Activity and Performance Data Quarter 2

<b>Recommendation</b>	That the Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.
<b>Background</b>	<p>This report covers the second quarter of 2016/17.</p> <p>The detail of the report focuses on Q2 but the presentation of the data allows comparison with previous quarters and previous years.</p>
<b>Contribution to Priorities</b>	Previously, Joint Committee members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county. This has been continued since the move to the Board on 1 <sup>st</sup> April 2016.
<b>Report</b>	<p><b>Activity Data</b></p> <p>As usual, licensing and environmental health nuisances continue to provide greatest demand, which is understandable given their direct impact on the public.</p> <p>In the data report itself the Team Manager has provided a detailed outline of work done by the Community Environmental Health teams. The number of service requests in respect of food safety and hygiene are up in comparison with the same quarter last year but did not quite exceed the peaks of 2014/15. Food inspections are down on the same quarter last year. Members should note the similar pattern of work in 2014/15 where the majority of food inspection work was done in the second half of the year. We expect 2016/17 to be similar in work pattern due to the volume of reactive work being undertaken.</p>

This reflects the resources involved in addressing the summer spike in reactive work and the fact the service is conducting some complex enforcement activities. Two food premises were formally closed during Q1 and a further closure occurred during Q2. This creates the prospect of a number of prosecution files to add to the significant number in the pipeline already, including one very involved Health and Safety case. We will continue to monitor closely progress against the full inspection programme for the year so as to ensure that it is achieved.

The service now boasts several Primary Authority agreements whereby a business enters into a contractual agreement with us on a full cost-recovery basis to receive assured advice and several new businesses have signed up to the Healthy Eating award, which again is a paid for business support process.

Nuisance complaints have shown the more usual track, creating a summer peak that did not exceed the levels of 2014/15 but the good weather ensured it was extended through September. The noise figures in the report clearly demonstrate how busy the team was over the summer months.

The figures for noise complaints against Wards appear to have returned to a more historic pattern with Worcester City, Redditch and Wyre Forest sharing the majority of wards in the top 20.

As members will see, the number of planning consultations took off during the summer and far exceeded previous years. This made huge demands in terms of numbers and complexity on the Technical Services team and so other work has been re-prioritised such as the production of routine air quality reports. The team also signed over the Energy from Waste plant at Hartlebury to the Environmental Agency from an enforcement perspective as the plant has moved into commissioning phase, which means that the permit for operation issued by the Agency comes into force. Officers also continued to work with Network Rail on the planned works at Bromsgrove station to allow for the electrification of the line to widen the range of rolling stock that can be used on the route.

The last report highlighted the falling trend in dog control issues across Worcestershire and we explained that this has been achieved by taking action to re-home persistent strays and working with owners to achieve better control, alongside communities and individuals setting up their own ways of identifying strays and getting them back to their owners. This continues to allow us to offer dog warden services more widely and we continue to bid for out of county work with our kennelling partners.

The trends on Licensing applications remain steady and in line with previous years. The last report explained that the apparent large drop in numbers of licensing service requests for the first quarter compared with Q1 2015/16 is an artefact, created by changes to how we record some of our information. The steady level of requests in Q2 might suggest we are better at recording the work now. We will see if there is an increase like



those previously shown in Q3 in previous years.

The new graph to highlight the volumes of information requests (FOI, EIR, DPA) that the service has to respond to on behalf of partners shows a similar steady trend to that of last financial year.

## Performance

Second quarter performance reporting is more extensive than in Q1 with a number of the half year figures being due on some annual indicators.

Customer satisfaction was recorded at 80.4%, which is in line with last year's outrun and slightly above the Q2 figure in 2015/16. For business satisfaction we are slightly down on the outrun at 96.8% but still good. The proportion of people who feel better equipped to deal with problems for themselves in future is in line with last year's outrun at 76.9% and still in line with previous performance.

Staff sickness is higher than in previous year's at 2.77 days per FTE for the first two quarters. Initially a large contributing factor to this was several members of staff with long term health conditions that have required surgery followed by periods of rest and recuperation. We currently have one member of staff on long terms sickness, whilst others have returned to work in a phased manner.

Numbers of complaints against the service remain low but did increase with 7 in the second quarter; however they remain significantly exceeded by compliments at 28.

For the Licensed premises meeting the 4 Licensing objectives, overall there is a marginal fall in the percentage rate alleged to be failing from 3.9% to 3.7% compared with the first 6 months of 2015/16. However, as the table in Appendix 1 shows, in Bromsgrove Malvern Hills and Wyre Forest rates have increased slightly, but they decreased in Worcester City, Wychavon and Redditch. These remain low levels and show that, generally, the licensed trades in Worcestershire are well run and managed.

As might be expected from the reported busy summer, the rate of noise complaints for the first six months is higher than the same period last year at 2.06 compared with 1.87 complaints per 1000 head of population. The largest proportionate increases were in Redditch and Wyre Forest but as this is the half-year mark we cannot say if this will be followed. Given we had a relatively good and extended dry period from July through to September and beyond, it would be usual to anticipate the rate being higher compared with last year when the summer was less generous.

Finally, in respect of the first of our new indicators on income generation, the service brought in almost £136,000 in the first 6 months of 2016/17 in terms of income from non-partner sources. This represents 4.5% of the total baseline contributions of the 6 partners. This puts us on track to



achieve our income target for the year.

I am pleased to end this quarter's report by advising members that WRS were runners up in the "Best UK Environmental Health Team" category at this year's Association for Public Service Excellence awards against very impressive competition. The awards, which took place in September, exist to showcase the ability of Local Authorities to "pursue innovation within service delivery and implement new approaches aimed at improving the level of service to local communities and people". The award submission focussed heavily on the innovation and transformation work we continue to do to achieve continuous improvement within your service.

I also include below a couple of news releases from the quarter which will be of interest. All WRS news releases are available on the website.

## **Items of interest**

### **Serving up Redditch's first gold award.**

Staff meals at a busy Redditch manufacturer can taste even sweeter now that their canteen has become the first in town to scoop Worcestershire's top food award. Refuel, the canteen run by EDM Catering for the 300 employees at Rockline Industries in Matchborough, achieved the Gold level Healthier Choices Food Award from Worcestershire Regulatory Services (WRS) for serving a wide variety of freshly-prepared, healthier meals with ingredients from local suppliers.

WRS Joint Committee Chairman Cllr Bronwen Behan said: "Congratulations to EDM catering for being the first business in Redditch to take a Gold award for their hard work giving more people healthier, locally-supplied options to eat."

In addition to their healthier breakfast, daytime and even night shift menu options WRS inspectors praised the passion of the catering team, who check the weather forecast before designing their menu and take the time to build relationships with their customers so they can recommend healthier options they know they'll enjoy.

Meals served there range from poached eggs to vegetable-heavy poached salmon quiches, king prawn skewers, and stuffed chicken breasts with salads.

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

## ***Aspire Health & Fashion Event 2016***

On Saturday 10th & Sunday 11th September members of Worcestershire Regulatory Services, Environmental Health Team promoted the Healthier Choices Food Award to members of the public. During this event, which was organised by Worcester BID, they had a stand in Worcester City Centre High Street.

Leaflets with details of all the food businesses who have achieved the Healthier Choices Food Award were given out to the public and a profile on each business was displayed on our stand. Members of the public were also asked to nominate any other food businesses who they believe would be eligible for the award.

### **Contact Points**

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### **Background Papers**

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



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

# Activity Report 2016/17

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



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

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

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

**Worcester**  
CITY COUNCIL

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

**Wyre Forest**  
District Council

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Malvern Hills  
Redditch  
Worcester City  
Wychavon  
Wyre Forest

# Foreword

## Simon Wilkes

Head of Regulatory Services

Welcome to the second edition of the activity data report for 2016/17, which of course covers Q1 and Q2. The commentary is of course for the second quarter but all of the data is there to allow you to see trends and make comparisons.

As you will see, the teams had a busy Summer. The spike in nuisance complaints which failed to appear last year came back and the good weather allowed it to extend through September so the Community EH team have been very busy dealing with these issues for local residents. Other highlights are picked up by the management team in their commentary and we hope, as ever, that this gives you a picture of all aspects of work that we deliver across the 6 districts.



# WRS Headlines

## APSE Award

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

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

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## Worcestershire Works Well

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

# WRS Headlines

## Healthier Choices Food Award

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

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

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

## Food Safety

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





## WRS Headlines

### A dog called Watson

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



### Licensing

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

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

## Air Quality & Contaminated Land

The work on the Air Quality Action Plan Update reported in Q1 has now been concluded. The final version was published on the WRS website with updates on progress against actions to alleviate poor air quality in the Air Quality Management Areas across the County. This report forms part of the Annual reports required to be submitted to Defra every year. The remaining reporting requirement (the Annual Status Report) will be the focus of work in Q3.

Enhanced air quality monitoring in Foregate Street, Worcester continues with the extended operation of an automatic nitrogen dioxide analyser. Preliminary analysis of the results has already commenced with a view to determining the real level of pollution in that locality. The automatic nitrogen dioxide analyser in Worcester Road, Wychbold completed six months worth of monitoring and has now been decommissioned. The results indicate that an AQMA will be required in the locality. The extent of the elevated levels of pollutants is to be determined by dispersion modelling which will commence in the new year (Q4). The concerns with Wychbold have been raised and formed part of the discussions with the County Council as part of their planned 31 Million pound investment to improve the A38 Corridor around Bromsgrove (Wychbold – Lydiate Ash) which will also address Bromsgrove air quality concerns.

One of the WRS Board Members for Wyre Forest helped facilitate the creation of an air quality steering group for Welchgate. In attendance were Bewdley Town Council, District Councillor and County Councillor representatives. Progress on priority actions was scrutinised, new actions were proposed and a programme to progress all priority actions by the group following on from that meeting was determined.

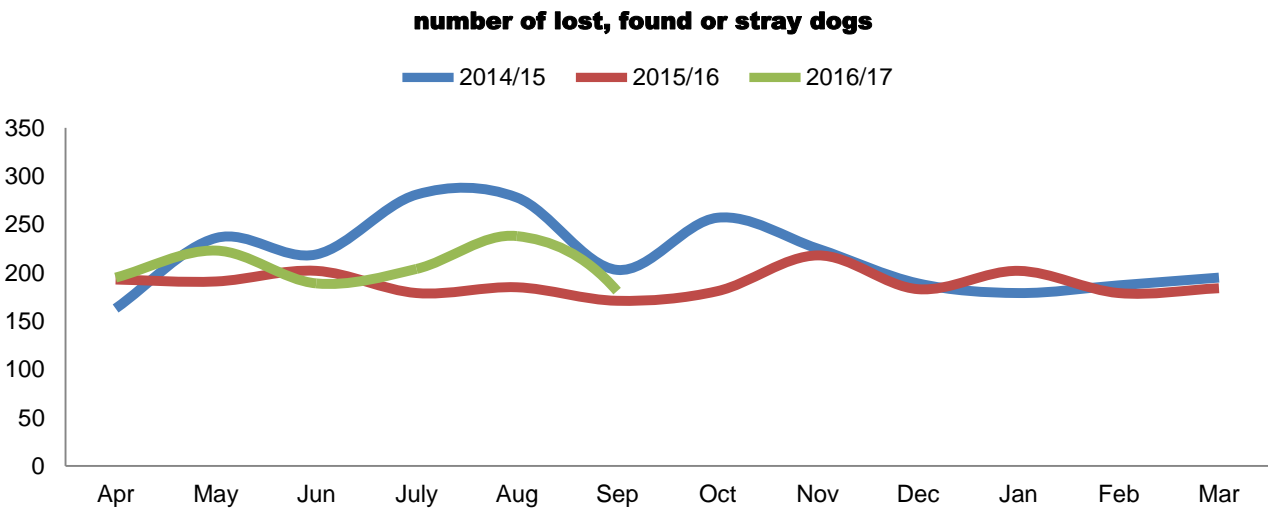
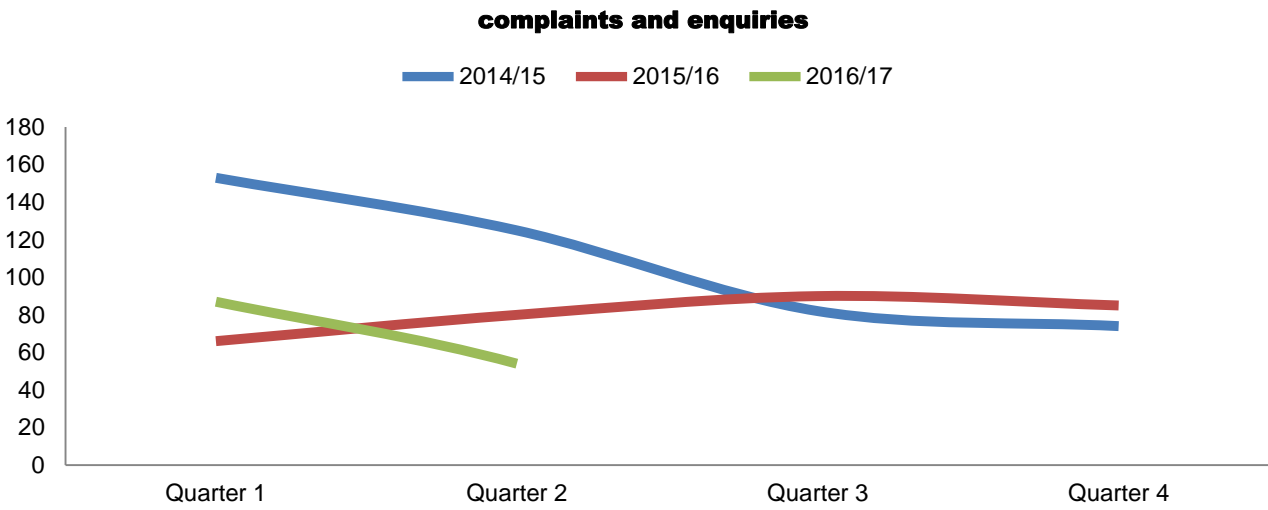
A programme of reviewing records of potential historic contamination in the Wychavon district has been continued. Additional support has been provided to Bromsgrove's Planning Department with Marlbrook tip where appropriate action to ensure appropriate monitoring of the site is continued is being pursued.

# Dog Control

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

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

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



## Environmental Permitting

Larger industrial processes are required to be permitted to restrict pollution to the atmosphere, land and water. The permits of businesses in Redditch and Bromsgrove are currently being reviewed to make sure they are up to date with current legislation and best practice. Work has been ongoing to prepare the permit for the first Standby Generator operation in Worcestershire at a location in Redditch to ensure emissions to atmosphere are controlled appropriately. In Wychavon WRS Officers have been working with a firm on how a permit would work with their innovative approach to pyrolysis to covert waste plastic into energy.

At Wienerberger, Waresley Works, Wychavon District, there have been a number of noise complaints from local residents. WRS Officers undertook a noise assessment to establish the significance of the issue being complained of. On the back of that assessment evidence was provided to Wienerberger on the tonal elements of the noise that was giving rise to the complaints. The company were given 2 months to produce a plan to resolve the noise issue and 5 months to implement the required changes to the process to resolve the issue and demonstrate resolution. Wienerberger have indicated they are willing to work with WRS to resolve the complaints and it is hoped it will all be resolved before the spring and warmer evenings when residents would want to open their windows.

This quarter a campaign has been kicked off to identify businesses operating without a permit where one is required. This has already identified one firm in Worcester City which has now applied and been granted a permit.

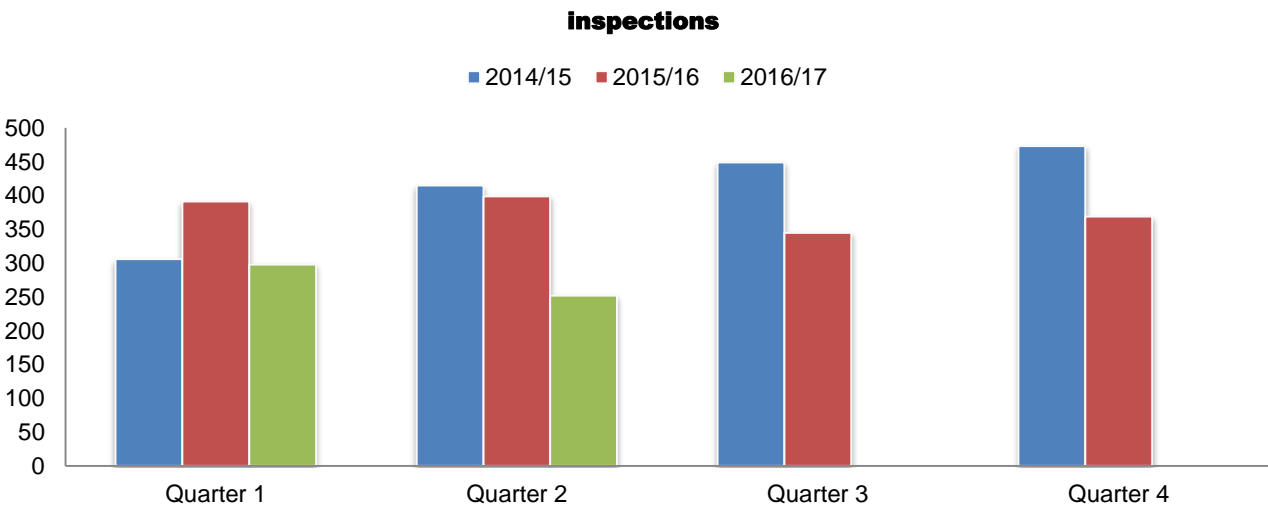
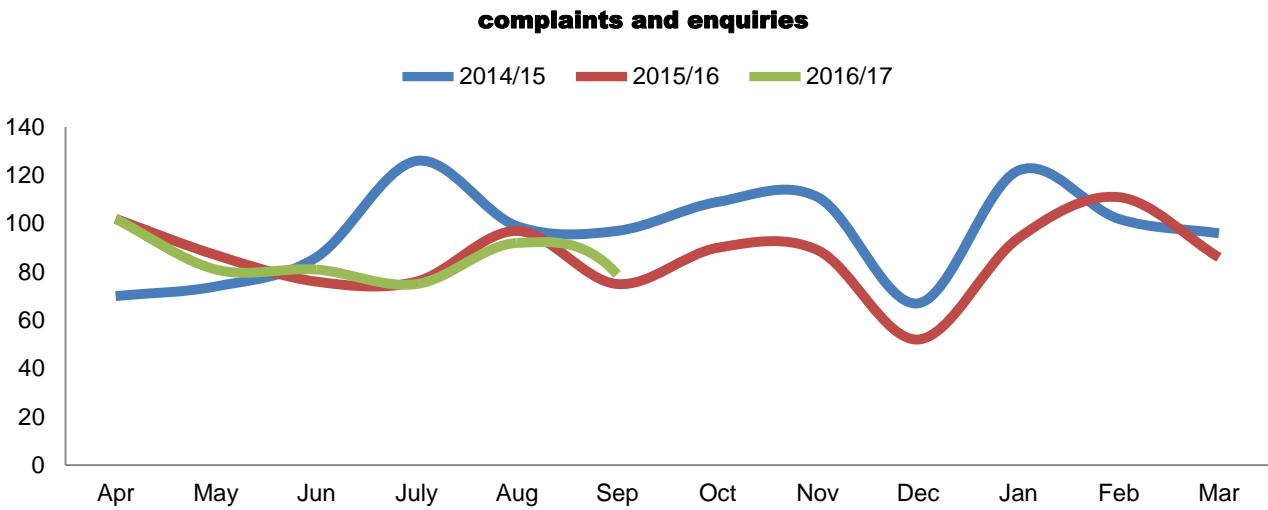
# Food Safety

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

### Comments

Whilst food inspections are down on the same quarter last year, we expect 2016/17 to follow a similar pattern to 2014/15 where the majority of food inspection work was done in the second half of the year. This is due to the volume of reactive work being undertaken and the fact that the service is involved in some complex enforcement activities. Two food premises were formally closed during Q1 with a further closure occurring during Q2. This creates the prospect of a number of prosecution files to add to the significant number in the pipeline already. We will continue to monitor the progress against the full inspection programme for the year so as to ensure that it is achieved.

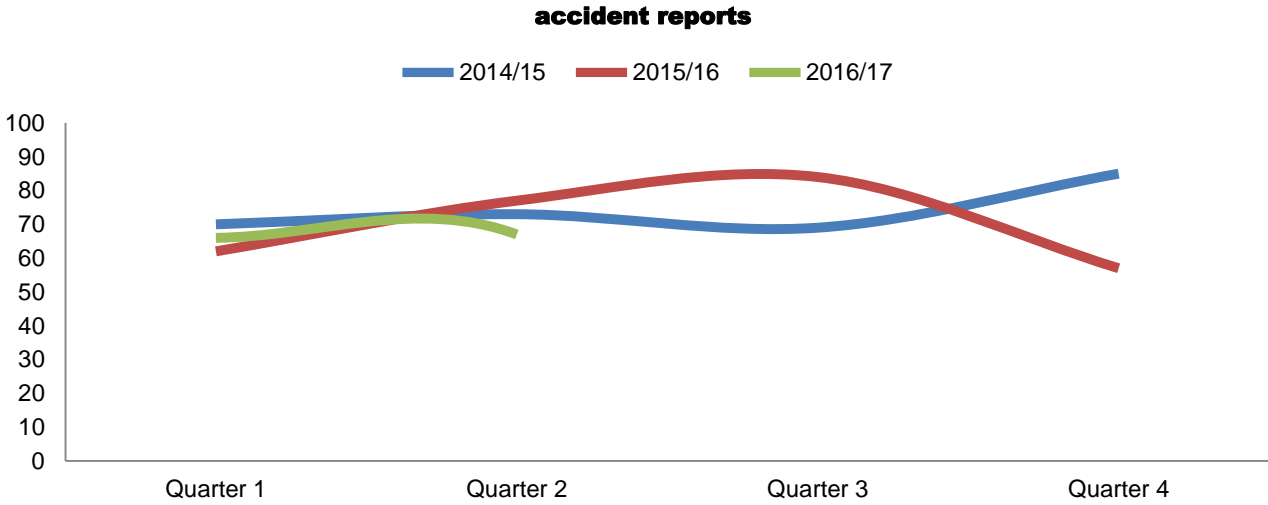
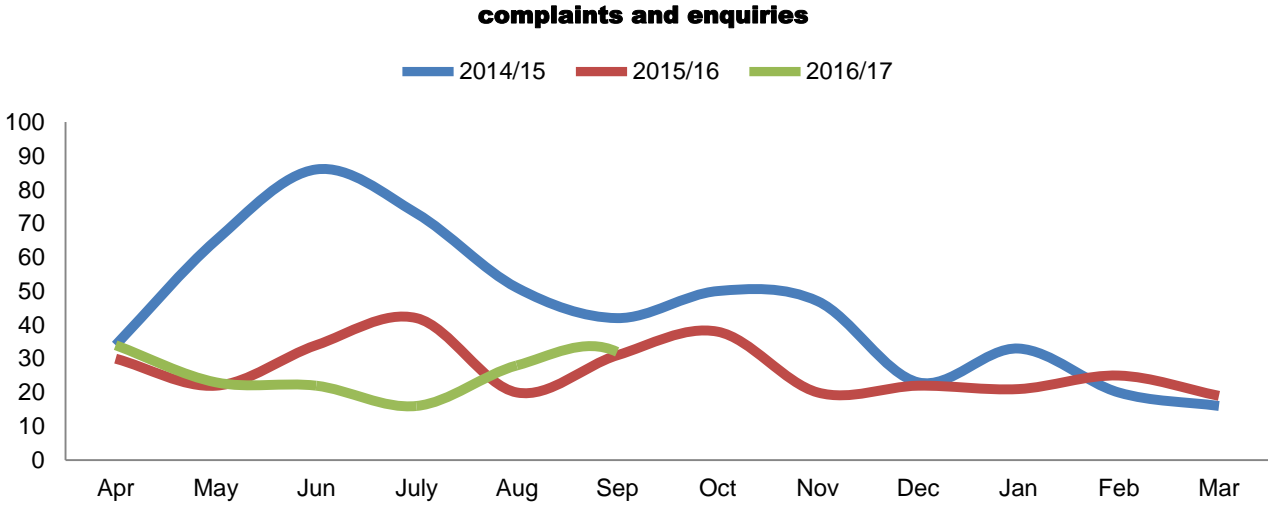
The service now boasts several Primary Authority agreements whereby a business enters into a contractual agreement with us on a cost-recovery basis to receive assured advice based on a detailed understanding of their operation. This helps Worcestershire businesses by preventing inconsistent interpretation of regulations by other local authorities and applies wherever that business has outlets, factories or its products are sold.



# Health and Safety

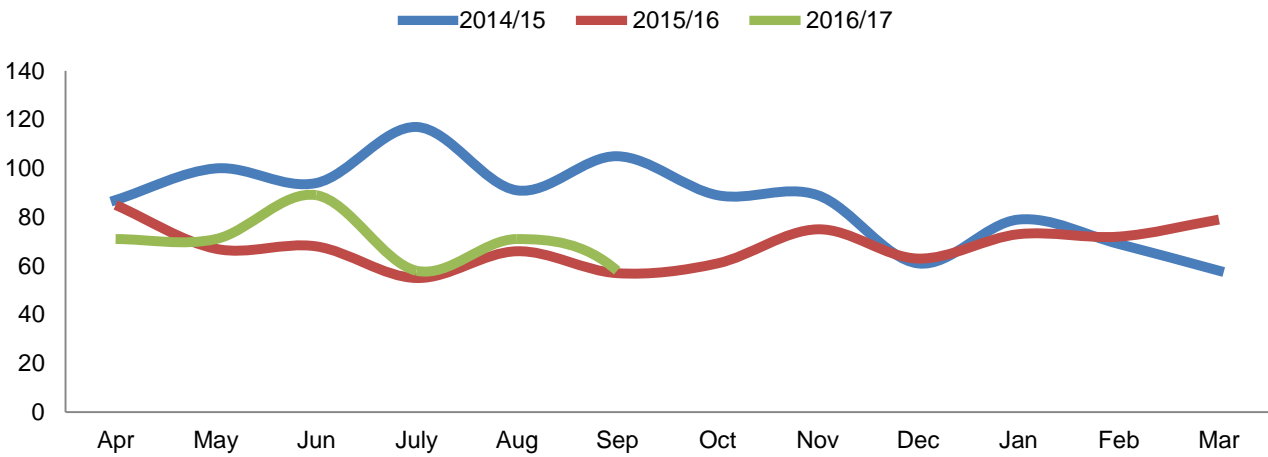
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

*Comments*  
*Whilst the service has no control as to the volume of demand received, the number of complaints and enquiries towards the end of the second quarter has shown an upward trend. The number of accident reports remains broadly in line with previous years.*  
*Health and safety activity continues to be intelligence led and these figures do not reflect the increased level of enforcement activity being carried out, with several prosecutions pending including two fatalities.*



# Information Requests

The chart (right) shows the number of information requests recorded by WRS over a three year period. This includes Environmental Information Requests, Freedom of Information Requests and requests for information under the Data Protection Act 1998 which are generally received from partner agencies.



# Licensing

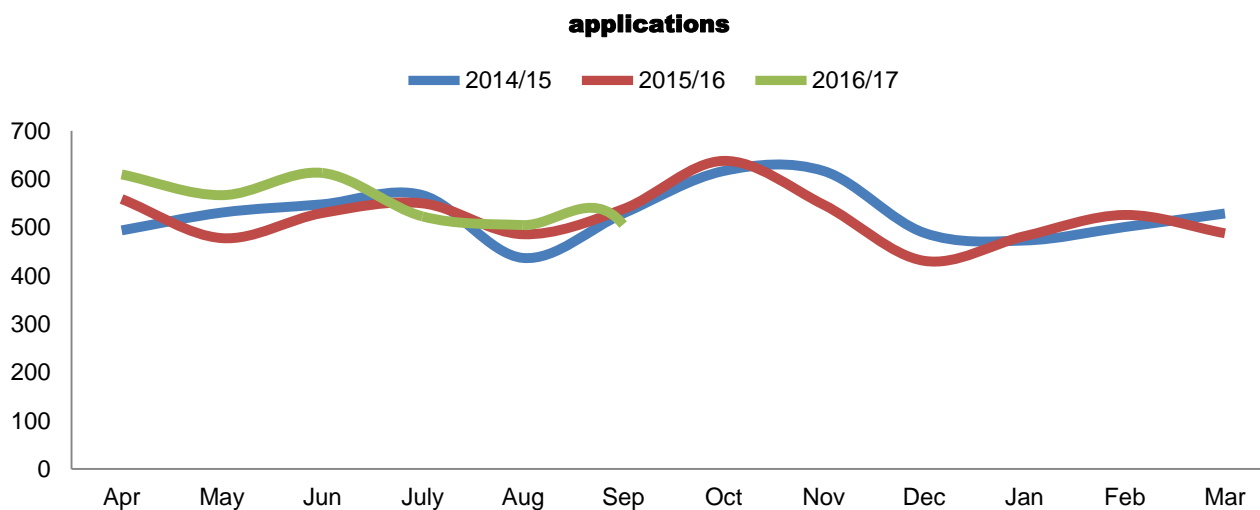
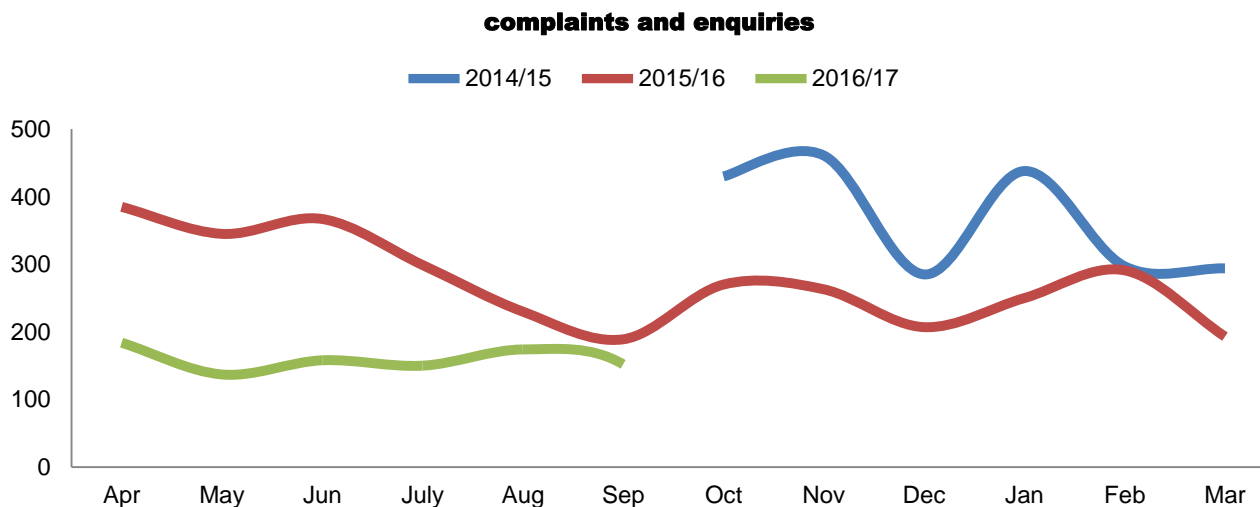
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

Licensing complaints, enquiries and applications relate to the following:

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

## Comments

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



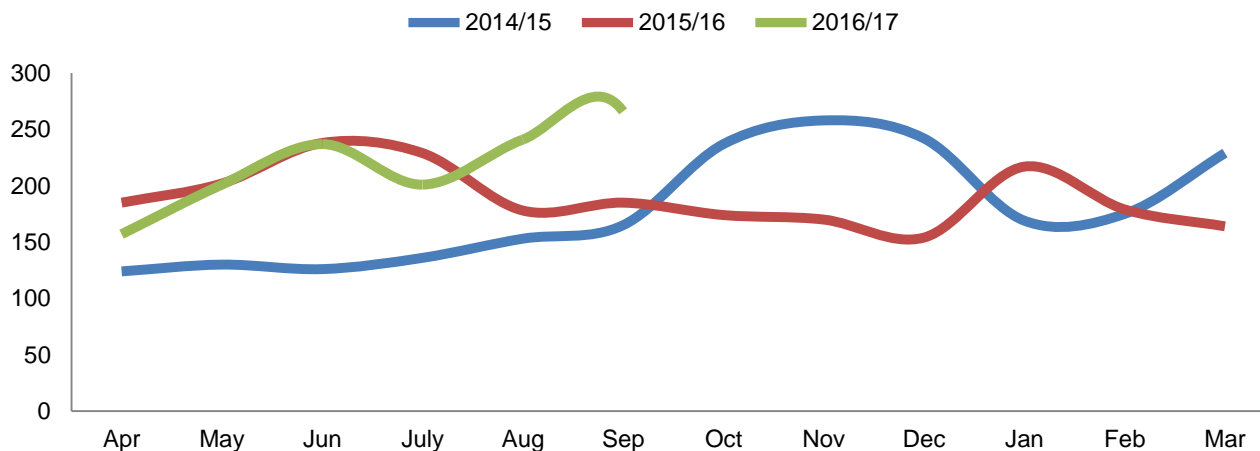


# Planning

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

Planning requests relate to the following:

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



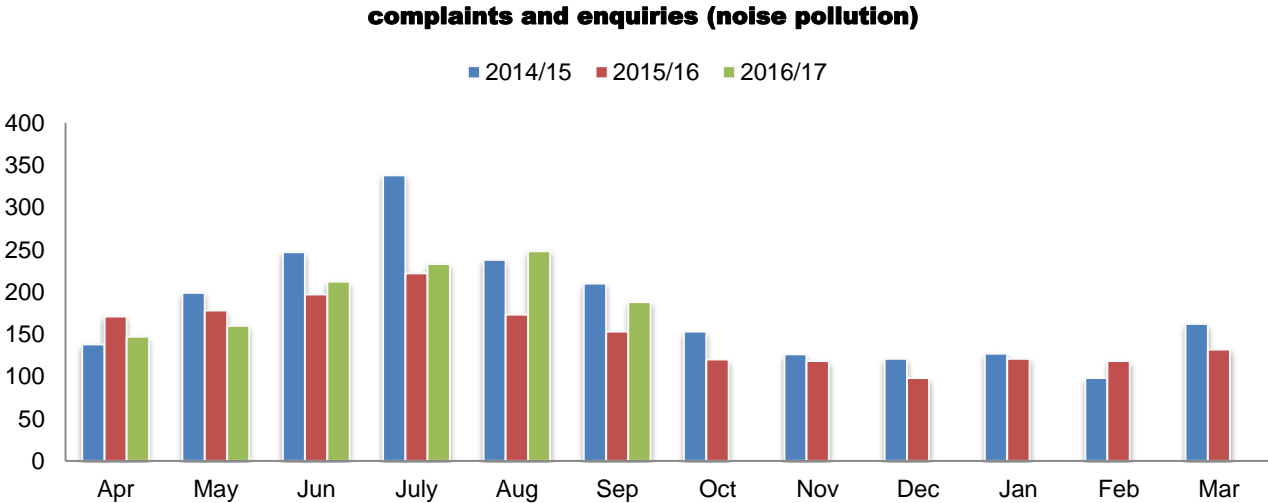
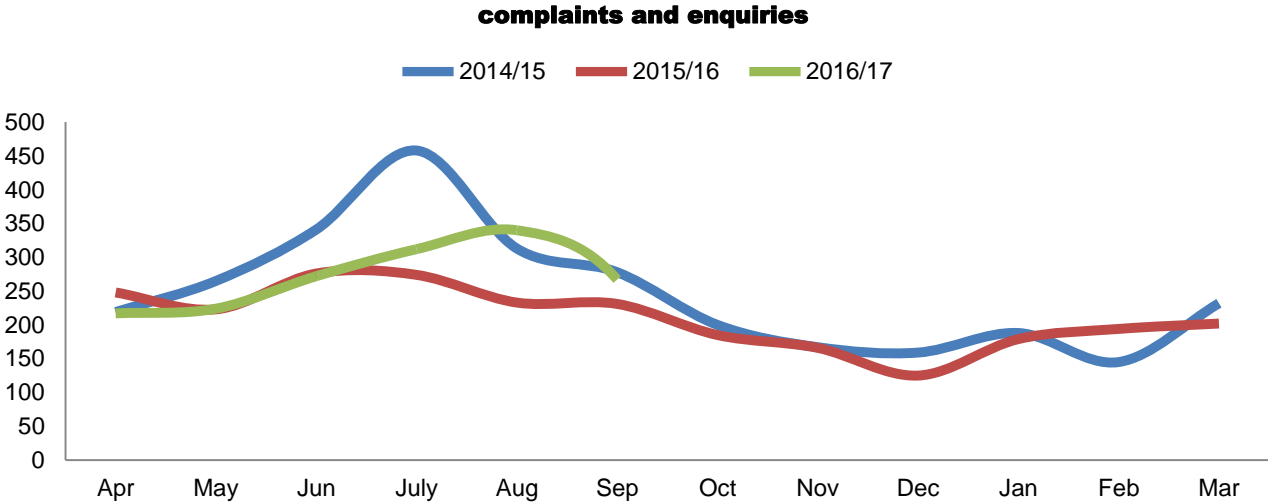
## Comments

*Included in the above data are planning consultations undertaken for Tewkesbury Borough Council, Gloucester City Council, South Gloucestershire Council and for Quarter one work included some being done for Stratford-on-Avon District Council. It is primarily planning application consultations rather than requests to discharge that are received but both types are experiencing a year on year increase in demand. Work with Wyre Forest and Worcester City Planning Managers has helped to reduce inappropriate or wasted consultations to help enable the increase in demand to be met. It is hoped to be able to imbed this approach with Redditch and Bromsgrove over the next six months.*

# Pollution

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

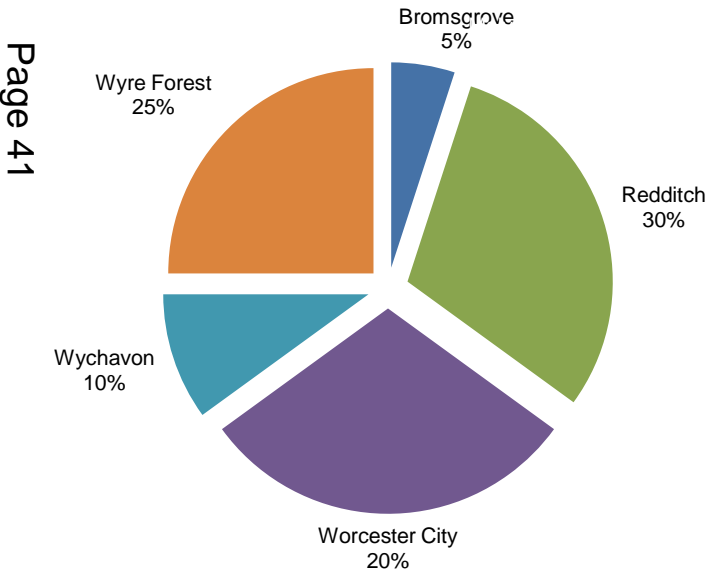
*Comments*  
*Complaints and enquiries for the period July to September were significantly up on the previous year. Nuisance complaints have shown the more usual track, creating a summer peak that whilst not exceeding the levels of 2014/15, was extended through September due to the fine weather. The noise figures in the report clearly demonstrate how busy the team was over the summer months.*



# Noise Pollution

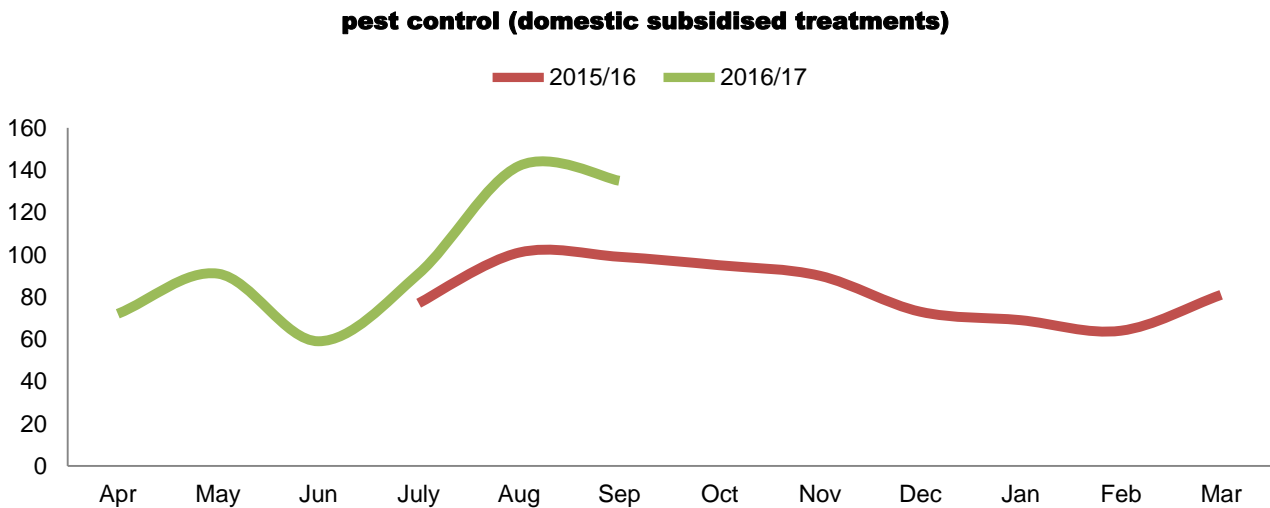
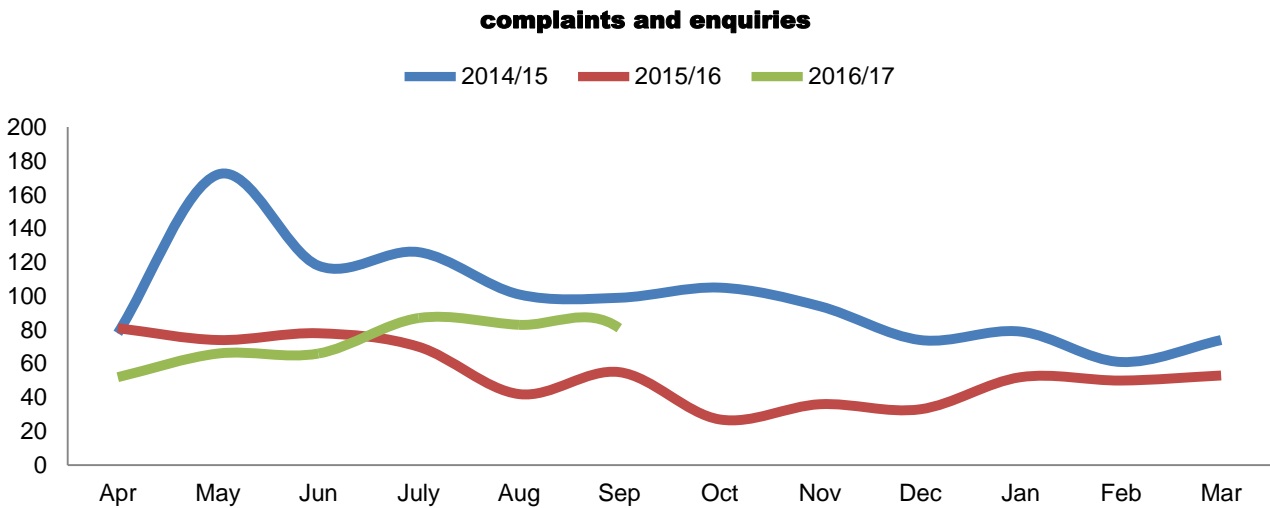
The table (right) shows the top 20 wards within Worcestershire with the highest number of noise pollution cases. Where possible, population and incident rates are also shown however, this data is not available for Bromsgrove and Wyre Forest due to recent boundary changes. The chart (left) shows the top 20 wards by district, for example, 20% of wards highlighted in the table are located within Worcester City.

Ward	Total	Population	Rate (%)
Cathedral	45	10,372	0.43%
Foley Park And Hoobrook	31		
Batchley And Brockhill	30	8,338	0.36%
Church Hill	28	7,982	0.35%
Blakebrook And Habberley South	26		
Bedwardine	26	7,930	0.33%
Headless Cross And Oakenshaw	23	8,706	0.26%
Broadwaters	21		
Areley Kings And Riverside	21		
Winyates	21	8,409	0.25%
Bewdley And Rock	20		
Matchborough	20	6,171	0.32%
Bengeworth	19	5,589	0.34%
Warndon	18	5,812	0.31%
Saint John	18	8,417	0.21%
Nunnery	18	8,103	0.22%
Greenlands	18	8,984	0.20%
Pershore	17	7,101	0.24%
Arboretum	17	6,171	0.28%
Sidemoor	17		



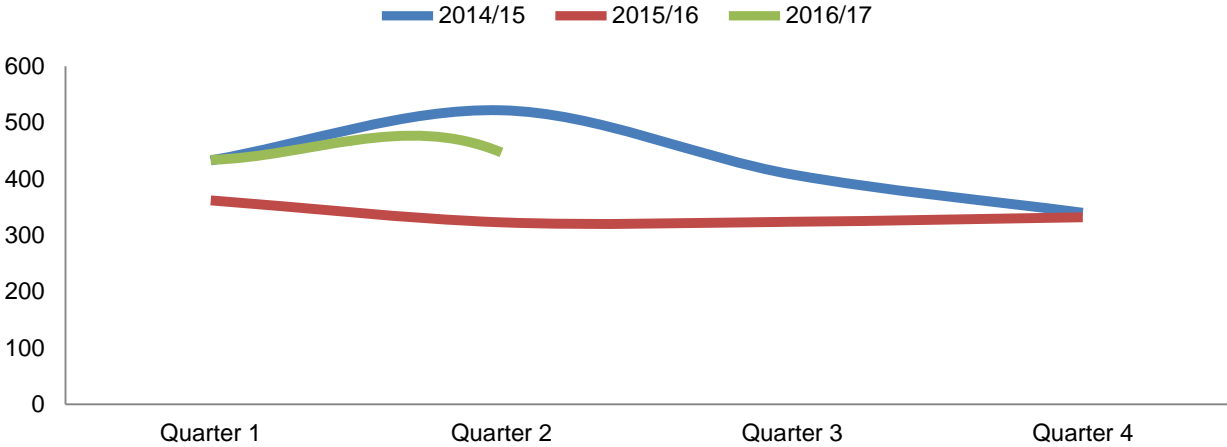
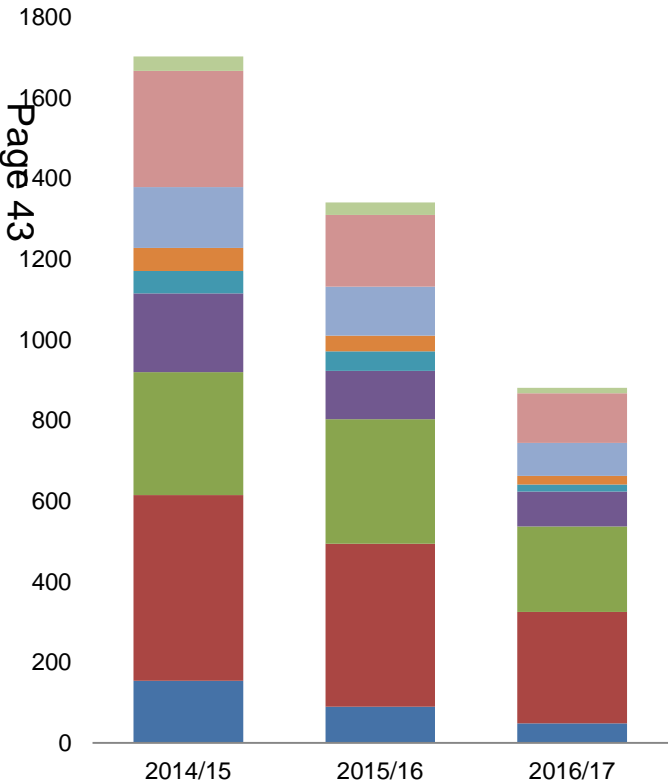
# Public Health

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





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

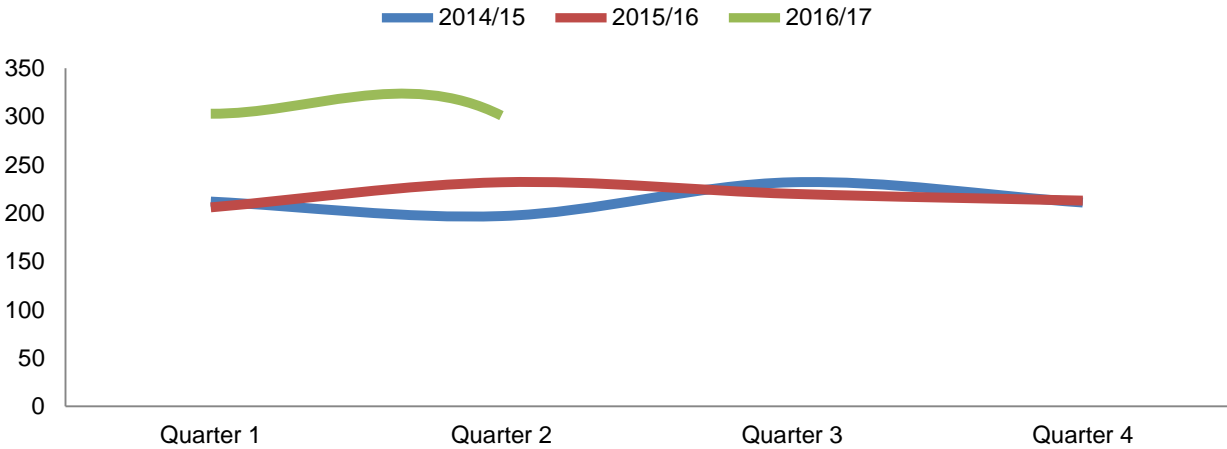
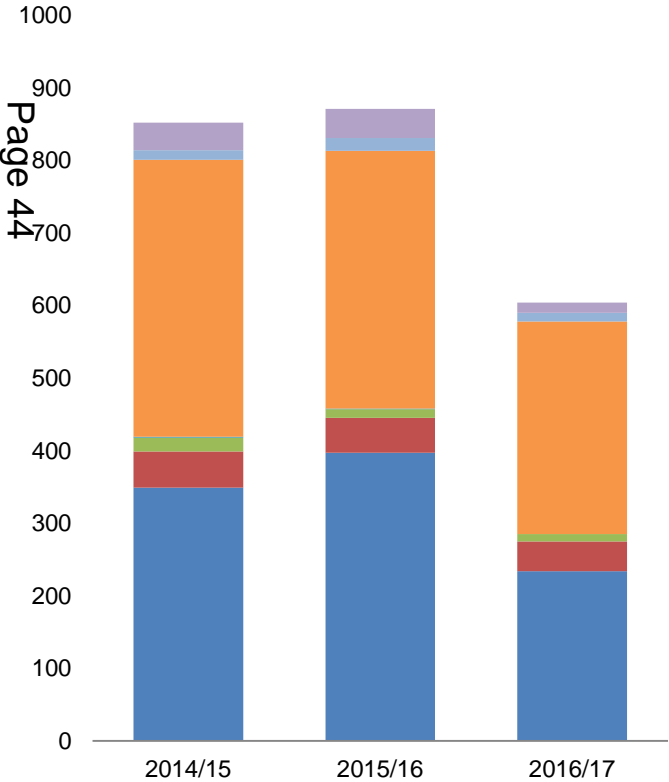


Dog Control  
Dog Control (number of lost, found or stray dogs)  
Food Safety  
Health and Safety  
Health and Safety (accident reports)  
Information Requests  
Planning  
Pollution  
Public Health

	2014/15	2015/16	2016/17
Dog Control	36	31	14
Dog Control (number of lost, found or stray dogs)	288	178	123
Food Safety	151	122	82
Health and Safety	57	39	21
Health and Safety (accident reports)	56	48	18
Information Requests	195	120	86
Planning	305	309	212
Pollution	461	404	277
Public Health	154	90	48

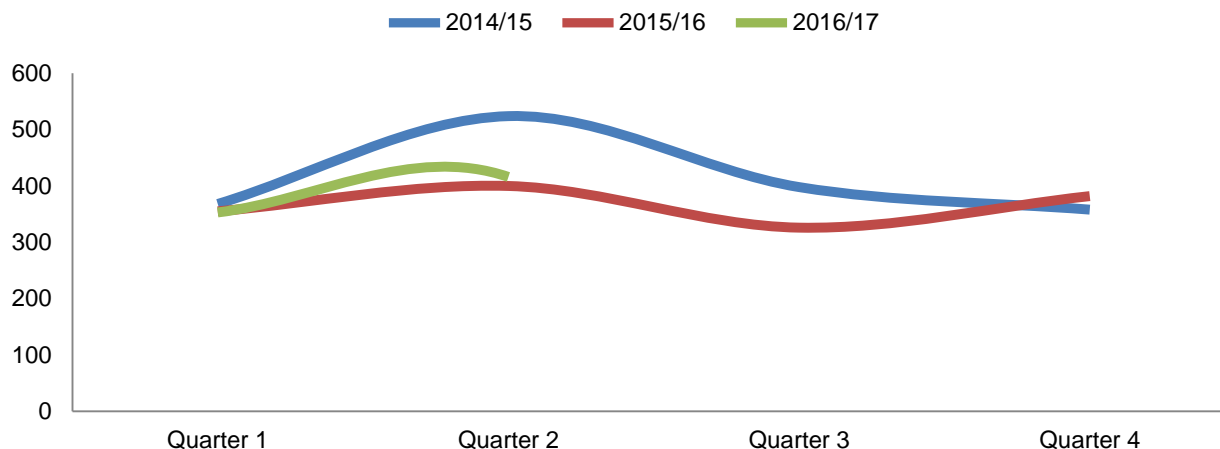
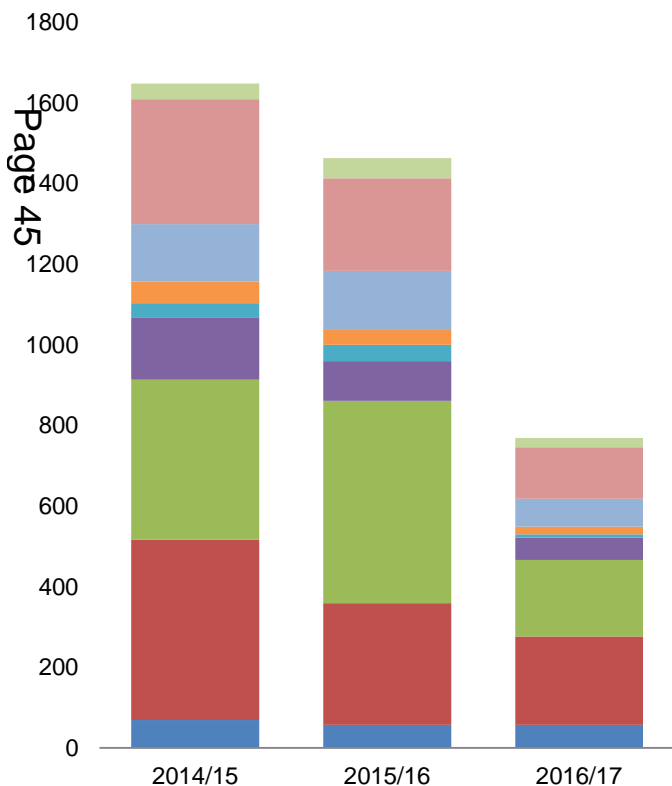


The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



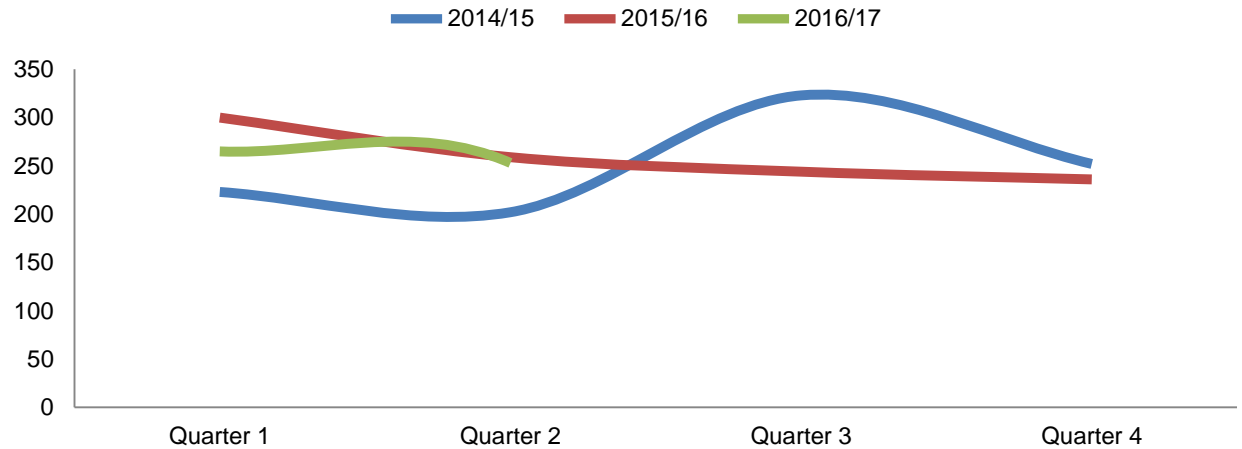
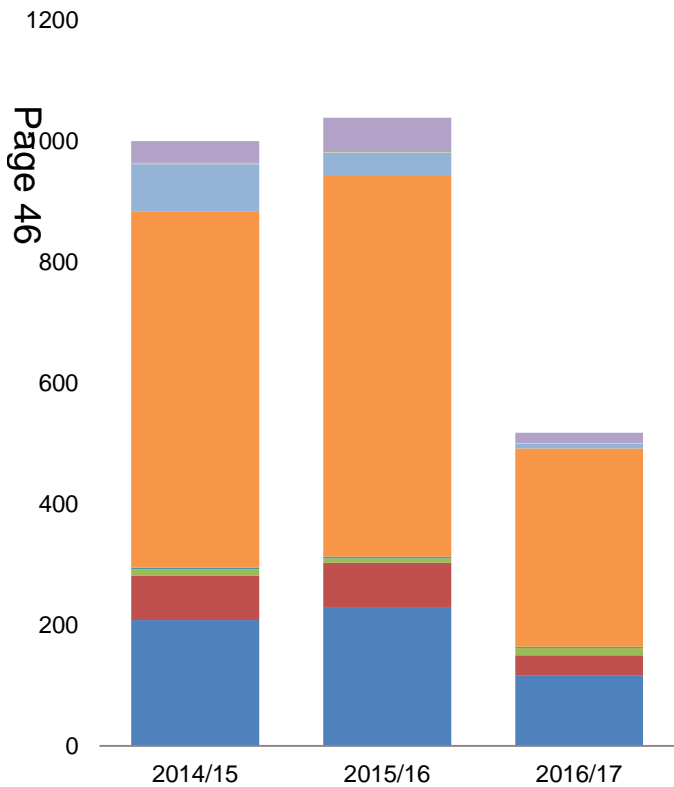
	2014/15	2015/16	2016/17
Animals	38	40	14
Caravan	0	0	0
Gambling	13	18	12
Licensing Act	382	355	293
Scrap Metal (includes collectors and dealers)	1	1	0
Sex Establishments	0	0	0
Skin Piercing	19	12	10
Street (includes amenities, collections and trading)	50	48	41
Taxis	349	397	234

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



	2014/15	2015/16	2016/17
Dog Control	39	50	23
Dog Control (number of lost, found or stray dogs)	310	230	128
Food Safety	142	144	69
Health and Safety	54	39	19
Health and Safety (accident reports)	36	41	8
Information Requests	154	98	56
Planning	397	502	190
Pollution	447	302	219
Public Health	69	57	57

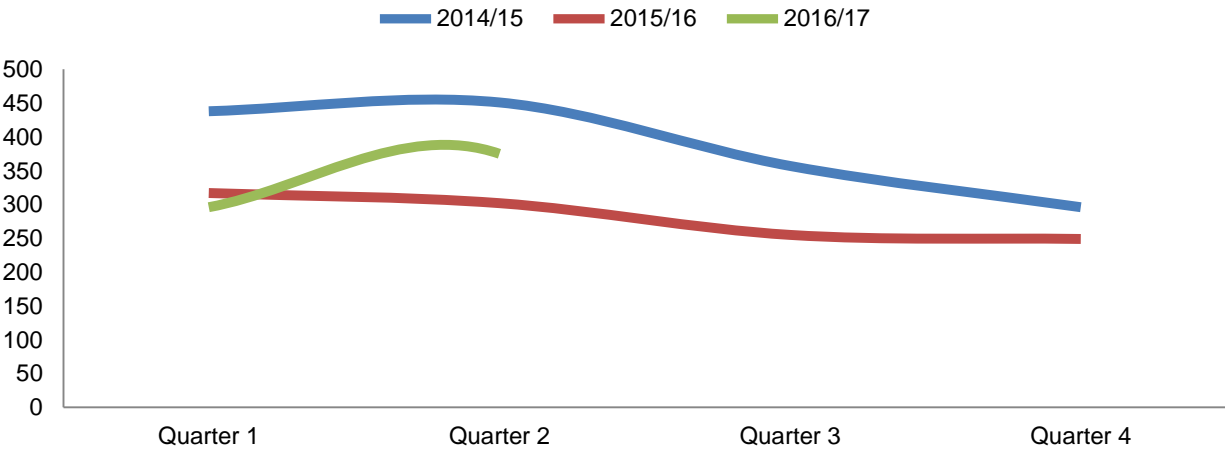
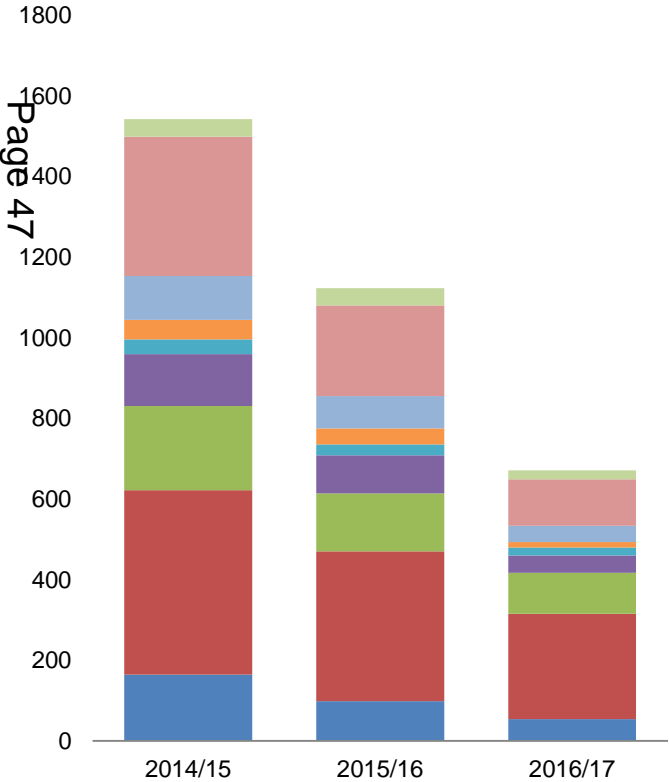
The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Malvern Hills**.



	2014/15	2015/16	2016/17
Animals	36	57	17
Caravan	2	1	1
Gambling	78	37	8
Licensing Act	589	631	328
Scrap Metal (includes collectors and dealers)	3	3	2
Sex Establishments	0	0	0
Skin Piercing	11	7	12
Street (includes amenities, collections and trading)	73	75	34
Taxis	208	228	116

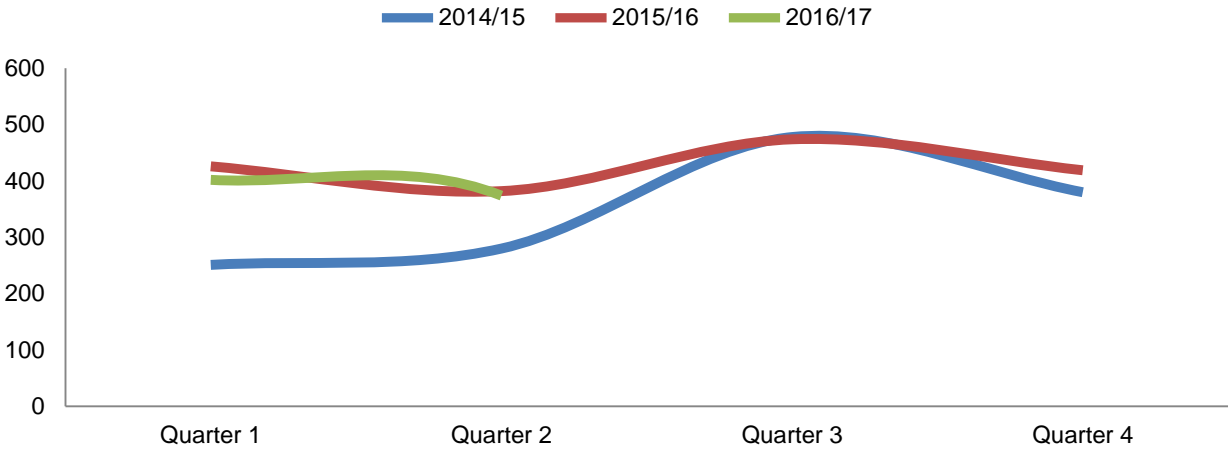
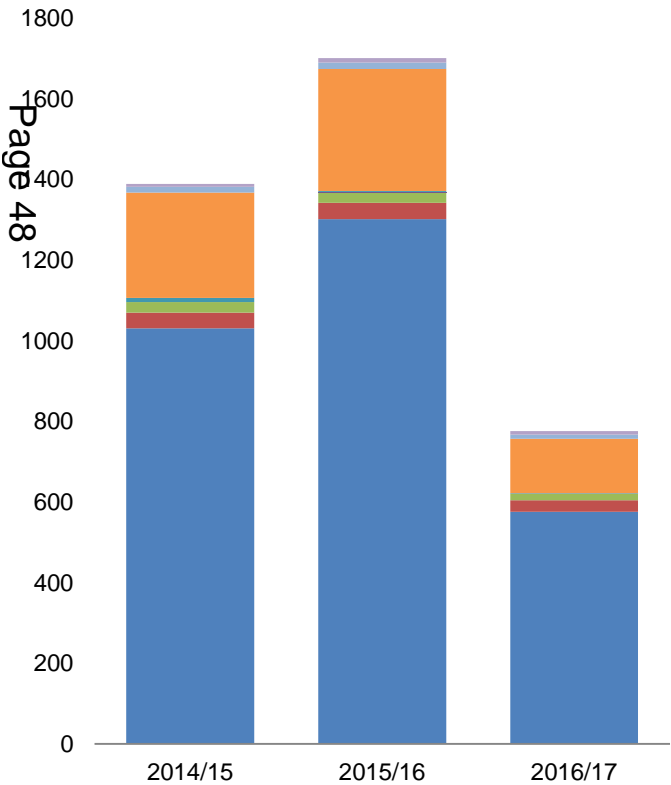


The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Redditch**.



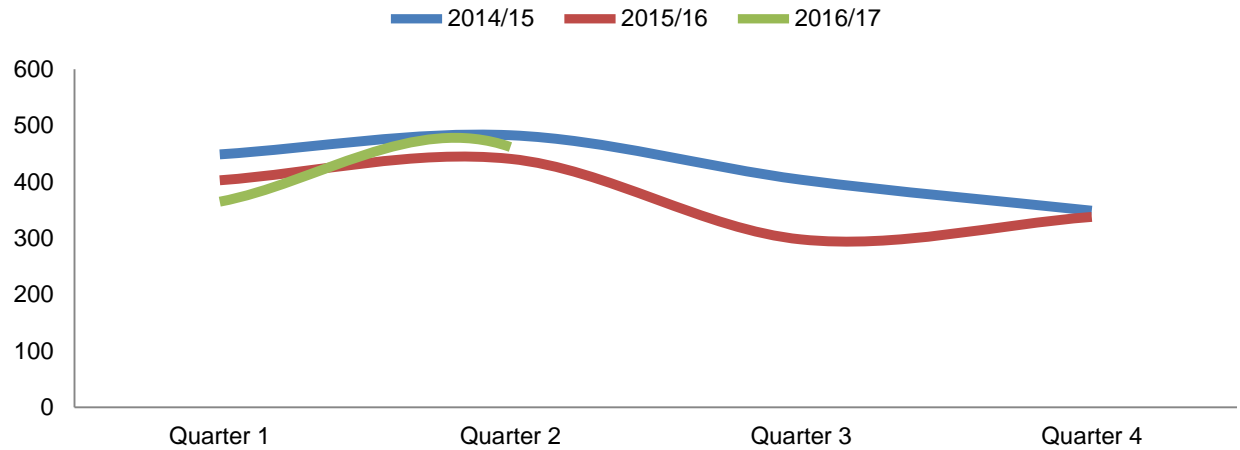
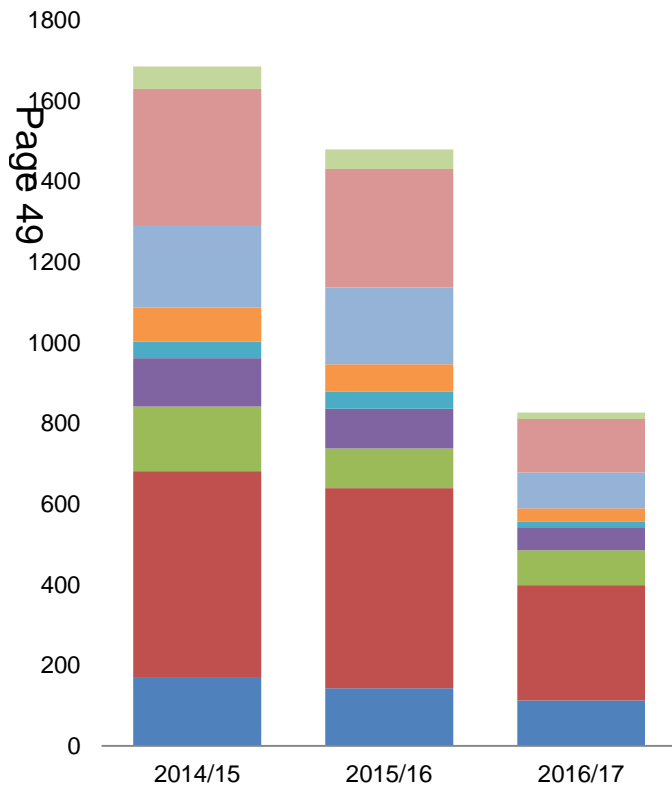
	2014/15	2015/16	2016/17
Dog Control	43	43	22
Dog Control (number of lost, found or stray dogs)	346	225	115
Food Safety	109	80	41
Health and Safety	48	40	13
Health and Safety (accident reports)	37	27	20
Information Requests	128	94	43
Planning	209	144	102
Pollution	458	372	261
Public Health	164	98	54

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



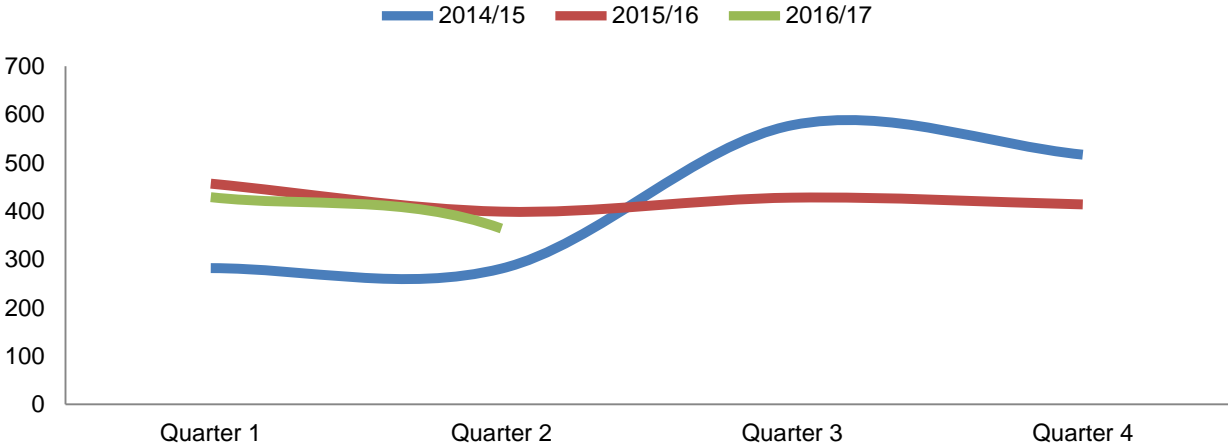
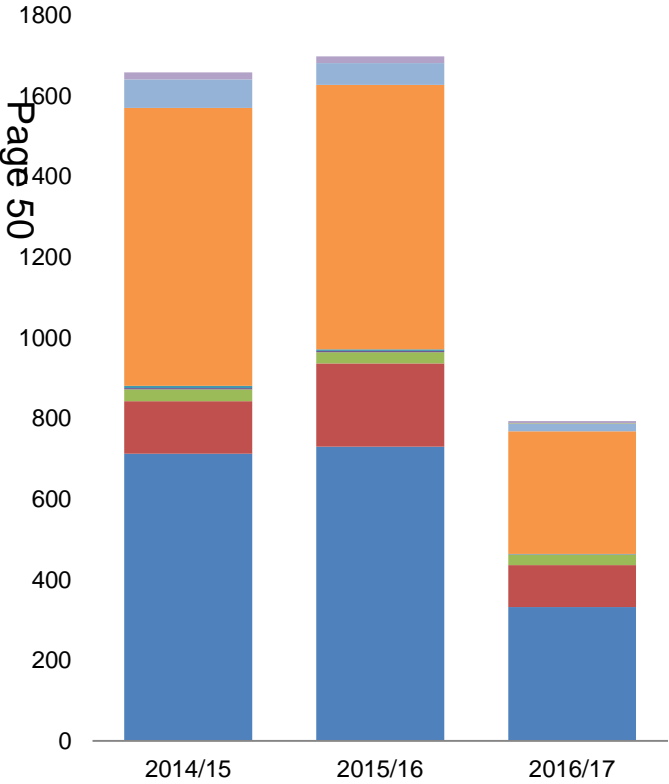
	2014/15	2015/16	2016/17
Animals	7	11	9
Caravan	0	0	0
Gambling	14	16	10
Licensing Act	262	302	135
Scrap Metal (includes collectors and dealers)	10	3	2
Sex Establishments	0	1	0
Skin Piercing	26	26	16
Street (includes amenities, collections and trading)	39	40	28
Taxis	1,031	1,302	576

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



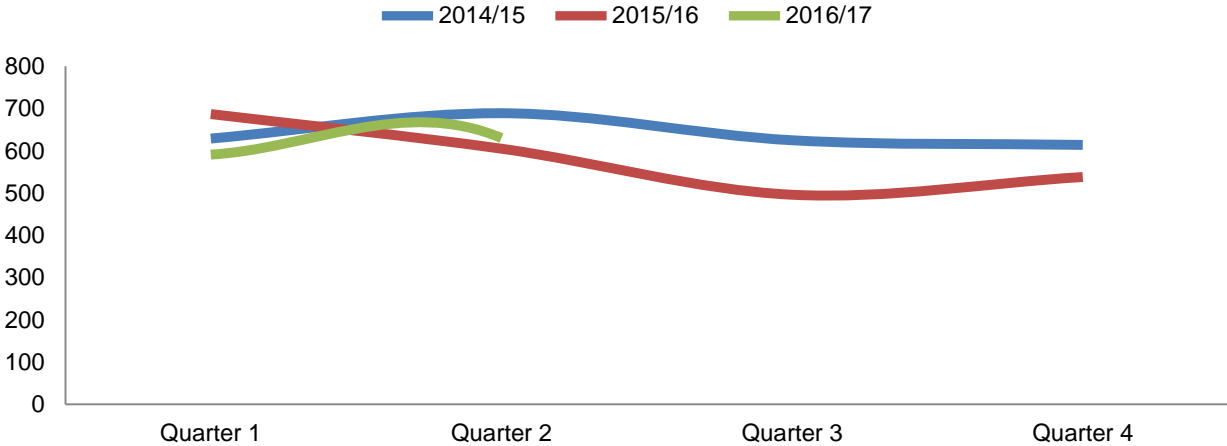
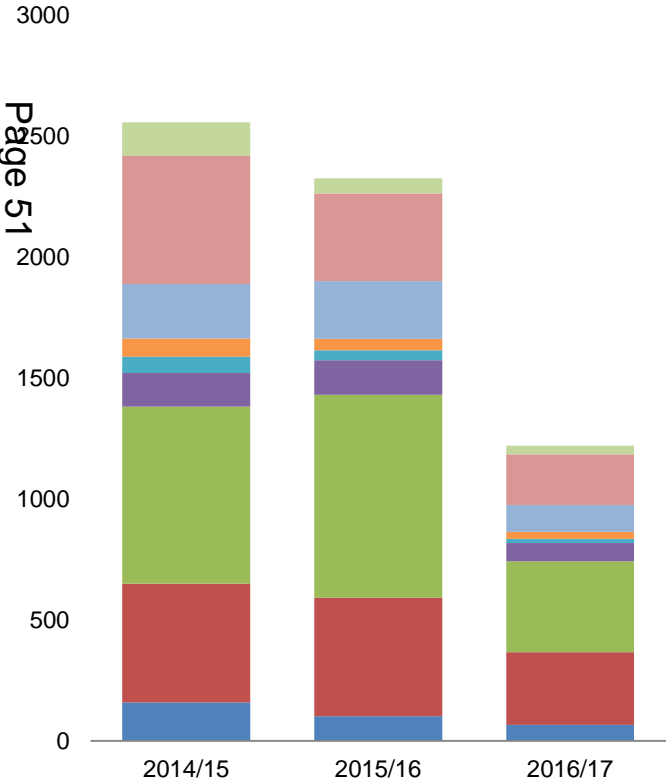
	2014/15	2015/16	2016/17
Dog Control	55	49	16
Dog Control (number of lost, found or stray dogs)	340	294	133
Food Safety	203	190	89
Health and Safety	84	68	32
Health and Safety (accident reports)	41	43	15
Information Requests	120	98	57
Planning	161	99	86
Pollution	510	496	286
Public Health	171	143	113

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



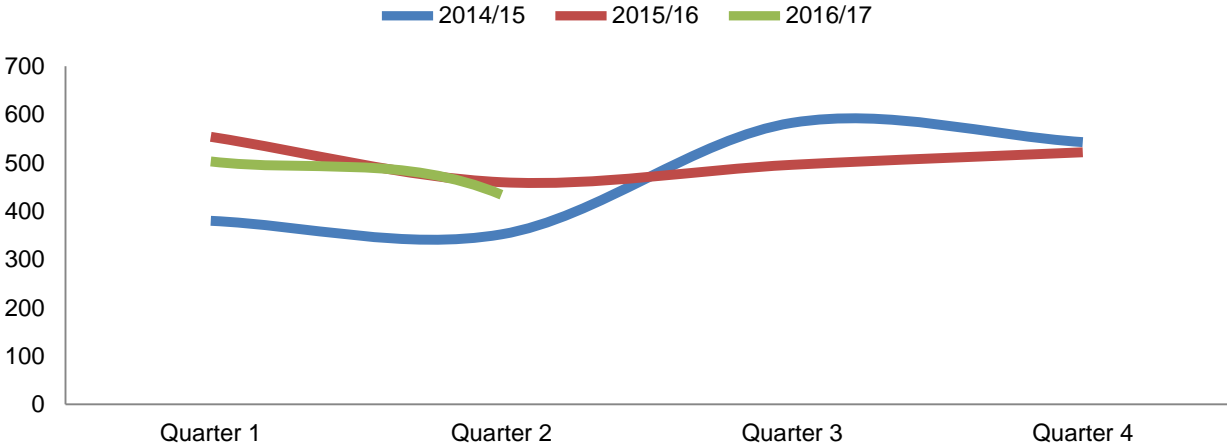
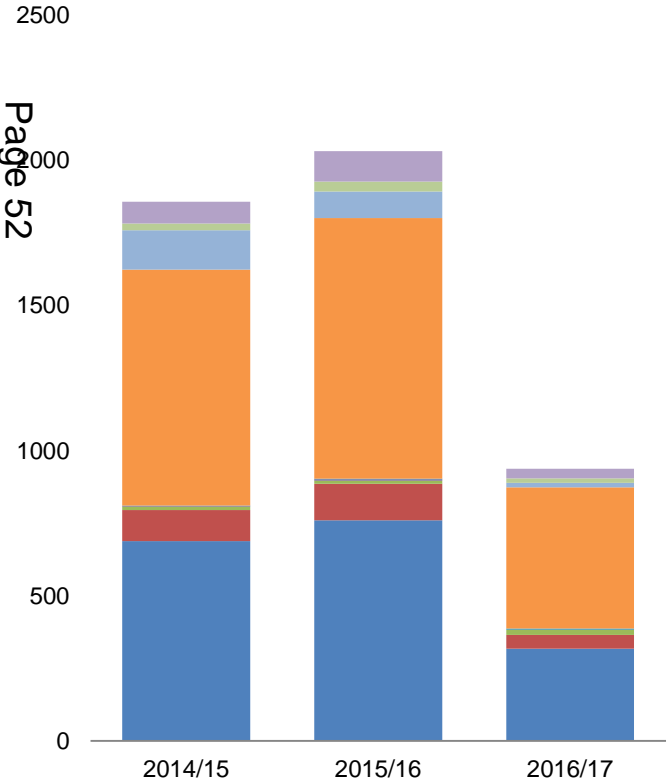
	2014/15	2015/16	2016/17
Animals	17	17	5
Caravan	0	0	1
Gambling	71	54	19
Licensing Act	689	656	304
Scrap Metal (includes collectors and dealers)	6	4	1
Sex Establishments	3	3	1
Skin Piercing	29	28	26
Street (includes amenities, collections and trading)	131	206	104
Taxis	712	730	332

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



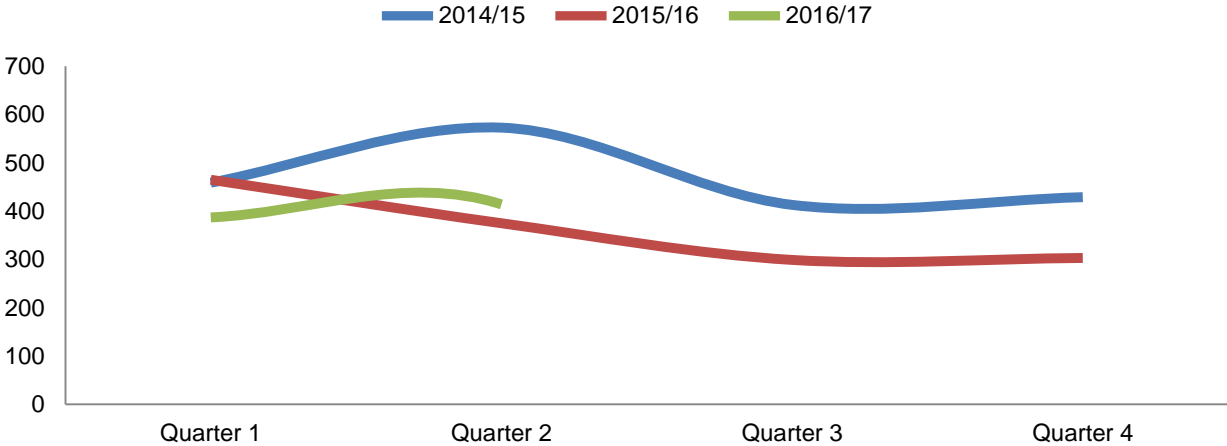
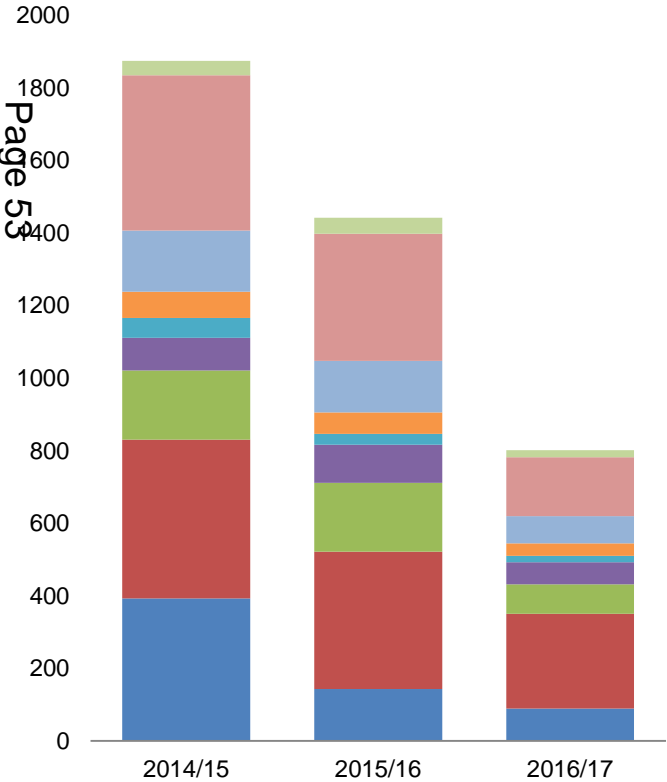
	2014/15	2015/16	2016/17
Dog Control	139	63	37
Dog Control (number of lost, found or stray dogs)	529	362	208
Food Safety	225	238	112
Health and Safety	76	48	29
Health and Safety (accident reports)	67	41	17
Information Requests	139	143	75
Planning	732	840	377
Pollution	491	489	300
Public Health	159	102	66

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



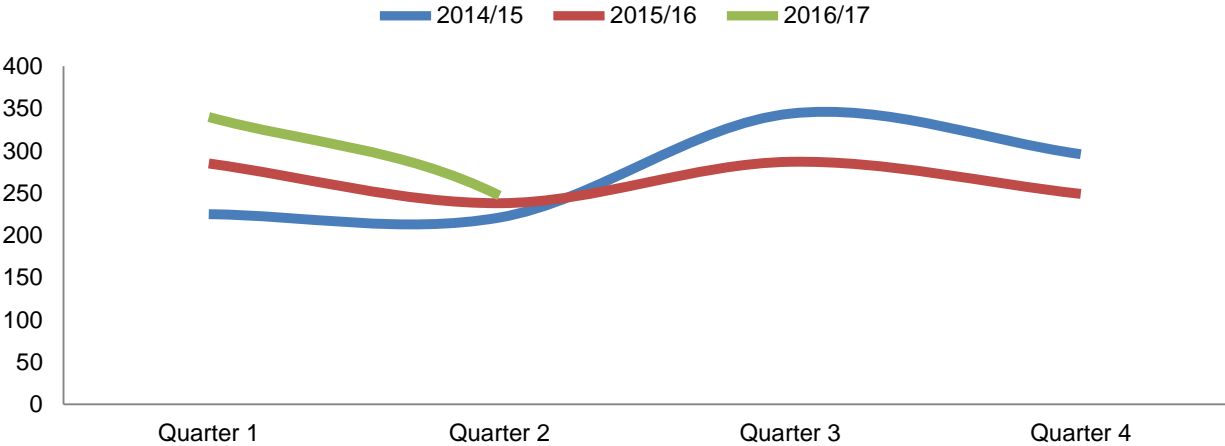
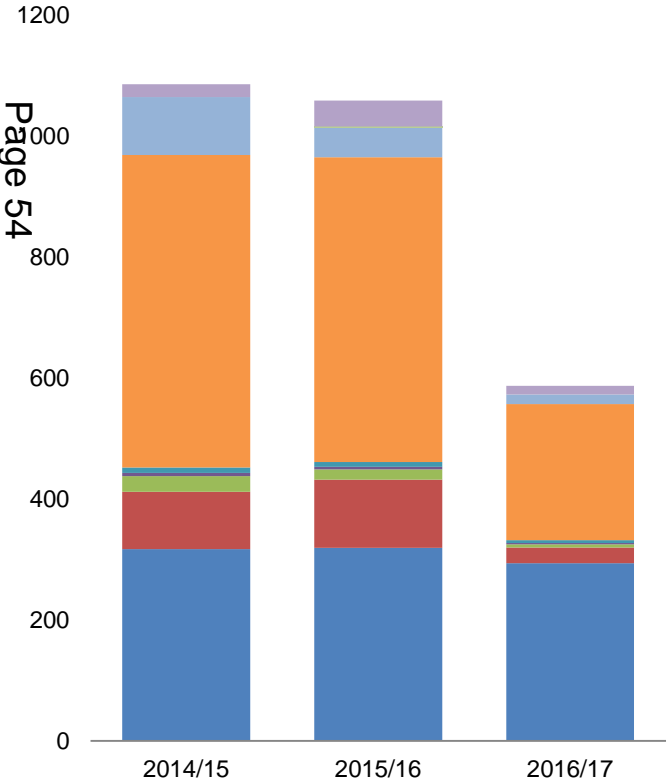
	2014/15	2015/16	2016/17
Animals	75	105	34
Caravan	24	34	15
Gambling	135	92	16
Licensing Act	813	898	486
Scrap Metal (includes collectors and dealers)	1	2	4
Sex Establishments	3	4	0
Skin Piercing	12	11	18
Street (includes amenities, collections and trading)	107	126	47
Taxis	688	760	318

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



	2014/15	2015/16	2016/17
Dog Control	39	44	19
Dog Control (number of lost, found or stray dogs)	428	351	163
Food Safety	169	142	75
Health and Safety	72	59	34
Health and Safety (accident reports)	55	30	18
Information Requests	90	105	61
Planning	191	190	81
Pollution	437	378	261
Public Health	393	143	89

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



	2014/15	2015/16	2016/17
Animals	21	43	14
Caravan	0	2	0
Gambling	96	49	16
Licensing Act	517	504	225
Scrap Metal (includes collectors and dealers)	9	8	5
Sex Establishments	5	4	2
Skin Piercing	26	17	5
Street (includes amenities, collections and trading)	95	113	26
Taxis	317	319	294



Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	81.3%	80.4%		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.6%	96.8%		
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	NA	NA	NA	
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	6 people (1617 drivers countywide) therefore 0.371%	NA	
6. % of vehicles found to be defective whilst in service Number of	6-monthly	NA	7 vehicles (1362 vehicles countywide) therefore 0.502%	NA	

vehicles found to be defective by district and the percentage this represents of the fleet county-wide					
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	81.4%	76.9%		
8. Review of register of complaints/ compliments NB: See breakdown tables	Quarterly	3/18	7/28		
9. Annual staff sickness absence at public sector average or better	Quarterly	1.74 days per FTE	2.77 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 4.3% Malvern Hills 2.7% Redditch 3.1% Worcester City 3.1% Wychavon 3.3% Wyre Forest 5.7% <b>Worcestershire 3.7%</b>	NA	
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	<b>District Rate</b> Bromsgrove 1.94 Malvern Hills 1.75 Redditch 2.56 Worcester City 2.33 Wychavon 1.69 Wyre Forest 2.08 <b>Worcestershire 2.06</b>	NA	

# Agenda Item 7

13. Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	4.5%	NA	Note: £135,986 as a % of £3,025,000
14. Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	

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## Worcestershire Regulatory Services Board

24th November 2016

### Primary Authority

#### Recommendation

That the Board notes the report and progress made by WRS on Primary Authority Partnerships.

#### Contribution to Priorities

Income generation being an important element of what WRS do and supporting businesses to grow in Worcestershire.

Working with the Economic Development teams based at the County to build regulatory support into the promotional offer used to persuade businesses to relocate to Worcestershire.

#### Report

##### What is Primary Authority?

Primary Authority is a statutory scheme, established by the Regulatory Enforcement and Sanctions Act 2008 (the RES Act). It allows an eligible business to form a legally recognised partnership with a single local authority in relation to regulatory compliance. This local authority is then known as its 'primary authority'. Primary authorities play a valuable role in leading and shaping the regulation of businesses that partner with them. In doing so, they deliver benefits for the regulatory system as a whole, for the businesses they partner with, and for those that the regulations are designed to protect – consumers, workers and the environment

Primary Authority provides businesses with consistent, tailored, assured advice they can rely on and provides regulators with flexible ways of working. This gives businesses greater confidence to invest and grow and increases regulator efficiency.

The scheme makes it easier for business's to comply with regulation and operate in the UK.

##### Types of partnership

There are two types of partnership: 'direct' and 'co-ordinated'.

The term 'direct partnership' is used where the business accesses the scheme by virtue of being regulated by more than one local authority or trades across council boundaries.

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The term 'co-ordinated partnership' is used where the business accesses the scheme by virtue of the fact that it shares an approach to compliance with other businesses for example a trade association that provides regulatory guidance to its members

The scheme is very successful and growing. According to the Primary Authority Register there are 15818 businesses in 16920 partnerships of which 2163 are in Direct Partnerships and 14757 are in Co-ordinated Partnerships with 181 different Local Authorities.

## What does Primary Authority Partnerships Cover?

Primary Authority is available to businesses for support in all areas of Trading Standards, Environmental Health and Licensing delivered by local government. Appendix 1 contains a list of all these specific areas.

WRS have 7 Direct Primary Authority Partnerships and 1 Co-ordinated Partnership, 5 of which are Worcestershire based.

## WRS Approach

One of WRS's key strategies is income generation. By working more collaboratively with businesses to support growth and provide assured advice across a number of regulatory functions instils confidence and maintains essential public protections. Inevitably providing partners with an economic growth stream.

Requests from business in and outside of Worcestershire to enter into a Primary Authority Partnership either come from the business directly or they are referred via Regulatory Delivery. Suitability is assessed as part of the nomination process and factors such as resourcing, expertise and on-going competency is reviewed.

## Current Primary Authority Partnerships

Business	Signed	Based
<b>Bobby's foods</b>	2014	Bromsgrove
<b>Aspens Services Ltd</b>	2015	Hindlip
<b>Galloping Gourmet</b>	2015	Worcester
<b>Malvern Tyres</b>	2015	Droitwich
<b>Servest</b>	2016	Solihull
<b>My E Chef</b>	2016	Dudley
<b>SC Entertainment</b>	2016	Worcester
<b>Bangladesh Caterers</b>	2016	London

## Investment

Businesses want good regulation that gives them more confidence to prosper and reduce risk whilst government and

local authorities want to promote economic growth, provide business support and ensure protections. This is why WRS invest time and resources into this area of work by being selective in the primary authorities they sign up and allocating the necessary resources that businesses need.

## Benefits to Regulators

- Fewer Inspections required
- Leading and shaping regulation
- Working proactively with business
- Formulating better relationships with other LA's
- Cost Recovery
- Focus strategy on outcomes
- Targeted regulatory delivery
- Transparency and Accountability

## Benefits to Business

- Greater Clarity and Protection if challenged
- Helps businesses to comply and grow
- Provides Assurance
- Reduces Compliance Costs
- Fewer Inspections
- Confidence that advice received is legally binding
- Reduces the administrative burdens of regulation

## Financial Implications

Income Generation from Primary Authority are advised to be on a cost recovery basis.

## Sustainability

The current model operates using highly skilled experts in the field and WRS are aware that the preliminary stages of any Primary Partnership require a surge of resources. Therefore each partnership that is brought to WRS is looked at on a case by case basis to sustain the commitment to current business's already in the WRS Primary Authority portfolio. The risk of taking on too many may require additional resources.

## Contact Points

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## Background Papers

Appendix 1:Primary Authority Categories

## Appendix A: Primary Authority Categories

WRS can act as a Primary Authority in one or more of the following categories:

- Age-restricted sales

The Sale and supply of goods that have an age restriction associated with them.

- Agriculture

Manufacture, composition and labelling of animal feed and fertilisers, and food hygiene at primary producers.

- Animal establishments and companion animal welfare

Licensing of animal establishments and the welfare of companion animals.

- Environmental protection

Control of noise, pollution (other than permitting), statutory nuisance, contaminated land and waste.

- Explosives licensing

Licensing and storage of explosives.

- Fair trading

Business-to-consumer transactions, pricing, description of goods/services, trading practices, intellectual property.

- Farm animal health

Movement, importation and marking of farm animals and the control of animal disease.

- Fire Safety

Legal requirements, Risk assessments, Fire precautions.

- Food safety and hygiene

Safety and hygiene of food, the manufacture, preparation and selling of food, and matters of pest control.

- Food standards

Labelling and composition of food.

- General licensing

Licensing of people, places and vehicles, house-to-house collections, sex establishments, Sunday trading, charity collections, scrap metal dealers and pavement cafes.

- Health and safety

Health and safety of workers and visitors to local authority- regulated premises.

- Metrology

Control of weighing and measuring equipment and the sale of goods by quantity.

- Petroleum licensing

Licensing and storage of petroleum.

- Pollution control

Permitting of premises with respect to pollution control.

- Product safety

Safety and labelling of products.