

**Worcestershire Regulatory Services Board
Thursday, 18 June 2020**

MINUTES

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WORCESTERSHIRE DISTRICT COUNCILS

VIRTUAL SKYPE

MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD

THURSDAY, 18TH JUNE 2020, AT 4.38 P.M.

PRESENT: Councillors A. D. Kent, H. J. Jones, J. Raine, T. Wells, J. Grubb, J. Squires, M. Johnson, E. Stokes, D. Morris, H. Dyke and P. Dyke

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

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

Councillor J. Grubb, Redditch Borough Council welcomed everyone to the meeting. Councillor Grubb took the opportunity to reflect on his year as Chairman of the Board, and in doing so, commented that he was elected as a Councillor for Redditch Borough Council in May 2018, so he came to the Board in June 2019 as a relatively newly elected member.

He was subsequently nominated and elected as Chairman of the Worcestershire Regulatory Services Board at the meeting held in June 2019. Unfortunately he was unable to attend the meeting but appreciated being nominated and elected in his absence.

Shortly afterwards he met with the Head of Regulatory Services and the Community Environmental Health and Trading Standards Officer at their offices in Kidderminster; in order to be informed of the principal functions of the service, as Chairman of the Board.

As Chairman of the Board he kept in regular touch with the Head of Regulatory Services about uptrends, activities and challenges. He would highlight the flexibility of the WRS model. All officers possessed a range of expertise and professional qualifications, however, they did not sit within individual silos, which enabled the Head of Regulatory Services and his managers to assign officers to work on other disciplines if necessary.

The advantage of having a multifaceted work force was that relative intelligence on alleged or actual illegal activities was shared across WRS, allowing its resources to be deployed efficiently and effectively.

There was regular and comprehensive multi agency working with agencies / organisations that had an investigatory or regulatory role.

He was pleased to know that there was a distinct awareness of the present threat of modern day slavery. The responsive of WRS was impressive, for example, the Members' Eye Newsletter was an impressive read. It was very important that WRS generated an income as it contracts out to other local authorities.

WRS welcomed members of the public contacting them about relevant matters.

WRS were set to carry out its functions within challenging environments, the recent heavy flooding earlier this year and the current Covid-19 response.

Councillor Grubb thanked the Members of the Board and the Head of Regulatory Service and all officers for their support and advice during his role as Chairman.

1/20

ELECTION OF CHAIRMAN

A nomination for Chairman was received in respect of Councillor H. Dyke, Wyre Forest District Council.

RESOLVED that Councillor H. Dyke, Wyre Forest District Council be elected as Chairman for the ensuing municipal year.

2/20

ELECTION OF VICE-CHAIRMAN

A nomination for Vice-Chairman was received in respect of Councillor J. Squires, Worcester City Council.

RESOLVED that Councillor J. Squires, Worcester City Council be elected as Vice-Chairman for the ensuing municipal year.

3/20

APOLOGIES

An apology for absence was received from Councillor W. King, Redditch Borough Council.

4/20

DECLARATIONS OF INTEREST

There were no declarations of interest.

5/20

MINUTES

The minutes of the meeting of the Worcestershire Regulatory Services (WRS) Board held on 13th February 2020, were submitted.

Councillor A. Kent, Bromsgrove District Council, referred to pages 5 and 6 of the main agenda report, and in doing so, questioned if the timeframes for the new Finance IT system were known; as Members had not been informed as such. Members were also expecting that officers would provide an update on the ICT system at today's Board meeting.

The Head of Regulatory Services highlighted that the recent flooding and Covid-19 response had made it difficult to move forward, WRS were looking at returning to more business activities, but officers were still currently heavily involved in the Covid-19 response. However, moving forward the Technical Services Manager and (acting) Licensing Manager would pick this up.

The Technical Services Manager, WRS, explained that the development of the new finance system and the integration of that with the WRS Uniform back office system had not progressed so far with the five other partner authorities. WRS would dovetail into Bromsgrove District Council's (BDC) new finance system, which was scheduled to go online during October 2020. This would hopefully enable WRS to take payments for licences and other similar activities which WRS carried out on behalf of all Partner Authorities. WRS would then build this process into their website. Discussions were taking place with the BDC Project Manager.

Other ICT development was progressing and WRS continued to develop their website; with a scheduled date of 8th July 2020, to move onto the Umbraco 8 system.

Officers agreed to provide a more detailed report on the new Finance IT system and ICT development at the next meeting of the Board on 1st October 2020.

Councillor H. Jones, Bromsgrove District Council, requested an amendment on page 8 of the main agenda report as follows:-

"The Head of WRS confirmed that WRS do as much as they can to ensure that events are well regulated and did not impact on residents or other temporary events that were taking place; and that safeguarding children at temporary events was paramount".

RESOLVED that

- a) subject to the amendment, as detailed in the preamble above, the minutes of the Worcestershire Regulatory Services Board meeting held on 13th February 2020, be approved as a correct record; and
- b) Officers provide an update report on the new Finance IT system and ICT development at the next meeting of the Board.

6/20

INFORMATION REPORT - COVID 19 RESPONSE

The Community Environmental Health and Trading Standards Manager presented an information report that outlined officer's response to the Covid-19 pandemic.

Members were informed that the Secretary of State for Health and Social Care had subsequently issued urgent regulations providing powers to limit onward transmission of the virus; this included the statutory closure of specified businesses, which included social venues such as pubs, clubs and theatres. The regulations identified those businesses that had to close, mainly those that attracted crowds or where there was likely to be close person to person contact. It also identified a range of businesses deemed essential that could remain open.

The first phase of response from the Community Environmental Health Team was to make proactive checks that businesses were closed. Officers were tasked to undertake proactive patrols at reasonable times to check that businesses were closed. Formal checks were not recorded for every property that was noted to be compliant and closed, but over 2,200 visits were made to businesses county wide.

The level of compliance was found to be generally excellent, with only 7 Prohibition Notices and 30 written warnings being required for non-compliant businesses across the County. These checks were supplemented with work of the Licensing Team who carried out spot checks on 550 pubs and clubs during the Easter Bank Holiday weekend to ensure that businesses were not still trading. Further proactive checks were made by the Community Environmental Health Team over the Spring Bank holiday.

Licensing Officers were in regular liaison with the taxi trade from the start of the Covid-19 pandemic, as detailed on page 10 of the main agenda report.

TENs submission had significantly reduced due to the restrictions on public gatherings.

The teams had also worked with Economic Development and Town Centre management teams, as detailed on page 11 of the main agenda report.

Things had continued to move at a pace, so WRS officers were regularly updating the WRS website and had also provided webinars for businesses. Officers were also providing advice visits and support for the re-opening phase, following government guidelines and regulations.

Moving forward, as the focus moved towards businesses re-opening, pro-active patrols were taking place in the various centres in order to

assist businesses to re-open and to ensure they were safe and healthy places to visit.

Although it was still early days, officers were finding a high level of compliance and businesses had commented that it was nice to see a friendly face giving them advice and encouragement.

The next phase would be to contact pubs, the beauty sector and other business types, which currently remained closed.

As part of the management process, WRS officers were also engaged in Covid-19 outbreaks and various settings, plus local outbreaks with public health which seemed the key mechanism for controlling the virus going forward.

Resourcing the outbreak, management arrangements were likely to take four Environmental Health practitioners out of the service area for a long period of time and WRS were committing significant resources to supporting the re-opening of high streets and providing advice and support to businesses as closures are lifted. Officers roles had already been reconfigured in the service to meet Covid-19 and statutory responsibilities.

Whilst delivering non service priorities, officers continued to be as flexible as possible. As Members will appreciate, these demands are significant and senior officers will liaise with partners to scope the possibility of some of the governments Covid-19 response money being invested into regulatory services, to enable WRS to deliver the response at the level partners required, whilst also providing those activities that WRS would normally deliver.

Councillor A. Kent, Bromsgrove District Council, queried if Members and officers were aware of his recent proposal to Worcestershire County Council, which County Members had accepted; with regard to allowing shops to operate more easily by using appropriate pavement space outside of their premises. He had wanted to raise awareness of his proposal.

In response, the Head of Regulatory Services informed the Board that, the Worcestershire Chief Executives Group had asked that a group was established as a liaison point for those statutory bodies involved in re-opening the town/ city centres. The Trading Liaison Group was formed by the Head of Service on this instruction, being an officer led group (involving WRS officers, local policing, town and city centre management from across the County, along with Worcestershire County Council, Highways Officers); that could provide support to all services that were involved in the re-opening of the town centres and as part of this to help businesses implement the use of their space immediately outside of their businesses if they chose to.

Making pavements safe to use, so that businesses could make the best use of any space available to them outside of their premises; whilst also ensuring it did not inconvenience members of the public or create any issues with social distancing measures that needed to be maintained outside of their business. Both district and county councils needed to work together on this particular aspect, which was what they were trying to achieve, via the Trading Liaison Group which met every Friday.

Councillor E. Stokes, Wychavon District Council took the opportunity to express her sincere thanks to the Community Environmental Health and Trading Standards Manager, for providing such a detailed report and for his rapid response to the individual queries she had raised with him.

In response to Councillor Stokes, with regard to WRS bidding for some of the governments Covid-19 money being allocated to district councils, the Head of Regulatory Services, explained that he had spoken with partner authorities Chief Executives and had prepared a report, which had highlighted that the money would be used to support the safe re-opening of the high streets.

Councillor J. Squires, Worcester City Council also expressed her sincere thanks to WRS. It was a pretty intensive time for officers as far as Worcester City were concerned, every week at their leadership meetings they were hearing about the work that WRS were doing as part of the Covid-19 response. WRS were absolutely key to what we had been able to achieve over the past three months. They were also key to enabling businesses to safely re-open over the coming months.

Councillor Squires also took the opportunity to thank officers for the individual advice they had provided on behalf of a local charity that she was involved with.

The Chairman reiterated Members thanks and stated that WRS had been amazing during the Covid-19 response, which was on top of the recent flooding, so it had been a difficult year for WRS.

RESOLVED that the Covid-19 Response information report be noted, be noted, and that Members use the contents of the report in their own reporting back to fellow Members of the partner authorities.

7/20

WORCESTERSHIRE REGULATORY SERVICES ANNUAL REPORT 2019/2020

The Board considered a report which detailed the Worcestershire Regulatory Services (WRS) Annual Report 2019/2020. The report covered the performance from 1st April 2019 to 31st March 2020.

The Head of Regulatory Services informed the Board that under the Shared Services Partnership Service Level Agreement (SLA) the Board was required to receive the annual report at its annual meeting.

The Annual Report highlighted that most premises were well regulated, which enabled the service to focus their resources on those premises which were more problematic.

The Head of Regulatory Services further informed Members that the report covered the performance of the service for that period, both in terms of Key Performance Indicators (KPIs) and highlights of activity, with a short summary activity report, as detailed at Appendix 5 to the report. Appendix 5 to the report had been reduced since the Board now received a separate Activity and Performance Data report which provided more detail. Some detail of the performance indicators were also covered in the Activity and Performance Data report.

Generally performance had remained good. Food business compliance rates remained high. Taxi license renewals were dealt with in a reasonable time in the main. The taxi fleet appeared to be generally in good order, although the results from enforcement exercises suggested that some drivers / operators needed to improve in terms of maintaining vehicles.

Complaints against the service were significantly exceeded by compliments. It was understood that the main issue for complaints were related to either paying for the cost of stray dog recovery or the fact that WRS could not resolve an issue that was causing annoyance to a resident due to the law on nuisances.

The Head of Regulatory Services commented that he was pleased to report that non-business customer satisfaction had gone up from a low of 62% to just under 70%, WRS would continue to try and push this figure forward and improve.

The indicators for licensed premises and noise complaints had been in place long enough now in order to establish good base-lines.

The Annual Report also provided a summary of the financial position, the key achievements and covered issues with regard to human resources. There were also sections on risk management and equalities.

In response to Members questions with regard to potential incentives in order to increase the number of electric vehicles on taxi fleets; the Head of Regulatory Services informed the Board that officers were currently looking at this with a number of partner authorities, in particular with Worcester City Council, National Task and Finish Group on Taxi and Private Hire Vehicle Licensing. The Task and Finish Group were working with elected Members, looking at how to progress with changes in the taxi fleet.

Moving towards a free vehicle licence for electric vehicles might be a step too far for some authorities, who would need to consider their finances to see if this, was an option that could be taken forward. There

were a number of other incentives that could be scoped and WRS were considering these with colleagues and Worcester City Council Members. These options may be options that other authorities could consider.

Nottingham City Council had purchased a number of electric vehicles to be used or hired by the trade, effectively as a test vehicle, to see the advantages they could bring; however, Nottingham City Council had the advantage of receiving government funding for to achieve this, district councils do not have that advantage.

The Head of Regulatory Services summarised and stated that there were a number of options that could be considered, trying to incentivise the trade, to move from diesel to electric vehicles; so he would advise Members to consider a range of options rather than jumping in immediately with free licences.

The (acting) Licensing Manager, WRS, further informed that Board that officers were working on a number of things in terms of looking at potential incentives, which had included looking at what other authorities had done. One option was to reduce licensing fees, some local authorities had pool vehicles that drivers could try, rent or part purchase. WRS licensing officers were working with Worcester City Council, Task and Finish Group looking at actual incentives and compiling an options appraisal.

The Chairman asked if the Board could be kept informed of the outcome of Worcester City Council Task and Finish Group. The Head of Regulatory Services agreed to liaise with the Leader, Worcester City Council and colleagues to see if they would be happy to share the findings of the Task and Finish Group.

Members discussed the various discrepancies with regard to the tariffs charged across the six districts and if a county tariff was possible.

The Head of Regulatory Services explained that this was something that he had been working on since the inception of WRS in 2010. Any significant changes / increases had to evidence led. There was a significant difference across the six partner authorities, but that was accounted for, in the level of differences in each partner authority's scheme of delegations. Some partner authorities delegated more decision making to officers than others did.

It was a piece of work that WRS had looked at and officers had worked closely with colleagues and Members at Wychavon District Council to gradually move forward with their fees and charges to get a fee structure that worked for them and was closer to the average for the county and other partner authorities to achieve something that was more level, however, this was not something to be done as a 'one off' to put the same tariff for every partner authority. Partner authorities remained six sovereign district councils and that created a potential risk of judicial review of such decisions made.

WRS would continue to work towards a more uniformed tariff across the county.

Councillor A. Kent, BDC, stated that there were a number of positive results within the report, but for clarity, he would suggest that the figures detailed (on pages 21 to 25 of the main agenda report), also detailed the relevant years.

The Head of Regulatory Services also responded to a number of questions from Councillor Kent, BDC, in respect of the 'Accommodation' information as detailed on page 33 on the main agenda report and in doing so explained that:

- The contract was renewed on a 12 month rolling basis, although WRS had tentatively agreed with Wyre Forest District Council that they would be there for a period of three years.
- It was agreed that WRS would always operate from a local authority base, thereby keeping accommodation in the local authority family. There was relatively a small amount of accommodation choice across the county that could provide enough seating space for officers who worked at relatively flexible levels.
- A small number of additional desks had been provided at a very low price, so for now WRS would retain those desks.
- There was an increase in the charge, but only an inflationary increase.
- Wyre Forest house provided excellent office accommodation and their IT support was brilliant, really responsive and supportive.
- The key thing was the amount of space required, even to go down to 2/3 of the desk space that they currently used, as far as he was aware, there was only potential space at County Hall or a further location in Wychavon. However, as mentioned earlier, he would prefer to keep the funding used by WRS for accommodation in the local government family.
- Going forward he would look again to ensure that WRS was getting the best deal and if fewer desk spaces could be workable. He would reiterate though, that the use of flexible and mobile working had been taken into account. It was generally now the norm for the service, with staff frequently using home as their start and finish point for work in the field.
- Covid-19 has shown them that maybe they can manage with fewer desks.

Councillor H. Jones, BDC, referred to page 22 and page 23 of the main agenda report:

- Number 3 (page 22) – include with the figures, the relevant years.
- Number 4 – (page 22) – where were the businesses located within the Bromsgrove District.

- Number 6 (page 23) – the number of vehicles found to be defective, were these found from the recent enforcement exercise carried out in Bromsgrove?

Officers agreed to respond and to provide Councillor Jones, BDC with specific details.

The Democratic Services Officer noted the small typo, on page 25 of the main agenda report, picked up by Councillor J. Raine, Malvern Hills District Council. The report to be amended before being forwarded to the Chief Executive, Managing Director and Members of the six partner authorities.

The Chairman thanked the Head of Regulatory Services for the detailed Annual Report.

RESOLVED:

- (a) that the Worcestershire Regulatory Services Annual Report 2019/2020 be noted; and
- (b) that a copy of the (amended) Worcestershire Regulatory Services Annual Report 2019/2020 be forwarded to the Chief Executive, Managing Director and Members of the six partner authorities.

8/20

**WORCESTERSHIRE REGULATORY SERVICES REVENUE
MONITORING APRIL - MARCH 2020 AND ANNUAL RETURN 2019/2020**

The Financial Services Manager, Bromsgrove District Council (BDC), introduced the report and in doing so highlighted the Recommendations, as detailed on page 53 of the main agenda report; and drew Members' attention to recommendation 1.2 – to approve £20k transfer to WRS reserves to purchase a dog warden van.

The Financial Services Manager, BDC further drew Members' attention to the final outturn of £57k, which represented 1.9% of the actual budget, detailed on page 54 of the main agenda report.

WRS Managers had set themselves an income budget of £490k for 2019/2020, unfortunately due to the loss of one of the stray dog contracts, which had generated around £60k worth of income, there was an income shortfall of £48k against budget. But still a fantastic performance from WRS again this year, as WRS still managed to outturn a surplus at the year end.

Councillor A. Kent, BDC, queried the County – Exit Fee and Worcs Works Well, as detailed on page 65 of the main agenda report; and if the figure should still be shown in 'Earmarked Reserves. .

In response the Head of Regulatory Services explained that when Worcestershire County Council departed from the partnership in 2016, they were required to pay an amount which covered the cost to partners

in facilitating its exit and also a contribution to cover the costs of any redundancies or anything else it might incur looking forward. So the figure of £173k was agreed. The transfer out figure of £42,500 was in relation to the settlement of an employee tribunal for WRS. WRS had received advice from an external commercial solicitor, who had advised senior officers that the amount was a reasonable ending for the six partners.

Therefore it was agreed by the partner officers of the Board to use the reserves held by the service rather than asking partner authorities to pay the settlement costs.

The Head of Regulatory Services continued and further explained that it had been agreed at previous Board meetings that the funds would be held as a reserve for the service, should the income model be petered out and the service was in a position where it was not meeting its budget target. Members of the Board had previously agreed that this reserve would be used as a buffer against such an eventuality.

So if WRS hit a sudden year where there was a major downturn in income the six partner authorities would not be faced with having to find tens of thousands of pounds to cover the gap for the service.

It also created that thinking space potentially for officers to look at how these services might be delivered differently if it did get to the point where such decisions had to be made. So it was there in the event of emergencies and to give the six partner authorities that level of protection from anything going wrong with the service and its delivery.

At this point in time, that was why it is there, this had been agreed historically, but clearly if Members wanted to look at investing any of that into particular pieces of work or one activity; then that was something that officers could take away and discuss and bring back to the Board.

The Community Environmental Health and Trading Standards Manager informed the Board that Worcestershire Works Well was a free accreditation scheme to support businesses to improve the health and well-being of their employees. The accreditation scheme was run by Worcestershire County Council but WRS delivered the expertise in terms of working with them on health and safety and nutrition in the workplace.

RESOLVED that

- a) the final financial position for the period April – March 2020 be noted;
- b) £20k transfer to Worcestershire Regulatory Services reserves to purchase a dog warden van, be approved; and
- c) that the 2019/202 refund of £37k to the participating Councils be approved, as follows:-

Council	Refund from 2019/20 £'000
Bromsgrove District Council	5
Malvern Hills District Council	5
Redditch Borough Council	6
Worcester City Council	6
Wychavon District Council	9
Wyre Forest District Council	6
Total	37

9/20

UPDATE ON INCOME GENERATION

The Technical Services Manager, Worcestershire Regulatory Services presented an Update on Income Generation following provision of additional resource.

Members were reminded that in 2018 that, Members of the Board and partner officers had agreed to fund a part time post on the basis that WRS would cover the cost of that post and make a margin to reinvest back into the service primarily through Primary Authority working.

The post had helped to deliver a number on contracts, although Primary Authority work had not been as lucrative as it was thought to be. Costs had been covered and officers believed that they would be providing a margin to reinvest into the WRS budget. Officers were confident that they had at least £19k of achieved income in Quarter 1 and a number of leads that officers were currently chasing, as well as ongoing pieces of work that officers still continued to deliver.

Despite the Covid-19 lockdown restrictions for businesses, officers were confident that they could cover the cost of the post should it be extended and would hopefully provide some increased margin across the next two financial years.

In response to Councillor A. Kent, BDC, the Technical Services Manager informed the Board that switching to the Zoom platform to deliver training was something that officers were in the midst of doing. It had been set up and once WRS had received the sign off from their client, officers would deliver the training in person, via Zoom, rather than on-line training sessions. If this proved successful, officers would certainly look at any lessons learnt and would look to deliver future training wherever possible via Zoom.

With regard to the current Ministry of Defence (MOD) contract, the Technical Services Manager explained that this was a one-off contract to deliver a specific piece of work. However, officers were discussing how they could assist the MOD with a wider roll out of some aspects of this

work. Discussions were taking place to see if WRS could secure that contract.

RESOLVED that

- a) the report be noted; and
- b) the relevant Officer partners of the Board agree to the continuation of this fixed term post for a period of two years.

10/20

ACTIVITY AND PERFORMANCE DATA - QUARTERS 1 - 4

The (acting) Licensing Manager, Worcestershire Regulatory Services (WRS) presented that Activity and Performance Data for Quarters 1, 2, 3 and 4 and in doing so highlighted some of the keys points in the report.

The (acting) Licensing Manager, WRS, reported that the report focused on Quarter 4 but the actual data allowed a comparison with previous quarters and years.

With the exception of August, the number of food requests received during this year had been largely in line with 2018/2019. Approximately 51% of cases were hygiene related; with three quarters of complaints relating to food products and a quarter to hygiene concerns at food businesses.

Based on the 1242 inspection interventions undertaken this year, approximately 6% led to a non-compliant rating (a rating of 0, 1 or 2) being issued. The majority of businesses however had since been brought into compliance. It was worth noting that, towards the end of the year, proactive inspections of food businesses were suspended by the Food Standards Agency due to Covid-19.

The number of stray or lost dogs reported continued to decline, with the total this year a reduction of 17% compared to the previous year.

The number of health and safety cases received during this year was broadly in line with the previous year. There was however, a continued decline in the number of complaints and enquiries.

It had been a quiet year for nuisance work and that was how it ended albeit following a very similar pattern for previous years.

The number of public health cases received by WRS during the year was a reduction of 25% compared to the previous year. Approximately

60% of cases related to pest control and a further 25% were complaints relating to the accumulation of waste at domestic properties.

Work to support planning officers across Worcestershire had kept the Technical Services team busy throughout the year, with the number recorded some 18% higher than the previous year. Approximately 89% of planning enquiries were consultations, whilst half related to contaminated land.

Newport City Council in Wales had now signed off their legal agreement with CEMEX and officers were pleased to confirm that they had now comprehensive primary authority arrangements in place for both England and Wales. WRS would now proceed to secure standardised inspections plans for all of CEMEX's sites (around 360 nationally) through the BEIS approval system.

Officers had now completed the first draft of the Medium Sized Combustion Plant technical standard on behalf of the Defence Industry Organisation (DIO).

Work continued with Worcester City's Air Quality Action Plan with source apportionment work taking place in 2 of the 5 survey areas and the incorporation of LTP4 actions into the plan. However accurate up to date traffic counts had not been secured for all areas due to the Covid-19 lockdown and there would be a need to glean this information before the report was completed.

Predictive air quality modelling work around Comberton Hill and Chester Road junction in Kidderminster was making progress, however, the project had been suspended due to the inability to collect accurate and representative traffic data due to the Covid-19 lockdown.

Meetings with representatives from Bromsgrove and Wychavon District Councils to progress the action planning of air quality in the Wychbold AQMA had also been suspended due to the Covid-19 lockdown.

The number of licensing applications received last year remained consistent with previous years.

Whilst licensing generally received a higher proportion of enquiries, 661 complaints were received this year with approximately 45% relating to taxi licensing.

Councillor J, Raine, Malvern Hills District Council commented that he found it to be an excellent report and was presented in a really good format.

RESOLVED that the Activity and Performance Data report for Quarters 1, 2, 3, and 4, be noted; and that Board Members use the contents of the report in their own reporting back to fellow Members of each partner authority.

The Chairman took the opportunity to express the Boards sincere thanks to Councillor J. Grubb, Redditch Borough Council, as Chairman of the Board for 2018/2019.

The meeting closed at 5.57 p.m.

Chairman

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