

Notice of Meeting

Joint Public Protection Committee

A shared service provided by Bracknell Forest Council,
West Berkshire Council and Wokingham Borough Council

Thursday, 7th November, 2019 at 6.30 pm

**Venue: Roger Croft Room Council Offices Market Street
Newbury**

To: Councillors John Harrison (Bracknell Forest Council), John Porter (Bracknell Forest Council), James Cole (West Berkshire Council), John Halsall (Wokingham Borough Council), Graham Howe (Wokingham Borough Council), Hilary Cole (West Berkshire Council), Parry Batth (Wokingham Borough Council) and Chris Bowring (Wokingham Borough Council)

Part I

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1 Apologies

2 Minutes from the previous meeting

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To approve as a correct record the Minutes of the meeting of this Committee held on 11 June 2019.

3 Declarations of Interest

Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration, and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members' Interests, the Monitoring Officer must be notified of the interest within 28 days.

4 Notice of Public Speaking and Questions

Public Protection Partnership Agenda - Thursday, 7 November 2019 *(continued)*

To note those agenda items which have received an application for public speaking.

A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.

The Partnership welcomes questions from members of the public about their work.

Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Partnership or an item which is on the agenda for this meeting. For full details of the procedure for submitting questions please contact Democratic Services.

- | | | |
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| 5 | Future Plan | 9 - 10 |
| | To detail future items that the Committee will be considering. | |

Items for Information

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| 7 | Quarter 1 Performance Information | 43 - 60 |
| 8 | Any other items the Chairman considers to be urgent | |

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Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

JOINT PUBLIC PROTECTION COMMITTEE

Minutes of the meeting held on

Tuesday, 11 JUNE 2019

WOKINGHAM BOROUGH COUNCIL, SHUTE END, WOKINGHAM, RG40 1BN

Present: John Harrison, John Porter, James Cole, Hilary Cole (Chairman), Parry Batth (Vice-Chairman) and Chris Bowring

Also Present: Sean Murphy (Public Protection Manager), Damian James (Chair of the PPP Joint Management Board), Clare Lawrence (Wokingham Borough Council), Stephen Chard (Principal Policy Officer) and Kevin Gibbs (Bracknell Forest Council)

Apologies for absence: Peter Baveystock and Paul Anstey

PART I

1 Election of the Chairman and Appointment of the Vice-Chairman for the 2019/20 Municipal Year

RESOLVED that Councillor Hilary Cole be elected Chairman of the Joint Public Protection Committee for the 2019/20 Municipal Year.

RESOLVED that Councillor Parry Batth be appointed as Vice-Chairman of the Joint Public Protection Committee for the 2019/20 Municipal Year.

2 Minutes from the previous meeting

The minutes of the previous meeting held on 18 September 2018 were noted by the Committee and signed by the Chairman.

Matters Arising

Public Protection Partnership (PPP) Communications Report – Sean Murphy advised that the Member Bulletin would be circulated quarterly. In addition, an annual summary was provided for all Members of the three Councils.

The website publicprotectionpartnership.org.uk had been launched and could be accessed via each local authority's website. The home page made it clear that this was a shared service delivering Environmental Health, Licensing and Trading Standards across Bracknell Forest, West Berkshire and Wokingham Councils.

Draft Revenue Budget 2019/20 – the three unitary authorities had approved their budgets at their respective Full Council meetings in February/March 2019. The budgets were set based on the Inter Authority Agreement.

An overall budget reduction of £145k had been agreed for 2019/20.

3 Declarations of Interest

There were no declarations of interest received.

4 Notice of Public Speaking and Questions

No public questions were submitted.

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Members discussed the potential of publicising the work of the Public Protection Partnership. Sean Murphy would look at issuing press releases which detailed the decisions taken by the Joint Public Protection Committee.

Members agreed that the venue for Committee meetings would rotate between the three local authorities as this might improve public engagement.

RESOLVED that Sean Murphy would look at issuing press releases of the decisions taken by the Joint Public Protection Committee to help raise the profile of the work conducted by the Public Protection Partnership.

5 Future Plan

Members noted the list of items for the next Committee being held in September 2019 (future meeting dates needed to be confirmed):

- 2020/21 Budget
- 2020/21 Fees and Charges - Sean Murphy explained his intention to unify fees and charges across the Public Protection Partnership where this was possible.
- Animal Fees Update – this had been deferred from today's meeting as new legislation had been issued and was subject to a new inspection regime.
- Annual Air Quality Report
- Q1 Performance Report 2019/20

RESOLVED that:

- The Future Plan for the September 2019 meeting be noted.
- Meeting dates for 2019/20 would be confirmed.

(Post meeting note: 2019/20 meeting dates confirmed as follows:

Tuesday 17 September 2019, 6.30pm in the Roger Croft Room at the West Berkshire Council Offices

Tuesday 10 December 2019, 6.30pm at Bracknell Forest Council, Time Square, Market Street, Bracknell

Tuesday 17 March 2020, 6.30pm in the Council Chamber at the West Berkshire Council Offices)

6 Public Protection Partnership 2018/19 - Year End Performance Report

The Committee considered the 2018/19 Year End Performance Report for the Public Protection Partnership (PPP) (Agenda Item 7) which outlined the performance outturn for the PPP.

A responsibility of the Committee was to monitor the performance of the PPP, which included its finances. Any issues highlighted could then be taken forward either across the PPP or through the respective local authority.

The end of year budget position for the PPP was a small overspend of approximately £2.5k. A challenge for 2018/19 had been achieving income targets and this had needed to be balanced by making savings.

The item was opened to questions with a particular focus on the 'red' indicators listed on pages 24 and 25 of the agenda pack. Councillor Hilary Cole queried if the number of reds was a concern.

Sean Murphy, Public Protection Manager, explained that the 'red' indicators were reported by exception and this resulted in positive messages being lost from the report. Future versions of the report should make clear the number of indicators

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reporting/reported as red out of the total number of indicators. Councillor Hilary Cole agreed, she stated that future reports should highlight the total number of 'green', 'amber' and 'red' indicators, which would then be followed by the exception reports.

Councillor James Cole asked for clarity on the measure of volume chart for the number of HHSRS (Housing Health and Safety Rating System) inspections conducted. Damian James, Bracknell Forest Assistant Director, clarified that this detailed the total number of inspections held in each quarter and which local authority it applied to.

Councillor Chris Bowring queried the decreased number of food establishments at Q4. Sean Murphy explained that Q4 activity included making contact with individual establishments via telephone calls. There was therefore a wider understanding at Q4 of cases where premises had closed. Sean would however provide confirmation that this was the explanation for the reduced number.

Clare Lawrence, Wokingham Assistant Director, referred to discussions held at the Joint Management Board on reducing the number of Key Performance Indicators (KPIs) to a lower but more meaningful number. Discussion on the potential to take this forward would be scheduled for September's Joint Public Protection Committee (JPPC).

Councillor Hilary Cole gave the view that the number of indicators seemed excessive and a reduced number, to be considered by the JPPC, would allow a greater level of focus.

Councillor Hilary Cole continued by referring to discussions with Paul Anstey, West Berkshire's Head of Public Protection and Culture, on the number of KPIs. His view was that the list of KPIs could be reduced to only cover the following areas:

- Income target for new contracts.
- Total media reach.
- Customer satisfaction including enhancing ways for customers to make contact.
- To reduce the carbon footprint of the PPP – which was an area of high focus and importance in the local authority areas.

These KPIs would need to be monitored alongside the effective management of the PPP budget.

Councillor James Cole felt that KPIs should be used to monitor progress against risk areas. Strategic risks to the PPP and how they were managed needed to be clearly understood by the JPPC. Sean Murphy advised that a comprehensive strategic and operational risk register was in place.

In response to a request from Councillor Chris Bowring, Sean Murphy agreed to circulate a full list of KPIs to help inform discussions on reducing the number of KPIs.

Councillor Chris Bowring then queried the reasons for the fall in licensing income. He also noted that this deficit in income was partially offset in year by holding vacancies and he queried the impact of doing so.

In response, Sean Murphy initially explained that there was some fluidity in requests received for licences and some premises had closed. Fees and charges had been reviewed and reset as a result.

Clare Lawrence continued by describing efforts made to identify the true cost of issuing licences and compliance with regulations as many fees were historic and did not truly reflect total costs. An hourly rate had therefore been identified to achieve full cost recovery for licencing activity and this would help to meet income targets.

Sean Murphy agreed this would mean that a balanced position could be achieved between the costs incurred and the income received. At year end, the income target was in fact 5% short of being achieved. However, Sean added that cost recovery was not possible on all areas of licensing. He also added the point that licencing fees and the

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income that could be obtained was set by law. For example, the statutory charge imposed for issuing a Temporary Event Notice (TEN).

In concluding the debate of the report, Councillor Hilary Cole queried the actions to be noted by the Committee. She felt that these actions should be clearly identified within the report. Sean Murphy pointed out that the executive summary did identify areas of focus, i.e. ICT and accessibility issues, but acknowledged that this needed to be more explicit. This would be an addition to the report for next time. Performance reports were considered by the JPPC at each quarterly meeting.

RESOLVED that:

- The report and its actions for areas of improvement would be noted.
- Sean Murphy would provide confirmation that the reduced number of food establishments reported at Q4 was because closures had been confirmed.
- Discussion on the potential to reduce the number of Key Performance Indicators would be scheduled for September's JPPC when a reduced list of KPIs would be presented to the Committee.
- Sean Murphy to circulate a full list of KPIs to help inform these discussions.
- Future performance reports would highlight the total number of 'green', 'amber' and 'red' indicators, which would then be followed by the exception reports. They would also make clear actions identified for improvement.

7 Public Protection Partnership - Service Review

The Committee considered the report (Agenda Item 8) which reported the outcome of the review of the Public Protection Service, provided an update on the progress made with implementation and which sought approval for operational delegations relating to the new structure.

One section of the review dealt specifically with the issue of organisational structural arrangements. The actions identified for the structure had been implemented and an amended structure chart was provided at Appendix B to the report.

An area identified by the review for improvement was ICT and other systems which were areas of particular challenge to the operational delivery of the service.

Positives in terms of external and internal communication were noted. However, more needed to be done to improve internal communication when considering that Public Protection Partnership (PPP) staff worked across four offices and across multiple teams.

Accommodation had been reviewed and while it was not considered as significant an issue as the structure and ICT, an Accommodation Strategy would be worked up and brought back to Committee for consideration in due course.

Turning to the report's recommendations, the Committee was asked to approve the Operational Delegations contained in Appendix C to the report. This proposed a list of functions to be delegated for approval to Officers, in most cases the Head of Public Protection and Culture and the Public Protection Manager (West Berkshire Council Officers). Decisions on other Executive functions would remain with the Committee.

Each of the three local authorities held a seat on the Board of Trading Standards South East Ltd and Sean Murphy attended these meetings as the Director Representative for the PPP. An Alternate Director needed to be appointed and Alison Beynon, Strategic Manager – Case Management and Governance, was proposed for this role.

Councillor Parry Batth sought further detail on the ICT issues. He queried if the cloud based system, referred to in the report, had been procured. Damian James advised that this process was ongoing through West Berkshire Council's Procurement. This had gone

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out to tender and would be a new arrangement. It was hoped that the new system would be in place by 1 April 2020.

RESOLVED that:

- The outcomes of the review and the progress made on the implementation of the new structure be noted.
- The Joint Management Board would be delegated the authority to implement the outcomes of the review subject to regular updates to the Joint Public Protection Committee.
- The Operational Delegations, detailed in Appendix C to this report, be approved.
- Alison Beynon, Strategic Manager – Case Management and Governance, was appointed as an Alternate Director to represent all partner authorities on the Board of Trading Standards South East Ltd.

8 Public Protection Partnership Priorities 2019/20

The Committee considered the report (Agenda Item 9) which set out the proposed priorities for the Public Protection Service for 2019/20 and which sought agreement from Members of those priorities. Approval was also sought of the outline work plan to deliver against identified priority areas.

These key documents had been developed to inform and direct the proactive project, intervention and enforcement activities as part of the Public Protection Partnership (PPP) adaptation of the National Intelligence Model.

Sean Murphy explained that the service and the formation of its priorities were predominantly led by local need. An annual analysis was conducted of all external inputs to the service from residents and businesses. Alongside this, national policy issues would be reflected locally where appropriate.

Sean Murphy acknowledged the point that the different local authorities had different key issues and this was why a range of priorities had been proposed.

Climate Change/Environmental Protection had been identified as an emerging issue and potential additional cross cutting theme. Sean Murphy circulated a diagram to Members outlining what this would hopefully achieve (attached to these minutes). This would include:

- A continuation of air pollution monitoring.
- Greater level of engagement with the planning and transport policy process.
- A requirement for Energy Performance Certificates.

Much of the work was already within the work programme and considered business as usual, however Sean proposed that this theme became a cross cutting priority as it would help pull together the different pieces of activity. It was felt that this could replace the eCrime cross cutting priority as this could be managed as a standalone project.

Councillor John Harrison felt it would be useful to be able to identify buildings where action was needed to become more energy efficient. He suggested that this be aided by the production of an aerial scan/map if possible. Sean Murphy agreed to explore the potential of doing so.

Councillor James Cole felt this was a useful suggestion and also gave his support to the proposal for a cross cutting theme on Climate Change/Environmental Protection. He looked forward to seeing greater detail. Sean Murphy stated that this would be provided.

Councillor Chris Bowring queried the legal requirements for landlords in terms of energy performance and efficiency. Sean Murphy explained that the energy efficiency of

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buildings should be displayed or made available, in particular for people buying or renting private properties. Energy efficiency had to be proven.

Sean Murphy went on to explain that this cross cutting priority of the JPPC would serve as the umbrella for the range of activity undertaken in local areas including enforcement. Councillor Hilary Cole agreed that the priority needed to align with local level environmental needs and priorities.

Sean Murphy clarified that the role of the JPPC was to provide a strategic oversight over climate change issues. Decisions on specific issues, carbon emissions given as an example, would be matters for the relevant area Licensing Committee.

Councillor John Porter agreed with the need for this cross cutting priority. However, he highlighted the importance of concentrating efforts on a range of priorities that would benefit the health and wellbeing of communities and residents, including the most vulnerable. Sean Murphy felt that the proposed priorities did give regard to the safeguarding and protection of vulnerable people. He added his view that the proposals would cover the activity of the PPP and there was much interconnectivity between them.

Councillor Hilary Cole noted that the PPP Priorities document was high level and would sit above more detailed action plans. Performance needed to be measured against action plans for all these priorities and cross cutting themes.

Councillor Hilary Cole then proposed acceptance of the report's recommendations subject to the amendment to replace the eCrime cross cutting priority with Climate Change/Environmental Protection. This was agreed by the JPPC.

RESOLVED that:

- The overarching themes identified in the Inter Authority Agreement remained relevant and should be retained.
- The functional priorities and cross cutting priorities set out at Appendix D informed service delivery for the coming year, subject to Climate Change/Environmental Protection replacing eCrime as a cross cutting priority. Further detail would be provided on this.
- The draft Work Plan at Appendix E would form the preventative, information gathering and enforcement activities of the Public Protection Service for the coming year.
- Sean Murphy would explore the potential of producing an aerial scan/map to help identify buildings where action was needed to become more energy efficient.

9 Public Protection Official Feed and Food Control Service Plan 2019-20

The Committee considered the Public Protection Official Feed and Food Control Service Plan 2019-2020 (Agenda Item 10).

The Committee was asked to agree the items summarised from the Service Plan, contained within the supporting information, and to note the full plan provided at Appendix B to this report.

The Service Plan essentially documented the Public Protection Partnership's (PPP's) involvement with feed and food official controls, alongside the PPP's aspirations to deliver on inspections and audits across the three authorities in line with the PPP model of delivery.

Sean Murphy explained that the production of the Service Plan was an annual requirement. It needed to align with the statutory functions to protect all aspects of the food chain set by the Food Standards Agency (FSA); food safety, hygiene, quality, labelling and animal feed safety, hygiene and standards.

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The Service Plan set out how the PPP intended to deliver the statutory functions of the three local authorities over the course of 2019-20.

Councillor Hilary Cole commented that this was one of the most important issues for the PPP as it concerned the health and welfare of residents.

Councillor John Porter referred to the Food Hygiene Rating Scheme (FHRS) and queried why businesses were not obligated to display their rating. Sean Murphy explained that this was a voluntary scheme and there was no statutory basis to enforce the display of the FHRS. However, this data was available online and he agreed that awareness should be raised of this. Sean added that there were a number of premises with a rating of 4 (good) or 5 (very good).

Performance indicators would be reported on a quarterly basis and were broadly unchanged from previous years, as follows:

Broadly Compliant - described the percentage of food premises that had 'some non-compliances' for food hygiene and for structure (and cleaning) and were at least 'satisfactory' in terms of confidence in management. They were not fully compliant premises and might still have food hygiene contraventions on inspection. **TARGET = 90%**

High Risk Premises Inspections in year – This would be defined as those premises that presented the greatest risks to the consumers and were due at least one inspection in-year, in line with the CoP frequency of inspection risk programme. This would include all primary production feed and food premises, approved premises as well as premises that would be classified as A & B (for hygiene), or 'High' for food standards and those which were not broadly compliant. **TARGET = 100%**

New Premises inspection within 28 days - New food premises would receive their initial inspection within 28 days of trading commencement where the business had notified the PPP of opening by registering as a food business. This was so that new businesses were given the assistance they needed at an early date to make them aware of their responsibilities and to ensure food premises across the Boroughs prepared and served food that was safe to eat. It also promoted and ensured a level playing field for all food businesses and promoted economic growth. **TARGET = 75%**

Councillor James Cole queried the management of risk with animal feed and the extent to which this was in the control of the PPP. Sean Murphy explained that the animal feed market had changed. Many farms were growing and developing their own feed, however stricter controls had been imposed following outbreaks in the past such as foot and mouth disease. The enforcement of these controls was grant funded by the FSA due to the importance of protecting the food chain.

RESOLVED that:

- The summary document and the full Service Plan for 2019/20 be approved.

10 Any other items the Chairman considers to be urgent

No urgent matters were raised by the Chairman.

11 Any Other Business

Councillor Marcus Franks

Councillor Hilary Cole drew Members' attention to the extremely sad news that Councillor Marcus Franks had died in April 2019. Marcus had been a Member of this Committee from its outset and had been present at the Committee's last meeting in September 2018. He was a greatly missed colleague.

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Marcus had been posthumously awarded the title of Honorary Alderman for West Berkshire Council.

Former Committee Members

Councillor Hilary Cole proposed that former Committee Members be thanked in writing for their work on the JPPC. This was agreed by Members.

RESOLVED that:

- Letters would be written to former Committee Members thanking them for their work on the JPPC.

(The meeting commenced at 6.35pm and closed at 8.01pm)

CHAIRMAN

Date of Signature

	A	B	C	D	E	F	G	H	I	J
2	Ref	Item	Purpose	Type of Decision	Decision Body	Month/Year	JPPC Deadline	JMB date	JMB Deadline	Officer and Contact No
3		2020/21 Budget		Executive	Joint Public Protection Committee	17/09/2019	05/09/2019	27-Aug	19/08/2019	Sean.Murphy@westberks.gov.uk
4		Animal Fees Update	New fees following recent regulations and informed by how the process is working in practice.	Executive	Joint Public Protection Committee	17/09/2019	05/09/2019	29/07/2019	19/07/2019	Alison.Beynon@westberks.gov.uk
5		Quarter 1 Performance Information	Quarter 1 performance	For Information	Joint Public Protection Committee	17/09/2019	05/09/2019	29/07/2019	19/07/2019	Alison.Beynon@westberks.gov.uk
6		New PPP Key Performance Indicators	To approve the Key Performance Indicators for the Public Protection Partnership in 2019/20	For Information	Joint Public Protection Committee	10/12/2019	28/11/2019	28/10/2019	18/10/2019	paul.anstey@westberks.gov.uk
7		Air Quality for Information Report	For information to the Committee to update on the PPP Position with Air Quality across all 3 areas	For Information	Joint Public Protection Committee	10/12/2019	28/11/2019	28/10/2019	18/10/2019	anna.smy@westberks.gov.uk
8		PPP ICT Strategy	To agree the PPP ICT Strategy	Executive	Joint Public Protection Committee	10/12/2019	28/11/2019	28/10/2019	18/10/2019	anna.smy@westberks.gov.uk
9		Customer Journey Strategy	To agree the PPP Customer Journey Strategy	Executive	Joint Public Protection Committee	10/12/2019	28/11/2019	28/10/2019	18/10/2019	anna.smy@westberks.gov.uk

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Draft Revenue Budget 2020/21 - Summary Report

Committee considering report: Joint Public Protection Committee
Date of Committee: 7th November 2019
Date agreed by Joint Management Board: 28th October 2019
Report Author: Sean Murphy

1. Purpose of the Report

- 1.1 To set out the draft revenue budget for 2020/21 including fees and charges.
- 1.2 To seek approval for the draft budget and draft fees and charges schedule prior to submission to the Councils in accordance with the Inter-Authority Agreement.

2. Recommendation(s)

- 2.1 That the Committee consider the draft revenue budget including the fees and charges set out.
- 2.2 That the Committee **recommend** to the Councils the contributions set out at 5.7 below along with the fees and charges set out in Appendix B.
- 2.3 That the Committee **approve** the outline methodology for calculating rebates in the event of one or more partner authorities seeking local service reductions as set out in Appendix E.

3. Implications

- 3.1 **Financial:** The net revenue budget for the PPP service in 2019/20 was set at £3.56M this incorporated a saving of £145K as agreed by JPPC and subsequently the Councils.

The recommendation by the Joint Management Board is for a standstill budget based on the 2019/20 revenue budget but with salary related pressures factored in. No increases in supplies and services or contractual related budgets are proposed. Such pressures will be dealt with within the revenue budget proposed.

The fees and charges proposed are set out Appendix B to this report. These are either statutory fees in which case any variance will have been set by law or discretionary fees. In respect of the discretionary fees there has been a move towards the standardisation of fees across the PPP applying the full cost recovery principle and methodology agreed previously by this

Committee.

For the avoidance of doubt any money allocated from monies received under the Proceeds of Crime Asset Recovery Incentivisation Scheme **does not** form part of the PPP revenue budget. This has been agreed by the Committee previously.

A methodology for local service disinvestment has also been developed and this is set out at Appendix E. Conversely this also gives an indication of the element of the budget available for adjustments to local service delivery without reduction i.e. it is open to one authority to indicate they would like to use a proportion of this element to meet specific local need.

3.2 Policy:

The Joint Public Protection Committee has responsibility for setting the strategic direction and policy of the PPP Service. This includes the maintenance of financial oversight to ensure sound financial management. More specifically the Committee has responsibility for recommending to the Councils a budget that meets its needs along with a proposal for fees and charges.

3.3 Personnel:

There are no personnel implications arising from this report.

3.4 Legal:

The IAA that set up the Partnership effectively delegates responsibility for the strategic direction of the joint service to the Joint Committee. The responsibilities of the committee are set out in Schedule 1 to the agreement.

Included is the responsibility to propose a fee structure, annual budget to the Councils and agree any variations from the budget from the IAA. It also has the responsibility to set out a proposal for the agreed percentage figures. The agreement requires that these should be submitted by 30th November or other such date agreed. In reality work has been ongoing right up to time of submission of this report. We will need to consider the meeting cycle of the Joint Committee to meet this obligation in future years.

It remains at all times the responsibility of the partner Councils to set their own budgets including fees and charges having received the recommendation of the Committee.

3.5 Risk Management: Any risks associated with the recommendations will be captured as part of regular Joint Management Board briefing process and will be escalated as per the IAA and Committee approved business plan. Should the Committee decide against a budget reduction the Joint Management Board will need to consider the possibility of establishing a methodology which enables individual partners altering their contribution. This has wider implications for the PPP and its currently approved business plan.

3.6 Property: None

4. Other options considered

4.1 Consideration of a budget reduction equating to £145K was considered by JMB. Following internal discussions within the partner authorities it is not proposed that this is taken forward at this time.

5. Executive Summary

5.1 The Inter-Authority Agreement (IAA) between the Councils sets out the functions that are delegated to the Joint Committee under the terms of the agreement. These include an array of statutory functions relating to private sector housing, nuisance, environmental protection, licensing, trading standards, food safety and standards and health and safety.

5.2 The IAA also identifies the key priority areas for the service which are community protection; protection and improving health; protection of the environment; supporting prosperity and economic growth and the delivery of effective and improving service.

5.3 In order to deliver these functions for the Councils they are requested on an annual basis to allocate a budget to the Joint Committee. That budget is proposed by the Joint Committee along with a proposed schedule of fees and charges. The total net revenue budget for the service is then divided between the Councils in the agreed percentages. The proposed net revenue budget for 2020/21 is £3.570M and the agreed percentages as set out in 5.7. The basis of the calculation is set out in Appendix A to this report.

5.4 The Joint Management Board discussed a proposal from West Berkshire to reduce their contribution by £58K in 2020/21. In the final instance this proposal was not taken forward as a PPP wide service reduction that would have amounted to £145K across the three partners. The Board also considered a methodology for local service reduction should any partner authority wish to propose this. The methodology proposed recognises that nature of the partnership and the need to maintain 'agreed percentages' and cover the costs of shared resource with respect to core service delivery costs. The methodology proposed can be found at Appendix E.

- 5.5 Fees and charges have also been reviewed and in accordance with the request of Committee in December 2017 work has been carried out to review and where appropriate standardise fees in accordance with the principle of full cost recovery and the Committees approved methodology. As identified in the 2018/19 budget proposals we have now carried out a fundamental review of animal establishment licensing fees based on the new risk based approach set out in the 2018 Regulations. These are incorporated in the fee structure. We have also reviewed Private Hire Operator Fees with an attempt to make them more equitable by basing them on actual vehicle numbers rather than bands. These have also incorporated the dispensation fee where appropriate.
- 5.6 The budget at 5.7 below is based on a number of factors including annual salary inflation, pension inflation and adjustments for incremental salary rises and CPI applied to contracts. Existing discretionary fees and charges have been reviewed and some have been aligned across PPP. An inflationary rise of 2% has also been applied and then the fees rounded. It is important to note that this increase of £152.3K across the partners would have been experienced by the individual councils in any event and is not as a result of being part of the PPP.

5.7 Table – Proposed Budget 1920/21

Authority	Percentage	Budget Allocation	Fees and Charges
Bracknell Forest	25.76	£957.304K	As per Appendix B
West Berkshire	40.00	£1486.022K	As per Appendix B
Wokingham	34.24	£1272.454K*	As per Appendix B

* Note. Wokingham is challenging the pension deficit payment that forms part of the above and depending on the outcome, the above budget may reduce for Wokingham by approximately £50K

6. Conclusion

- 6.1 This is a key responsibility for the Joint Committee to recommend a revenue budget including a fees and charges structure. It also has a responsibility to keep under review the budget and consider the outturn and any variance. A report will be brought forward in due course to report the 2019/20 outturn.
- 6.2 The Joint Management Board has considered the budget in light of a request to reduce partner contributions and a desire to align fees and charges where possible. It is their view, as the senior managers representing the interests of their respective Councils, that the integrity of the PPP is best protected by delivering a saving collectively.
- 6.3 It has been a consistent feature of conversations both at the Joint Management Board and Committee that cost recovery must be at the heart of all fees and charges decisions and this paper continues that position.

- 6.4 The recommendations aim to meet the requirements of the IAA, the approved business plan and current indicated budget position of the partners.

Appendices

Appendix A – Supporting Information
Appendix B – Draft Fees and Charges 1920/21
Appendix C – worked Example – Private Hire Operators
Appendix D – Worked Example – Animal Establishments
Appendix E – Proposed Budget Methodology for Local Service Disinvestment

Background Papers: None

PPP Strategic Aims and Priorities Supported:

The proposals will help achieve the following Public Protection Partnership aims as stated in the Inter Authority Agreement:

- ☒ 1 – Community Protection
 - X 2 – Protecting and Improving Health
 - X 3 – Protection of the Environment
 - X 4 – Supporting Prosperity and Economic Growth
 - X 5 – Effective and Improving Service Delivery
-

Officer details:

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Appendix A

Public Protection Partnership Budget - Supporting Information

1. Introduction/Background

1.1. The net revenue budget for 2020/21 has been calculated taking into account:

- The annual cost of living rise at 2%
- Incremental rises effective from the 1st April 2020
- Increase in West Berkshire and Wokingham pension
- No inflationary rise has been applied to supplies and services

This gives a total net revenue budget for 2020/21 of **£3.716M**.

1.2. This means that with inflation and salary adjustments the budget has increased by £152k. It is important to note that these inflationary pressures would have been experienced by the individual partner councils even if the PPP was not in operation, however it is noted that there were different methods of accounting for the change year to year.

1.3. The agreed percentages are in-line with the 2019/20 percentages with minor adjustments of less than 0.5%.

2. Joint Management Boards (JMB) consideration of a budget reduction

2.1. In 2018 West Berkshire Council requested that the JMB consider the way to manage a reduction in contribution of £58k in 2019/20. This was also requested for 2020/21 but subsequently withdrawn.

2.2. The Inter-Authority Agreement anticipates that service levels are evenly applied across the areas administered by the three Councils. That is not to say that different service levels could not be applied in different areas. The difficulty with this is that it could be argued to undermine the ethos of the 'Partnership', and in certain circumstances could leave the other parties carrying a disproportionate share of any management / overhead cost. Nevertheless with the consent of the Committee this could be done and calculated.

2.3. Should localised service disinvestment be sought it is recommended that the most appropriate methodology would be in the form of a 'rebate' for localised service reduction. This would preserve the agreed percentages for a standardised uniform service and not undermine the basis of the IAA. Any such reduction would not have to place an unfair financial burden on the other party or parties therefore all overhead costs would need to be reviewed. To this extent a proposed methodology for local service reductions is detailed at Appendix E to this report.

3. Supporting Information - Pressures

- 3.1. A number of pressures have been identified. Overall the number of public houses continues to fall with associated loss of income. Most other income is broadly stable. The one other area under significant pressure is gambling establishment licensing where the changes to the Fixed Odds Betting Terminal stakes has led to a large proportion of high street bookmaker shops looking to close. There is also a loss of income from the closure of pubs with gaming machine premise licences.

4. Supporting Information – Scope for Pressure Mitigation

- 4.1. The PPP continues to look for options around income generation and/or to mitigate pressures including building capacity. Although there are discussions ongoing regarding potential scope for Primary Authority work, we continue to concentrate on working with other authorities to share resource and build capacity as well as looking to obtain grant funding to mitigate costs in respect of investigations and court matters. Included in this is the work we do around case management with colleagues from Oxfordshire and RBFRS, the sharing of resource for animal feed activity, petroleum inspections, proceeds of crime and animal health. Another significant area is financial support for investigations including staff resource, case management, forensics etc. In 2019/20 it is anticipated grant support will exceed £150K which is to cover additional costs and some internal cost recovery.
- 4.2. Whilst income generation could potentially help mitigate pressures or core funding reductions it does however come at a cost. That cost is normally manifested as a reduction in service delivery in other areas. Specific grants relating to specific activities can be helpful e.g. public health, investigations, animal feed etc. they do little to mitigate overall costs.
- 4.3. The overall scope for income generation over and above cost recovery or grant income is very limited. The business advice consultancy market is saturated. Two possible areas to explore include offering training and development and case management consultancy. The preferred option is to continue to work with other local authorities to build capacity through sharing resource. This also has the desired effect of sharing the cost of managing that resource whilst providing greater flexibility.

5. Supporting Information – Fees and Charges

- 5.1. At the meeting of the Committee in December 2017 (when it considered the 2018/19 fees and charges) a number of matters were decided. It was agreed that as a matter of principle that all fees and charges should be set on the basis of full cost recovery. In 2018/19 the hourly rate for the service was set at £55 p/h as the basis of cost recovery. This was increased as a flat fee to £57 p/h (with rounding) in 2019/20. It is proposed in the 2020/21 that as the fee was

rounded in 2019/20 from £56.38 to £57 that this year it should be raised on to £57.50.

- 5.2. In July 2018 the Committee received a further report asking it to consider the basis for setting fees and charges and the application of full cost recovery. That methodology was approved by the Committee. Based on previous decisions work has been carried out by officers to align fee structures.
- 5.3. In respect of all discretionary fees we have assumed an inflationary rise of 2.0%. This inflationary rise will balance the increase in cost of service provision such as the cost of living salary rise set out above. The result is the fees schedule set out at Appendix B to this report.

5.4. Taxi and Private Hire Related Fees

The 2018/19 fees and charges for taxi and private hire related activity showed a significant disparity between the former West Berkshire and Wokingham fee structure. These were brought into line for 2019/20.

A review has taken place of the Private Hire PPP is currently proposing a review of Operator fees based on per vehicle charges which are more consistent, transparent and fairer for operators than the current banded ones.

The additional administration work of the dispensation vehicles will be incorporated into these new fees going forward so all vehicle licence fees are the same.

The new Operator fees are based on a administration fee for a new or renewal of a 5 year licence plus one hour for the first vehicle plus 15 minutes for each subsequent vehicle the operator has. There also needs to be a variation fee if an operator adds vehicles to the original number on the application plus the number of vehicles for each yearly inspection. Consideration needs to be made as to whether any refund is made on any reduction of numbers as this change will mean that each time there is a variation of numbers a new licence will need to be issued however this will be an administrative burden and will put costs up.

5.5. Animal Welfare Establishments

On 1st October 2018 the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 came into force. These regulations are made under powers conferred under the Animal Welfare Act 2006, and replace a number of pieces of legislation under which the Council previously issued licences and registrations.

Activities licensable under the regulations are selling animals as pets, providing or arranging for the provision of boarding for cats or dogs, hiring out horses, breeding dogs, or keeping or training animals for exhibition.

A new set of fees are required as the fees charged under the preceding legislation did not cover the costs associated with the new regulations. Costs have increased as a result of matters such as increased administration, new higher inspection requirements and the required qualifications for inspectors.

A set of fees have been calculated based upon the costs now encountered by PPP in dealing with the new licensing regime.

These fees have been drawn up with the benefit of operation of the new licensing regime. In order to assist Members Appendix C to this report gives a worked example of how the fees are calculated and any potential savings for high levels of compliance.

The very essence of the scheme is risk based and the higher the risk the more you will pay over any given risk period.

5.6 Fees Under Review

These fees need to be kept under constant review. As the centralised Applications Team settles and as we move to a single system in particular (where applicants will be able to apply on-line) it is anticipated that there may be some efficiencies that affect fees.

In particular we will be concentrating on whether fees for renewals could be reduced through the use of new technology.

Background Papers:

Papers containing facts or material you have relied on to prepare your report. The public can access these background papers.

PPP Strategic Aims and Priorities Supported:

The proposals will help achieve the following Public Protection Partnership aims as stated in the Inter Authority Agreement:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | 1 – Community Protection |
| <input type="checkbox"/> | 2 – Protecting and Improving Health |
| <input type="checkbox"/> | 3 – Protection of the Environment |
| <input type="checkbox"/> | 4 – Supporting Prosperity and Economic Growth |
| x | 5 – Effective and Improving Service Delivery |
-

Officer details:

Name:	Sean Murphy
Job Title:	Public Protection Manager
Tel No:	01635 519840
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Equality Impact Assessment – Stage One

Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Committee to make:	To consider the revenue budget for the PPP for 2020/21 including fees and charges
Summary of relevant legislation:	
Does the proposed decision conflict with any of the partnerships key objectives?	No
Name of assessor:	Sean Murphy
Date of assessment:	08/09/2018

Is this a:	Is this:
Policy	New or proposed
Strategy	Already exists and is being reviewed
Function	Is changing
Service	

1. What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?	
Aims:	To set out a draft budget for 2020/21 to be considered by the Committee prior to submission to Councils as part of the budget setting processes. This includes fees and charges.
Objectives:	To agree a draft budget for 2020/21 to be considered by the Councils as part of the budget setting processes. This includes fees and charges. Ultimately the budgets and fees and charges will be set by the individual Councils and will be subject to local equalities impact assessments.
Outcomes:	There is a proposal by West Berkshire to reduce its contribution. Should this be adopted there may be an impact either across the PPP delivery area or localised to West Berkshire.
Benefits:	The delivery of the key PPP priorities of: Community Protection and in particular the protection of the vulnerable Protecting and Improving Health Protection of the Environment Supporting economic growth Improving and efficient service delivery

2. Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this.

(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)

Group Affected	What might be the effect?	Information to support this
Age		
Disability		
Gender Reassignment		
Marriage and Civil Partnership		
Pregnancy and Maternity		
Race		
Religion or Belief		
Sex		
Sexual Orientation		
Further Comments relating to the item:		
Should a decision be made to reduce the overall budget of the service in line with the proposal from West Berkshire then an impact assessment will need to be drawn up along with any proposals to be considered by the Committee in December.		

3. Result

Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?	No
Please provide an explanation for your answer: The premises are accessibility compliant.	
Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?	No

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the [Equality Impact Assessment guidance and Stage Two template](#).

4. Identify next steps as appropriate:

Stage Two required	No
Owner of Stage Two assessment:	

Timescale for Stage Two assessment:	
--	--

Name:

Date:

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Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Public Protection Partnership					
Environmental Protection					
Prevention of Damage by Pests					
Pest Site survey		N/A			Hourly rate and / or cost recovery where WID
Rat treatment		N/A			Hourly rate and / or cost recovery where WID
Any other Pest treatment		N/A			Hourly rate and / or cost recovery where WID
Dog Warden Services					
Stray Dogs - Not taken to Kennel		£72.00	£73.44	£73.00	Amalgamate. Vet fees separate as applicable
Stray Dogs - Taken to Kennel		CR			Fees based on charges & cost recovery. Vet fees separate as applicable
Dog Fouling fixed penalty charge		£75.00			Set in FPN policy
Misc stray dog activities ie taxi, relocating, microchipping etc		£56.00	£57.12	£57.00	Plus cost recovery on charges.
Abandoned Vehicles					
Removal (prescribed fee)	Less than 3.5 tonnes	£150.00			Set by statute
Daily Storage (prescribed fee)	Less than 3.5 tonnes	£20.00			Set by statute
Enforcement disposal costs (prescribed fee)	Less than 3.5 tonnes	£75.00			Set by statute
Fixed penalty notice	Reduced to £120 if paid within 7 days	£200.00			Set by statute
Enforcement invoice costs		£77.00			Set by statute
Trading Standards					
Weights and Measures Fees (per hour)		£63.00	£64.26	£64.00	Discretionary
Explosives Licenses / Registrations - set by statute					Set by statute
Varying the name of licensee or address of site					Set by statute
Petroleum Licensing Fees - set by statute					Set by statute
Primary Authority					
Primary Authority Work hourly chargeble rate		£56.00	£57.12	£57.00	
Annual charge - previous year usage 10 hours or less		£513.00	£523.26	£523.00	
Annual charge - previous year usage 20 hours		£1,025.00	£1,045.50	£1,046.00	
Anything likely to be in excess of 20 hours		CR			Individually assessed
Support with Confidence					
Application fee	1-5 employees	£59.00	£60.18	£60.00	All disbursements charged at cost
	6-20 employees	£119.00	£121.38	£121.00	As above except fee reduced to £50 if registered with confidence
	21+ employees	£298.00	£303.96	£304.00	As above except fee reduced to £50 if registered with confidence
Buy with Confidence					
Members from 2017/18 Application Fee	1-5 employees	£125.00	£127.50	£128.00	Nationally agreed with 'Buy with Confidence' scheme holder as varied from time to time
	6-20 employees	£167.00	£170.34	£170.00	Nationally agreed with 'Buy with Confidence' scheme holder
	21+ employees	£208.00	£212.16	£212.00	Nationally agreed with 'Buy with Confidence' scheme holder
Annual Fee	1-5 employees	£250.00	£255.00	£255.00	Nationally agreed with 'Buy with Confidence' scheme holder
	6-20 employees	£375.00	£382.50	£383.00	Nationally agreed with 'Buy with Confidence' scheme holder

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
	21+ employees	£500.00	£510.00	£510.00	Nationally agreed with 'Buy with Confidence' scheme holder
Members before 2017/18 Application /Annual Fee	1-5 employees	£123.00	£125.46	£125.00	Applicable only to legacy Bracknell members
	6-20 employees	£185.00	£188.70	£189.00	Applicable only to legacy Bracknell members
	21+ employees	£247.00	£251.94	£252.00	Applicable only to legacy Bracknell members
Commercial					
Food Export Certificates		£56.00	£57.12	£57.00	Full cost recovery based on officer hourly rate
Anti-Social Behaviour Act:					
High Hedges Fee (Class A – Fee Discretionary)		£1,175.00	£1,198.50	£1,199.00	Cost recovery for consultant
Licences, Registrations and Similar Consents					
Licensing Act 2003:					
Premises Licence – “one off” fees set by statute based upon rateable value (RV) of premises (Class B – Statutory Fee)					
Band A – RV up to 4300		£100.00	£100.00	£100.00	Statutory -no increase.
Band B – RV 4300 to 33000		£190.00	£190.00	£190.00	Statutory -no increase.
Band C – RV 33001 to 87000		£315.00	£315.00	£315.00	Statutory -no increase.
Band D – RV 87001 to 125000		£450.00	£450.00	£450.00	Statutory -no increase.
Band E – RV 125001 and above		£635.00	£635.00	£635.00	Statutory -no increase.
Pre-Application Advice, Hourly charge	Min 1 Hr	£56.00	£57.12	£57.00	
Premises Licence – Annual Fee (Class B – Statutory Fee)					
Band A		£70.00	£70.00	£70.00	Statutory -no increase.
Band B		£180.00	£180.00	£180.00	Statutory -no increase.
Band C		£295.00	£295.00	£295.00	Statutory -no increase.
Band D		£320.00	£320.00	£320.00	Statutory -no increase.
Band E		£350.00	£350.00	£350.00	Statutory -no increase.
Personal Licence - (Class B – Statutory Fee)		£37.00	£37.00	£37.00	Statutory -no increase.
Temporary Event Notices (TEN's) - (Class B – Statutory Fee)		£21.00	£21.00	£21.00	Statutory -no increase.
Application for copy licence, change address or club rules		£10.50	£10.50	£10.50	Statutory -no increase.
Application to vary DPS/transfer licence/interim notice		£23.00	£23.00	£23.00	Statutory -no increase.
Application for making a provisional statement		£315.00	£315.00	£315.00	Statutory -no increase.
Minor variation		£89.00	£89.00	£89.00	Statutory -no increase.
Application to disapply mandatory DPS condition		£23.00	£23.00	£23.00	Statutory -no increase.
Pre-Application Advice, hrly charge	Min 1 Hr	£56.00	£57.12	£57.00	
Gambling Licenses					
Casinos (regional)	New Application	£15,000.00	£15,000.00	£15,000.00	100% of Statutory Maximum
	Provisional Statement	£15,000.00	£15,000.00	£15,000.00	100% of Statutory Maximum
	Application with Prov Statement	£8,000.00	£8,000.00	£8,000.00	100% of Statutory Maximum
	Variation	£7,500.00	£7,500.00	£7,500.00	100% of Statutory Maximum
	Transfer/Reinstatement	£6,500.00	£6,500.00	£6,500.00	100% of Statutory Maximum
	Annual Fee	£15,000.00	£15,000.00	£15,000.00	100% of Statutory Maximum
Casinos (large)	New Application	£10,000.00	£10,000.00	£10,000.00	100% of Statutory Maximum
	Provisional Statement	£10,000.00	£10,000.00	£10,000.00	100% of Statutory Maximum
	Application with Prov Statement	£5,000.00	£5,000.00	£5,000.00	100% of Statutory Maximum

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Casinos (large)	Variation	£5,000.00	£5,000.00	£5,000.00	100% of Statutory Maximum
	Transfer/Reinstatement	£2,150.00	£2,150.00	£2,150.00	100% of Statutory Maximum
	Annual Fee	£10,000.00	£10,000.00	£10,000.00	100% of Statutory Maximum
Casinos (small)	New Application	£8,000.00	£8,000.00	£8,000.00	100% of Statutory Maximum
	Provisional Statement	£8,000.00	£8,000.00	£8,000.00	100% of Statutory Maximum
	Application with Prov Statement	£3,000.00	£3,000.00	£3,000.00	100% of Statutory Maximum
	Variation	£4,000.00	£4,000.00	£4,000.00	100% of Statutory Maximum
	Transfer/Reinstatement	£1,800.00	£1,800.00	£1,800.00	100% of Statutory Maximum
	Annual Fee	£5,000.00	£5,000.00	£5,000.00	100% of Statutory Maximum
Bingo Clubs	New Application	£3,500.00	£3,500.00	£3,500.00	100% of Statutory Maximum
	Provisional Statement	£3,500.00	£3,500.00	£3,500.00	100% of Statutory Maximum
	Application with Prov Statement	£1,200.00	£1,200.00	£1,200.00	100% of Statutory Maximum
	Variation	£1,750.00	£1,750.00	£1,750.00	100% of Statutory Maximum
	Transfer/Reinstatement	£1,200.00	£1,200.00	£1,200.00	100% of Statutory Maximum
	Annual Fee	£1,000.00	£1,000.00	£1,000.00	100% of Statutory Maximum
Betting Premises	New Application	£3,000.00	£3,000.00	£3,000.00	100% of Statutory Maximum
	Provisional Statement	£3,000.00	£3,000.00	£3,000.00	100% of Statutory Maximum
	Application with Prov Statement	£1,200.00	£1,200.00	£1,200.00	100% of Statutory Maximum
	Variation	£1,500.00	£1,500.00	£1,500.00	100% of Statutory Maximum
	Transfer/Reinstatement	£1,200.00	£1,200.00	£1,200.00	100% of Statutory Maximum
	Annual Fee	£600.00	£600.00	£600.00	100% of Statutory Maximum
Tracks	New Application	£2,500.00	£2,500.00	£2,500.00	100% of Statutory Maximum
	Provisional Statement	£2,500.00	£2,500.00	£2,500.00	100% of Statutory Maximum
	Application with Prov Statement	£950.00	£950.00	£950.00	100% of Statutory Maximum
	Variation	£1,250.00	£1,250.00	£1,250.00	100% of Statutory Maximum
	Transfer/Reinstatement	£950.00	£950.00	£950.00	100% of Statutory Maximum
	Annual Fee	£1,000.00	£1,000.00	£1,000.00	100% of Statutory Maximum
Family Entertainment Centres	New Application	£2,000.00	£2,000.00	£2,000.00	100% of Statutory Maximum
	Provisional Statement	£2,000.00	£2,000.00	£2,000.00	100% of Statutory Maximum
	Application with Prov Statement	£950.00	£950.00	£950.00	100% of Statutory Maximum
	Variation	£1,000.00	£1,000.00	£1,000.00	100% of Statutory Maximum
	Transfer/Reinstatement	£950.00	£950.00	£950.00	100% of Statutory Maximum
	Annual Fee	£750.00	£750.00	£750.00	100% of Statutory Maximum
Adult Gaming Centres	New Application	£2,000.00	£2,000.00	£2,000.00	100% of Statutory Maximum
	Provisional Statement	£2,000.00	£2,000.00	£2,000.00	100% of Statutory Maximum
	Application with Prov Statement	£1,200.00	£1,200.00	£1,200.00	100% of Statutory Maximum
	Variation	£1,000.00	£1,000.00	£1,000.00	100% of Statutory Maximum
	Transfer/Reinstatement	£1,200.00	£1,200.00	£1,200.00	100% of Statutory Maximum
	Annual Fee	£1,000.00	£1,000.00	£1,000.00	100% of Statutory Maximum
Lotteries and Amusements	New Application	£40.00	£40.00	£40.00	Statutory -no increase.
	Annual Fee	£20.00	£20.00	£20.00	Statutory -no increase.
All Licences	Notification of change	£50.00	£50.00		100% of Statutory Maximum
	Copy of Licence	£25.00	£25.00		100% of Statutory Maximum
Pre-Application Advice, hrly charge	Min 1 Hr	£56.00	£57.12	£57.00	
Club Gaming Machines					

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Club Gaming or Machine Permit	New Application	£200.00	£200.00	£200.00	Statutory-no increase
Club Gaming or Machine Permit	Existing holder	£100.00	£100.00	£100.00	Statutory-no increase
Club Gaming or Machine Permit(holds a Club Premises Certificate under Licensing Act 2003)	New Application	£100.00	£100.00	£100.00	Statutory-no increase
Club Gaming or Machine Permit	Renewal	£200.00	£200.00	£200.00	Statutory-no increase
Club Gaming or Machine Permit(holds a Club Premises Certificate under Licensing Act 2003)	Renewal	£100.00	£100.00	£100.00	Statutory-no increase
Club Gaming or Machine Permit	Annual Fee	£50.00	£50.00	£50.00	Statutory-no increase
Club Gaming or Machine Permit	Variation	£100.00	£100.00	£100.00	Statutory-no increase
Club Gaming or Machine Permit	Copy of Licence	£15.00	£15.00	£15.00	Statutory-no increase
Licensed Premises Notifications					
To make available up to 2 gaming machines on premises which hold on-premises alcohol licence	notification of intention	£50.00	£50.00	£50.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	Application (existing holder)	£100.00	£100.00	£100.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	New Application	£150.00	£150.00	£150.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	Annual Fee	£50.00	£50.00	£50.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	Variation	£100.00	£100.00	£100.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	Transfer	£25.00	£25.00	£25.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	Change of Name	£25.00	£25.00	£25.00	Statutory-no increase
Gaming Machine Permit (more than 2 machines) on premises which hold on premises alcohol licence	Copy of Permit	£15.00	£15.00	£15.00	Statutory-no increase
Pre-Application Advice, hrly charge	Min 1Hr	£56.00	£57.12	£57.00	
Sex Establishments – (Class A – Fee Discretionary)					
Cinema		min £3,100 to max £5150	min £3,100 to max £5150	min £3,100 to max £5150	No change
Shop		min £3,100 to max £5150	min £3,100 to max £5150	min £3,100 to max £5150	No change
Entertainment Venue		min £3,100 to max £5150	min £3,100 to max £5150	min £3,100 to max £5150	No change
Premises - new		£2,617.00	£2,617.00	£2,617.00	Bracknell only - no change. Amalgamating with WB & W
Premises - renewal		£1,389.00	£1,389.00	£1,389.00	Bracknell only - no change. Amalgamating with WB & W
Pre-Application Advice, hrly charge	Min 1 Hr	£56.00	£57.12	£57.00	
Street Trading Consents – (Class A – Fee Discretionary)					Leave the fees as per individual authorities to be reviewed 2020 with a view to unifying 2021/22
Application / Renewal	1 week	£135.00	£137.70	£138.00	Bracknell only
	Monthly Rate	£363.00	£370.26	£370.00	Bracknell only
	Monthly Rate	£223.00	£227.46	£227.00	WB & W only
	3 months	£854.00	£871.08	£871.00	Bracknell only
	6 months	£1,396.00	£1,423.92	£1,424.00	Bracknell only
	6 months	£784.00	£799.68	£800.00	WB & W only

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
	Annual Fee	£1,343.00	£1,369.86	£1,370.00	WB & W only
	6 months max 2 trading days a week incl Fri, Sat or Sun	£837.00	£853.74	£854.00	Bracknell only
	6 months max 2 trading days a week Mon to Thurs only	£558.00	£569.16	£569.00	Bracknell only
Ice Cream Van (per van) application / renewal	1 month	£181.00	£184.62	£185.00	Bracknell only
Ice Cream Van 6 months (per van) application / renewal	6 months	£699.00	£712.98	£713.00	Bracknell only
Variation fee		£88.00	£89.76	£90.00	
Community Events				£0.00	50% reduction of appropriate fee for non profit making events
Refund for Street Traders	If application withdrawn	£113.00	£115.26	£115.00	WB & W only
Pre-Application Advice, hrly charge	Min 1 Hr	£56.00	£57.12	£57.00	
Skin Piercing Registrations (one off registration) – (Class A – Fee Discretionary)					
Individual		£179.00	£182.58	£183.00	Cost recovery
Premises		£280.00	£285.60	£286.00	Cost recovery
Joint Application		£448.00	£456.96	£457.00	Cost recovery
Pre-Application Advice, hrly charge	Min 1 Hr	£56.00	£57.12	£57.00	
		NEW or RENEWAL			
Animal Licences – (Class A – Fee Discretionary) * +vet fee where applicable		Application Fee	Grant Fee	Total fee Payable	
Animal Boarding Establishment - combined (dogs and cats)		£285.00	£397.00	£684.00	12hrs
Animal Boarding Establishment - single species (dogs or cats))		£228.00	£342.00	£570.00	10 hrs
Home boarder		£228.00	£342.00	£570.00	10 hrs
Home Boarder - Franchisee arrangers licence (excludes inspection fee per host)		£171.00	£57.00	£228.00	4 hrs
Home Boarder - Assessment of hobby host as part of a franchisee licence		N/A	£112.00	£112.00	2 hrs
Dog Day Care					2019/20 rate to apply +2%
Dog Breeding Establishment (excluding vet fee)		£285.00	£397.00	£684.00	12 hrs
Dog Breeding Establishment (in domestic dwelling)		£228.00	£342.00	£570.00	10 hrs
Pet Vending / Sale of pets		£228.00	£342.00	£570.00	10 hrs
Animal for Exhibition		£285.00	£397.00	£684.00	12 hrs
Riding Establishment (excluding vet fee)*					
Main inspection fee, plus fee per horse		£228.00	£342.00	£570.00	8 hrs
Fee per horse, for the first 10 horses		£15.00			
Fee per horse, for next 11-50 horses		£10.00			
Fee per horse, for every horse 51 & over		£8.00			
* Inspections are carried out annually, regardless of the star rating or length of licence, by a vet and officer. Vets fees will be recharged separately.					
Example of charge per horse in a yard with 60 horses					
1- 10 horses @ £15 = £150.00					
horses 11-50 @ £10 = £309.00					
horses 51 - 60 @ £8 = £72.00					
Other fees					
Variation to the licence fee (inclusive of one visit)	£224.00				
Replacement licence fee (lost or stolen paperwork, change of name, etc.)	£56.00				
Re-evaluation of star rating (inclusive of one visit)	£112.00				
Transfer due to death of licensee	£56.00				
Dangerous Wild Animal Consent*	2 years	£448.00	£456.96	£457.00	WB & W only Cost recovery
Dangerous Wild Animal Consent - New*	2 years	£476.00	£485.52	£486.00	Bracknell only Cost recovery

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Dangerous Wild Animal Consent - Renewal*	2 years	£276.00	£281.52	£282.00	Bracknell only Cost recovery
Zoo Licenses (new and renewals)*	Up to 6 Years	£475.00	£484.50	£485.00	Cost recovery
Zoo Licenses (new and renewals)*	Up to 6 Years	£2,014.00	£2,054.28	£2,054.00	Cost recovery
Hairdresser Registration		£42.00	£42.84	£43.00	Cost recovery
Scrap Metal					
Scrap Metal Site - New	3 Years	£488.00	£497.76	£498.00	Cost recovery
Scrap Metal Site - Renewal	3 Years	£488.00	£497.76	£498.00	Cost recovery
Scrap Metal Mobile Collector - New	3 Years	£260.00	£265.20	£265.00	Cost recovery
Scrap Metal Mobile Collector - Renewal	3 Years	£260.00	£265.20	£265.00	Cost recovery
Scrap Metal -Variation of Licence		£359.00	£366.18	£366.00	Cost recovery
Scrap Metal-Change of Site Manager		£67.00	£68.34	£68.00	Cost recovery
Scrap Metal- Copy of licence		£11.00	£11.22	£11.00	Cost recovery
Scrap Matal- Change of Name		£35.00	£35.70	£36.00	Cost recovery
Pre-Application Advice, hrly charge		£56.00	£57.12	£57.00	
Private Water Supplies (Statutory Maximums stated)					
Risk Assessment	Carried out every 5 years	£56.00	£57.12	£57.00	Minimum charge 1 Hr, simple risk assessment and report typically 5 hours
Sampling		£56.00	£57.12	£57.00	Charge for a visit, taking a sample and delivering it to the laboratory. Typically 2.5 hours
Private water and pool samples	includes cost of testing	£59.00	£60.18	£60.00	
Investigation		£106.00	£108.12	£108.00	Carried out in the event of a test failure, can be substituted by the risk assessment - this does not include any required analysis costs.
Analysis - Regulation 10		£27.00	£27.54	£28.00	Where a supply provides <10m ³ /day or serves <50 people and is used for domestic purposes
Analysis of Group A Parameters					Cost of laboratory analysis will be recovered and will depend on type of suite being analysed. Customer will be advised of cost.
Analysis of Group B Parameters					Additional parameters sampled less often to ensure the water complies with all safety standards - Hrly rate applies
Environmental Permitting (E&W) Regulations 2016					
Scheduled Processes - (Class B – Statutory Fee)					
Standard Process			£1,650.00	£1,650.00	Statutory-no increase
Service Stations (PVI &PVII			£257.00	£257.00	Statutory-no increase
Dry Cleaners			£155.00	£155.00	Statutory-no increase
Vehicle Refinishers			£362.00	£362.00	Statutory-no increase
Mobile screening & crushing plant			£1,650.00	£1,650.00	Statutory-no increase
for the third to seventh applications			£985.00	£985.00	Statutory-no increase
for the eighth and subsequent appliations			£498.00	£498.00	Statutory-no increase
					Statutory-no increase
Substantial Changes					Statutory-no increase
Standard Process			£1,050.00	£1,050.00	Statutory-no increase

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Reduced Activities			£102.00	£102.00	Statutory-no increase
					Statutory-no increase
Annual Substance Charge					Statutory-no increase
Standard Process	LOW		£772.00	£772.00	Statutory-no increase
	MEDIUM		£1,161.00	£1,161.00	Statutory-no increase
	HIGH		£1,747.00	£1,747.00	Statutory-no increase
Service Stations PVR2	LOW		£113.00	£113.00	Statutory-no increase
	MEDIUM		£226.00	£226.00	Statutory-no increase
	HIGH		£341.00	£341.00	Statutory-no increase
VRs and other reduced fees	LOW		£228.00	£228.00	Statutory-no increase
	MEDIUM		£365.00	£365.00	Statutory-no increase
	HIGH		£548.00	£548.00	Statutory-no increase
Dry Cleaners /PVR1	LOW		£79.00	£79.00	Statutory-no increase
	MEDIUM		£158.00	£158.00	Statutory-no increase
	HIGH		£237.00	£237.00	Statutory-no increase
Mobile Screening & Crushing Plant	LOW		£646.00	£646.00	Statutory-no increase
	MEDIUM		£1,034.00	£1,034.00	Statutory-no increase
	HIGH		£1,506.00	£1,506.00	Statutory-no increase
For the second permit	LOW		£646.00	£646.00	Statutory-no increase
	MEDIUM		£1,034.00	£1,034.00	Statutory-no increase
	HIGH		£1,506.00	£1,506.00	Statutory-no increase
For the third to seventh permit	LOW		£385.00	£385.00	Statutory-no increase
	MEDIUM		£617.00	£617.00	Statutory-no increase
	HIGH		£924.00	£924.00	Statutory-no increase
For the eighth & subsequent applications	LOW		£198.00	£198.00	Statutory-no increase
	MEDIUM		£316.00	£316.00	Statutory-no increase
	HIGH		£473.00	£473.00	Statutory-no increase
Late payment charge	When invoice issued & not paid in 8 weeks		£52.00	£52.00	Statutory-no increase
					Statutory-no increase
Transfer & Surrender					Statutory-no increase
Transfer			£169.00	£169.00	Statutory-no increase
Partial Transfer			£497.00	£497.00	Statutory-no increase
Surrender			£0.00	£0.00	Statutory-no increase
Transfer Reduced fees			£0.00	£0.00	Statutory-no increase
Partial Transfer Reduced fees			£47.00	£47.00	Statutory-no increase
Private Sector Housing					
Inspection of Housing Premises for Immigration purposes (Class A – Fee Discretionary)		£392.00	£399.84	£400.00	
Enforcement Notices served under Housing Act 2004		£113.00	£115.26	£115.00	Activities as prescribed
HMO Licence NEW - assisted application		£1,174.00	£1,197.48	£1,197.00	Fees alligned June 2018
HMO Licence RENEWAL		£784.00	£799.68	£800.00	
Civil Penalties housing offences					Up to £30,000.00
Caravan Site Licence annual Licence (Option 1 of DCLG Guide for Charging					
Site licence new		£428.00	£436.56	£437.00	Amalgamate across all areas
New licence per pitch		£16.00	£16.32	£16.00	Amalgamate across all areas
Transfer of licence		£181.00	£184.62	£185.00	Amalgamate across all areas
Alteration of conditions		£332.00	£338.64	£339.00	Amalgamate across all areas
Annual fee per pitch		£14.00	£14.28	£14.00	Amalgamate across all areas

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Enforcement action -per hour		£56.00	£57.12	£57.00	Hourly rate as for activity as prescribed. Amalgamate across all areas
Deposit, vary or deleting site rules		£114.00	£116.28	£116.00	Amalgamate across all areas
Variation of licence		£113.00	£115.26	£115.00	Amalgamate across all areas
Other Fees for Information					Hourly rate applies minimum for 2 hours
Environmental Info Individual, Non Commercial		£113.00	£115.26	£115.00	Cost recovery
Commercial and Government		£113.00	£115.26	£115.00	Cost recovery
Civil Actions (Class A – Fee Discretionary)		£113.00	£115.26	£115.00	Cost recovery
Safety Certification and administration	Minimum 2 hours	£113.00	£115.26	£115.00	Cost recovery
Pre-Application Advice, hourly charge		£56.00	£57.12	£57.00	
Resident and Business Advice					Hourly rate applies
General Business Advice (non-primary authority)	Per hour - free for first 30 minutes	£56.00	£57.12	£57.00	New cost recovery model - refer to officer guidance
Request for Advice		£56.00	£57.12	£57.00	New cost recovery model - refer to officer guidance
Primary Authority Advice		£56.00	£57.12	£57.00	New cost recovery model - refer to officer guidance
Hackney Carriage / Private Hire Licensing					
Vehicle Licences					Consideration 2020 for new environmental standard vehicles eg electric, low emission taxis
Hackney Carriage Vehicle New / Renewal		£282.00	£287.64	£288.00	cost recovery
Private Hire Vehicle New / Renewal		£282.00	£287.64	£288.00	cost recovery
Home to School New / Renewal		£144.00	£146.88	£147.00	Bracknell only
Private Hire Vehicle with Dispensation		£328.00	£334.56	£288.00	Included in operator fees
Private Hire Vehicle with Dispensation		£282.00	£287.64	£288.00	Included in operator fees
Temporary Vehicle licence	Issue up to 3 months maximum	£226.00	£230.52	£231.00	cost recovery
Private Hire Operators					
					NEW 202021 LICENCE FEE SCHEDULE BASED ON PER VEHICLE 5 YEAR: New 4hr incl 1st vehicle +15 min per additional vehicle/Renewal 2 hours incl 1st veh + 15 min per additional vehicle.
Operator 1 vehicle	1 year	£183.00			W and B
Operator 2-5 vehicles	1 year	£318.00			W and B
Operator 6-10 vehicles	1 year	£533.00			W and B
Operator 11-15 vehicles	1 year	£738.00			W and B
Operator 16-20 vehicles	1 year	£999.00			W and B
Operator more than 20 vehicles	1 year	£1,204.00			W and B
Operator 1 vehicle	3 years	£439.00			W and B
Operator 2-5 vehicles	3 years	£772.00			W and B
Operator 6-10 vehicles	3 years	£1,279.00			W and B
Operator 11-15 vehicles	3 years	£1,773.00			W and B
Operator 16-20 vehicles	3 years	£2,400.00			W and B
Operator more than 20 vehicles	3 years	£2,889.00			W and B
Operator – New and renewal	1-4 Vehicles (New 5 Yr)	£559.00			WB Only
	5-9 vehicles (New 5 Yr)	£870.00			WB Only
	9+ vehicles (New 5 Yr)	£1,390.00			WB Only
Operator 1 vehicle	5 years	£559.00			W and B
Operator 2-5 vehicles	5 years	£923.00			W and B

Description		Wokingham / West Berks / Bracknell 2019/20 (Excluding VAT)	Proposed Wokingham/West Berkshire/Bracknell 2020/2021 (Excluding VAT) +2%	Wokingham / West Berks / Bracknell 2020//21 (Excluding VAT) Fees Rounded Off	Notes
Operator 6-10 vehicles	5 years	£1,845.00			W and B
Operator 11-15 vehicles	5 years	£2,768.00			W and B
Operator 16-20 vehicles	5 years	£3,690.00			W and B
Operator more than 20 vehicles	5 years	£4,529.00			W and B
Variation to licence				£57.00	to include reissue of licence with additional vehicle registration added plus extra fees for these for length of licence
Driver Licences					
Driver – New / Renewal	3 years	£264.00	£269.28	£269.00	
Home to School New / Renewal	3 years	£181.00	£184.62	£185.00	Bracknell only
Conversion of driver licence to another type		£78.00	£79.56	£80.00	
Other Charges					
Transfer of vehicle to new owner		£112.00	£114.24	£114.00	2 hours
Change of vehicle		£73.00	£74.46	£74.00	
Replacement licence		£40.00	£40.80	£41.00	
Replacement badge		£40.00	£40.80	£41.00	
Replacement Vehicle licence Plate		£56.00	£57.12	£57.00	
Meter test - retest after failure		£31.00	£31.62	£32.00	
Knowledge Test		£73.00	£74.46	£74.00	
Missed Appointments		£36.00	£36.72	£37.00	
Disclosure and Barring Service Check (DBS)					Capita cost + half an hour at hourly charge
Advertising on a Hackney Carriage Initial		£46.00	£46.92	£47.00	Not West Berks
Advertising on a Hackney Carriage Renewal		£31.00	£31.62	£32.00	Bracknell only
Change of Address (PH & HC)		£14.00	£14.28	£14.00	
Backing Plate		£25.00	£25.50	£26.00	
Medical Exemption from carrying assistant dog		£22.00	£22.44	£22.00	
Refund processing fee		£56.00	£57.12	£57.00	
Change of vehicle registration		£56.00	£57.12	£57.00	
Pre-Application Advice, hourly charge	Min 1 Hr	£56.00	£57.12	£57.00	Refer to officer guidance
Age of vehicle inspection initial/reinspection		£56.00	£57.12	£57.00	
Disability Awareness Training Course					Cost to be agreed with PPP Management Board at cost recovery (internal / external provider being investigated)
Safeguarding Training					Cost to be agreed with PPP Management Board at cost recovery (internal / external provider being investigated)
First Aid training for drivers					Cost to be agreed with PPP Management Board at cost recovery (internal / external provider being investigated)
Pre-Application Advice, hourly charge	Min 1 Hr	£56.00	£57.12	£57.00	

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Private Hire Operators Fees

1. New Applications

Includes receipt and processing of application. Fee also covers general Compliance / admin and training costs.

3 hour receipt of application and processing i.e. 3 x £57 (one-off)

1 hours officers time to travel to site, inspect and prepare report notes for first vehicle per year licence applied for i.e. 1 x £57 per vehicle per year

15 mins officer time per individual vehicle for officer time per year applied for i.e. £14.25 per vehicle per year

Worked Example for Operator with 10 Vehicles:

1 Year = 4 x £57 + 9 x £14.25 = £365.25

3 Year = 4 x £57 + 2 x £57 + 3 x (9 x £14.25) = £726.75

5 Year = 4 x £57 + 4 x £57 + 5 x (9 x £14.25) = £1097.25

2. Renewal of Existing Licence

Includes receipt and processing of application. Fee also covers general Compliance / admin and training costs.

1 hour receipt of application and processing i.e. 1 x £57 (one-off)

1 hours officers time to travel to site, inspect and prepare report notes for first vehicle per year licence applied for i.e. 1 x £57 per vehicle per year

15 mins officer time per individual vehicle for officer time per year applied for i.e. £14.25 per vehicle per year

Worked Example for Operator with 10 Vehicles:

1 Year = 2 x £57 + 9 x £14.25 = £251.25

3 Year = 2 x £57 + 2 x £57 + 3 x (9 x £14.25) = £612.75

5 Year = 2 x £57 + 4 x £57 + 5 x (9 x £14.25) = £983.25

3. Dispensation Vehicles

Dispensation vehicles will be charged at 15 minutes extra per vehicle.

e.g. An operator with ten vehicles (of which 4 were Dispensation Vehicles) would be charged at the above rate + £57 per year of operation.

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Annex D

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Example fees calculation for Boarding Establishments combined dogs and cats:

1. Application fee and renewal fee

Includes receipt and processing of application and one inspection. Fee also covers general enforcement/admin and training costs.

1 hour receipt of application and processing

4 hours officers time to travel to site, inspect and prepare report notes

5 hours @ £57.00 per hour = **£285.00**

2. Grant fee

Includes writing up inspection report notes, determination of rating using scoring matrix (shown below), issuing of licence, unannounced visit and associated administration, ongoing liaisons with vet as required.

0.5 hour issue of licence

2.5 hours officers time to prepare inspection report and determine star rating

4 unannounced visit during terms of licence issued (1 unannounced visit per licence term granted)

7 hours @ £57.00 per hour = **£399.00**

Total Payable: £285.00 + £399.00 = **£684.00**

Scoring Matrix		Welfare Standards		
		Minor Failings (existing business that are failing to meet minimum standards)	Minimum Standards (as laid down in the schedules and guidance)	Higher Standards (as laid down in the guidance)
Risk	Low Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	3 Star 2yr licence Min 1 unannounced visit within 24 month period	5 Star 3yr licence Min 1 unannounced visit within 36 month period
	Higher Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	2 Star 1yr licence Min 1 unannounced visit within 12 month period	4 Star 2yr licence Min 1 unannounced visit within 24 month period

Proposed Methodology for Localised Service Disinvestment

1. Background

- 1.1 The Inter-Authority Agreement (IAA) of the 6th January 2017 was developed to reflect the principles underlying the shared service ethos namely, one level of service, regardless of geography tailored to meet common and local needs.
- 1.2 The funding formula in the IAA was based upon the principle of 'agreed percentages' i.e. that each authority contribute in accordance with local demand to the common service aims. Some local arrangements exist for additional services and these are paid for outside of the scope of the IAA core funding formula. Examples, amongst many, include contract management for Legal Work (BFC), Fly-Tipping enforcement (WOK), Tobacco Control Schools work (West Berks). This funding is over and above the core funding formula and is accounted for separately.
- 1.3 One of the benefits of the shared service was to allow the PPP to develop the fundamental elements that were needed to deliver a modern intelligence led regulatory and enforcement service. This allowed for the development of specialist units covering such areas as Intelligence and Systems, Case Management and Governance, Financial Investigations and Partnership Support. These can be described as the 'core offer' of the service.
- 1.4 At the time the IAA was drafted the issue of local service disinvestment was raised. It was always acknowledged that whilst this was possible it had to be done in a way that did not unfairly disadvantage the other parties to the agreement. For the first three years of the agreements operation no party has proposed such a move. We now have a situation where local disinvestment is being considered and therefore a methodology is required.

2.0 Overarching Principles

- 2.1 The 'agreed percentage' methodology of service contributions is core to the entire agreement. By its nature any unilateral reduction in core funding would significantly alter the 'agreed percentages'. This is significant on two levels. Firstly it skews the reality of proportionate local service delivery. Secondly it alters the partners liabilities in that 'agreed percentages' are used to not only calculate contributions for delivery but for example contributions relating to redundancies or even the liability should the agreement come to an end. For this reason it is proposed that in any local service disinvestment these must be preserved.
- 2.2 The second over-arching principle relates to self-funded elements (ring-fenced) of the service. Licensing is the key element of the service that falls into this category. Strict rules around cost recovery mean that licensing funding cannot be used to effectively cross-subsidise other elements of the service. To this extent any proposals must be based around the budget net of licensing income and spend. In this licensing is not alone. Other elements such as contributions to the shared case management unit, grant funding for investigations, ring-fenced public health work need to also be removed from any considerations.

3.0 Proposed Methodology

- 3.1 Based on the principle of preservation of the concept of 'agreed percentages' and the need to exclude licensing and other directly funded elements of the service it is proposed that the methodology is as follows:

Remove high level elements of the 'management' namely salaries of:

1. PPM
2. Strategic Management Team (4 x Strategic Managers)
3. Management Support Officer
4. Operational Management Team (7x Principle Officers)

Remove the cost of the 'core-offer', namely:

1. Intelligence and Systems (3 officers)
2. Partnership Support (Including Finance and Customer Services)
3. Joint Case Management Unit (shared arrangement with Oxfordshire County Council and RBFRS)
4. Financial Investigation Officers (2 x officers)
5. Governance (1 x Officer)
6. Safeguarding Lead
7. Training and Development Lead

Remove Contractual Commitments and core supplies and consultancy, namely:

1. Stray dog collection and kennelling
2. Air quality monitoring contractual arrangements
3. Public Analyst fees
4. Forensics and other expert fees
5. Vehicle fleet re-charges
6. Core subscriptions e.g. law databases, PNLD, TSSEL
7. Systems costs (e.g. premise databases)

- 3.2 Based on the following assumptions:

- all the above costs are removed and the net budget forms the basis for local disinvestment and,
- that the Committee approves the recommendation for a core stand-still budget for 2020/21

The available net amount for local disinvestment service available for 20/21 would be circa £1.7M. Applying the agreed percentages this would breakdown as follows:

Bracknell Forest: £450K

West Berkshire: £680K

Wokingham: £570K

3.3 Within this identified budget allocation are the following areas of work (not exclusive):

- Service Requests
- Consumer Complaints
- Food safety
- Food Standards
- Agricultural Standards
- Animal health and welfare
- Human and animal disease control measures
- Health and Safety at Work
- Energy performance
- Product Safety
- Estate Agency and Lettings
- Intellectual Property
- Unfair Trading
- Investigations including Fraud
- Private Sector Housing standards
- Houses in Multiple Occupation
- Air Quality
- Planning consultations and condition discharge
- Pest related matters
- Statutory nuisance
- Sales of age restricted products e.g. alcohol, tobacco and knives
- Weights and Measures
- Dog control (not strays – dangerous dogs etc.)

3.4 Many of these are demand led and all are statutory duties with the exception of support for planning matters. Many are matters of significant social policy (housing, alcohol and tobacco) or local concern (air quality, nuisance etc.). Nevertheless these remain local political decisions and Board and Service Manager will put together any package of proposals requested by any partner authority.

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Public Protection Partnership Performance Report and Strategic Projects Update - Summary Report

Committee considering report:	Joint Public Protection Committee
Date of Committee:	7 th November 2019
Date agreed by Joint Management Board:	9 th September 2019
Report Author:	Suzanne McLaughlin

1. Purpose of the Report

- 1.1 To inform the committee of the current performance of the Public Protection Partnership for Quarter 1 of 2019/20 (previously due to be viewed at September meeting)
- 1.2 To note update on Q2 for 2019/20.

2. Recommendation(s)

- 2.1 The Committee approves the report and notes any actions for areas of improvement for the service.

3. Implications

- 3.1 **Financial:** There are no direct financial implications arising from this paper. Robust budget monitoring between the partners is essential and income levels remain challenging to sustain. Vacancy savings are being used to mitigate lost income.
- 3.2 **Policy:** There are no direct policy implications arising from this paper. It should be noted that the Inter-Authority Agreement (IAA) places a responsibility on the Joint Public Protection Committee (JPPC) to determine service policies and priorities and also to maintain oversight of performance.
- 3.3 **Personnel:** There are no direct personnel implications arising from this paper. It should be noted that in Quarter 1 the temporary appointment of 2 Principal Officers to cover Tasking and Governance and lead officers for Safeguarding and Training and Development commenced. Other recruitment decisions have been taken to support the service in delivering its aims and objectives.
- 3.4 **Legal:** There are no direct legal implications arising from this paper. It should be noted that the IAA sets out the legal basis for the Public Protection Partnership. The JPPC is responsible for setting strategic direction and overseeing financial and service performance. The production and consideration of

this report is a requirement under the IAA.

- 3.5 Risk Management:** The service has noted a risk in its ability to report on customer satisfaction and has put in place measures to address this by quarter 2. It is also noted that vacancy savings are being used to balance the budget where income levels drop. It should be noted that the service maintains both a Strategic and Operational Risk Register. Key areas of concern are reported to the Joint Management Board and action plans are in place to limit any risks.
- 3.6 Property:** There are no property implications arising from this paper.
- 3.7 Other:** None

4. Other options considered

- 4.1** None

5. Executive Summary

- 5.1** This report shows progress against key strategic areas of the business; Finance, HR, ICT, Property, Legal and Risk.
- 5.2** Our coverage and visibility in local media continues to be strong with interest generated from cases taken as well as promotion of our intervention work.
- 5.3** On the 2 key performance indicators the budget is green but there are some concerns about the level of response to customer satisfaction surveys. This is being investigated and officers will feedback to the Committee in quarter 2.
- 5.4** There are a number of graphs showing levels of demand and how it relates to each of the partners.
- 5.5** The report shows the broad range of projects initiated, all of which have been linked to a core priority. This ensures the service spends as much time as possible on the things considered to be most important.
- 5.6** These projects are all broadly on track, many have yet to start but will be routinely monitored and scrutinised by the Joint Management Board.
- 5.7** This report also highlights the excellent work done to recover money or intervene before money is lost in door stop crime and mass marketing. Over £52k was achieved and this was not possible to establish before the service was started.

6. Conclusion

- 6.1** The budget position is good, but the lack of customer satisfaction survey returns is a concern.
- 6.2** The service saw a reduction in complaints and requests for service in Q1 with an expected rise in Q2. At this stage there is no reason to believe overall workloads will be vastly different from previous years, but the focus on priority projects and ensuring

effective investigations are conducted to return money to victim of crime is time consuming and may impact on lower priority work.

6.3 Projects are underway and at this stage expectations are that by year end they will be delivering against the service priorities.

6.4 Managers are pleased with the amount of coverage the work of the service is getting in the media as this helps manage demand through improved awareness and community engagement.

Appendices

Appendix A – Performance Information – Summary for Members of the Joint Public Protection Committee Q1 and Q2 2019-20

Background Papers:

PPP Strategic Aims and Priorities Supported:

The proposals will help achieve the following Public Protection Partnership aims as stated in the Inter Authority Agreement:

- ☐ **1 – Community Protection**
- ☐ **2 – Protecting and Improving Health**
- ☐ **3 – Protection of the Environment**
- ☒ **4 – Supporting Prosperity and Economic Growth**
- ☒ **5 – Effective and Improving Service Delivery**

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PERFORMANCE INFORMATION

Summary for Members of the Joint Public Protection
Committee

Quarters 1&2 2019-20

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1. Executive Summary

Quarter 1 focussed on the implementation change to the structure of the PPP service, with the commencement of the identification of the priorities for 2019-20 and commencement of projects in 2019-20. The new Strategic Managers have focused on implementing the operating model within the new structure. The change meant that some of the 2018-19 strategic projects which were put on hold until new owners or functions have been able to review them and take them on.

The service has faced a number of challenges throughout quarter 2. The most significant of these being vacancies across all aspects of the service. At the time of writing the total number of vacancies stands at 14. These are a combination of professional posts (namely 2x Environmental Health Officers, 2x Trading Standards Officers and 1x Licensing Officers) and technical and support posts.

In dealing with this issue every effort has been made to deploy staff to support the priorities set by the JPPC whilst maintaining front line resources. We have sought to put more resource into Response either by transferring work to other areas through tasking or by transferring staff in and back filling using agency staff. The service currently has 10 agency staff. It should be noted that, even with this effort, the Response function in all its guises i.e. Customer Services and Operational Response has remained under pressure.

Recruitment is again underway and new approaches are being adopted as part of a wider workforce strategy. We are investing in a 'grow-our-own' policy which is anticipated to fill some of these gaps in the future. Currently we have 2 Trainee Regulatory Services Officers, 1 Finance Apprentice, 4 officers training to be EHOs (including studying for MSc's). In the current climate it is clear that we are going to have to invest further and to this end the service has newly appointed Lead Officer for Training and Development.

Despite these challenges performance overall remains strong. It is anticipated that end of year performance outturn will see most targets met with a number exceeded. Where indicators are currently amber and challenges exist e.g. some caravan site, HMO and food safety work it is anticipated the temporary input of resource will see the indicators turn green by year end.

Financial performance also remains strong. The service is likely to see an end of year on-budget outturn and income (subject to the caveats set out below) remains on target.

Finally, in line with the request of the JPPC, the performance framework continues to be improved to ensure the number of indicators are reduced and their relevance to the Councils enhanced.

Sean Murphy
Public Protection Manager

2. Key Strategic Progress

Finance	<ul style="list-style-type: none">▪ The service currently has a number of vacancies which we have tried to recruit to. This has proved difficult across all tiers. In the meantime we have a number of temporary officers (contractor and casual staff) in the service who are being deployed in areas of demand and staff shortages. These include food safety, housing, investigations, licensing and partnership support. The budget is being continually monitored with a view to achieve an 'on budget' outturn
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	<p>at year end.</p> <ul style="list-style-type: none"> ▪ The use of grant funding is key to targeted service delivery. This funding supports investigations, feed, case management and public health work and is likely to exceed £200K this financial year. ▪ Income is generally on target at this stage. A number of betting shops have closed and more continue to do so. This will have minimal effect this year as many had paid and the fee is not refundable. We will look to manage this into the next financial year. Income is expected to be within the 5% target. ▪ With respect to capital funding, it has been secured for the new system implementation and previous redundancies. A further bid is being made to West Berkshire Council to upgrade the network and improve building access issues. ▪ The 2018-19 year end work in Q1 commenced to ensure that invoices and purchase orders were completed in a timely manner. The end of year outturn was £2k overspend.
HR	<ul style="list-style-type: none"> ▪ Within the service a number internal temporary appointments have commenced including Principal Officers for Tasking and Governance and Lead Officers for Safeguarding and Training and Development. Permanent vacancies recruitment continued in Q2 and the appointments made included the Applications Lead Officer, 2 Trainee Regulatory Services Officers, 1 Environmental Health Officer and 1 Licensing Enforcement Officer. However there were no suitable applicants for the Trading Standards Officer post. Use of casual and agency staff across all functions continues to fill current gaps. ▪ The service currently has 14 vacancies. These are being mitigated by the fact the service currently has 11 temporary staff and 3 casual staff.
ICT	<ul style="list-style-type: none"> ▪ Procurement has been concluded for a single case management data base for the service. ▪ A temporary 'project lead' has been appointed to oversee the implementation of the single system. ▪ Work continues with IT representatives from all 3 Local Authorities present to progress some short term gains.
Property	<ul style="list-style-type: none"> ▪ Permanent Planning Permission for Theale was approved during Q2 to ensure continuity, this is alongside the overall accommodation strategy. ▪ A capital bid is being prepared to upgrade the network to accommodate more staff and to deal with access issues.
Legal and Governance	<ul style="list-style-type: none"> ▪ The Case Management Unit is now fully staffed. ▪ With 61 live PPP matters under investigation and/or in the court system and 21 cases being handled for Oxfordshire TS and Fire and RBFRS. These are in addition to road traffic matters. ▪ We have had two cycles of licensing committees this financial year and key policies taxi and private hire driver previous convictions, fees and charges and greening the taxi fleet have been debated.

	<ul style="list-style-type: none"> ▪ The team have also dealt with 6 licensing panel hearings and one appeals to Magistrates Court. ▪ The Accredited Financial Investigation Officers are fully occupied and some work is being conducted for us by Hampshire and Oxfordshire TS services.
Performance and Service Development	<ul style="list-style-type: none"> ▪ A thorough review of the Measures of Volume and the Key Performance Indicators took place during Q2 by the Strategic Managers to take into consideration the new structure and to meet the PPP priorities. Some have been removed, some simply reworded, some moved from KPIs to MOVs to better reflect the data being collated, some changed from quarterly to annual reporting, and many new ones set up to reflect in scope of work and the project work. ▪ Work is still needed with new Members to better develop their KPIs ▪ We have, where possible, tried to link in with the KPI setting for the individual authorities.
Business Development	<ul style="list-style-type: none"> ▪ At this stage we are consolidating our existing arrangements. Whilst we have vacancies the priority has to be local delivery.
Risk (Emergency Planning and Business Continuity)	<ul style="list-style-type: none"> ▪ The Business Continuity Plan is complete. ▪ Work is currently being undertaken to examine the effects of the proposed exit from the EU in the event of a no withdrawal agreement situation. This work includes operation implications through to systems reviews and staff updates.

3. Communication and Community projects

Communication is at the heart of the delivery model for PPP. It serves five primary purposes:

- To advise people in a way that helps protect them e.g. becoming a victim of crime, food poisoning etc. or to allow people to help themselves by taking preventative actions;
- To encourage people to report matters to the service where they relate to key priorities e.g. rogue trader activity, licensing issues, sale of illegal items on line;
- To provide reassurance to the community;
- To act as a deterrent to would be offenders; and
- To highlight the work of the Councils in protecting the public.

The service has issued press releases and submitted articles for publications in Q1 and Q2. These have covered legal case outcomes as well as the promotion of the work of PPP through campaigns, such as articles about PPP services and Doorstep Crime in West Berkshire Lifestyle magazine and articles on PPP services in the summer edition of Wokingham Borough News.

Table 1 shows the key data collated for Q1 and Q2 in relation to the press.

	Q1 and Q2 data combined				
Service Area	Internet	Print	Radio	TV	Total

Generic PPP	3	4			7
Licensing	23	14		2	39
Environmental Health	12	6		1	19
Trading Standards	3	2	2		7
PPP Case Management Unit	9	3			12
Total	50	29	2	3	84

Table 1: number of media interactions based on subject area and media type.

The use of social media increases. The analysis of the key metric information on our Animal Warden's Facebook page for the first quarter showed 938 "likes", 31 new "likes" and a reach of 133,712 posts. In quarter 3 the concentration will be on the role out of social media profile to accompany the website as the main means of direct communication on main issues. The accounts are now built and are being rolled out.

The website phase 1 is now complete and can be viewed here:

www.publicprotectionpartnership.org.uk

The service has also recently launched its social media profiles. These can be found here:

Twitter: https://twitter.com/PublicPP_UK

Facebook: <https://www.facebook.com/pg/publicprotectionpartnershipuk/>

All governance matters including the work of the Joint Public Protection Committee and any key policies approved can be found on the website.

4. Inter Authority Agreement – Key Performance Indicators for 19/20

- At the Joint Public Protection Committee in September 2018 it was resolved to remove a number of the KPIs set out within the IAA and retain the following:

- Effective budget management and use of resources
- Maintain high levels of customer and business satisfaction

4.1 Effective budget management and use of resources

- By using Project Methodology and the National Intelligence Model the Strategic Tasking Group and Joint Management Board have the ability to scrutinise resources to ensure the delivery is in the highest priority areas.
- The KPI around income and expenditure:

1920-075	Quarter 1 2019/20	Quarter 2 2019/20
Management of budget to within 1% of baseline	Outturn on budget	Outturn on budget
1920-076	Quarter 1 2019/20	Quarter 2 2019/20
Management of income to within 5% of budget	On target	On target

- A significant number of betting establishments are closing as a result of the changes to rules on fixed odds betting terminals. It is likely will be minimal this year as many had already paid. The impact for next year and any relevant spend adjustments are being considered and will be mitigated through the recruitment process.
- The mitigations in place include balancing budgets from vacancy savings.
- Outturn expected within 1% of base.

4.2 Maintaining levels of customer and business satisfaction

- Customer satisfaction has always been a key indicator for all three authorities with the service priding itself on a consistently high achievement. Where issues have arisen there is a procedure for following these up (as on many occasions it has been interactions with other services that has resulted in a negative response). Service improvements are managed through the Quality Management System and recorded within our Improvement Action Logs.
- The significant drop off in the response rate in Q1 resulted in statistically poor data being reported. We have continued to try and engage with our customers whilst also carrying out a review and investigation as to why response rates dropped. We have reviewed our processes concerning the response rate and are have an action plan in place since the end of Q1.

This should increase the reach of the process across residential and business customers by using online survey monkey to collate the feedback from online and postcard returns so they are all in one place. We have already seen an increase in returns following these improvements. The scheme was expanded during Q2 to include Trading Standards consumer complaints and will include in TS business feedback in Q3. Further work is planned to link to the website feedback form. Q3 will also see the improved collation of ad-hoc feedback, such as email to Officers direct.

- As there has been a shift in the approach to gathering data which is being refined as it is implemented it is proposed that the first update to this indicator will be given in quarter three.
- Some examples of positive feedback received in Q2 are:
"To be fair was more than I'd expected a pleasant surprise- thank you"
"I received a prompt professional service which was acted upon so I was pleased"
"I would like to thank you sincerely for all the help have given me I could not have drawn this to the current situation without your co-operation, support and belief."
"Thank you for tenacity with the investigation. Yes I noticed over the last few days that there was no more alarm. Thank you for your assistance on that. We're going to sleep well now thanks to you."
- It is noted that communication from the PPP is key theme in the negative feedback. With comments such as the client was unaware that of the exact reason for the complaint being closed. Our procedures will be tightened to ensure that feedback is provided, even if it is not what the customer is hoping to hear i.e. the law doesn't always allow us to do what is asked. We also receive feedback regarding other Council services which we need to forward on to the right team.

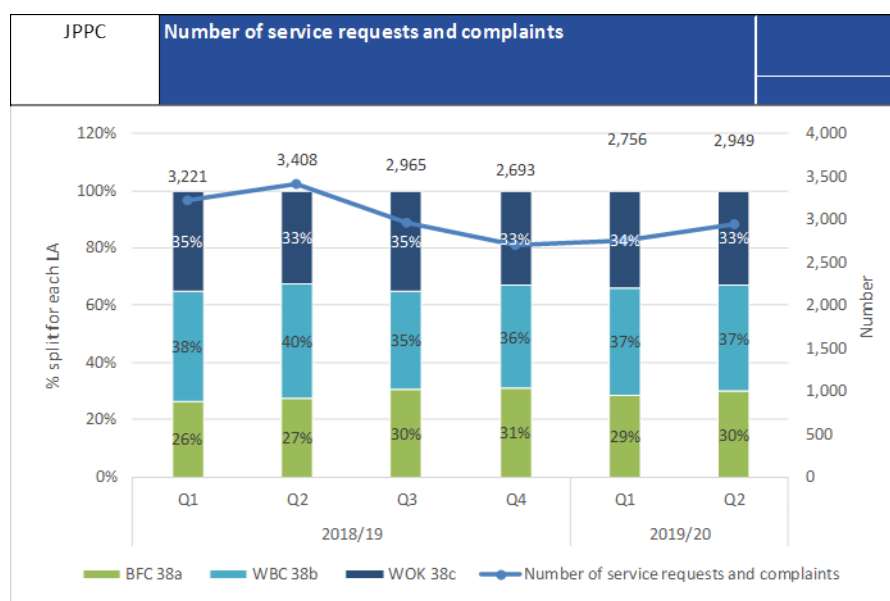
5. Service Performance across the Partnership

5.1 Measures of Volume and Key Demographics

- Quarter 1 and 2 data is now populated and we can start to identify trends and, going forward, we can better identify resource issues and potential impacts on the service which will inform our strategies. We can also look at the year on year data. The results below shown the Q1 and Q2 data compared with the previous year and also include key response rates within the specified time periods.
- No of Service Requests and Complaints

The overall number of service requests received in Q2 was consistent with previous financial year Q2 results, with an increase in Q2 to 2949 from 2756 in Q1 (+7%). We continue to operate a robust system of auditing to reduce record duplications, set up training and better working relationships with the Customer Care teams at each authority. In line with our intended business plan to reduce demands, we are directing people more readily to our website to assist with advice which may previously have been logged as a request for service. This aims to make us more capable of dealing with higher priority/more complex issues by freeing up resources previously tied up in low priority workloads.

Specifically the % of general Trading Standards requests responded to within 10 days stood at 70.7% in Q2. The % of licensing complaints/requests for advice dealt with appropriately within 10 working days has increase in Q2 to 96.2 from 92.8 in Q1.



- No of Doorstep Crime Incidents reported

This measure can help identify the effectiveness of campaigns and interventions. The nature of Door step crime is demonstrated in the variance in numbers reported. There may be individuals or groups prevalent in a particular area for a period of time sparking an increase in calls in one authority or increases in the types of work being offered such as garden clearance at particular times of the year. This area of work affects some of our most vulnerable residents and remains a priority for the service for a rapid response (if the crime is in progress). The Q2 data shows an increase to 100% from 78% in Q1 of incidents appropriately responded to in 1

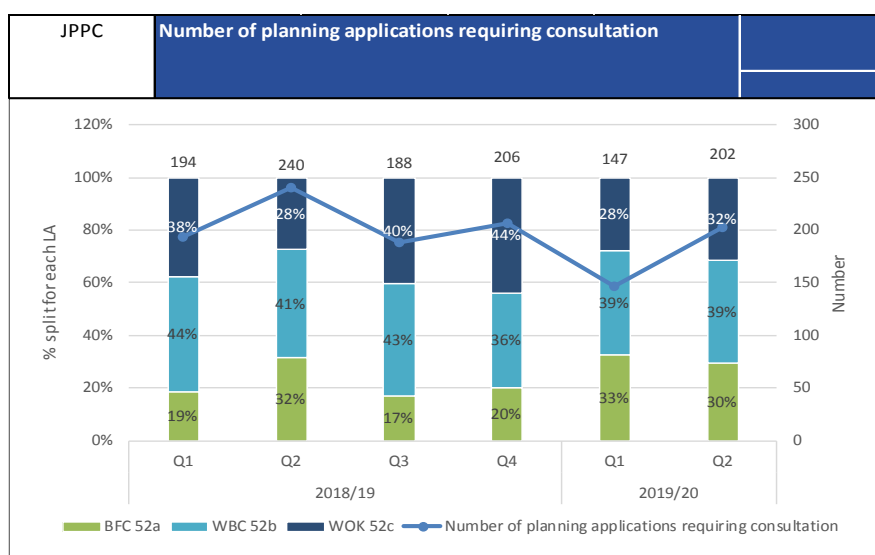
working day. So far in 2019/20 a total of 249 people have attended mass marketing scams education events held (19 in Q1 and 5 in Q2).

▪ No of Taxis and Private Hire drivers and operators and vehicles

The number of taxis and private hire vehicles increased overall in Q2, the highest it has been in the last 18 months, but there was a reduction in Wokingham licences. The number of private hire operators also increased in Q2 to 157 compared to 148 in Q1, and again the highest in the last 18 months. The number of new drivers (dual, private hire and school) has increased in 19/20, with a total of 81, to a total of 53 in 18/19. The number of licensed vehicles increased in Q2 to 970 from 951 in Q1. In addition safeguarding training for drivers has been set up in Q2 and is due to commence in Q3. The inevitable impact this has had on the service is an increase in workload for the Service.

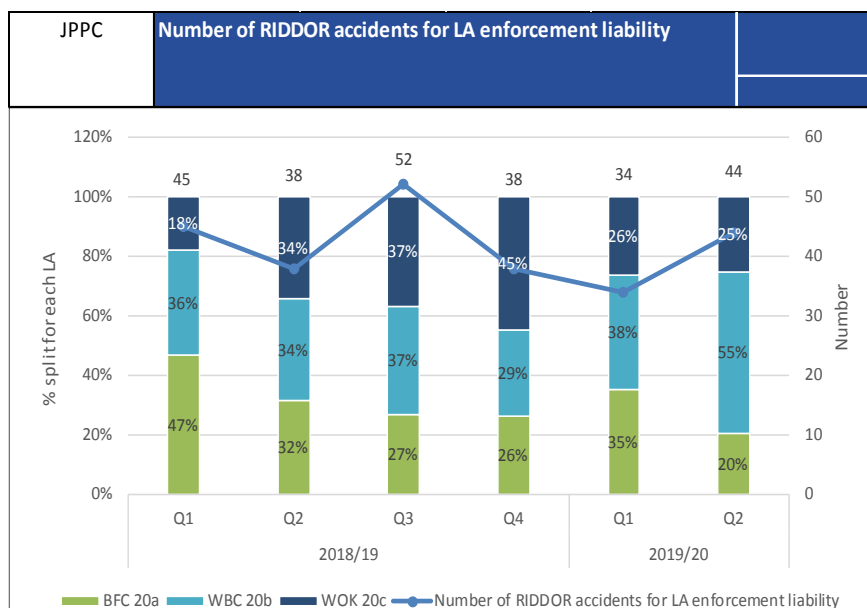
▪ No of Planning applications requiring PPP input into consultation

This measure is dealing with both new applications, pre-application advice and prior approvals as well as discharging planning conditions. There continues to be variations in numbers across the three authorities as each one is at a different stage in their local plan, local factors such as town centre regeneration projects and the development of key strategic sites all impact on local developers. Q2 levels increased in all three Local Authorities compared to Q1. Overall there is a slight reduction in numbers seen over the last 18 months. Managers have attempted to deal with demand in this area by triaging applications which need to be formally responded to i.e. there are some applications which do not merit response. Officers are responding to those applications which have an Environmental Health issue that needs review and response.



▪ Number of RIDDOR accidents for LA enforcement liability

The number has increased in Q2 to 44 from 34 in Q1. The impact on the service is that these accidents require enforcement action. Analysis of the types of accidents can also help indicate trends and shape projects around high risk premises. The % of health and safety concerns and other incidents appropriately responded to within 10 working days have both reduced slightly in Q2 compared to Q1.



■ No of Housing (site) visits conducted

This MOV has been amended and includes Housing Health and Safety Rating System (HHSRS) inspections as well as those for the HMO licensing regime. The data shows both the increase in the number of full inspections comparing Q1 to Q1 2018/19 as a result of increased demand through the changes to the HMO Licensing regime and also improved officer monitoring to ensure accurate record keeping. The % of reported private sector housing concerns appropriately responded to in 10 working days have increased marginally in Q2 from Q1. The review of the MOV has now introduced the new categories of number of caravan site and number of HMO audits/inspections, and these will be reported on in Q3.

One of the aims of the PPP is the development of the service in ways which drive further efficiencies and service improvements. Following the embedding of the new structure and operating model in Q1 below are some additional examples of outturn improvements and increase in activity seen in Q2:

- % of reported envirocrime incidents appropriately responded to in 10 working days has increased in Q2 (84%) compared to Q1 (59%).
- % of reported product safety concerns appropriately responded to in 10 working days increased 92.3% in Q1 to 95.5% in Q2.
- Number of overweight vehicle site checks increased from 45 in Q1 to 57 in Q2.
- Number of food hygiene and standards audits and inspections increased from 266 in Q1 to 289 in Q2.

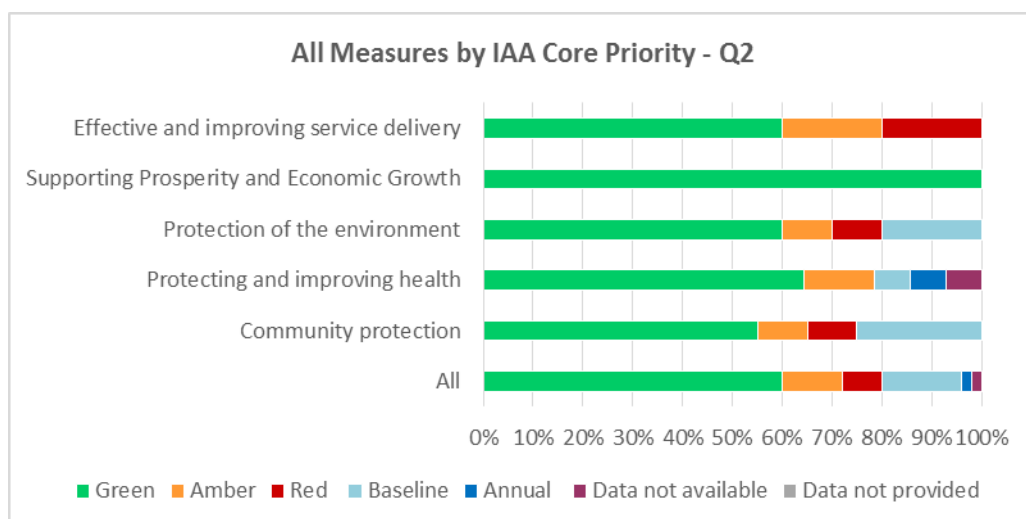
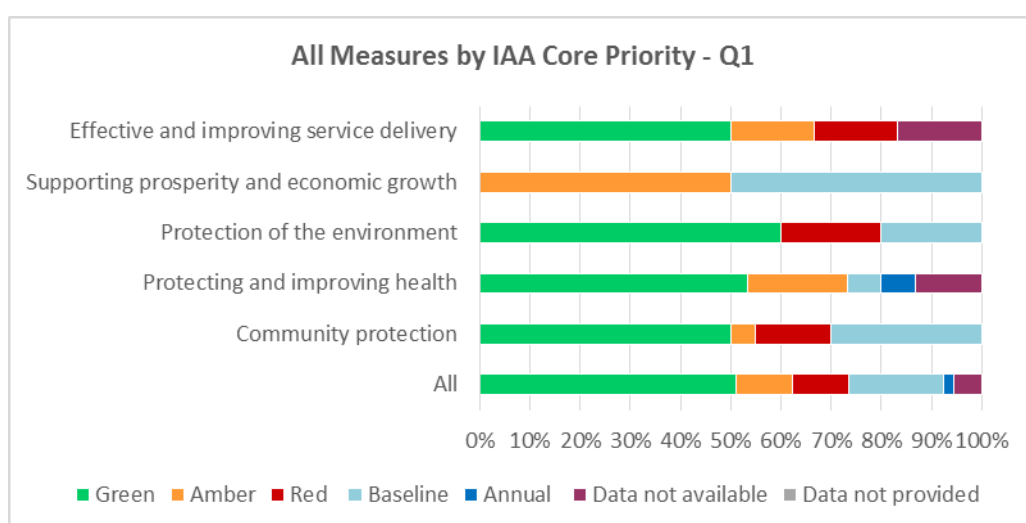
Previously we have reported the % of new food businesses inspected within 28 days of notified date of trading commencement for hygiene & standards. This is one of the MoV's that has been altered and will be reported on from Q3.

5.2 Core Priority Work

- The new structure incorporates the Programme Delivery function. During Q1 this enabled a number of projects to be set up in line with the priorities set by the JPPC. A business case for each project was developed and assessed for priority, and were presented to all of the PPP staff in July by the Programme Delivery members. This was to improve collective

understanding of the projects and to see how the new operating model was taking shape, delivering proactive and/or planned work to address problems in a more managed way. Specific MoVs and KPIs for these projects have been finalised during Q2. Many of the projects have now commenced, including caravan sites risk profile, under age sales, car dealers and tenants fees, with more due to start in Q3.

- The tables below reflect the KPIs for the service as a whole including compliance and enforcement visits, applications processing and financial monitoring for Q1 and Q2. A number of areas of work have commenced during Q2 and we have moved resources to focus on delivery of the areas which are amber and red. The red section of the effective and improving service delivery in Q2 relates to Fols which has a 100% target.



Other Key Performance Indicators are highlighted below which demonstrate where the service is focussing on the priorities of the service and the areas of:

- Community Protection
- Protecting and improving health
- Protection of the environment
- Supporting prosperity and economic growth
- Effective and improving service delivery

<u>1920-080 Door step crime and mass marketing</u>	Quarter 1	Quarter 2			
Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities (snapshot figure)	£51,560	£26,780			
It should be noted that as individual Council services, pre PPP, it was not possible to collate this information and demonstrate the impact on people's finances.					
<u>1920-027 Legal Actions</u>	Quarter 1	Quarter 2			
Number of PPP non RTA legal actions open	New MOV Q2	67			
Number of PPP RTA Legal Actions Completed	New MOV Q2	6			
Number of Legal Actions for OCC/RBFRS open	New MOV Q2	21			
Total Number of years Custodial Sentences (Including Suspended) * see below	Annual	Annual	Annual	Annual	
<u>1920-081 Legal Actions</u>	Quarter 1	Quarter 2			
Amount of money recovered through Proceeds of Crime Act orders	£25,000	£76,765			
<u>1920-056 Car Sales interventions</u>	Quarter 1	Quarter 2			
Number of car dealers visited to check the validity of information supplied (car history / warranties etc.) to customers during 2019/20	Planned for Q2	22			
<u>1920- 036 Licensing applications processing</u>	Quarter 1	Quarter 2			
% of licensing applications processed within statutory timescales or 5 days	69.3%	66.3%			
<u>1920-034 Food premises</u>	Quarter 1	Quarter 2			
% of premises broadly compliant	94.3%	94.1%			

Legal Actions – Cases of Note in Q1:

1. Wokingham based counterfeiters ordered to pay £25,000 confiscation order under the Proceeds of Crime Act 2002. This followed an investigation and successful prosecution of two Defendants in relation to an online business selling counterfeit items.
2. Bristol based company convicted of pressure selling in relation to the sales techniques used when dealing with a consumer at their home in Earley regarding drainage works. The company were fined £2,500 and ordered to pay £3,700 towards the costs of bringing the case.
3. Newbury based man accepted a formal caution in relation to a fly tipping incident involving bags of household waste fly tipped in Hermitage.

Legal Actions – Cases of Note in Q2:

1. Bracknell based builders merchant fined £60,000 after forklift truck injuries to employee, following three guilty pleas under the Health and Safety at Work Act 1974.
2. Wokingham Off-licence fined £330 following guilty plea for under age alcohol sale.
3. Wokingham trader given 12 month Community Order to do 160 hours unpaid work and pay £3,599 compensation following 4 victims for landscaping work which was not carried out.
4. Newbury based counterfeiters ordered to pay £76,765 confiscation order under Proceeds of Crime Act 2002. This followed an investigation and successful prosecution of two Defendants in relation to selling counterfeit items.
5. Wokingham based dog owner fined £30 for not microchipping their dog, £40 for having no collar or tag, £100 towards PPP costs and £30 victim surcharge.
6. West Berkshire builder entered guilty pleas to fraud and consumer protection offences in relation to unnecessary, poor quality and over charged works carried out at the homes of 6 victims. Sentencing will take place in November.
7. Bracknell car dealer convicted of 17 fraud and product safety offences in relation to mis-selling cars, their warranties and adapting car service books as well as the sale of unsafe vehicles. The Defendant was sentenced to a total of 21 months imprisonment suspended for 18 months.

6. Service Complaints and Information Requests

- The relevant areas of the Quality Management procedures are being developed across the PPP to provide improved consistency.
- On average more than 10 Freedom of Information requests are received per week. During Q2 we have commenced the collation of the number of officer hours spent responding to Fols and other enquiries and will be reported from Q3 onwards.
- There was a slight decrease from 118 FOIs in Q1 to 115 received in Q2. In Q1 91.5% and in Q2 78.2% were responded to within the statutory timescale, partly due to late notifications to PPP.
- In addition 3 non-LA specific enquiries were also received in Q2 as shown below in the “Other” category, these have related to TSSE and DVLA type enquiries.

Authority	Quarter 1 and 2			
	FOI	Service Complaints	Cllr/MP/Board	Other
Bracknell Forest	84	0	6	
West Berkshire	104	1	7	
Wokingham	45	2	15	
Total	233	3	29	3

