

Notice of Meeting

Joint Public Protection Committee

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

Wednesday 24 June 2020 at 6.30pm

This meeting will be held in a virtual format in accordance with The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panels Meetings) (England and Wales) Regulations 2020

Please note: The meeting will be live streamed. The website link will be confirmed in advance of the meeting.

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

Part I

Page No.

- 1 **Election of the Chairman**
To elect the Chairman of the Joint Public Protection Committee for the 2020/21 Municipal Year.
- 2 **Election of the Vice-Chairman**
To elect the Vice-Chairman of the Joint Public Protection Committee for the 2020/21 Municipal Year.
- 3 **Apologies**
To receive apologies for inability to attend the meeting.
- 4 **Minutes from the previous meeting**
To approve as a correct record the Minutes of the meeting of this Committee held on 30 January 2020.

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Public Protection Partnership Agenda - Wednesday, 24 June 2020 (continued)

5 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.

6 Public Questions

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.

7 Future Plan

To detail future items that the Committee will be considering.

5 - 6

8 Public Protection Partnership Response to Covid-19

To provide the Joint Public Protection Committee with an overview of the work undertaken by the Public Protection Service in response to Covid19.

7 - 62

9 Public Protection Partnership Covid-19 Recovery Approach

To provide the Joint Public Protection Committee with an overview on the approach to service recovery as we move from interim service delivery arrangements.

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10 Public Protection Partnership 2019/20 Year End Performance Report

To inform the Committee of the 2019/20 performance outturn for the Public Protection Partnership.

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11 Any other items the Chairman considers to be urgent

Contact Officer:

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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 THURSDAY 30 JANUARY 2020

BRACKNELL FOREST COUNCIL, TIME SQUARE, MARKET STREET, BRACKNELL, RG12 1JD

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

Also Present: Paul Anstey (Head of Public Protection and Culture), George Lawrence (Residential Team Leader), Suzanne McLaughlin (Senior Environmental Health Officer), Sean Murphy (Public Protection Manager), Stephen Chard (Principal Policy Officer), Kevin Gibbs (Bracknell Forest Council), Damian James (Chair of the PPP Joint Management Board) and Clare Lawrence (Wokingham Borough Council)

Apologies for absence: John Ashworth and Councillor Chris Bowring

PART I

20 Minutes from the previous meeting

The minutes of the previous meeting held on 7 November 2019 were approved as a true and correct record and signed by the Chairman.

21 Declarations of Interest

There were no declarations of interest received.

22 Notice of Public Speaking and Questions

No public questions were submitted.

23 FHRS Inspection Request Charging Decision

The Committee considered the report (Agenda Item 5) which sought approval of a policy decision that would confirm recharging as a position for the Partnership for the purpose of food hygiene inspection rescore requests made by businesses under the Food Hygiene Rating Scheme (FHRS).

George Lawrence (Compliance and Enforcement Team Manager) explained that a charge was not currently levied but a cost was incurred by the service. The process for this type of inspection was similar to that conducted for a standard inspection.

Councillor John Porter supported the recommendations in the report. He queried whether a charge could be levied for the re-inspection of a premises as a result of a premises receiving a low rating. Councillor Porter queried whether this could be used by businesses as a way of raising standards.

Mr Lawrence explained that a charge was not levied for a re-inspection. He would refer to the regulations to ascertain if this was possible. He felt that an incentive for businesses to improve would be for commercial gain. A charge could be levied for enforcement.

JOINT PUBLIC PROTECTION COMMITTEE - 30 JANUARY 2020 - MINUTES

Sean Murphy (Public Protection Manager) added that all ratings were published, including in the local press. A poor rating could have a negative impact on businesses and they were generally very eager to be rescored to move towards improving their rating.

A project to improve lower rated premises was in operation. This involved targeted work with businesses to bring them up to a rating of at least 3. The vast majority of premises were rated 4 or 5 (higher end rating).

Mr Murphy also explained that the Food Standards Agency document 'Regulating Our Future' looked to introduce a greater level of self-regulation. Businesses were also expected to meet the costs of regulation.

Councillor John Harrison supported the approach. He felt it was appropriate that high rated businesses did not have to subsidise poor performers.

RESOLVED that:

- **A cost recovery approach to food hygiene inspection requests for rescoring purposes would be incorporated using the existing fees and charges policy and methodology.**
- **The Partnership would ensure all FHS associated documentation was updated accordingly in order to keep businesses advised of this course of action.**
- **George Lawrence to ascertain if it was possible to levy a charge for the re-inspection of premises.**

24 Safeguarding Update

The Committee noted the report (Agenda Item 7) which provided an update on the work of the Safeguarding Lead for the Public Protection Partnership and the progress of embedding this cross cutting issue across the service.

Councillor John Harrison welcomed the content of the report.

RESOLVED that:

- **The report, detailing the work being undertaken, be noted.**
- **The Partnership be supported in progressing this work further.**

25 Air Quality Status Reports

The Committee considered the report (Agenda Item 8) which provided information that would allow for a policy decision to inform the Committee of the submission of the annual air quality reports for the three local authorities. The reports attached to this agenda covered monitoring data and action plan progress for the calendar year 2018.

Suzanne McLaughlin (Principal Officer – Policy and Governance) explained that Annual Status Reports (ASRs) had been submitted to the Department for Environment, Food and Rural Affairs (DEFRA). These reports showed a continued reduction of air pollution levels.

DEFRA had since provided feedback on work conducted to date, the progress being made and where further work was necessary. Full appraisals were provided for each local authority and these were appended to the report. Overall, air pollution levels had not been exceeded in any locations. These locations would continue to be monitored.

The importance of the Partnership's work with other services, i.e. Highways, was highlighted.

JOINT PUBLIC PROTECTION COMMITTEE - 30 JANUARY 2020 - MINUTES

Suzanne McLaughlin highlighted that the key consideration of this monitoring and the different locations was the impact on public health. Air Quality Management Areas (AQMA) were identified in the maps included in each local authority's report. The air quality of an AQMA was reported as an annual average. The location of monitoring devices was a difficulty in some cases. If they were not ideally placed then calculations would have to be adjusted. DEFRA could recommend an alternative location if they felt locations were not suitable.

Councillor Hilary Cole felt that positive reports and comments had been received from DEFRA.

Councillor John Porter agreed. He drew attention to initiatives to improve air quality on the A322 in Bracknell such as a reduction in engines idling. Efforts were also ongoing to improve traffic flow in Crowthorne High Street.

Councillor Parry Batth was pleased to note that pollution levels were decreasing. A reduction in traffic idling in Twyford was an ongoing piece of work. Enforcement measures could be implemented to help combat idling.

Suzanne McLaughlin clarified that pollution concerns were all related to traffic. There were no other pollution concerns, i.e. from industry.

Sean Murphy (Public Protection Manager) explained that a report had been produced which looked to combat idling. Work on this included analysing the measures deployed in other areas. This report could be presented to the JPPC in due course.

Councillor Hilary Cole referred to the introduction of electric vehicles which would help to reduce pollution levels over time. She queried if the use of electric vehicles was being monitored across the Partnership and beyond. Suzanne McLaughlin confirmed that this information was being collated.

Councillor Hilary Cole asked officers to ensure that reports were produced on the new template in order to achieve consistency.

RESOLVED that:

- **The contents of the report and the three separate Air Quality Annual Status reports be noted.**
- **Feedback from DEFRA on the reports be noted.**
- **Progress on the measures to improve air quality set out in each report be noted.**
- **The ongoing and planned future measures to improve air quality set out in each report be approved.**

26 Future Plan

The Committee noted the Future Plan, in particular the items scheduled for the next meeting in March 2020.

The date of the next meeting and dates for subsequent meetings was discussed. It was noted that Tuesdays were no longer suitable for this meeting and a preference was given for Wednesday evenings.

The next meeting was scheduled for Wednesday 25 March 2020 at 6.30pm in Newbury (venue to be confirmed). Future meetings would need to be rescheduled.

Sean Murphy (Public Protection Manager) proposed an addition to the Future Plan. This was an annual return for the Partnership of the use of its surveillance powers. These included covert intelligence and telephone usage. It was agreed that this would be scheduled for the June 2020 meeting.

RESOLVED that:

- **Future meeting dates would need to be rescheduled.**
- **An annual report would be added to the Future Plan on the use by the Partnership of its surveillance powers (June 2020).**

27 Any other items the Chairman considers to be urgent

2020/21 Budget

Sean Murphy (Public Protection Manager) explained that since the discussion at the previous meeting, further work had been undertaken on the budget. However, the cost centres had only just been pulled together for budget setting purposes. Information was tabled for Members to consider outside of the meeting. This would also be e-mailed to the JPPC Members. Any queries could be directed to Sean.

The budget information included income from fees and charges, and from grants. This income contributed to expenditure and enabled the budget to balance.

Taxi Trade use of Electric Vehicles

Councillor James Cole reported on a discussion held at West Berkshire Council's Licensing Committee on the use of electric vehicles by the taxi trade. His expectation was that local authorities would be asked to provide incentives for taxi firms to move to electric vehicles. He queried if this had been looked at across the Partnership.

Councillor John Porter advised that similar discussions had been held in Bracknell Forest. It was felt that this would require significant investment and Councillor Porter queried if electric taxis were actually available.

Sean Murphy was aware that incentives had been put in place by Reading Borough Council, but he was unclear on their effectiveness.

Councillor John Harrison highlighted the importance of ensuring that charging points were available and could be accessed by taxi firms.

Paul Anstey (Head of Public Protection and Culture) reported that a Government grant could be applied to for the installation of charging points. However, the necessary infrastructure would need to be in place in order to introduce chargeable taxi ranks.

(The meeting commenced at 6.30pm and closed at 7.15pm)

CHAIRMAN

Date of Signature

Joint Public Protection Committee Forward Plan 15 September 2020 – 16 March 2021

No.	Ref No	Item	Purpose	Lead Officer	Lead Member
15 September 2020					
1.		PPP Housing Strategy/Policy			
2.		Customer Delivery			
3.		ICT Strategy			
4.		Workforce Strategy			
5.		2020/21 Budget			
6.		2020/21 Fees and Charges			
7.		PPP Covid Response Update			
15 December 2020					
8.					
16 March 2021					
9.					

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PPP Response to Covid19

Committee considering report:	Joint Public Protection Committee
Date of Committee:	24 th June 2020
Date JMB agreed report:	JMB approval: 15 th June 2020
Report Author:	Sean Murphy

1. Purpose of the Report

- 1.1 To provide the Joint Public Protection Committee with an overview of the work undertaken by the Public Protection Service in response to Covid19.

2. Recommendations

- 2.1 The Committee considers the report and NOTES the work undertaken by the Public Protection Service in response to the Covid19 pandemic.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>The Covid19 pandemic has presented a number of financial challenges for the service particularly with respect to income from licensing. Many sectors of the licence trade including hospitality, taxi and private hire, street trading and licensed animal establishments have been significantly hit by the combination of the Covid19 business restrictions and the restrictions around essential travel. This has resulted in a number of licences being surrendered or 'paused'. We continue to receive requests from various aspects of the licensed sector for financial relief.</p> <p>At the time of writing the impact in terms of lost income from licence receipts is estimated to be around 40K for April although some of this may return.</p> <p>It is unknown at this stage how many will return to business as restrictions are eased. Within hospitality and retail a number of national chains have been or are currently in administration and looking to reduce the number of outlets / brands etc. Time will tell what the impact of this will be locally. Some sectors were already contracting in terms of high street presence. This includes betting shops licenced under the Gambling Act 2005.</p> <p>In order to mitigate the effects of this until the picture becomes clearer a number of steps have been taken. These include</p>

	<p>delaying recruitment to vacancies in other parts of the service. The essential travel restrictions have had impact on travel spend within the service. This has yet to be assessed in detail but this will also be used to mitigate losses.</p>
Human Resource:	<p>Staff across the service have faced the same challenges that staff in other local authority services and beyond have faced. Working from home became the norm from the outset. Staff were designated 'key workers' given the nature of the services provided and some have availed themselves of the support of schools with respect to childcare. Others fell into the defined Covid19 vulnerable categories and a small number have contracted the infection and have thankfully made full recoveries.</p> <p>The individual needs and circumstances of staff were taken into account when introducing the service delivery arrangements that took effect on the 1st April. These are explained in more detail in the report.</p> <p>Some staff have by necessity had to carry out essential visits to traders and respond to community issues such as nuisance. Risk assessments were introduced early on to guide decisions in these areas. Others have also had attend offices where work cannot be conducted entirely from home.</p>
Legal:	<p>Trading Standards and Environmental Health were designated by the Secretary of State for Health as the primary enforcement body for the business restrictions contained in The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020. The Regulations have been amended several times as restrictions are gradually lifted.</p> <p>Within PPP this has been led by trading standards officers from the Investigations Team and working with environmental health and licensing officers.</p> <p>The interpretation of the law and relevant guidance for staff have been developed by the Joint Case Management Unit.</p>
Risk Management:	<p>Risk management has been at the heart of service delivery throughout this period. Whether that is risk assessment to protect staff health or assessing risks to the wider community of operational decisions.</p>
Property:	<p>Council buildings have remained open to a lesser or greater degree for essential access where work cannot be conducted at home. Staff have been allowed to attend offices on a co-ordinated and as necessary basis. The PPP office at Theale which is the base for Response and central teams has now been made Covid19 compliant and capacity has been significantly reduced.</p>

Policy:	The role of the Joint Committee includes consideration of reports relating to performance and service delivery matters. This report addresses that requirement by setting out the service delivery arrangements of the PPP during the Covid19 pandemic.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		This is not a decision report. The report does however set out the steps taken to protect vulnerable staff and address community need during this period.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		The level of service will be improved with competent and appropriately qualified staff delivering to our customers, from initial contact through to enforcement action. Staff will also have the opportunity for personal development and self worth.
Environmental Impact:	x			There has been an unquantifiable environmental impact from the new service arrangements as travel has been significantly reduced. Longer term it is anticipated that this impact will be maintained as new ways of working are embedded in service delivery.
Health Impact:	x			Where there are direct impacts on those suffering from ill health or who fall into Covid vulnerable capacities these have been managed. Internal communication has played a significant role as steps have been taken to mitigate the effects of isolation.
ICT or Digital Services Impact:	x			The use of ICT on service delivery has been transformational. Telephone conferencing, MS Teams and Zoom have all been employed in the day today running of the service but also in the delivery of democratic decision making. Staff have engaged in planning meetings remotely

				and all three PPP authorities have held virtual licensing panels where the technology has delivered effectively.
PPP Priorities :	x			The service arrangements put in place are designed to deliver against the JPPC priorities particularly around health protection, protection of vulnerable people and environmental protection. The priority relating to effective and efficient service delivery has been at the core of arrangements.
Data Impact:		✓		None
Consultation and Engagement:	<p>Staff and JMB and have been engaged in the setting and delivery of the service through the interim arrangements. Managers have met with JMB on a fortnightly basis and regular reports delivered on implications and progress.</p> <p>Members have been kept briefed through a series of PPP Covid19 Member briefings and a briefing was also delivered for Town and Parish Councils.</p>			

4. Executive Summary

4.1 By definition Environmental Health, Trading Standards and Licensing are protective services and would be called on to play an active role in aspects of the local response to the Covid19 pandemic.

4.2 This report summarises the Public Protection Partnership ('the service') response from mid-March to date. Elsewhere on this agenda is a report setting out the recovery plan for the coming period. More specifically this report looks at the following aspects of the PPP response:

- Interim Service Structure
- New Ways of Working
- Health Protection
- Community and Environmental Protection
- The role of Communication

4.3 Members are asked to note the report.

5. Supporting Information

Interim Service Arrangements

- 5.1 The service is complex with a broad skills and knowledge mix. This breadth meant it had a significant offer to the overall local response to the pandemic. In order to maximise this a decision was taken in March to bring into play a new delivery structure at the beginning of April. The rationale for this was as follows:
- Some staff were no longer able to perform their existing roles due to health protection measures in place.
 - Managers anticipated a significant increase in Service Requests
 - There was a clear need for proactive communication to protect and provide assurance to residents and businesses
 - Some elements of 'business as usual' would need to continue.
- 5.2 In essence Partnership Support (Customer Delivery, Applications and Finance) were kept along with the Joint Case Management Unit. The remainder of the service was split into two operational functions:

Response

The Response function is the reactive element of the service. Response handles the vast majority of incoming service requests and consists of staff from all PPP disciplines. A significant number of staff were moved into Response to manage not just 'business as usual' enquiries but also those relating to the Covid business restrictions and prohibitions. In April the service received 1341 service requests which equated to an increase of 26% on 2019 and in May we received 1400 service requests representing an increase year on year of 27%. Within that figure were 286 service requests relating primarily to Covid19 business restrictions and over 400 relating to bonfires (in 2019 this figure was 68). Other areas that saw significant increases were fly-tipping (with 28 cases where evidence existed and referred for investigation) and 322 relating to noise nuisance (an increase of around 30% year on year).

The service also had a large volume of enquiries received from a variety of licence holders driven in large part by the effect that the wider business and essential travel restrictions were having on their businesses.

The animal warden service within Response continued to operate throughout collecting stray dogs and re-uniting them with owners.

The Partnership Support Team continued to handle the large volumes of calls and undertake the licensing applications function by dealing with new and renewal applications.

Community

The Community function managed a number of work streams. These included business as usual matters such as air quality monitoring (which continued throughout the period), private water supply sampling, private sector housing and ongoing investigations of which there were a significant number at the point of going into

lockdown. The other primary function of the team initially was the provision of advice to the community and business. Throughout this period all government, professional body and local advice was considered and interpreted for local delivery. This included areas such as scams, business restrictions, food safety, licensing and animal health. Welfare calls were made to known scam and fraud victims along with calls to farmers to provide advice and support.

Latterly this team has managed the contribution of the service towards care home safety, business re-opening and track and trace. These matters are dealt with below.

A small number of staff who were restricted through shielding requirements etc. were assigned to review the PPP databases (of which there are currently 3) in readiness for the transfer to a single system as part of the overall efficiency programme and to update quality management processes and documents.

- 5.2 In consultation with the Joint Management Board the impacts of these interim measures have been monitored through a routine of virtual 'scrutiny' meetings, establishing levels of risk, business continuity issues and considering the longer term impacts of projects that were put on hold.

New Ways of Working

- 5.3 With the offices closed (to all but essential need) and the vast majority of staff working from home the service rapidly engaged new ways of working. This included the use of telephone conferencing and the use of Teams and Zoom. These tools weren't just engaged for internal purposes but also in service delivery. Examples of this include:

- Virtual licensing panels that have taken place in all three authorities
- On-line talks and videos on scams
- Training provided for care home staff on infectious disease controls
- On-line safeguarding training for taxi and private hire drivers
- Public health work around tobacco control

- 5.4 There have been some issues arising from the fact that two authorities (BFC and Wokingham) have operated from a Microsoft Teams platform whilst West Berkshire adopted Zoom as its main platform. This has again highlighted the need to move to one authority for the delivery of ICT support and to this extent work continues with BFC.

- 5.5 Whilst some essential travel was necessary to maintain service delivery e.g. business closure enforcement, doorstep crime response, nuisance, air quality monitoring, private water supplies, animal warden etc. there has been a significant reduction in travel. Whilst some will return in due course as food premises, animal health and other audit work starts again there is no intention of resuming travel between offices for meetings and briefings. It is proposed that savings arising from this will be used to deliver investment in technology to provide further service efficiencies.

Health Protection

- 5.6 The service, by its very nature, has a substantial public health remit and has a number of officers whose work routinely involves regulation of the food chain from farm to fork, the same officers are also involved in the enforcement of health and safety provisions in shops, offices and other workplaces.

- 5.3 This work includes investigating accidents and crucially carrying out contact tracing, along with Public Health England, to manage infection outbreaks primarily around food borne infections.
- 5.4 These staff (unable to carry out routine inspections due to the legislative changes), along with other professional staff, were initially moved into providing business advice where they continued to operate. The advice was aimed at ensuring that businesses operated in manner that reduced risk to employees and customers. Alongside this trading standards officers enforced the prohibitions in the Covid Regulations to ensure that businesses that should not be operating weren't doing so and that those that were did so lawfully e.g. click and collect. A number of prohibition notices were served and many businesses were advised.
- 5.7 Whilst the focus on business advice has continued in recent weeks the service has become involved in a number of other key areas. Two members of staff have been carrying out advisory visits on behalf of the Clinical Commissioning Groups (CCG's) to care homes to look at the implementation of clinical guidance on infectious disease control. We have also been providing remote (via Teams) training from groups of care home staff on infectious disease control.
- 5.8 In the last few weeks the service has become significantly involved in the local arrangements around Track and Trace. Integrating with all three Public Health Teams our officers will become the first responders for local referrals from the national system. The role will be to work with colleagues from Public Health to manage local outbreaks in pre-identified risk settings such as schools, care homes, transport, offices etc. The service has engaged in all local planning and has implemented new processes in order to be able to act as the local response is rolled out. This will see us represented on local Health Protection Boards and we are working with colleagues across Berkshire to develop mutual support and resilience. The service will need to be delivered from 8am to 8pm over seven days.
- 5.9 We have also been involved in other areas of significance. The Support with Confidence (SWC) Manager has provided advice and support to SWC Members (who provide care to often vulnerable residents) and also assisted them to access much needed personal protective equipment (PPE). We have also supported other public health work streams such as the stop smoking 'Quit for Covid' campaign and more recently have been contacting many businesses to ensure that they are taking steps to the reduce the risk posed by legionella on re-opening. This vital work will continue as we move towards the re-opening of hospitality, leisure and services such as hairdressing, beauty and treatments.
- 5.10 One other significant area is the support for town centre re-opening. This has included proactive pre-opening advice such as webinars, the legionella work and premise specific Covid safety advice. On the week commencing 15th June (as non-essential retailers opened). The service deployed officers to all high street and retail complex settings with a view to provide supporting advice to business and re-assurance to shoppers. Planning and work is underway to support other business sectors not yet open including hospitality, gyms, hairdressers etc. The service's approach to business re-opening is set out at Appendix A.

Community and Environmental Protection

- 5.11 In addition to the business closure work, the service has stepped up its support for scam and fraud victims by actively contacting them to provide advice to ensure they don't become victims of new Covid related scams. The calls have also provided assurance and support to many who are often elderly and sometimes isolated. The Victim Support Officer has also delivered video updates as well as an on-line talk attended. A significant amount of warnings and updates have been issued via social media and by council corporate communication channels.
- 5.12 Investigation work has continued throughout this period and a number of existing investigations have been widened to take in new victims. Fresh investigations into doorstep crime incidents have also commenced and are progressing. As the restrictions on essential travel are eased it is anticipated that there will be further incidents requiring response, intervention and investigation. A number of cases have continued through the court system which is now operating largely remotely although trials are recommencing in the Crown Court.
- 5.13 In relation to environmental protection we have seen a number of new referrals with respect to fly-tipping and where evidence indicates the perpetrators these are being actively investigated. In addition we have also carried out a campaign on social media to discourage residents from engaging unlicensed waste carriers to remove waste as this often leads to fly-tipping. There has also been work undertaken to identify potential unlicensed waste carriers and a number of matters will be subject to further enquiries / investigation.
- 5.14 As previously stated air quality monitoring has continued via the fixed sites but also through diffusion tubes. The lockdown has given the opportunity to gather data on levels at a time when there has been significantly less traffic on the roads. In due course the impact of this can be assessed. Private water supplies have continued to be sampled and monitored. Finally we have responded to a large volume of domestic and commercial bonfire / burning issues. To support this information and advice has been provided through our own and wider council communication channels. As traffic has increased weight restriction enforcement checks have been re-introduced and enforcement of overloaded goods vehicles will be re-commencing as part of the recovery plan.

Communication

- 5.15 Effective communication was identified at the outset to being at the heart of the service's response. To this end six groups were identified:
- Businesses
 - Residents
 - Elected Members and Parish Councils
 - Other Council Services
 - Delivery partners
 - Staff
- 5.16 A range of communication channels have been deployed. These have included:
- Staff briefing notes

- 3 x Members Bulletins
- Parish Council Bulletin
- Materials for businesses and residents distributed directly to businesses or corporate communication channels
- PPP website
- Social Media
- Press Releases

For reference the Members Bulletins, Parish Council Bulletin and communications evaluation reports are appended to this report as Appendix B, C and D respectively. These give many examples of the work undertaken by the service throughout the three months. They also show the significant rise in website use which has a whole section devoted to Covid related community and business support. A number of items have been carried by local press and media.

6. Concluding Comments

- 6.1 This report is only a snapshot of some of the work carried out over the last three months. It has been an extremely busy time for the service as it has for many services within and beyond local authorities. The assessment is that the temporary structural arrangements have delivered the important services and some will remain in the coming months. A new round of work around the opening of hospitality and other retail sectors has commenced and many more proactive steps will be taken to assist businesses and support and protect residents.
- 6.2 Track and trace work will continue to feature over the coming months and will continue to work closely with colleagues from local public health teams and PHE.
- 6.3 The structure is again under review as we move into recovery phase. The expectation is that visits and audits such as food, licensing, animal health, housing etc. will recommence. The proposals around this are dealt with elsewhere on this agenda.

7. Appendices

- 7.4 Appendix A – Business re-opening approach
 - 7.5 Appendix B – Member Bulletins
 - 7.6 Appendix C – Parish Council Bulletin
 - 7.7 Appendix D – Communication data and examples
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PPP Approach to Business Re-Opening

The approach consists of three key areas:

Provision of Advice Materials:

There are a range of materials that can be used by business and these are being delivered to them in a number of ways:

 www.publicprotectionpartnership.org.uk

 [@PublicPP_UK](https://twitter.com/PublicPP_UK)

 [@PublicProtectionPartnershipUK](https://www.facebook.com/PublicProtectionPartnershipUK)

In addition we are contacting businesses directly and advising in targeted areas of concern. An example of this is contacting business to advise on precautions needed on re-opening with respect of legionella.

We have also participated in the corporate roll out of advice and messaging as required.

Handling Requests for Advice

Over that last three months we have received a large volume of service requests from businesses, residents and occasionally employees. These have indicated some degree of confusion for businesses on what is and what isn't permitted. Where trading is permitted our primary approach has been to work with businesses to ensure that the risk to staff and shoppers are minimised.

We are actively encouraging retailers to contact us and will provide practical and legal advice on all occasions.

Proactive Visits

From next week (15/6) we will be conducting proactive visits to all high streets and shopping settings in the PPP area. These will be 'light-touch' and will be aimed at providing support to retailers (in particular independents) through re-assurance and advice. Hand out advice / notices will be given to retailers if needed. Where premises are open that shouldn't be will provide advice/use powers to close as necessary.

They will also be intended to provide support through developing shopper confidence with the message that Public Protection as the responsible body are working with retailers to minimise risk to everyone by checking the guidance is being adhered to.

The will be re-enforced with strong communications highlighting these light-touch with a view to developing critical consumer confidence.

Sean Murphy
Public Protection Manager

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Covid-19 Briefing for Members

Public Protection Partnership

Bracknell Forest
West Berkshire
Wokingham

Within the last two weeks the Public Protection Partnership has significantly changed the way it functions to deal with the Covid-19 pandemic.

The structure of the service has been re-arranged and many staff within the Service are now in interim roles to deliver response to enquiries and service requests, the provision of essential services, specific communications and work which continues to support the service.

We are maintaining key functions as identified in our Business Continuity Plan including the investigation into highly infectious or life threatening foodborne/ airborne/ waterborne disease or product; Licensing process element that has a significant impact on safeguarding; investigating an immediate life threatening living condition in the private sector housing market; animal welfare matters; corporate risk (finance) and/or individual safety; and crime in progress report. Some work which cannot be carried out, e.g. routine inspection work, has meant staff have been redeployed. We are ensuring the PPP staff are safe and that vulnerable staff are shielded. Corporately we are involved with silver command and contingency planning meetings.

Our role is to preserve the health, wellbeing and safety of the communities we serve. Our aim is to provide information to residents and businesses to encourage self-service, to enable them to make informed

decisions and to understand their rights and responsibilities and update them on any changes to our processes, service provision and service status.

How are we dealing with the new powers?

The Health Protection (Coronavirus, Business Closure) (England) Regulations 2020 were brought in on 23rd March 2020 to step up the measures to prevent the spread of Covid-19. The trading bans that came in are designated to be enforced by PPP with the Local Authorities. We have developed an enforcement process for the new business closure controls. Our Environmental Health and Trading Standards Officers are monitoring compliance with these Regulations, with Police support provided if appropriate. Businesses and premises that breach them will be subject to prohibition notices, and potentially unlimited fines.

The Secretary of State must review the need for restrictions imposed by this Regulation every 28 days, with the first review being carried out before the expiry of the period of 28 days starting with the day after the day on which these Regulations are made. PPP will seek to ensure full voluntary compliance with the legislative requirements whenever possible, it will not hesitate to use its enforcement powers where necessary. In conducting our enforcement work we

will continue to develop and have regard to intelligence, whether from partner agencies or the wider community.

All complaints will be recorded and each case assessed on its own merits. Complaints will be investigated and where appropriate Police assistance will be requested to visit a premise for the purposes of determining whether there is a breach of the Regulations. If evidence is available that indicates that a premise is operating in breach of the Regulations consideration will be given as to the most appropriate course of action which will be one of the following:

- Verbal Warning
- Prohibition Notice
- Formal Caution and Prosecution.

The PPP recognises the importance of maintaining consistency in decision-making concerning enforcement action, which is why decision making will be in accordance with the Public Protection Partnership enforcement policy (found at : <https://publicprotectionpartnership.org.uk/media/1793/ppp-enforcement-policy.pdf>)

Potential new powers and emerging risks

In addition the government has suggested there may be further new legislation soon to control price exploitation with respect to scarce products. When we know more on this we will keep you updated.

We are also mindful of emerging risks such as businesses changing to on line ordering.

Response

The Response Team have received an increase in calls in the last 10 days, especially in relation to domestic nuisance and scams. The types of complaints and enquiries they have received include:

- Garden bonfire complaints, especially allegations of commercial burning
- Noise from children playing in the garden
- DIY noise
- Dog barking/howling
- Business premises still trading despite Government advice (i.e. Garage, pubs, industrial site), including from workers and or family members concerned about being able to work
- Can an Off licence trade?
- Pop up shops for local community and the viability to set up
- Hotel alleged to be still open and serving food to the public
- Profiteering, with everyday goods being sold at extortionate prices.
- The sale of PPE such as face masks and hand sanitiser which may not be safe.
- Legitimacy of food delivery firms, offering such services to consumers
- Report that a person handed over £400 cash for goods, but nothing was delivered

Staff are preparing Frequently Asked Questions for Response colleagues and further guidance for our website for residents and businesses.

Protecting vulnerable residents, and prioritising high risk/harm issues

Several Coronavirus related scams, frauds and trading malpractices have been identified either locally or elsewhere in the Country. Our approach to these is two-fold: to raise awareness and tackle those who are perpetrating the crimes. The nature of scams is that they change on a regular basis, and we will continue to monitor these and put out information.

Encouraging the reporting of issues is vital so that we can all stay safe at work.

Licensing

We are continuing to process existing applications and are able to receive new applications. Alternative arrangements have been put in place for the payments. Some application forms have been updated and available on line.

Governance

At the end of last week the Institute of Licensing produced guidance by Philip Kolvin QC that the holding of licensing sub-committees / panel hearings remotely is lawful. For the hearing to take place the following will be required:

1. proper notice is given, with all papers served timeously on the authority and published online;
2. the actual parties to the hearing are able to participate;
3. any member of the public can see or hear, albeit not participate in, the hearing.

We are in close communication with Member Services colleagues in each of the partner authorities regarding this issue and await the decisions as to how this will be implemented.

Communication

We have developed a Covid-19 Communications Strategy. Our website has been amended to provide one location for all Covid-19 related information, guidance and links to relevant government websites. We are regularly updating the site. We have noticed an increase in hits in the last two weeks. A spike in visits and views was seen in the week commencing 23/03/20. Overall for March there were 1500 visits with 2854 page views. See Covid-19 website page [here](#).

Our social media is being used to put out messages and share information from relevant partner agencies. We have seen an increase in followers on both Twitter and Facebook. We would really like you to follow us if you are not already doing so. Please encourage others, both residents and businesses, to do so too in order that we can broaden our community messages and advice, ensuring they are being kept up to date.

 [Facebook](#)
 [Twitter](#)

Snapshot of our Social Media Posts re COVID-19

PPP

Public Protection Partnership @PublicPP_UK · 2h
Smokers-did you know Coronavirus has greater health impact on smokers than nonsmokers. Getting support to quit smoking face2face isn't currently possible – but there's still support available!

Join the twitter Quit Clinic every day 7.30pm-8.30pm @QuitforCovid #QuitforCovid



PPP

Public Protection Partnership @PublicPP_UK · Mar 31
We are receiving numerous reports of businesses who the public think 'should' be closed but aren't on the list issued by gov last week. Please check the list before reporting to us or the police. There are many businesses who can currently remain open.

assets.publishing.service.gov.uk/government/upl...



PPP

Public Protection Partnership @PublicPP_UK · Mar 25
Coronavirus - Update for Food Businesses

Can I make food deliveries from my business premises? Information for businesses considering making food deliveries from my business premises. See link.

publicprotectionpartnership.org.uk/news-articles/...



PPP

Public Protection Partnership
Published by Lisa Barnes [?] · 26 March at 16:55 ·

Environmental Health are receiving an increase in calls about neighbours having bonfires.

At this time please be considerate.

Smoke and bonfires:... See more



PPP

Public Protection Partnership
Published by Lisa Barnes [?] · 25 March at 17:25 ·

Coronavirus Update for Taxi and Private Hire License Holders and Taxi Users.

Taxis and private hire vehicles can continue to work. But the advice is absolutely clear - people should stay at home if possible. That is the way to save lives and protect our NHS.

The public should avoid travel unless absolutely essential. The only reasons to leave our houses are set out in the government guidance.... See more



PPP

Public Protection Partnership
Published by Lisa Barnes [?] · 21 hrs ·

Stay at home and save lives.

- Only leave your home for essentials such as food or medicine, for work, or to exercise.
- Make sure you stay at least 2 metres from other people.

PPP

Public Protection Partnership
Published by Lisa Barnes [?] · 28 March at 07:06 ·

Please see this Coronavirus scam doing the rounds via text. DO NOT CLICK ON LINK in message.

Share and warn others.



Keeping up to date with guidance

We are regularly receiving information and guidance from the professional bodies which our staff belong, most notably the Institute of Licensing and more now from the National Trading Standards Board.

We are regularly scanning communication outlets such as Chartered Trading Standard Institute (CTSI), Charter Institute of Environmental Health (CIEH), Institute of Licensing (IoL), National Trading Standards Board (NTSB), government departments and agencies. South East tier 1 authorities are sharing all examples of communication and good practice through Trading Standards South East Ltd (TSSE).

We are using these updates to assist in the advice for staff as well as the messages we are putting out.

Who to Contact

Reporting of complaints relating to Covid-19 can be made on the website via the Enforcement Form on the front page. [Link here.](#)

Due to current resource levels and a spike in demand contacting the service at this time is preferable via email.

Trading Standards:

Concerned residents or anybody with information about coronavirus related scams are being asked to contact Trading Standards directly via:
TSadvice@westberks.gov.uk

Environmental Health:

Environmental Health matters are to contact us by emailing:
ehadvice@westberks.gov.uk

Licensing:

Bracknell Forest Licensing matters are to contact us by emailing:
LicensingAll@bracknell-forest.gov.uk

West Berkshire Licensing matters are to contact us by emailing:
LicensingAll@westberks.gov.uk

Wokingham Licensing matters are to contact us by emailing:
LicensingAll@wokingham.gov.uk

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Covid-19 Briefing for Members #2

Public Protection Partnership

Bracknell Forest
West Berkshire
Wokingham

PPP is committed to delivering their important protective services

We continue to receive a significant number of service requests around the business closure elements of The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020. The Response Team have been working through these and providing practical and legal advice. Our usual service requests continue to come in and the new delivery arrangements are now established so demand is being met.

Proactive key messages have related to scams, bonfires and health and safety advice for employers.

The Health Protection (Coronavirus, Restriction) (England) Regulations 2020 came into force on 23rd March 2020 to increase measures for preventing the spread of Covid- 19. The new trading controls have been designated to local authorities and are enforced by PPP within the three Councils areas. We continue to work with TVP to ensure that the new Regulations are enforced in a consistent and measured way. Information and reports are being shared and where appropriate joint visits are being carried out to deal with any businesses that are believed to be non-compliant. We have implemented a seven day enforcement response primarily for business closure issues but also some other critical areas in line with other Council services being provided 7 days a week.

Since the beginning of April we have been completing a Business Closure Daily Return for The Office for Product Safety and Standards (for the Department of Business, Energy and Industrial Strategy). This provides the numbers of enquiries we are receiving, the information we are publishing or releasing and the types of media we are using (e.g. website, social media).

Example of infographic that PPP produced for website and social media.

Public Protection Partnership Bracknell Forest West Berkshire Wokingham

HOW TO PROTECT YOURSELF FROM CORONAVIRUS SCAMS

- I'm not sure about this...?** **NEVER FEEL PRESSURED**
Never feel pressured into making any decision or contact. Genuine offers of help/support will not pressure you to do this.
- ONLY BUY GOODS FROM TRUSTED RETAILERS**
Only buy goods from trusted retailers and sources. Do not buy from unsolicited emails or texts even if the sender is a large 'brand'. These messages can be fake. Always search independently to find genuine online stores.
- DO NOT PAY ANY MONEY UP FRONT**
Do not pay any money up front. Be very suspicious of anyone demanding money up front and question their motives. See point above, only buy from trusted sources.
- NEVER GIVE OUT FINANCIAL INFORMATION**
Never give out any financial information. Your bank, HMRC, the police or local authority (or other organisations) will not ask for this. Never share your pin with anyone.
- DO NOT ENGAGE WITH STRANGERS FOR HELP...**
... unless you have accessed support through a recognised community support group. If you do not know the person who has contacted you, then do not engage with them for help. See link at bottom for details of community support groups.
- NEVER CLICK ON SUSPICIOUS LINKS IN EMAILS OR TEXTS**
Never click on suspicious text or email links and do not engage with these messages. If you have any queries with your bank, HMRC, NHS, the Local Authority or any other business, then call them directly. Do not click on any links or use any contacts given in these messages. Think before you click.

For more information on Coronavirus Scams and where to access support or report a scam see website link below:
<https://publicprotectionpartnership.org.uk/news/articles/press-release-coronavirus-covid-19-update-from-public-protection-partnership-trading-standards-team/>

Bracknell Forest Council, West Berkshire Council, Wokingham Borough Council

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



Response

The types of complaints or requests for advice received in the last three weeks have included the following:

- whether or not a business should still be operating
- advice requests from food establishments about operating takeaway services
- complaints about personnel not maintaining 2m distancing
- allegation of a public house having a lock-in
- query about food markets still operating and 2m distancing not maintained
- can a mobile dog groomer still work by collecting animals?·
- supermarket not enforcing own restrictions on the number customers permitted inside the store at any one time
- increase in number of bonfires
- street traders including ice cream vans?
- fly tipping
- advice on manufacture / import matters around PPE and sanitizer
- due diligence checks for partner Councils on PPE procurement

It has become obvious that there is confusion amongst the trade, the public and business employees over the application of the Regulations regarding certain business practices and circumstances. The regulations allow certain business practices to operate that seemingly conflict with the restrictions on essential travel.

We are working with colleagues from across the south-east tier one authorities and with colleagues at OPSS to work through these anomalies and share best practice.

It is quite likely that the easing of lock-down restrictions will be incremental, so we are keeping matters under constant review.

In the first 20 days of April we dealt with 99 Covid business restriction enquiries and 178 bonfire complaints (up from 21 in the same period last year). We are advising in all domestic and commercial circumstances, and where there is evidence of nuisance, we will serve an abatement notice. In the run up to the Easter weekend we put statements out on social media about reducing bonfires and these were picked up by local media.

In order to assist with information gathering to advise in cases of nuisance we have introduced a noise monitoring app to be used by the customer to record when they are affected by the noise and email to the case officer.

Animal Warden Service Update

We are still currently running a normal stray dog collection service. Whilst stray dog numbers may not have risen we are encountering the problem that our usual rescue centres are limited in the number of strays that can be accommodated. We are currently trying to find alternative rescue centres can help us. At the moment we are unable to deal with dog fouling complaints or carry out the usual patrols.



Advice to Businesses

We continue to provide relevant advice and links on our website. This includes a distancing poster which can be downloaded / printed off and used in those shops that remain open. There is also comprehensive advice on a number of areas of business including licensing.

Examples of all our advice can be found here:

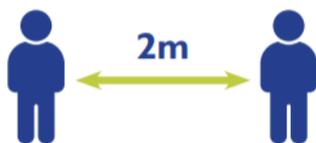
<https://publicprotectionpartnership.org.uk/covid-19/>

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West Berkshire
Wokingham

Social Distancing

When shopping here, we would be grateful if customers would follow these guidelines:

- Please keep 2 metres away from others at all times
- Please stand back while being served
- Please use contactless payment if you are able



Thank you for helping to keep our community safe

<https://publicprotectionpartnership.org.uk/covid-19/>

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



WestBerkshire
COUNCIL



Poster above that was distributed for local retailers to use.

Advice to Community Hubs

PPP has contacted Community Hubs to request that any group or individual, undertaking particular activities initially seek our advice to ensure those activities are carried out safely.

They are as follows:

- collecting and storing food in order to package and re-distribute to residents,
- breaking down and re-packing bulk packages or catering packages for re-distribution to residents
- producing meals for distribution to residents
- providing a collection and delivery service for hot meals to residents.

Public Protection Partnership
Bracknell Forest
West Berkshire
Wokingham

Community Support Food Safety

Public Protection Partnership aim to provide Food Safety, Health and Safety and Trading Standards advice and assistance to any community groups or individuals that are providing support to vulnerable or isolating households in this time of Coronavirus pandemic lockdown.

To help ensure we get the right information to the right place we would ask that any group or individual who undertaking the following activities to please contact us directly for advice.

- **Collecting and storing food in order to package and re-distribute to residents.**
- **Breaking down and re-packing bulk packages or catering packages for re-distribution to residents.**
- **Producing meals for distribution to residents.**
- **Providing a collection and delivery service for hot meals to residents.**

We do not wish to discourage any organisation or individual from helping their local communities however, we do have a duty to ensure that any such help is provided in a safe manner.

For support and advice please contact Catherine Henderson on 01635 503609 or email Catherine.henderson1@westberks.gov.uk

www.publicprotectionpartnership.org.uk

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



WestBerkshire
COUNCIL



Poster above that was produced and sent to community groups.

Protecting vulnerable residents, and prioritising high risk/harm issues

An update on scams advice has been distributed see link below:

<https://publicprotectionpartnership.org.uk/trading-standards/>

Our Fraud Victim Support Officer is producing videos offering advice about specific Covid-19 scams. The first of these will be ready for distribution from next week on the website and social media.



Public Protection Partnership | Bracknell Forest
West Berkshire
Wokingham



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Bracknell Forest Council,
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Wokingham Borough Council



Case Management Update

Cases are being reviewed and all cases for Reading Magistrates have been awarded a nominal date of the end of June. They have dealt with a number of queries and advice, including ensuring consistency in approach on the new regulations across the county.

Licensing Governance

Kit Malthouse MP, Minister of State for Crime and Policing has written to Licensing Committee Chairs across England and Wales recognising the difficulties faced by regulators and businesses and urging a collaborative and pragmatic approach to minimise damage to both businesses and the licensing objectives. Each council needs to assure itself of the approach it takes, "balancing the desire to support local businesses, the objectives of relevant legislation and the council's capacity."

We are prioritising requests, applications or hearings that are business critical in terms of the COVID-19 response. Licensing processes can continue and we are able to process new and current applications. It is in the public and business interest that the licensing system is definitely not coming to a complete halt. We have received many questions from licence holders of all types and Applications and Licensing Officers have been busy answering these service requests. Our view is that if a licence holder wishes to put their licence on hold that is permissible. Work is being carried out within the Councils on the budget implications of licence cancellations and voluntary suspensions.

Licensing Governance cont...

Under the Licensing Act 2003 there is no lawful power, even during this emergency period, for Licensing Authorities to delegate decision-making to Officers where relevant representations have been received in response to an application.

Determinations in such cases will still have to be made by licensing committees or their sub-committees. The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 was published on 2 April 2020 and made under section 78 of the Coronavirus Act 2020. The Regulations make provision to enable local authorities to hold meetings remotely including by (but not limited to) telephone conferencing, video conferencing, live webcast, and live interactive streaming. Part 2 of these Regulations, relating to the holding of remote hearings, only relate to England. Progress is well underway for sub-committees to be held remotely. We have reviews / hearings coming up in all three Licensing Authorities which are to be carried out remotely, with the first one arranged for the 1st May 2020 for a street trader in Wokingham borough.

Licensing Challenges

The Licensing trade is facing changes at this time due to premises closed and lack of customers resulting in a loss of income. We are assisting licence holders where we can including dealing with queries over whether they can undertake deliveries and do takeaways or how to go about varying their licenses to allow these. We are continuing to process any new applications as well as renewals, transfers and variations.

Public Health

We have been supporting and distributing the wider public health messages of DHSC and Public Health Messages. We have done this through our own communication with the public but also through the advice we give business.

You may be aware that the #quitforcovid campaign started at the end of March. ASH are organising daily quit clinics on twitter (#quitforcovid) between 7.30-8.30pm. Hundreds of smokers have accessed this stop smoking support as well as our stop smoking service Al Bella App. These are gaining popularity and traction by many smokers since both the lockdown restrictions commenced and information published regarding the increase in adverse effects that smoking has when the body is fighting the effects of COVID-19.

All West Berkshire, Wokingham and Bracknell primary schools have been invited to take part in a poster campaign in primary schools this month asking for artwork to be used as part of the Quit for Covid campaign. This is a locally run campaign with support from PHE.

Quit Clinic

Every day 7.30pm - 8.30pm

TODAY IS THE DAY

#QuitforCovid

Snapshot of our Social Media Posts re COVID-19



Public Protection Partnership

Published by Lisa Barnes [?] · 22 hrs · 🌐

****How to Protect Your Business Against COVID-19 Scams****

Malicious email attachments, false government grant phone calls and CEO impersonation scams are among a raft of scams undermining businesses as a result of the COVID-19 pandemic. The increasing risk has led National Trading Standards to launch Businesses Against Scams – a free online training tool to protect businesses, employees and customers from costly scams.

With remote working and many businesses having to stop or d...

[See more](#)

Public Protection Partnership Bracknell Forest West Berkshire Wokingham



Public Protection Partnership @PublicPP_UK · Apr 20

Be aware of this #Netflix scam.

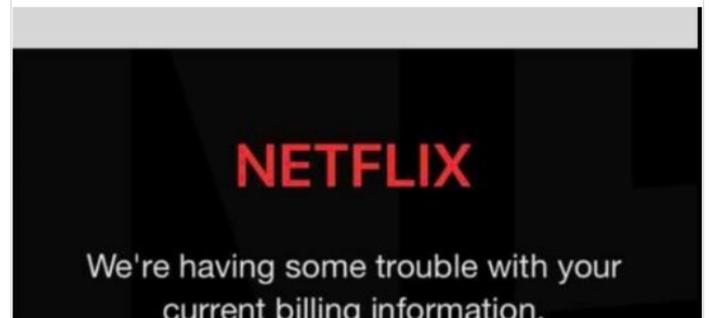
With millions of more people staying at home, Netflix has seen a rise of 32% in paid subscriptions since mid-March. The radical shift in consumer activity has led to scammers attempting to take advantage of the situation.

Chartered Trading Standards Institute @CTSI_UK · Apr 17

Netflix scam takes advantage of COVID-19 lockdown

With Netflix seeing a rise of 32% in subscriptions since mid-March, the radical shift in consumer activity since lockdown has led to scammers attempting to take advantage of the situation.

[Read in full: tradingstandards.uk/news-policy/ne...](#)



Public Protection Partnership

Published by Lisa Barnes [?] · 22 April at 16:19 · 🌐

Public are urged to flag coronavirus related email scams as online security campaign launched by National Cyber Security Centre.

A 'Cyber Aware' campaign and other services have been launched to combat cyber security threats.

You can report COVID-19 email scams by emailing: ... [See more](#)



NCSC.GOV.UK



Public Protection Partnership @PublicPP_UK · Apr 20

Do you know someone looking for care?

#SupportWithConfidence is a national Local Authority scheme which provides a list of approved care and/or support services that have been vetted on the grounds of quality, safety and training.

publicprotectionpartnership.org.uk/campaigns/supp...



Public Protection Partnership

Published by Lisa Barnes [?] · 21 April at 14:10 · 🌐

What you need to know about coronavirus and food:

- ➔ It is very unlikely that you can catch coronavirus (COVID-19) from food.
- ➔ Cooking thoroughly will kill the virus.... [See more](#)

Public Protection Partnership Bracknell Forest West Berkshire Wokingham

What you need to know about Coronavirus and food

- It is very unlikely you can catch coronavirus (COVID-19) from food
- Cooking thoroughly will kill the virus
- COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging
- Everyone should wash their hands regularly with soap and water, to reduce the risk of illness.
- It is especially important to wash hands before handling or eating food.



Public Protection Partnership @PublicPP_UK · Apr 17

Walking your four-legged friends 🐕

Keep your dogs on leads in busier areas helps ensure you can follow 2m social distancing guidelines ❤️🐕

See advice from @DogsTrust

dogstrust.org.uk/help-advice/ad...



Support with Confidence

Support with Confidence is a service we run for West Berkshire and Wokingham and is for businesses and individuals who provide care and support services. Providers who are registered with the scheme have been approved by us by showing they have had the training they need as well as a valid DBS certificate, insurance and background checks. There are registered carers who are available for emergency cover as well as routine care, and a full list is available on the website

<https://info.westberks.gov.uk/supportwithconfidence>

Should you wish to contact us with any queries, please email

supportwithconfidence@westberks.gov.uk
or telephone 01635 519171.

FAQ's Update

We are producing advice on the legal and practical position for traders providing goods and services to and within people's homes e.g. repairs, prepared food, hairdressing, dog grooming etc. This is causing some confusion as for example you can't take a computer in to a repair shop but a computer repair firm can collect it from you and return it. The same goes for others providing goods and services. These will be used to advise businesses and residents along with information on how such services can be delivered safely.

Communication

There has been a 470% increase in total Facebook reach and 35% increase in website pages viewed over the Easter weekend alone. See following page for snapshot of social media posts re COVID-19.

Looking ahead we are starting to prepare for when we come out of lockdown. This will include how we are going to position our communications and potentially sector by sector advice.

Our media releases can be found here:

<https://publicprotectionpartnership.org.uk/news/>

Who to Contact

Reporting of complaints relating to Covid-19 can be made on the website via the Enforcement Form on the front page. [Link here.](#)

Trading Standards:

Concerned residents or anybody with information about coronavirus related scams are being asked to contact Trading Standards directly via:
TSadvice@westberks.gov.uk

Environmental Health:

Environmental Health matters are to contact us by emailing: ehadvice@westberks.gov.uk

Licensing:

Bracknell Forest Licensing matters are to contact us by emailing: LicensingAll@bracknell-forest.gov.uk
West Berkshire Licensing matters are to contact us by emailing: LicensingAll@westberks.gov.uk
Wokingham Licensing matters are to contact us by emailing: LicensingAll@wokingham.gov.uk

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PPP Members Bulletin
#3

Public Protection Partnership

**Bracknell Forest
West Berkshire
Wokingham**

Introduction

Whilst Covid 19 and non-Covid 19 related complaints and inquiries continue to rise we are now looking ahead to our Recovery phase.

Our Recovery Strategy has been prepared to support the individual recovery plans of the three authorities and to address how we bring back PPP services ,that were suspended due to the pandemic. We'll use what we have learnt in order to adopt better practices in future. The Government's incremental lifting of lockdown affects the rate of progress and the Recovery Strategy will need to reflect this.

Our Recovery Action Plan gives the key headlines for our progression into the new normal. There will be many milestones and PPP has begun to create a timeline for the expected recovery. We are mindful of Government guidance risk profiling, local PPP risk profiling and nationally accepted enforcement guidance/policy and are taking the wider risk to public health locally and organisationally into account.

We are providing advice for our customers based on guidance published by the Government so as different business sectors reopen we are able to give appropriate advice and keep our website up to date. It is clear that each transitioning phase brings new challenges.

Example of posters and advice posters made available for businesses to download and use.



See [here](#) for full list of posters.

Response

The types of complaints or requests for advice received in the last month have included the following:

- Concerns over lack of social distancing due the large increase in foot traffic along a lane
- No social distancing in store/shop
- Concern about a lack of social distancing provided for employees
- Pub landlord operating 'lock-ins' for small groups of friends
- Gym still operating
- Clarification on collection and delivery of animals for grooming
- Advice for dog walkers
- Non-adherence to Covid-19 Best Practice Guidelines at takeaways and restaurants offering a collection service
- Request for information on opening a bakery
- Request for advice on reopening a business
- Fly-tipping due to closed re-cycling centre
- Bonfires
- Noise from parties
- Disagreement over changes to insurance policy due to Covid Pandemic, possible miss sold policy.

We have seen an increase in health and safety risk assessment enquiries by businesses preparing to re-open. We are seeing an increase in complaints relating to where the Regulations (as amended) do require further clarity.

Examples of nuisance complaints that have led to our officers intervening / investigating are:

- A public house in a rural setting providing takeaway food and drink where the customers are consuming off the premises but close to residents. This is causing nuisance to the local community by refuse, noise and defecating.

- A fast food outlet reopened for takeaway with the high demand resulting with long traffic queues on the highway and social distancing concerns.
- A visit resulting in the issuing of a Prohibition Notice to a landlord who served drinks and allowed customers to sit in the garden to consume them whilst awaiting their takeaway order.

It is becoming increasingly clear that there is misunderstanding within the trade, the public and business employees, over the application of the Regulations with regard to certain business practices and circumstances. The Regulations seem to allow certain business practices which in turn conflicted with the restrictions on essential travel. We continue to work with colleagues from across the south-east tier one authorities and with colleagues at OPSS (Office for Product Safety and Standards) to identify these anomalies and share best practice. It is likely that the easing of lock-down restrictions will be incremental so we are keeping matters under constant review.

During May 12% of all service requests relate to Covid 19, which continues to be a high proportion. A number of visits following allegations of Covid business restriction breaches have been investigated with a small number resulting in Prohibition Notices being served and businesses advised on compliance.

There was an increase in bonfire complaints to 163, which is a 353% increase on the same period last year. Fly tipping cases, although the numbers are low, have doubled. As time continues we hope to see the effect of the civic amenity sites reopening. We are continuing to advise in all circumstances, and where there is evidence of nuisance, we will serve an abatement notice. We have also put out statements about bonfires through social media and these have been picked up by local media in the run up to all the recent bank holiday weekends.

There was a 31% increase in noise complaints compared to 2019, representing 19% of complaints with an increase in those from domestic sources. As some commercial businesses are reopening and as background noise levels remain relatively low in terms of traffic/aircraft noise residents will be more sensitive to these changes so we are mindful of this when dealing with complaints and aim to encourage discussion and mediation through the easing phases.

We will still respond to complaints but want the message to be 'think before you make a complaint'. If you receive complaints from residents please pass on the details to us or ask them to log it directly with us to avoid delay. This can be done easily online via the link [here](#).

We have received an increase in anonymous complaints via our online form and unfortunately this stops us getting further details and/or giving feedback on our actions. As a result, we have added the following statement to our website to ensure expectations are explained:

"By choosing to remain anonymous we will assess your complaint but we are very limited in the investigation and action we may be able to take, as well as not being able to contact you to update you. Please be assured that your identity will not be disclosed (unless we take legal action)."

Test and Trace

PPP are now assisting with this newly created service with Public Health colleagues across the 3 partner authorities that will operate 12 hours a day, 7 days a week to investigate and contain Covid 19 outbreaks and provide local support.

Officers already experienced in dealing with Infectious Disease work will monitor notifications from Public Health England (PHE) Regional Team on a rota basis,

7 days per week from 08.00-20.00. They will respond to notifications within 2 hours of receipt and carry out contact tracing as required. These officers are the first point of contact and their previous experience and knowledge of notifiable disease work will create a 'safe pair of hands'. In the absence of national guidance, PPP have devised a questionnaire to collect relevant information for Covid 19 positive cases.



Covid-19 Joint Working

The Coronavirus pandemic has brought several agencies together in order to manage the constantly evolving situation and joint working unrelated to Health & Safety or Environmental Health legislation has come about.

Recently PPP was asked by the Berkshire West NHS Care Commissioning Group via Public Health England, to assist with Infection Control Support visits for nursing and care homes in West Berkshire. This has commenced and is being delivered remotely.

Officers were given training at the NHS Covid 19 Centre on Newbury Racecourse by an NHS Infection Control nurse and finished the day armed with suitable knowledge and an inspection kit with PPE (including scrubs).

Those same officers have since visited several care homes to ensure that the management teams are aware of all training resources available to them, to review infection control procedures, ask if more training/advice is required and used the 'light touch' to talk through critical areas such as social distancing, PPE, management of suspected/confirmed cases of Covid 19 and how to isolate the same. These officers are there to advise not enforce, so if any problems are identified a report is made to CCG who then do the follow up.

Licensing Governance

Under the Licensing Act 2003 there is no lawful power for Licensing Authorities to delegate decision-making to Officers where relevant representations have been received in response to an application. Determinations in such cases will still have to be made by licensing committees or their sub-committees. The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 was published on 2 April 2020 and made under section 78 of the Coronavirus Act 2020. The Regulations make provision to enable local authorities to hold meetings remotely including by (but not limited to) telephone conferencing, video conferencing, live webcast, and live interactive streaming. Part 2 of these Regulations, relating to the holding of remote hearings, only relate to England. There have now been 2 sub-committees / panels held remotely with 2 more planned for this week. The first one was a new premises license sub-committee and you can view the meeting [here](#).



Licensing & Applications

In addition to the influx of service requests relating to Covid 19, the Licensing and Applications officers continue the essential work aligned with the Licensing Act 2003 including New Premises Licence Applications, Licence reviews, Variations, Virtual Licensing Committee Hearings and Annual Fee payments.

Other licence holders like taxi drivers, home dog boarders, dog walkers and dermal licensees are asking for more information than usual and these requests receive a reasoned approach and solid information despite additional pressures from Coronavirus queries.

Animal Warden

Kira joined the animal warden team last week. She's an experienced dog behaviourist and so as owners start to go back to work we shall be looking at implementing various educational messages for dog owners. These messages will include how to prevent excessive dog barking as well as how to properly care for your dog, such as dog micro-chipping, control when dog walking and how to look after pets in the warm weather.

Air Quality

The Air Quality monitoring work continues and although shielding caused a drop in available personnel those remaining intrepid officers have ensured the diffusion tubes were changed as usual. Even though the processing labs closed down briefly we now have the results from March and April, they make interesting reading in as much as they indicate just how much lockdown assisted in the reduction of Nitrogen dioxide levels from emissions.

The continuous monitoring at all our sites in Newbury, Wokingham, Twyford and Bracknell have shown a marked difference in Nitrogen dioxide concentrations from January to March lowering in incremental stages, most likely attributed to the changing lockdown rules of Covid-19. The levels have reduced over this period by a third. Comparing to the same period in 2019 there has been a reduction of between 20-28%.

Weight Restrictions and Overweight Vehicles



We are continuing to enforce weight restriction orders made under the Road Traffic Regulation Act 1984. This work is particularly pertinent whilst the country's reliance on deliveries of all types is so crucial.

It is an offence to drive a vehicle through a restricted area where the vehicle exceeds the weight limit imposed (unless delivering or collecting items within the weight restriction). These orders are intended to protect old or weak bridges and structures as well as to stop heavy vehicles accessing areas not suitable or which pose a danger. Therefore, routine inspections by PPP officers continue to take place across Bracknell, West Berkshire and Wokingham to ensure vehicles are not breaking the law.

Since the start of the pandemic there has been a slowdown in the numbers of vehicles contravening the regulations. However, Mill Lane, Newbury and Ermin Street, Stockcross are noted hotspots whilst Crookham Hill, Thatcham, Streatley, Kirtons Farm Road and Church Lane in Aldermaston Village are all considered problem areas.

Fly Tipping Campaign

Fly-tipping is a criminal offence and one of the most common forms of anti-social behaviour that poses a significant environmental, social and financial problem nationally and in PPP authorities. It blights our countryside, is a threat to livestock and local wildlife, a source of pollution, a danger to public health, and attracts other forms of anti-social behaviour and other enviro crime including arson, littering, graffiti and dog fouling.

What we are doing?

- We are currently monitoring Facebook to identify persons who are offering to collect and remove waste but who do not have a Waste Carriers Licence. These persons are more likely to fly tip waste as it is generally not possible for them to take waste to Household Waste Recycling Centres.
- We have an active social media campaign on both Facebook and Twitter.
- Press releases to raise local awareness.
- We are collecting all reports of fly tipping, details of persons collecting waste without Waste Carriers Licences and will be focusing our enforcement on repeat offenders and regularly used fly tip sites.
- We are encouraging proper disposal of waste.

- We are working with our partners to actively enforce all applicable legislation and to ensure that all instances of fly tipping are investigated and where offenders are identifiable they are dealt with in accordance with our Prosecution Policy.

As an example we are working with Wokingham Borough Council Localities Team and others to deliver their Fly-Tipping Strategy. Details of this strategy are at the advice section of their website [here](#).

We are also issuing messages around advice for households, businesses and licensed waste carriers.

Example Social Media Post from campaign below:



Fly Tipping can be reported via the following channels:

Bracknell Forest Council - [report here](#)

Wokingham Borough Council - [report here](#)

West Berkshire Council - [report here](#)

Protecting the Vulnerable

Covid-19 Scams continue to make headlines.

Fake fines and testing kits and bogus requests for donations are among coronavirus-related scams targeting the public.

It is being isolated with friends or family could make people lower their guard. [Action Fraud](#), the UK's reporting centre for fraud, said there has been £4.6m in losses nationwide during lockdown.

Our Victim Support Officer has made three videos on how to spot scam emails and protect yourself from scams - see [here](#) (under Trading Standards.) As well as doing virtual presentations to vulnerable groups, including the Falklands Newbury WI.

See example on one of the videos below:



<https://vimeo.com/426997115>

Snapshot of our Social Media Posts

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 23 hrs · 🌐

How to Spot a Scam Email - part one.
<https://vimeo.com/426997115>



VIMEO.COM
PPP - Scam Emails - Part One
Short video on how to spot a scam email (part one) from Malcolm...

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 5 June at 11:07 · 🌐

Tenants and Landlords in private rented sector. The MHCLG has published guidance on the Electrical Safety Standards in the Private Rented Sector (England) Regulations, which came into force at beginning of June.
See below for full guidance:
<https://publicprotectionpartnership.org.uk/.../mhclg-guidanc.../>



Public Protection Partnership
Bracknell Forest West Berkshire Wokingham

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 3 June at 13:00 · 🌐

Checklist from Food Standards Agency on re-opening for food businesses.



Check	Completed	Date
Check your Local Authority is informed of current food activities		
Notify your Local Authority of your intention to restart operations		
Notify your Local Authority of any change to the business activities you are registered for. This includes the introduction of any new delivery or takeaway service.		
Update your Food Safety Management System for any new procedures.		
Consider any risks to food safety introduced by changes to procedures .		
Consider any risks to food safety introduced by changes to procedures .		

Food Standards Agency
3 June at 09:30 · 🌐 Like Page

Restarting your food business? Look for evidence of pests, and act if necessary, before opening.
Download our [#ReopeningChecklist](#) for more on reopening safely during COVID-19
<https://www.food.gov.uk/.../reopening-checklist-for-food-busi...>

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 3 June at 12:36 · 🌐

⚠️ COVID-19 NHS Test & Trace Scam ⚠️

Although we are currently not aware of this scam happening in our areas, at the current time, we have heard reports of it in other areas. Please help spread the word to prevent more victims.
The scammers are calling people and saying they are from NHS COVID tracing teams - ... [See more](#)



Public Protection Partnership
Bracknell Forest West Berkshire Wokingham

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 27 May at 14:05 · 🌐

Guidance for housing and trade industry businesses during the coronavirus pandemic.
<https://www.businesscompanion.info/.../coro.../home-improvements>



Public Protection Partnership
Bracknell Forest West Berkshire Wokingham

Snapshot of our Social Media Posts

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 11 May at 14:12 · 🌐

Meet Monty...

This lovely chap was left tied up outside the gates of [Binfield Dog Rescue](#) on the evening of 24th April. Brian, the owner of Binfield Dog Rescue, had received a phone call asking him to collect a 'stray', he rightly told the caller they don't collect strays and to contact the Animal Warden. A short time later this dog, who they named Monty was found tied by a straggle piece of lead to their gate.

Monty was in a bad way, his eyes needed attention, and he has scars... [See more](#)



#AnimalWardenUpdate

A shared service provided by Bracknell Forest Council, West Berkshire Council and Wokingham Borough Council. **Public Protection Partnership** Bracknell Forest West Berkshire Wokingham

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 21 May at 15:08 · 🌐

Since the start of the Covid 19 pandemic the Public Protection Partnership has seen a 622% increase in bonfire complaints over the same period last year (from 32 complaints to 231).

We are offering the following advice with regards to bonfires:

Right now, we are asking residents across the districts/boroughs to think of others and not light bonfires during the ongoing Coronavirus pandemic lock-down because many people at home are vulnerable and may have respiratory issues, ... [See more](#)



A shared service provided by Bracknell Forest Council, West Berkshire Council and Wokingham Borough Council. **Public Protection Partnership** Bracknell Forest West Berkshire Wokingham

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 27 May at 15:32 · 🌐

Businesses are being urged to carry out vital safety processes to their water systems to avoid increasing the risk of Legionnaires' disease as they reopen following the COVID-19 lockdown. CIEH warns.

With hot and cold water systems out of action for several weeks, the chances of bacteria forming which can cause Legionnaires' disease – a potentially fatal type of pneumonia – are much greater when businesses close for long periods.

This is combined with the potential for an inc... [See more](#)



CIEH.ORG

Businesses risk fuelling Legionnaire's disease without vital post-lockdown water checks, warns CIEH

PPP Public Protection Partnership
Published by Lisa Barnes [?] · 14 May at 11:51 · 🌐

**** Menthol Cigarettes Ban from UK shops from 20 May ****

New smoking laws will see certain types of cigarettes banned in the UK from this month. From 20 May menthol cigarettes, menthol rolling tobacco and menthol skinny cigarettes will be banned from UK shops.

The ban stems from the EU Tobacco Product Directive, which includes measures to reduce smoking rates among young people. The Directive introduced in 2016 included a four-year plan to phase out flavoured cigarettes, as of ... [See more](#)

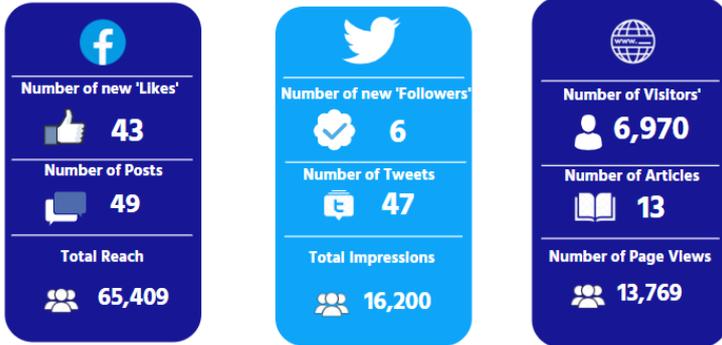


A shared service provided by Bracknell Forest Council, West Berkshire Council and Wokingham Borough Council. **Public Protection Partnership** Bracknell Forest West Berkshire Wokingham

Communication

Social media and website engagement continues to grow. See below for summary of May stats:

PPP Social Media Update 1st May - 31st May 2020



Total combined reach for May is 95,378

Facebook Stats:

	New Likes	Reach	No. Posts
Oct	15	7,645	17
Nov	44	9,890	35
Dec	52	12,346	30
Jan	70	19,202	36
Feb	96	107,684	29
Mar	153	38,930	38
Apr	96	103,470	53
May	43	65,409	49

Like us on Facebook [here](#)

Twitter Stats:

	New Followers	Impressions	No. Tweets
Oct	18	2,160	19
Nov	44	13,100	45
Dec	8	9,241	32
Jan	28	10,500	47
Feb	13	12,500	33
Mar	19	30,100	50
Apr	19	25,000	59
May	6	16,200	47

Follow us on Twitter [here](#)

Website Stats:

During May 2020 the website has had 6,970 visits with 13,769 page views.

In May 13 articles were published to the website as follows:

- 28 May - Retail Business Poster - Downloads
- 27 May - Legionnaires Disease Lockdown Risks & Reopening Safely
- 27 May - Covid-19 Business Grant Scam Emails
- 26 May - Notice of Decision Licensing Application
- 20 May - Help your Fire & Rescue service during the Covid-19 Pandemic
- 14 May - Taxi FAQ's COVID-19 Update
- 14 May - Menthol Cigarettes Ban
- 12 May - Fly Tippers Beware - 'We're on to you' campaign
- 12 May - Scam Alert - Scam involving fake CAB calls
- 11 May - COVID-19 Scams Video
- 7 May - Quit for COVID campaign (Quit Smoking)
- 6 May - Wokingham Council Approved Strategy to Tackle Fly Tipping
- 5 May - Bonfire Advice Note

Who to Contact

Reporting of complaints relating to Covid-19 can be made on the website via the Enforcement Form on the front page. [Link here.](#)

Trading Standards:

Concerned residents or anybody with information about coronavirus related scams are being asked to contact Trading Standards directly via:

TSadvice@westberks.gov.uk

Environmental Health:

Environmental Health matters are to contact us by emailing: ehadvice@westberks.gov.uk

Licensing:

Bracknell Forest Licensing matters are to contact us by emailing: Licence.All@Bracknell-Forest.gov.uk

West Berkshire Licensing matters are to contact us by emailing: Licensing@westberks.gov.uk

Wokingham Licensing matters are to contact us by emailing: Licensing@wokingham.gov.uk

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Bulletin for Town and Parish Councils #1

Public Protection Partnership

Bracknell Forest
West Berkshire
Wokingham

Public Protection Partnership

Our role is to preserve the health, wellbeing and safety of the communities we serve. Our aim is to provide information to residents and businesses to encourage self-service, to enable them to make informed decisions and to understand their rights and responsibilities and update them on any changes to our processes, service provision and service status.

Through this bulletin we aim to provide information that will help you deal with a variety of queries from your residents, in relation to life during the Coronavirus pandemic.

The New Health Protection Regulations and how PPP are enforcing them

The Health Protection (Coronavirus, Business Closure) (England) Regulations 2020 were brought in on 23rd March 2020 to increase measures for limiting the spread of Covid-19. The trading bans that came in were designated to PPP for enforcement across Bracknell Forest, West Berkshire and Wokingham. We have developed an enforcement process for the new business closure controls and our Environmental Health and Trading Standards Officers are monitoring compliance with these Regulations, with Police support provided if appropriate. Businesses and premises that breach the controls will be subject to prohibition notices, and potentially unlimited fines.

Bonfires

Since the start of the Covid 19 pandemic the Public Protection Partnership has seen a 622% increase in bonfire complaints over the same period last year (from 32 complaints to 231). We are aware that Town and Parish Councils are also receiving a higher level of complaints and our advice is as follows:

At the moment we are asking residents to think of others and not light bonfires during the ongoing Coronavirus pandemic lockdown because many people at home are vulnerable and may have respiratory issues, or even be fighting the Coronavirus itself. During this difficult time we are asking that their needs are put first.

We are also urging people to consider alternative means of disposal of waste as burning in close proximity to other properties is always a potential source of nuisance. For instance, if the job can't wait until the civic amenity sites re-open, green waste can be composted or stockpiled at home.

Bonfires can also get out of control or cause accidents, creating extra pressure on the already busy emergency services.

This advice could also apply to fires on allotments should you deem it necessary.

Bonfire Legislation

While there are no laws against having a domestic bonfire there are laws about causing a nuisance. The smoke or the smell of smoke from bonfires can cause a statutory nuisance under the Environmental Protection Act 1990.

PPP would consider taking formal action under the above legislation if a number of justified complaints were received about the burning. If sufficient evidence is gathered and the Council is satisfied that a Statutory Nuisance exists then an enforcement notice may be served to prohibit the recurrence of the nuisance. A breach of this notice may result in a fine.

Encourage residents to report nuisance Bonfires to PPP using our online reporting form [here](#).

Fly Tipping

Fly tipping is the illegal dumping of any waste or rubbish on public land, or sites which are unauthorised to accept waste. If the rubbish is dumped on private land, the landowner is responsible for removing it.

If you receive notification of fly tipped material on private land you will need to inform the landowner who will unfortunately have to bear disposal costs. You can encourage residents to report fly tipping via links on the PPP website [here](#).



SCAMS

Several Coronavirus related scams, frauds and trading malpractices have been identified both locally and nationwide so PPP aim raise awareness of and tackle those who are perpetrating the crimes. The nature of scams is that they change on a regular basis and we continue to monitor these and put out information as and when we have it.

Locally, the following have occurred:

1. Profiteering - everyday goods being sold at extortionate prices.

Incidents can be reported direct to The Competition and Marketing Authority via covid.monitoring@cma.gov.uk

2. Premises continuing to trade despite the Government ban. Police and PPP move fast to close such premises and residents can report issues via the form [here](#).

3. The sale of unsafe PPE (Personal Protective Equipment)-Such as face masks and hand sanitiser. Trading Standards and the Office for Product Safety work together to ensure all products placed on the market are fit for purpose. Suspected sales of unsuitable equipment can be reported via the form [here](#).

Nationally, Trading Standards teams are experiencing an increase in the number of complaints about scams designed to prey on people's vulnerabilities:

1. Financial

Text and email messages are received which appear to be from banks, government departments or other trusted organisations aiming to trick people into

providing their bank details. Do not click on the links or respond to such messages as banks in particular would never ask for financial information in this way. Residents must contact their bank immediately and report to PPP.

2. Miracle cures and vaccines for Covid-19

3. Fake and dangerous PPE and Coronavirus testing kits and vaccines.

4. Shopping and medication collection services demanding money up front, with no service delivered.

5. Home cleaning and health and safety checks.

6. Bogus mobile phone apps promising to provide updates, instead the phone is locked completely until a release fee is paid.

7. Emails purporting to be from HMRC offering tax rebates or grants. These are another way of tricking residents into providing their bank details. Remember, if the link does not end in "gov.uk" or "nhs.net", it is not legitimate.

The National Cyber Security Centre (NCSC) take down these malicious websites as soon as they become aware of them. If a resident receives a suspicious email or text, they should report it via the Netcraft website [here](#).

8. Messages via email and SMS to parents relating to free school meals. "As schools are closed you are entitled to free school meals... please send your bank details to claim your money/vouchers".

All incidents relating to the above should be reported to PPP via the form [here](#).

In addition, our Fraud Victim Support Officer has produced some user friendly videos with advice relating to specific Covid-19 scams, they are available to view on the PPP website and social media.



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

Non Covid-19 Scams

Unfortunately, Non Covid 19 related Scams continue.

With more of us being at home, everyone needs to be aware of the various Door Step scams. See below:

Rogue traders:

A cold-caller may offer a service that's not needed. For instance, they may claim to have noticed a defect on the roof or a damaged tree then offer to sort it for cash, or at an inflated price.

Bogus officials:

These people claim to be from utility companies in order to gain access to home. A genuine official will be happy to have their ID checked and verified.

Fake charity collections:

A fraudster may pretend to be from a charity and ask for donations of money, clothes or household goods. Legitimate charities will all have a charity number that can be checked on the Charity Commission website.

Made-up consumer surveys:

Some scammers might ask a resident to complete a survey, this enables them to obtain personal details, or they use the survey as a cover for persuading a person to buy goods they don't want or need.

Hard luck stories:

A person might knock at the door and ask for help with cash, ask to use the house phone or claim to be feeling ill. The story is made up and intended to con residents out of money and/or gain access to their home.

Encouraging residents to report issues via the PPP website is vital so that we can all avoid being scammed.

You can report a scam [here](#).

Residents can help protect themselves from door-to-door scams as follows:

Put up a deterrent sign

Place a 'no cold callers' sign up on the front door or window, it should deter cold callers from 'wasting their time'.

Set up passwords for utilities

Utility companies are happy to set up passwords for use by officials/engineers sent out to visit a customer. This can be arranged over the phone in advance.

Nominate a neighbour

Create a Nominated Neighbour Scheme where neighbours can help ensure callers are genuine.

For advice contact the local Neighbourhood Watch or the local Police Safer Neighbourhood team.

Door step check list for residents – this could be made into a leaflet or poster.

- Don't donate to charities or buy products directly from someone selling door to door.
- Don't give personal information to someone who has just knocked on your door.
- Don't feel embarrassed about turning someone away. Only let someone in if you're expecting them, they're a trusted friend, family member or a professional.
- Always ask for identification before letting a stranger into your house. Don't phone the number on their ID card, independently source a number for the company they claim to be from and make sure the door is locked while you do this.
- Always check credentials from an independent source, including a permanent business address and landline telephone number. The mobile phone number given on a scammer's business card is often a pay-as-you-go number which is virtually impossible to trace.
- Don't feel pressured and don't agree to sign a contract or hand over money at the door. Think about it first and talk to someone you trust.
- Don't share your PIN. Never disclose your PIN number or let anyone persuade you to hand over your bank card or withdraw cash for you.
- Do take control by asking the questions. Seek references from previous customers or ask to see examples of their work.
- Don't sign on the spot – shop around. Get at least three written quotes to make sure you're not being ripped off.

- If you're suspicious, why not ask the salesman whether you can use your mobile phone to take their photo. If the person is legitimate, they probably won't mind.

- Take time to think about any offer, even if it's genuine. Don't be embarrassed to say 'No'.

If you're ever in doubt, ask the person to leave, then maybe phone Consumer Direct on 03454 04 05 06 to make a report or call the Police. If you're not in immediate danger but want to report an incident call the Police non-emergency number 101 but if you feel threatened or in danger call 999.

You can also contact Public Protection Partnership (PPP) Trading Standards team directly on 01635 519930 or email TSadvice@westberks.gov.uk

Animal Warden Update

We are still running a normal stray dog collection service. Whilst stray dog numbers may not have risen we are finding that our usual rescue centres are limited in the number of strays that can be accommodated because of the lockdown, so we are working on finding alternative rescue centres to help us out.

You may receive enquiries about whether dog walking services are permitted.

The advice from DEFRA at present is that yes, subject to public health rules being maintained (including social distancing), dog walking services may still be provided.

For further guidance visit [here](#).

Please note: At the moment we are unable to deal with dog fouling complaints or carry out our usual range of patrols.

Advice to Businesses

Please direct business queries to our website where we continue to provide relevant advice and useful links including a distancing poster which can be downloaded/printed off for use in shops that remain open.

Advice to Community Hubs

PPP has asked Community Hubs to request that any group or individual, undertaking particular activities initially seek our advice to ensure those activities are carried out safely. Those activities include: collecting and storing food in order to package and re-distribute to residents, breaking down and re-packing bulk packages or catering packages for re-distribution to residents, producing meals for distribution to residents and providing a collection and delivery service for hot meals to residents.

Support with Confidence

Support with Confidence is a service PPP runs for West Berkshire and Wokingham and is dedicated to businesses and individuals who provide care and support services. Providers who are registered with the scheme have been approved by us by showing they have had the correct training, a valid DBS certificate, insurance and background checks.

Visit [here](#) for a list of registered carers who are available for emergency cover as well as routine care.

For any queries, email supportwithconfidence@westberks.gov.uk or call 01635 519171

Last but not least...

The PPP website has been amended to provide one location for all Covid-19 related information.

We regularly update the site to provide timely guidance and links to relevant government websites. See Covid-19 website page [here](#).

Facebook and Twitter are being used to pass on important messages and share information from relevant partner agencies. Please encourage residents and businesses to follow us so we can broaden our advice, send community messages and ensure everyone is kept informed.

[Facebook](#)

[Twitter](#)

How to report a Covid-19 related complaint

On the front page of the PPP website there is an Enforcement Form to fill in [here](#). For now, we would prefer contact via email rather than by phone as all officers are working from home.

For Coronavirus related Scams concerned residents or anyone with information to share should contact Trading Standards directly via:
TSadvice@westberks.gov.uk or by telephone on 01635 519930

For Environmental Health matters contact us by emailing ehadvice@westberks.gov.uk or by telephone on 01635 503242

For Bracknell Forest Licensing matters contact us by emailing:

Licensing.All@bracknell-forest.gov.uk

For West Berkshire Licensing matters contact us by emailing:

Licensing@westberks.gov.uk

For Wokingham Licensing matters are to contact us by emailing:

Licensing@wokingham.gov.uk

HOW TO PROTECT YOURSELF FROM CORONAVIRUS SCAMS

I'm not sure about this...?

NEVER FEEL PRESSURED

Never feel pressured into making any decision or contract. Genuine offers of help/support will not pressure you to do this.

ONLY BUY GOODS FROM TRUSTED RETAILERS

Only buy goods from trusted retailers and sources. Do not buy from unsolicited emails or texts even if the sender is a large 'brand'. These messages can be fake. Always search independently to find genuine online stores.



DO NOT PAY ANY MONEY UP FRONT

Do not pay any money up front. Be very suspicious of anyone demanding money up front and question their motives. See point above, only buy from trusted sources.

NEVER GIVE OUT FINANCIAL INFORMATION

Never give out any financial information. Your bank, HMRC, the police or local authority (or other organisations) will not ask for this. Never share your pin with anyone.



DO NOT ENGAGE WITH STRANGERS FOR HELP...

... unless you have accessed support through a recognised community support group. If you do not know the person who has contacted you, then do not engage with them for help. See link at bottom for details of community support groups.

NEVER CLICK ON SUSPICIOUS LINKS IN EMAILS OR TEXTS

Never click on suspicious text or email links and do not engage with these messages. If you have any queries with your bank, HMRC, NHS, the Local Authority or any other business, then call them directly. Do not click on any links or use any contacts given in these messages. Think before you click.



For more information on Coronavirus Scams and where to access support or report a scam see website link below:

<https://publicprotectionpartnership.org.uk/news-articles/press-release-coronavirus-covid-19-update-from-public-protection-partnership-trading-standards-team/>

Bonfire Advice Note for Members and Town and Parish Councils

Since the start of the Covid 19 pandemic the Public Protection Partnership has seen a 622% increase in bonfire complaints over the same period last year (from 32 complaints to 231).

We have produced this short guidance for the use of Members and Town and Parish Councils as we are aware that you are also receiving a number of complaints.

The same information is being given to residents who contact us directly and we have put out a number of communications about bonfires through social media.

Right now, we are asking residents across the district/borough to think of others and not light bonfires during the ongoing Coronavirus pandemic lockdown because many people at home are vulnerable and may have respiratory issues, or even be fighting the Coronavirus itself. During this difficult time we are asking that their needs are put first.

We are also urging people to consider alternative means of disposal of waste as burning in close proximity to other properties is always a potential source of nuisance. For instance, if the job can't wait until the civic amenity sites re-open, green waste can be composted or stockpiled at home.

Bonfires can also get out of control or cause accidents, creating extra pressure on the already busy emergency services.

While there are no laws against having a domestic bonfire there are laws about causing a nuisance. The smoke or the smell of smoke from bonfires can cause a statutory nuisance under the Environmental Protection Act 1990.

We would consider taking formal action under the above legislation if a number of justified complaints were received about the burning. If sufficient evidence is gathered and the Council is satisfied that a Statutory Nuisance exists then an enforcement notice may be served to prohibit the recurrence of the nuisance. A breach of this notice may result in a fine.

To report an incident of a bonfire please use our online reporting form [here](#).

Fly tipping is the illegal dumping of any waste or rubbish on public land or sites which are unauthorised to accept waste. If the rubbish is dumped on private land, the landowner is responsible for removing it. If you find or receive notification of fly tipped material on private land you will need to inform the landowner. Landowners unfortunately will have to pay for the cost of disposal of fly-tipped materials.

To report an incident of fly tipping please see links on PPP website [here](#).

 www.publicprotectionpartnership.org.uk

 [@PublicPP_UK](https://twitter.com/PublicPP_UK)

 [@PublicProtectionPartnershipUK](https://www.facebook.com/PublicProtectionPartnershipUK)

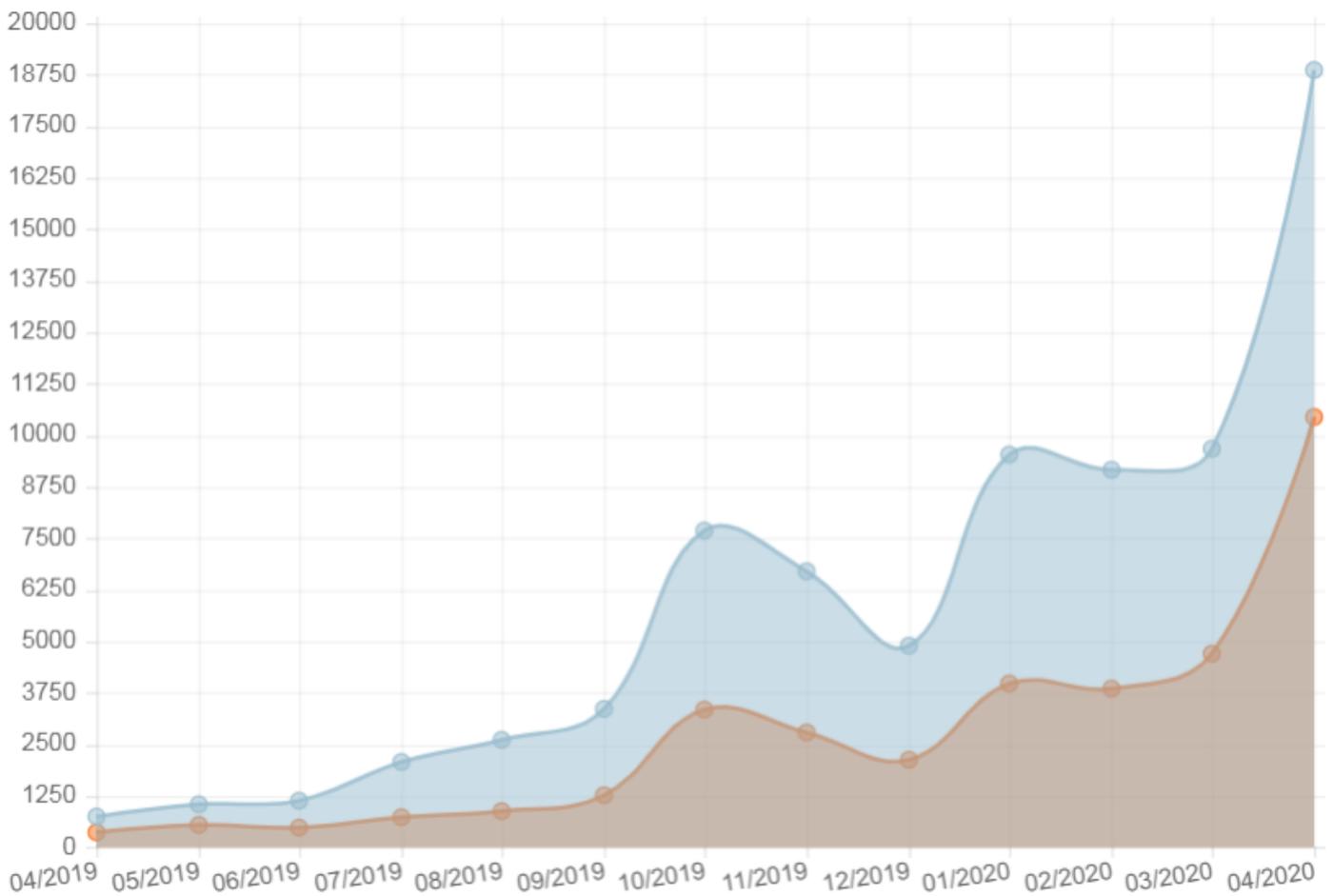
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Website

Number of articles published:

Month	No. of Articles / Press Releases
April	1
May	0
June	3
July	3
August	0
September	3
October	1
November	0
December	2
January	0
February	0
March	14
April	21

Website Visits and Views – Graph



Website Visits and Views

Month	Unique Visits	Page Views from Visits
April '19	363	746
May	541	1043
June	477	1130
July	729	2072
August	878	2608
September	1262	3359
October	3341	7687
November	2786	6698
December	2124	4892
January	3974	9531
February	3852	9162
March	4698	9672
April '20	10,442	18,864
	35,467	77,464

Unique visits to the site and pages visited have steadily increased since April 2019. Content, visitors and pages visited almost doubled from March 2020 – April 2020. This is mostly due to the volume of COVID-19 content going out.

The three most visited pages in the period above were the following:

<https://publicprotectionpartnership.org.uk/news-articles/bonfires-and-environmental-health-during-coronavirus-outbreak/>

2504 visits

<https://publicprotectionpartnership.org.uk/environmental-health/animal-warden/>

2319 visits

<https://publicprotectionpartnership.org.uk/contact-us/>

1527 visits

Social Media accounted for over 5,500 of the above unique visitors with 5280 coming from Facebook and 354 from Twitter.

The majority of the site visitors accessed the website from their mobile phone.

Device Type	Visits	Page Views
mobile	16869	28743
desktop	15909	43349
tablet	2689	5372

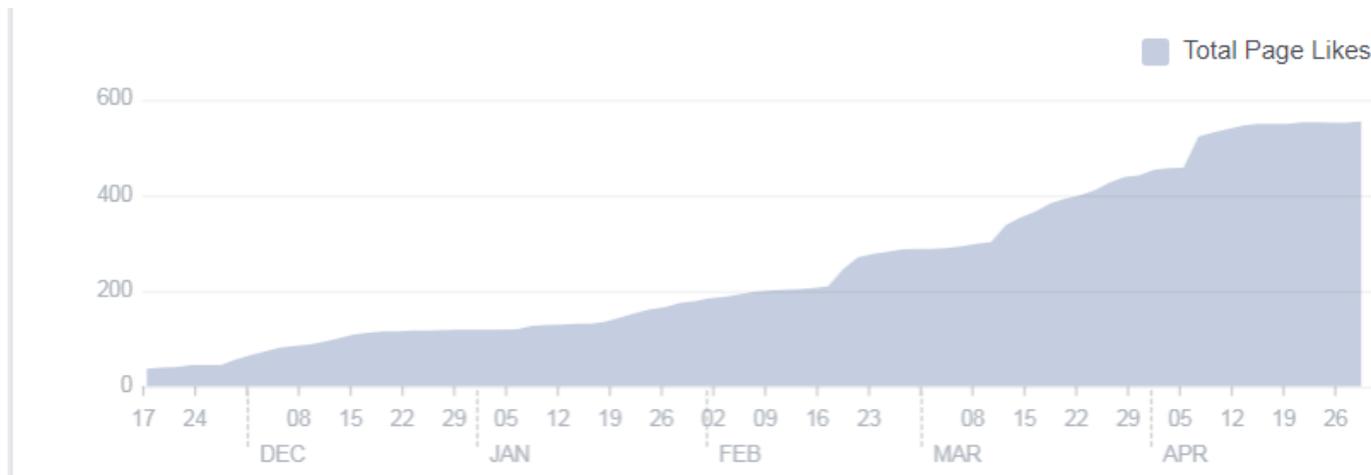
Social Media

Facebook

Page Launched November 2019

Current Likes 557

Current Followers 604



Month	No. New Likes
November '19	57
December	62
January	60
February	108
March	155
April '20	108

Top 3 posts in this period were:

Injured dogs dumped so owners avoid any costly vet bills.

Injured Abandoned Lurcher Wokingham Area

PPP Animal Warden

Bracknell Forest Council
West Berkshire
WOKINGHAM BOROUGH COUNCIL

Public Protection Partnership

97,529 People reached | 13,509 Engagements | Boost Post

<https://www.facebook.com/publicprotectionpartnershipuk/posts/173557614067337>



**Please no bonfires during
Coronavirus outbreak**

Public Protection Partnership

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

Bracknell Forest Council | West Berkshire Council | WOKINGHAM BOROUGH COUNCIL

89,878 People reached | 16,751 Engagements | Boost Post

<https://www.facebook.com/publicprotectionpartnershipuk/posts/207452620677836>

Public Warning: Car Park Scam



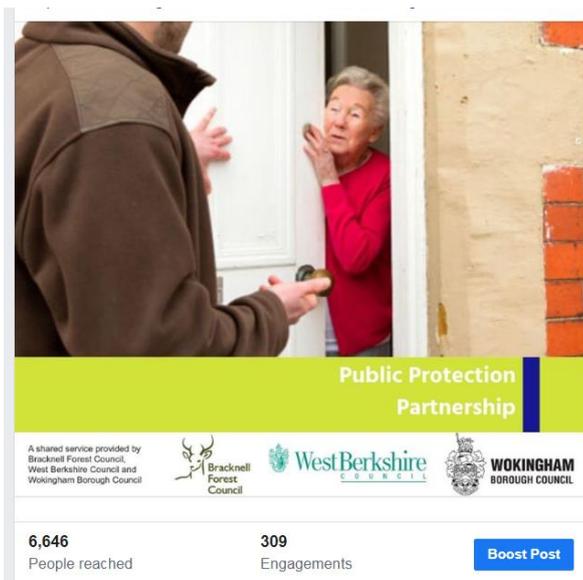

Public Protection Partnership

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

Bracknell Forest Council | West Berkshire Council | WOKINGHAM BOROUGH COUNCIL

48,926 People reached | 8,572 Engagements | Boost Post

<https://www.facebook.com/publicprotectionpartnershipuk/posts/188757985880633>



Public Protection Partnership

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

Bracknell Forest Council | West Berkshire Council | WOKINGHAM BOROUGH COUNCIL

6,646 People reached | 309 Engagements | Boost Post

<https://www.facebook.com/publicprotectionpartnershipuk/posts/194379701985128>

Twitter

Current followers: 154

Page launched October 2019

Month	No. New Followers
October '19	18
November	44
December	8
January	28
February	9
March	19
April '20	25

Top 3 Tweets:

PPP **Public Protection Partnership** @PublicPP_UK · Mar 20 4,968 46
Please RT this. We have had reports of this happening in our area. Awareness will reduce the number of victims of this heartless scam. twitter.com/CTSI_UK/status...
[View Tweet activity](#)

PPP **Public Protection Partnership** @PublicPP_UK · Apr 9 3,528 73
Earlier this week saw the implementation of Lucy's Law.
The law is named after Lucy, a Cavalier King Charles Spaniel who died in 2016 after being subjected to terrible conditions on a Welsh puppy farm. [#LucysLaw](#)
publicprotectionpartnership.org.uk/news-articles/...
pic.twitter.com/40idGv5vrA
[View Tweet activity](#)

PPP **Public Protection Partnership** @PublicPP_UK · Feb 22 3,375 81
#SCAMALERT we've had reports of cold callers operating in [#WestBerks](#) [#Newbury](#) saying they are calling and want to inspect your loft insulation as it may now be illegal.
This is a scam - Hang up. pic.twitter.com/xhvrkzHKol
[View Tweet activity](#)

Doorstep scam: CTSI issues warning over COVID-19 'home-testing' scams

The Chartered Trading Standards Institute warns the public to not open doors to bogus healthcare workers claiming to offer 'home-testing' for the COVID-19 coronavirus.

Read in full: [tradingstandards.uk/news-policy/ne...](https://tradingstandards.uk/news-policy/news-articles/update-to-the-animal-welfare-licensing-of-activities-involving-animals-england-regulations-2019-lucy-s-law-comes-into-force-6th-april-2020/)



Public Protection Partnership

@PublicPP_UK

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The law is named after Lucy, a Cavalier King Charles Spaniel who died in 2016 after being subjected to terrible conditions on a Welsh puppy farm. #LucysLaw

<https://publicprotectionpartnership.org.uk/news-articles/update-to-the-animal-welfare-licensing-of-activities-involving-animals-england-regulations-2019-lucy-s-law-comes-into-force-6th-april-2020/> ...
pic.twitter.com/40idGv5vrA



Public Protection Partnership

@PublicPP_UK

#SCAMALERT we've had reports of cold callers operating in #WestBerks #Newbury saying they are calling and want to inspect your loft insulation as it may now be illegal.

This is a scam - Hang up.
pic.twitter.com/xhvrkzHKol



PPP Social Media Update 1st May - 31st May 2020



Number of new 'Likes'

 **43**

Number of Posts

 **49**

Total Reach

 **65,409**



Number of new 'Followers'

 **6**

Number of Tweets

 **47**

Total Impressions

 **16,200**



Number of Visitors'

 **6,970**

Number of Articles

 **13**

Number of Page Views

 **13,769**

Total combined reach for May is 95,378



During May 2020 the website has had 6,970 visits with 13,769 page views.

In May 13 articles were published to the website as follows:

- 28 May - Retail Business Poster - Downloads
- 27 May - Legionnaires Disease Lockdown Risks & Reopening Safely
- 27 May - Covid-19 Business Grant Scam Emails
- 26 May - Notice of Decision Licensing Application
- 20 May - Help your Fire & Rescue service during the Covid-19 Pandemic
- 14 May - Taxi FAQ's COVID-19 Update
- 14 May - Menthol Cigarettes Ban
- 12 May - Fly Tippers Beware - 'We're on to you' campaign
- 12 May - Scam Alert - Scam involving fake CAB calls
- 11 May - COVID-19 Scams Video
- 7 May - Quit for COVID campaign (Quit Smoking)
- 6 May - Wokingham Council Approved Strategy to Tackle Fly Tipping
- 5 May - Bonfire Advice Note

The most visited pages on the website during May were:

- News article post from 15 April on Bonfires- click here to see [article](#) with 2,808 page visits
- Service Request Form - click [here](#) for form. Had 1,235 page visits.
- Environmental Health - Nuisance Neighbours, What We Can Consider - see page [here](#) had 470 visits.

	New Likes	Reach	No. Posts
Oct	15	7,645	17
Nov	44	9,890	35
Dec	52	12,346	30
Jan	70	19,202	36
Feb	96	107,684	29
Mar	153	38,930	38
Apr	96	103,470	53
May	43	65,409	49

Top 3 Facebook Posts for May

'Meet Monty' reach 13,400

 **Public Protection Partnership**
Published by Lisa Barnes [?] · 11 May at 14:12 · 

Meet Monty...

This lovely chap was left tied up outside the gates of [Binfield Dog Rescue](#) on the evening of 24th April. Brian, the owner of Binfield Dog Rescue, had received a phone call asking him to collect a 'stray', he rightly told the caller they don't collect strays and to contact the Animal Warden. A short time later this dog, who they named Monty was found tied by a straggly piece of lead to their gate.

Monty was in a bad way, his eyes needed attention, and he has scars...
[See more](#)



#AnimalWardenUpdate

'Menthol Cigarettes Ban' reach 9,000

 **Public Protection Partnership**
Published by Lisa Barnes [?] · 14 May at 11:51 · 

** Menthol Cigarettes Ban from UK shops from 20 May **

New smoking laws will see certain types of cigarettes banned in the UK from this month. From 20 May menthol cigarettes, menthol rolling tobacco and menthol skinny cigarettes will be banned from UK shops.

The ban stems from the EU Tobacco Product Directive, which includes measures to reduce smoking rates among young people. The Directive introduced in 2016 included a four-year plan to phase out flavoured cigarettes, as of ... [See more](#)



Top 3 Facebook Posts cont...

'Legionnaires Disease' reach 3,600

**Public Protection Partnership**
Published by Lisa Barnes [?] · 27 May at 15:32 · 

Businesses are being urged to carry out vital safety processes to their water systems to avoid increasing the risk of Legionnaires' disease as they reopen following the COVID-19 lockdown, CIEH warns.

With hot and cold water systems out of action for several weeks, the chances of bacteria forming which can cause Legionnaires' disease – a potentially fatal type of pneumonia – are much greater when businesses close for long periods.

This is combined with the potential for an inc... [See more](#)



CIEH.ORG

Businesses risk fuelling Legionnaire's disease without vital post-lockdown water checks, warns CIEH



	New Followers	Impressions	No. Tweets
Oct	18	2,160	19
Nov	44	13,100	45
Dec	8	9,241	32
Jan	28	10,500	47
Feb	13	12,500	33
Mar	19	30,100	50
Apr	19	25,000	59
May	6	16,200	47

Top 3 Tweets for May

'Menthol Cigarette Ban' reach 2,028



Public Protection Partnership

@PublicPP_UK

Menthol Cigarettes Ban from UK shops. New smoking laws will see certain types of cigarettes banned in the UK from this month. From 20 May menthol cigarettes, rolling tobacco and skinny cigarettes will be banned from UK shops.

See link for details:

<https://publicprotectionpartnership.org.uk/news-articles/menthol-cigarettes-ban-from-20th-may/> ... pic.twitter.com/beBxDolMHc



Top 3 Twitter posts for May so far...

RT of ASH post re 'Menthol Cigarette Ban' reach 1,420

Public Protection Partnership @PublicPP_UK

ASH warns that the ban on sale of menthol cigarettes is long overdue as 280 children a day take up smoking in England.

ASH welcomes the introduction of the ban on child-friendly menthol cigarettes on 20th May as an essential next step towards ending the tobacco epidemic.

https://twitter.com/ASH_LDN/status/1262690706403065858 ...

Food Hygiene - Food Safety Recall reach 1,054

IMPORTANT SAFETY WARNING
PRODUCT RECALL



Public Protection Partnership

@PublicPP_UK

Young's Seafood is recalling "Young's Simply Breaded 2 Extra Large Fish Fillets" because they contain milk which is not mentioned on the label. See link for details.

<https://www.food.gov.uk/news-alerts/alert/fsa-aa-33-2020> ... pic.twitter.com/NmvzDs9eVR

PPP Covid19 Recovery Approach

Committee considering report:	Joint Public Protection Committee
Date of Committee:	24 th June 2020
Date JMB agreed report:	JMB approval: 15 th June 2020
Report Author:	Sean Murphy

1. Purpose of the Report

- 1.1 To provide the Joint Public Protection Committee with an overview on the approach to service recovery as we move from interim service delivery arrangements.

2. Recommendations

- 2.1 The Committee NOTES the approach for recovery
- 2.2 The Committee provides a view on the proposals set out this report.
- 2.3 The Committee receives a further update at its September 2020 meeting on progress.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>The Covid19 pandemic has presented a number of financial challenges for the service particularly with respect to income from licensing. Many sectors of the licence trade including hospitality, taxi and private hire, street trading and licensed animal establishments have been significantly hit by the combination of the Covid19 business restrictions and the restrictions around essential travel. This has resulted in a number of licences being surrendered or 'paused'. We continue to receive request from various aspects of the licensed sector for financial relief.</p> <p>At the time of writing the impact in terms of lost income from licence receipts is estimated to be around 40K for April although some of this may return</p>
Human Resource:	<p>Elsewhere on this agenda the Committee have been updated on the interim service delivery arrangements in order that the service was well placed to respond to the Covid19 pandemic.</p> <p>The proposals in this report will require further adjustments to the structure of the service. Discussions are underway with</p>

	<p>strategic and operational managers and staff will be involved in shaping the arrangements going forward.</p> <p>Service management and JMB will continue to take account of the challenges faced by individual members of staff. For example, at the time of writing it is unclear what the schooling arrangements will be in the autumn term. Should there not be a return to full time schooling then such matters will form part of decision making on working arrangements.</p> <p>Some limited recruitment is now taking place. These include embedding the communications work on a permanent basis and recruitment to the private sector housing functions which has been under pressure due to demand and pressure.</p> <p>We will continue to invest in staff training and development through the support of apprenticeships, post-entry training and professional CPD requirements. The 'grow your own' approach has delivered well for the service. We have had one officer recently qualified as an environmental health officer and three further officers will likely qualify in the coming period. The two regulatory services apprentices are now both at the advanced level and it is planned to recruit more in due course.</p>
Legal:	<p>Trading Standards and Environmental Health were designated by the Secretary of State for Health as the primary enforcement body for the business restrictions contained in The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020.</p> <p>The Regulations have been amended several times as restrictions are lifted and will continue to be amended in the coming weeks and months. This will create work for the service both in terms of re-opening business sectors and enforcement.</p>
Risk Management:	<p>We will continue to manage risk in line with the prevailing situation and corporate policies. JMB will be kept informed of any service changes and adjustments and any consequences arising from these will be notified.</p>
Property:	<p>There are no direct implications arising from these proposals. The issue of accommodation was under review at the time the pandemic came into being. All councils are now reviewing property related issues in light of the effect of social distancing and new ways of working. The service will form part of any such reviews going forward.</p>
Policy:	<p>The role of the Joint Committee includes consideration of reports relating to service delivery matters. This report addresses that requirement by setting out the approach to service recovery.</p>

	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		This is not a decision report. The report does however set out the steps taken to protect vulnerable staff and address community need during this period.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		The level of service will be improved with competent and appropriately qualified staff delivering to our customers, from initial contact through to enforcement action. Staff will also have the opportunity for personal development and self worth.
Environmental Impact:	x			There has been an unquantifiable environmental impact from the new service arrangements as travel has been significantly reduced. Longer term it is anticipated that this impact will be maintained as new ways of working are embedded in service delivery.
Health Impact:	x			The proposals create no direct health impacts on staff. They do however set out community based health protection measures.
ICT or Digital Services Impact:	x			The use of ICT on service delivery has been transformational. Telephone conferencing, MS Teams and Zoom have all been employed in the day today running of the service but also in the delivery of democratic decision making. Staff have engaged in planning meetings remotely and all three PPP authorities have held virtual licensing panels where the technology has delivered effectively.
PPP Priorities :	x			The proposed to maximise the use of resource to deliver against the JPPC priorities particularly around health protection, protection of vulnerable people and environmental protection on a risk led basis. The priority relating to

			effective and efficient service delivery has been at the core of arrangements.
Data Impact:		✓	None
Consultation and Engagement:	Managers and JMB have been involved in the development of the service recovery proposals. Discussions will take place with staff to ensure their competences and knowledge will be employed to deliver the best outcome for residents, businesses and the partner Councils.		

4. Executive Summary

- 4.1 Traditionally at the June meeting of the Committee the Committee is asked to consider the service priorities for the financial year. This includes the consideration of the work-plan as well as the food and feed enforcement plan. The latter is required by the statutory code of practice on food and feed enforcement. The need to produce such a plan had been waived for 2020/21 as the effects of the pandemic on official controls are profound.
- 4.2 Elsewhere on this agenda the Committee has received a report detailing the approach taken by the service to address community need during the Covid19 pandemic. That report highlighted a range of new areas of work for the service. The ability to deliver against these new areas and increased demand were made possible in part by the fact that other areas of work such as food, farm and licensing inspections had been largely reduced or ceased due to the effects of the pandemic.
- 4.3 As we go forward and as businesses start to re-open these areas of work will need to re-commence to ensure that both the public are protected and that all important consumer confidence can be maintained. Initiatives such as the food hygiene rating scheme, which is delivered through the inspection programme, is important not just to consumers but to businesses. A good rating is a selling point for the business. A poor rating often drives improvement.
- 4.4 As we move into the recovery phase there will be difficult balancing act with respect to resources. There is no indication that the increased service request demand will diminish in the short term. We will also need to continue to support businesses on both a reactive and proactive basis. The officers involved in track and trace are those that normally undertake food safety inspections and at this stage we have no idea what demands track and trace will place but it is clear it will need to be prioritised.
- 4.5 In essence the new normal will not be the old normal. This report sets out the service priorities for the next few months. We will continue to innovate and develop new ways to deliver the service to fit community need and prevailing conditions.

5. Supporting Information - The Approach to Recovery

- 5.1 The core priorities for the service are set out in the inter-authority agreement. It is the responsibility of the Committee to keep these under review. As it stands the priorities are as follows:

- Community Protection including tackling the issues that cause the greatest harm to individuals.
- Protecting and Improving Health including allowing residents to make informed choices and delivering initiatives designed to improve and enhance health.
- Protecting the Environment including air quality, land contamination, planning, dealing with commercial nuisance and tackling environmental crime.
- Supporting Prosperity and Economic Growth including the provision of advice to businesses and protecting them from unfair trading.
- Efficient and Improving service delivery including the effective use of communication

5.2 In moving forward with recovery a risk based approach is being developed to addressing these core priorities. It is self-evident that with demands arising from circumstances we find ourselves that we will not be able to do everything we would have done in more 'business as usual' times. The focus is on three areas:

- Protection of health and wellbeing and tackling those areas with the highest detriment and risk of harm to individuals
- Assisting in the economic recovery process through targeted advice and enforcement measures to ensure high levels of compliance and a return of consumer and business confidence.
- Embedding new ways of working to ensure we maximise service efficiency and have the flexibility to respond to changing circumstances
- Accepting that some areas of work will continue as 'business as usual' e.g. financial investigations, legal and case work, committee support and governance, communications etc.

5.3 The table at Appendix A to this report sets out the work streams identified addressing the PPP priorities

5.4 In terms of service improvement the priorities for 2020/21 include:

- Movement to single system
- Moving to one authority lead on ICT
- Continued development of website and on-line media platforms
- Continued use of remote working platforms and reduction in travel
- Improved levels of customer satisfaction with respect to non-trading standards service requests
- Continue to work with and build relationships with partners in key areas such as law enforcement, health, environmental crime, housing standards, safeguarding and modern slavery.

- Achieve Community Safety Accreditation Scheme accreditation for a number of staff in key areas.

6. Structural Arrangements

- 6.1 Although we continue to receive a high volume of service requests we will need to move to allocate resource back into programmed activity. This will inevitably mean that further triaging of service requests will be needed and better use of self-help resources such as the website is a priority.
- 6.2 The current Response Team structure will remain in place but given the limited resource we are looking at align professional disciplines more closely going forward to maximise flexibility of resource. This will include the alignment of the commercial and housing functions. More contacts with business are going to need to be multi-disciplinary and this work was underway under the structure prior to temporary arrangements being put into place. Examples include:
- Alignment of food safety and food standards work with licensed inspections
 - Alignment of on and off farm animal welfare enforcement along with the animal warden service
 - Alignment of PPC work with petroleum safety inspections at filling stations
 - Expanding role of the specialist investigations team to include oversight of all investigations
 - Co-ordination of all service wide safeguarding work
- 6.3 It is proposed that the Case Management and Governance Unit remain in its current form with responsibility for case oversight and legal work. The case management team are shared across PPP and also work with colleagues from Royal Berkshire Fire and Rescue Service and Oxfordshire County Council Trading Standards and Fire and Rescue Services. The financial investigation function provides financial investigation resource not just to PPP but also to other authorities including Reading Borough Council trading standards and corporate fraud teams and Wokingham planning service.
- 6.4 Whatever changes are made it is clear that there will be a need for flexibility and investment in cross-discipline training and development. To this end the temporary training and development lead role is being recruited to on a permanent basis as will be the safeguarding lead. Both of these roles are performed by staff who carry out other public protection functions.

7. Concluding Comments

- 7.1 The purpose of this report was to set out the broad approach to recovery including some indicative indications of priority for Member consideration. Detailed recovery plans are being drawn up and JMB in their role of operational oversight will be asked to consider and approve or amend the plans.

- 7.2 There are many variables and unknowns at the time of writing. These include the extent of any impact of track and trace work, the effect of any second wave of infection, the short, medium and long term impact of lockdown on businesses and consumer shopping habits and the financial effects on the service and local government more generally.
- 7.3 It is proposed that Members note the approach being taken to recovery and priority setting. It is also proposed that an update is brought to the September meeting of the Committee.

8. Appendices

8.3 Appendix A – PPP Priority Areas

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1. PPP Recovery Priorities – Protection of Health and Wellbeing

Priority Number:	Priority	Identified Work Streams	Indicative Priority Level
1	Track and Trace	<ul style="list-style-type: none"> The provision of a track and trace cell to support local public health teams Engagement with Public Health Outbreak planning and review 	High
2.	Support for Care Homes	<ul style="list-style-type: none"> Care home support and advisory visits as requested. Training of care home staff in infectious disease control 	High
3.	Covid19	<ul style="list-style-type: none"> Enforcement of Covid19 business restrictions and prohibitions Engagement with business reopening projects and initiatives 	High
3.	Food Control	<ul style="list-style-type: none"> High Risk Food Safety Inspections (Risk rated A and B premises and approved premises) Improving standards in premises with 0, 1 and 2 score rating on FHRS All other food inspections Suspected food poisoning outbreaks Food Hazard Warnings High Risk Food Standards Inspections Medium Risk Food Standards Inspections Low risk and unrated premises Regional sampling programmes Schools nutrition education programme 	High High Medium to Low High Medium High Medium Low Medium Low

4.	Health and Safety at Work	<ul style="list-style-type: none"> • Monitoring of Riddor reports • Investigation of workplace accidents • HSE targeted audit programmes • Covid related safer trading advice for businesses • Targeted sector related Covid business audits 	<p>High High Medium High</p> <p>High</p>
4.	Animal Health and Welfare, Agriculture	<ul style="list-style-type: none"> • Animal Welfare • Animal By-Products • TSE controls • Animal Feed Controls 	<p>High High High High</p>
5.	Private Water Supplies	<ul style="list-style-type: none"> • Risk Assessment • Sampling and Analysis 	<p>High High</p>
6.	Alcohol and Tobacco Control	<ul style="list-style-type: none"> • Protection of young people from harm • Licensing Inspections – risk based • Smuggled and Counterfeit Tobacco and Alcohol • Resumption of work in schools • Community Alcohol Partnerships 	<p>High High High</p> <p>Medium Medium</p>
7.	Unsafe Consumer Goods	<ul style="list-style-type: none"> • OPSS – Fulfilment House Project • PPE enforcement / advice • Regional and National Enforcement Programmes • Safety of second hand cars 	<p>Medium High Medium</p> <p>High</p>

2. PPP Recovery Priorities – Community and Environmental Protection

Priority Number:	Priority	Identified Work Streams	Indicative Priority Level
1.	Housing Standards	<ul style="list-style-type: none"> • Risk based inspections of HMOs • Responding to HHSRS related service requests • Caravan Site Inspections and Enforcement • Letting agent enforcement 	<p>High High</p> <p>High</p> <p>Medium</p>
2.	Doorstep Crime	<ul style="list-style-type: none"> • Attending doorstep crime incidents in real time • Investigating unfair trading and fraudulent trading • No Cold Calling Zones • Community Messaging and Information 	<p>High</p> <p>High</p> <p>Low High</p>
3.	Scams	<ul style="list-style-type: none"> • Responding to referrals from local Safeguarding and National Scams Team • Support for victims including telephone blocking project • Scam warnings and risk highlighting • Banking protocol 	<p>High</p> <p>High</p> <p>High Medium</p>
4.	Animal Warden Service	<ul style="list-style-type: none"> • Collection of Stray Dogs • Dog Fouling Enforcement • Dog identification controls enforcement 	<p>High</p> <p>Medium</p> <p>Medium</p>

		<ul style="list-style-type: none"> • Dog fouling complaints 	Impact assessed
5.	Unfair Trading and Fraud	<ul style="list-style-type: none"> • Responding to allegations of unfair trading and fraud • Investigation of allegations of unfair trading • On-line fraud • Intellectual Property Crime • Business to Business Crime 	<p>High</p> <p>High High Medium High</p>
6.	Environmental Protection	<ul style="list-style-type: none"> • Air quality monitoring • Air quality action plans • Contaminated land advice • Advice to planning authorities • Commercial nuisance • Domestic nuisance – noise • Domestic nuisance – bonfires • Industrial permitting • Petroleum • Weight restriction enforcement • Energy performance • Investigation of enviro-crime inc. fly tipping • Outdoor events 	<p>High High High High</p> <p>Impact assessed Impact assessed Impact assessed</p> <p>Medium Medium</p> <p>Impact assessed</p> <p>Low High</p> <p>Impact assessed based on risk</p>
7.	Taxi and Private Hire Enforcement	<ul style="list-style-type: none"> • Safeguarding complaints • Risk based Operator Checks • Vehicle Inspections 	<p>High High High</p>
8.	Animal Welfare Establishments	<ul style="list-style-type: none"> • Enforcement Visits – Risk Based 	Low-High dependent on risk

9.	Licensing Act 2003	<ul style="list-style-type: none"> • High risk premise inspections • All other premise inspections • DPS Changes • TENS 	High Medium High High
10.	Gambling Act 2005	<ul style="list-style-type: none"> • Premise Inspections • Protection of Children from Harm • Problem Gambling Controls 	Medium High High
11.	All other Licensing	<ul style="list-style-type: none"> • Scrap Metal Dealers • Lotteries • Street Collections and House to House 	High Medium Medium
12	Support with Confidence http://www.supportwithconfidence.gov.uk/	<ul style="list-style-type: none"> • Support and training for exiting members • Admittance of new members 	High Medium

PPP 2019/20 Year End Performance Report

Committee considering report:	Joint Public Protection Committee
Date of Committee:	24/06/2020
Date JMB agreed report:	15/06/2020
Report Author:	Suzanne McLaughlin

1 Purpose of the Report

- 1.1 To inform the Committee of the 2019/20 performance outturn for the Public Protection Partnership (PPP).

2 Recommendations

- 2.1 To note the report and associated areas for improvement.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	The end of year budget position for the Public Protection Service was an over-spend of approximately £2.5K (0.001%). 2019/20 saw continued challenges around income particularly with respect to licensing income. This is considered ‘de minimis’ within the terms of the Inter-Authority Agreement. This was balanced in year by a combination of holding vacancies and the obtaining of grant funding for certain aspects of our work.
Human Resource:	There are no specific personnel implications from this report. Ensuring that we have a workforce with a range of skills and abilities and that is flexible enough to meet changing demands is a key priority for both the Joint Management Board and the Strategic Management Team. The service has undergone a substantial restructuring in April 2019. Needless to say the need to deliver the priorities of the Committee and the Councils that form the PPP featured heavily in the shaping of the new structural arrangements and how it is embedded. During Q4

	the service underwent some structural changes to deal with Covid-19.			
Legal:	There are no specific legal implications from this report. The IAA sets out the legal basis for the PPP and 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.			
Risk Management:	The main risks for the PPP, in relation to performance, is ensuring resource and finance is distributed appropriately across the partnership areas and in line with the agreed percentages, allowing for natural fluctuations in demand. The ability to manage multiple sites and ICT infrastructure is also under regular review. The PPP maintains both a Strategic and Operational Risk Register. Key areas of concern are reported to the Joint Management Board (JMB) and action plans are in place to limit any risks. The new MoV and KPIs for the new structure were agreed and implemented in Q2.			
Property:	There are no property implications from this report. It is important to note that the service review made clear recommendations on the issue of property which are being considered by the Board. Service effectiveness and efficiency will be at the heart of any accommodation strategy brought forward as will customer focus.			
Policy:	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. In June 2019 the Committee approved its Priorities for 2019/20. It is our work against these priorities as well as the corporate indicators for the service that are set out in the end of year Performance Report that accompanies this report.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:		X		

A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		None.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		None.
Environmental Impact:		X		None.
Health Impact:		X		None.
ICT Impact:		X		None.
Digital Services Impact:		X		None.
Council Strategy Priorities:		X		None.
Core Business:		X		None.
Data Impact:				None.
Consultation and Engagement:	Managers and JMB have been involved in the development of the service performance reports over the course of 2019/20.			

4 Executive Summary

4.1 This report relates to 2019/20 performance only.

4.2 Key issues to note:

- (a) Analysis of demand suggests that the initial profiles for each partner authority remain valid and therefore no review of 'agreed percentages' is required.

- (b) Of the targets set, the service reported 24 green, 9 amber (which would have been green had it not been for inspection and audit programmes being curtailed before lockdown and on advice of government departments and agencies) and 11 were red. 5 were baseline data collection.
- (c) Those reported as red were primarily in the area of Partnership Support and Operational Response where vacancies and long term absence through ill health had a significant impact.
- (d) Significant achievements for 2019/20 include:
 - Media reach has grown with website going from 300 visits a month to 10.5K
 - £155K recovered for victims
 - £101K recovered through proceeds of crime.
- (e) Progress has been made with the use of technology, Microsoft Teams is being used routinely and the contract negotiations for a single case management system, called Tascomi, are concluding.
- (f) Lessons have been learnt in relation to the strategic and operational risks the service has to manage. This has been reflected in changes to the operational structures now in place for 2020/21 and built into the recovery phase of the COVID19 planning.

5 Supporting Information

- 5.1 The measures of performance set by the Joint Committee have been monitored by the Joint Management Board and the management team each month throughout 2019/20.
- 5.2 Officers have provided a comparison of the areas of demand across the three partner authorities and it remains in line with the original Inter Authority Agreement.
- 5.3 Analysis shows that where there are differences in demand it is reflected across the PPP area as a whole and not generally isolated to one authority.
- 5.4 This report also sets out additional key data such as the amount of money being recovered for victims of crime, the amount of work handled by the case management unit and some key outcomes from legal actions.

Summary of good performance

- 5.5 Throughout the year, with a challenging economic environment, the service has maintained its excellent track record of reporting a year end outturn of less than a £2.5K overspend on a £4M budget.
- 5.6 This performance has been achieved, primarily, through the flexible approach taken towards staffing but is not without operational risks in year i.e. there is a direct relationship between staff spending, income received and performance targets.
- 5.7 The case management team has not lost a case. This is an incredible achievement and is down to the collective hard work of officers and support staff putting together credible,

professionally rigorous case files and dedicating the time to ensuring our enforcement approach is highly respected.

- 5.8 A key success has been the services ability to communicate what it is doing and the positive impact of this can be significant yet difficult to quantify. What is known is that there are now 600 followers including many members of the media. This reduces the likelihood of them becoming victims of crime, reduces complaints being escalated to the partner authorities over time and effectively sign posts residents and businesses to the right agencies for support.
- 5.9 There are 7 officers currently undergoing different levels of training and education to 'grow our own' through the various levels of professional training required.

Operational risks that have impacted on performance

5.10 Response (including Partnership Support) Capacity

- (a) Throughout 2019/20 there were 390 working days lost due to absence. (This averages at 14 days per person compared to the service wide average of 6.3).
- (b) Of the 28 staff, 6 officers accounted for 258 working days lost (managed through 'return to work' systems with only 1 still absent currently).
- (c) There was 2 FTE senior officers on maternity leave.

5.11 Programme Capacity

- (a) Throughout 2019/20 there were 419 working days lost due to absence.
- (b) There were 5 officers absent on long term sickness.

5.12 Management Capacity

- (a) Throughout 2019/20 the management team had 2FTE vacant.
- (b) There were

5.13 Budget Uncertainty

- (a) Due to national downward trends in the licensing trade and gambling establishments we had a fall of in income.
- (b) Due to uncertainty from central government about local government funding settlements and the possibility of additional savings targets being required, many decisions relating to recruitment were delayed or made temporary.

5.14 ICT systems

- (a) Due to technical delays and legal negotiations the project to migrate all PPP data on to one system was significantly delayed. This remains a significant service inefficiency and provides management with a constant obstacle to generate timely and accurate performance reporting.

5.15 Recruitment procedures

- (a) Internal temporary arrangements and backfill led to a significant amount of disruption i.e. vacancies moving between teams as internal candidates are successful. Work is ongoing with West Berkshire HR to review recruitment policy and balance the desire to maximise internal promotion opportunity with operational demand.
- (b) Where external recruitment is possible, the marketplace has shown PPP to be uncompetitive. Posts have been advertised on multiple occasions and issues relating to pay and reward appear to be an issue. This is being explored with colleagues in HR and a workforce strategy should help.

Feedback from the Joint Management Board

- 5.16 The restructure in 2019 was in response to findings of an external review which was commissioned by the board to evaluate progress against the original objectives. At that time, there were 115 posts of which 17 were vacant. This had contributed to a level of pressure on staff that required intervention.
- 5.17 The new management structure has not realised the benefits the board had hoped for. There has been too much disruption and objectives have become blurred. Risks identified in the original decision papers have been realised, principally management capacity. The interactions between managers are strained and need addressing. The COVID19 situation has demonstrated that a more direct and accountable system has benefits and this is being explored further through the recovery process.
- 5.18 More detailed work is required to understand absence and vacancy data. This will be a feature of future management board meetings and support will be developed for managers to improve recruitment and staff wellbeing issues.
- 5.19 Inherent challenges of running shared services have regularly impeded development of the systems required e.g. multiple sites/ICT systems, different views on interpretation of data security rules, changes in personnel, loss of 'corporate memory' on what informal arrangements existed etc..
- 5.20 There have been operational problems related to the way customer satisfaction ratings were collated, leading to unreliable data. Some improvement has been experienced but a much more defined level of expectation will feature in 2020/21.

Proposals

- 5.21 To note the contents of the report.
- 5.22 Areas for improvement include:
 - (a) The service will produce quarterly absence data for the management board with a clear narrative on resulting operational risks.
 - (b) The joint management board will conclude contract matters with Tascomi to deliver the single case management system by April 2021.

- (c) A workforce strategy will be concluded, identifying the appropriate recruitment options and approaches to staff development to improve resilience and delivery of key targets.
- (d) The service will produce an effective recovery plan, dealing with the lessons learned from 2019/20 and COVID19 response work, specifically seeking to address management capacity issues.

6 Other options considered

- 6.1 As a defined requirement of the Inter-Authority Agreement there are no other options.

7 Conclusion

- 7.1 There have been some improvements in the way the PPP has operated over the course of 2019/20 but there also remain some difficult challenges to overcome.
- 7.2 Financially the PPP has been very successful, but this has come at the expense of some operational pressures and 2020/21 needs to find a better balance.
- 7.3 There remain issues in relation to the delivery of targets and measures are being put in place, such as the workforce strategy, ICT consolidation and customer journey review which should make a positive difference.
- 7.4 The COVID19 situation presents an opportunity to reset some of the structure issues and an opportunity to re-evaluate the PPP performance targets.

8 Appendices

- 8.1 Appendix A – 2019/20 Year End Performance Report

Subject to Call-In:

Yes: No:

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

PERFORMANCE INFORMATION

Summary for Members of the Joint Public Protection
Committee

Year End 2019-20

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1. Executive Summary

2019/20 was a mixed picture, with some noticeable successes against the impact of financial uncertainty and vacancy levels across key elements of the service. The service had to protect the overall financial position, ensuring that income losses (PPP income budget is circa £1M) were balanced against longer term recruitment decisions, grant funding opportunities and the in-year risk to deliver savings. This has resulted in another strong financial performance, coming in at less than a £2.5k overspend on a £4M+ budget.

Difficult decisions were required and the ability to focus short term contractor work on specific areas, normally conducted in the last month of the financial year (a common approach given budget concerns) has left some targets missed. Many contractors were unable to visit premises due to lockdown and our own staff were limited to only visiting premises and people in emergency situations.

Positively there has been significant progress in the area of community engagement, with social media and the website becoming a sought out guide for many residents and businesses. This is particularly true in March due to the impact of COVID19 where many work streams were stopped on advice of government departments and internal risk assessment several weeks before lockdown.

We are investing a 'grow-our-own' policy which it is anticipated may fill some these gaps in the future. Currently we have 2 Trainee Regulatory Services Officers, 1 Finance Apprentice and 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 a Lead Officer for Training and Development.

The service has improved its delivery on important matters such as in the private rented sector housing market, where much more work is being done to regulate houses in multiple occupation, protecting vulnerable people from mass marketing scams and recovering their money as well as working with the taxi trade to improve awareness about safeguarding.

In terms of external funding, the service continues to be successful and attracted grants of over £200k. This has enabled some highly targeted projects to be completed including some high profile investigations that have protected many vulnerable people.

Sean Murphy
Public Protection Manager

2. Key Strategic Progress

Finance	<ul style="list-style-type: none"> ▪ External grant funding to support investigations, animal feed regulation, case management and public health work exceeded £200K. ▪ The service year outturn was a 2.5K overspend ▪ By year end income was within 5% of the target. ▪ Capital funding was secured to progress ICT and accommodation projects.
HR	<ul style="list-style-type: none"> ▪ Permanent vacancies recruited to include: 2 Principal Officers (Programme and Governance), 2 Environmental Health Officers, 1 Trading Standards Officer, 1 Licensing Enforcement Officer, 2 Animal Wardens, 1 Intelligence Officer and 2 Enforcement Officer (Licensing). ▪ The ability to recruit externally has been difficult. Professional posts have been the hardest, with HR assisting in new recruitment strategies to encourage more applications. ▪ The temporary appointments have been made: Lead Officers for Safeguarding and Training and Development. ▪ The use of casual and agency staff across all functions continues, however the impact of IR35 has created problems such as increase in rates and availability. ▪ By the end of Q4 95% of the staff had received an appraisal, this is in line with corporate targets. This would have been higher allowing for in year absence and maternity leave. ▪ We continue to use a combination of temporary, contractors and casual staff to plug gaps in the service. Where these staff are working on level 3 (national investigations) these are being paid for with external grant funding.
ICT	<ul style="list-style-type: none"> ▪ Procurement has been concluded for a single case management data base for the service. During Q4 the contract was due to be signed. The capital has also been secured to be paid back over 5 years from software licence savings. ▪ A temporary 'project lead' commenced in Q3 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. ▪ Remote working for the majority of the service due to Covid 19 was deemed to be implemented well
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. ▪ Capital has been identified to upgrade the network to accommodate more staff and to deal with access issues, including alterations, CCTV etc. ▪ This is linked closely with the customer journey work and how local delivery for the 3 partner authorities continues.
Case Management and Governance	<ul style="list-style-type: none"> ▪ The Case Management Unit is fully staffed.

	<ul style="list-style-type: none"> ▪ We have had three cycles of licensing committees this financial year and key policies in relation to taxi and private driver previous convictions, fees and charges and greening the taxi fleet have been debated. ▪ The team have also dealt with 1 licensing panel hearing in Q3 and 2 in Q4. ▪ The Accredited Financial Investigators are at capacity and continue to work with Reading Borough Council providing support in this area as well as carrying out work for Wokingham Borough Council with respect to Planning matters. ▪ The Courts closed in March to all but essential cases. All cases in the Magistrates Court were adjourned until the end of June. The Crown and Magistrates Courts have continued to operate on a limited basis for procedural applications, urgent cases and the commencement of new proceedings. ▪ RIPA training had been arranged in Q4 but did not take place due to Covid 19.
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. ▪ The significant Business Continuity issue Q3 and Q4 was Covid19. This did show differences in the approaches of the authorities and we had resilience in Q4 (March) with immediate support provided to all three authorities by the PPP.

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
- To highlight the work of the Councils in protecting the public

The service continued to issue press releases and submitted articles for publications in Q3 and Q4. A Licensing Members' Bulletin to keep members informed on current licensing matters such as the implementation of new legislation, working with partners, changes in taxi policy, and new safeguarding training was produced in Q3. The first Members' Bulletin of the Covid19 update was completed at the end of Q4.

Table 1 shows the key data collated in relation to the press.

Service Area	Q3 and Q4 data				Total	Year end Total
	Internet	Print	Radio	TV		
Generic PPP	4	0	0	0	4	11
Licensing	2	0	0	0	2	42
Environmental Health	4	1	0	0	5	24
Trading Standards	8	8	2	1	19	26
PPP Case Management Unit	0	0	0	0	0	12
Total	18	9	2	1	30	115

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

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

www.publicprotectionpartnership.org.uk

During the year there were 27 articles, 14 of which were in March alone due to Covid-19. The majority of the site visitors accessed the website from their mobile phone. All governance matters including the work of the Joint Public Protection Committee and any key policies approved can be found on the website.

During the year the service successfully launched its social media profiles. These can be found here:

Twitter: https://twitter.com/PublicPP_UK

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

During the second half of the year the concentration has been the role out of social media profile to accompany the website as the lead means of direct communication on main issues. Social Media accounted for over 5,500 of the unique visitors with 5280 coming from Facebook and 354 from Twitter. Unique visits to the site and pages visited have steadily increased each month since April 2019, rising from 363 in April 2019 to 4698 in March 2020 unique visits and 746 to 9672 page views. On average we tweet 50/month. The original Animal Wardens' Facebook page was amalgamated into the PPP account. The top 3 pages are animal warden, licensing and

neighbourhood concerns. Content, visitors and pages visited almost doubled from March 2020 to April 2020. This is mostly due to the volume of Covid-19 content going out. There are currently on 154 followers on Twitter 604 followers.

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	Quarter 2	Quarter 3	Quarter 4
Management of budget to within 1% of baseline	Outturn on budget	Outturn on budget	Outturn on budget	£2.5K overspend
1920-076	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Management of income to within 5% of budget	On target	On target	On target	Met

- 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 delivered within 1% of base.

4.2 Maintaining levels of customer and business satisfaction

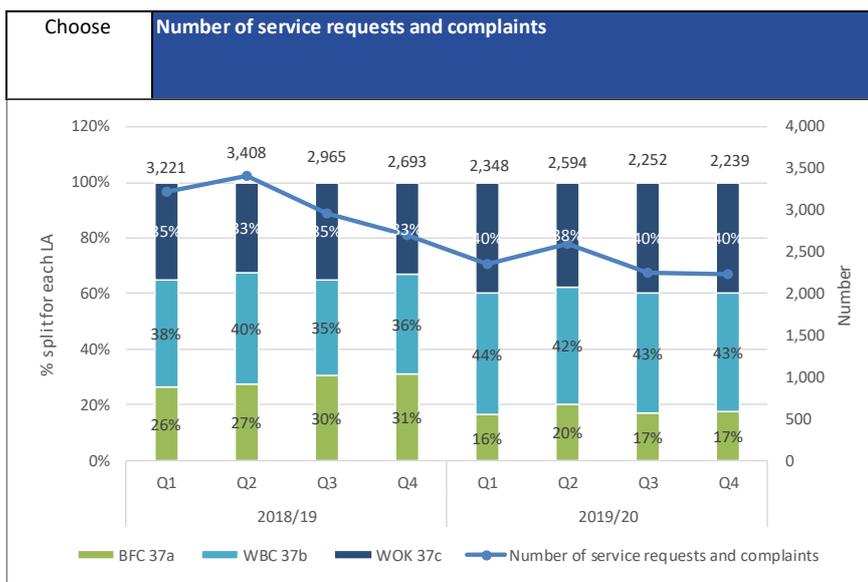
- Customer satisfaction has always been a key indicator for all three authorities with the service priding itself on a consistently high achievement. Where issues have arisen there is a procedure for following these up (as on many occasions it has been interactions with other services that has resulted in a negative response). Service improvements are managed through the Quality Management System and recorded within our Improvement Action Logs.
- In Q2 visits/inspections were conducted there was a 92% level of overall satisfaction.

- A telephone survey of the visits/inspections were conducted in Q3 received a 25% response rate of which 89% were satisfied with the service.
- The Trading Standards customer satisfaction for business carried out for the year received 60 responses. The results were 98.3% rated the overall service as excellent or good. The Trading Standards customer satisfaction carried out for the year received 46 responses. The results were 87% rated the overall service as excellent or good.
- We have reviewed our processes concerning the response rate and are have an action plan in place to cover increasing the reach of our residential and business customers to Environmental Health and Licensing. Survey monkey is now used to collate the feedback from online and postcard returns so they are all in one place. However the response rate is still considered very poor and work to ensure business feedback is captured. This is being incorporated in the customer journey project.
- Some examples of positive feedback received in Q3-Q4 were:
 - “Our complaint was dealt with very well on the telephone we presume our neighbours have been contacted regarding this by your department as things have vastly improved we hope it continues many thanks”
 - “Response was quick and advice given on all my issues”
 - “The women on the phone were excellent, clear and helpful.”
 - “I received a prompt professional service which was acted upon so I was pleased”
 - “Very happy outcome all-round”
 - “My enquiry was dealt with as I expected”
 - “Officer was excellent”
 - “Just to let you know that the sound proof doors have been fixed this week and are now in operation with the car wash. Many thanks for your help on this. It makes a massive difference to our environment, and we really appreciate the help you have given.”
 - “It is not often we get praise doing this job but I have just spoken to a lovely lady who was singing your praises about how helpful and nice you were when taking the details for her complaint about a dog attack.”
 - “For our purpose the service was good”
 - “Very impressed with speed of response”
 - “We had a good experience speaking to you, thanks!”

5. Service Performance across the Partnership

5.1 Measures of Volume and Key Demographics

- We can continue to identify indicators of trends and going forward we can continue to identify resource issues, potential impacts on the service, in order to better inform our strategies. We can also look at the year on year data. The results below shown the last year years data compared with the previous year and also include key response rates within the specified time periods.
- Number of service requests and complaints
We continue to operate a robust system for auditing to reduce duplications and develop better working relationships with the Customer Teams at each authority. We continue to direct more people to the website to assist with advice. Q3 and Q4 showed a decrease on number received which was the trend also seen in the 2018/19 Q3.



- Number of doorstep crime incidents reported

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.)

So far in 2019/20 a total of 805 people have attended 34 mass marketing scams education events held. Long term sick leave of officer and Covid 19 affected number of events.

- No of taxis and private hire drivers and operators and vehicles

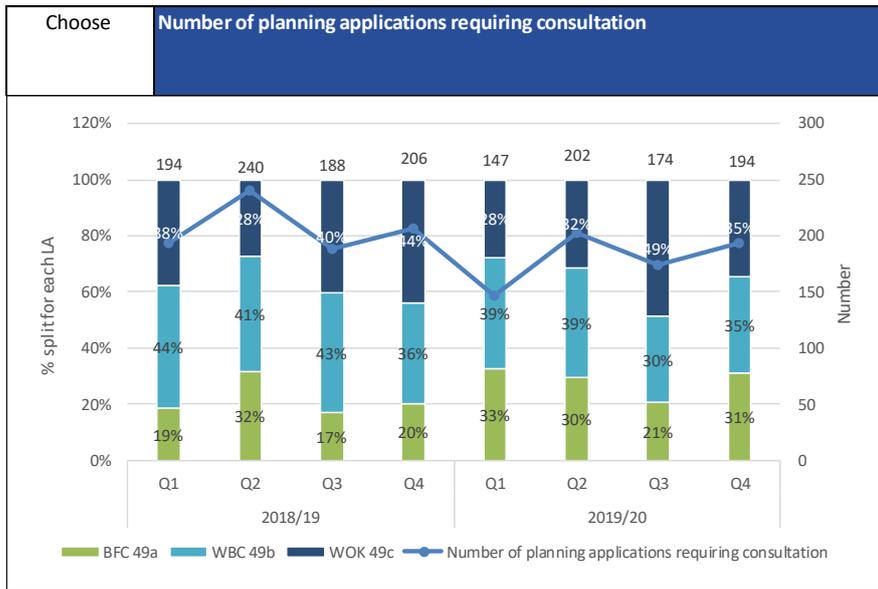
This measure can help identify the effectiveness of campaigns and interventions. The number of taxis and private hire vehicles decreased in Q3 to 952 from 970 in Q2. The number of private hire operators also decreased in Q3 to 152 compared to 157 in Q2. The number of new drivers (dual, private hire and school) increased by 18 in Q3. There were 9 suspensions in Q3 compared to 1 in Q2. The impact on the service that this is any increase is an increase workload to the Service. In addition safeguarding training for drivers set up in Q2 commenced in Q3 and due to Covid virtual training was offered.

At the end on 19/20 there were 939 Hackney carriage and private hire vehicles licensed compared to 952 in 18/19. There were 1082 hackney carriage and private hire drivers licensed compared to 1091 in 18/19. The number of private hire operators remains the same at 150. In 19/20 30 private hire and hackney carriage suspensions were awarded compared to 2 in 18/19.

- Number of planning applications requiring PPP input into consultation

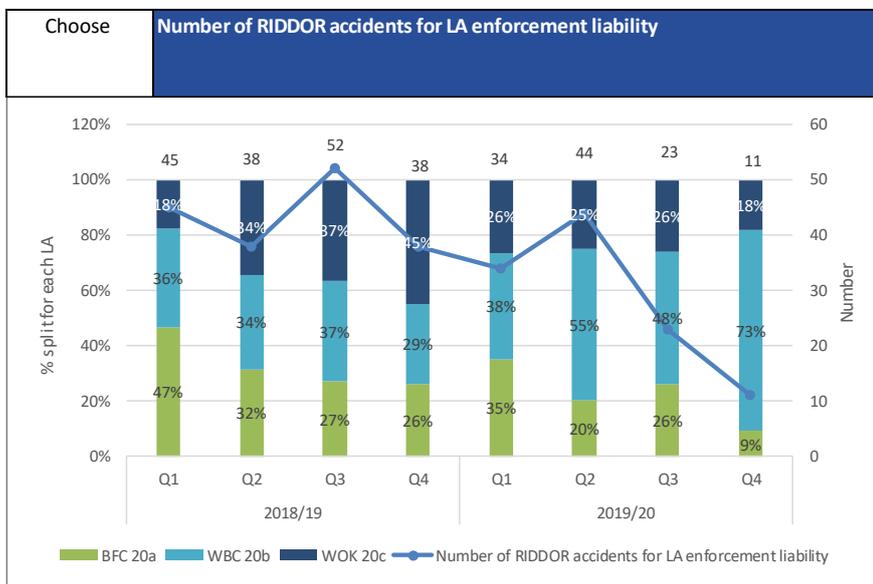
This measure is dealing with both new applications, pre-application advice and prior approvals as well as condition discharge. There continues to be variations in numbers across the three authorities as each one is at a different stage in their local plan, local factors such as town centre regeneration projects and the development of key strategic sites all impact on local developers. Q3 levels increased in Wokingham only compared to Q2. The total number received in Q3 was 174, a reduction from 202 in Q2, but an increase seen in Q4. Overall there is a slight trend of a reduction in number seen over the last 18 months which is partially due to the triage of applications to be formally responded to, to ensure officers are responding to those applications which do warrant an Environmental Health review and response. We recruited an EHO the end of Q3 with the remit of carrying out a review into the process of planning applications in order to ensure that it was streamlined, and that responses were carried out appropriately and within the timescales. In

addition attendance at the Development Control committees takes place when relevant as well as Bracknell Forest's Chairman's briefing.



- Number of RIDDOR accidents for LA enforcement liability**

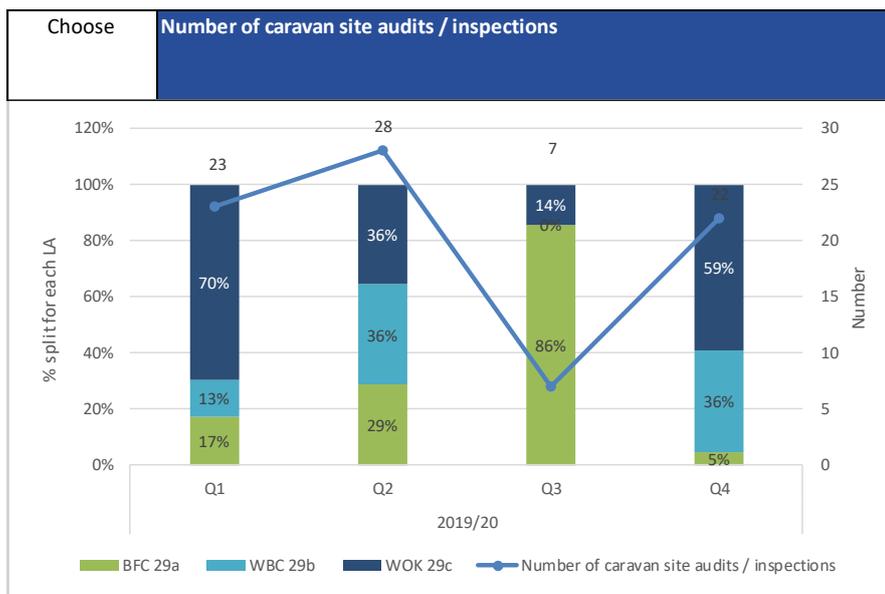
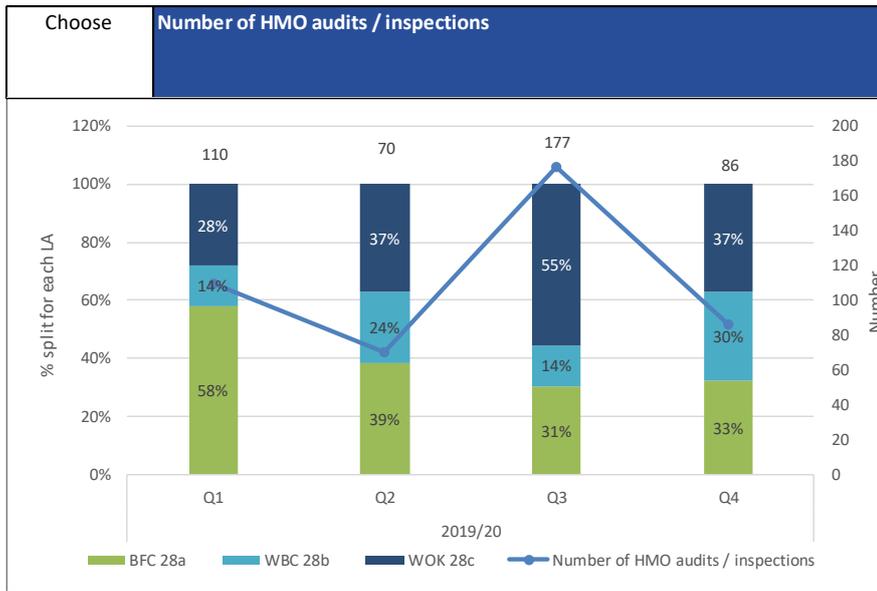
The number has decreased in Q3 and Q4 which are the lowest in the last 2 years. Note: The fall in number from Q3 relates to a new method of recording with those matters falling within the remit of the HSE no longer being recorded on the PPP system.



- Housing**

This MOV has been amended and includes Housing Health and Safety Rating System (HHSRS) inspections which are required as part of the HMO licensing regime. During Q3 80 caravan site inspections/audits were carried out. The number of licensed caravan sites is currently 105.

Q3 and Q4 a further 263 HMO inspections have been carried out in 19/20, bring the annual total to 443. The number of licensed HMO's is currently 204.

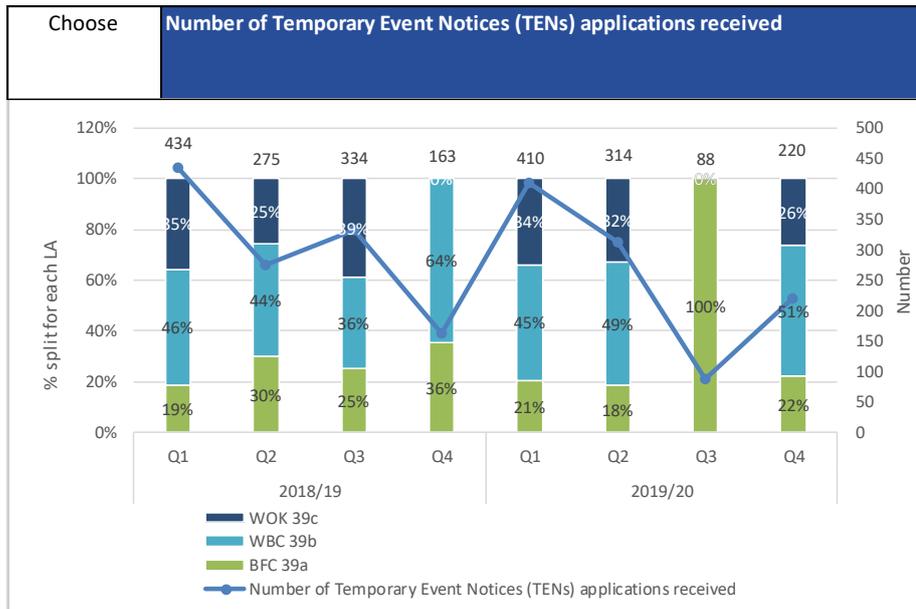
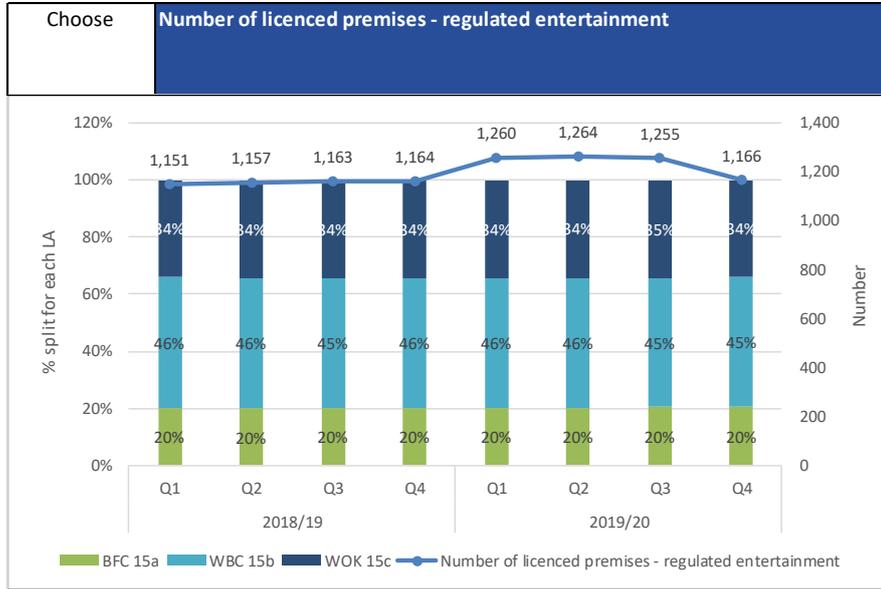


- Number of new food businesses inspected within 28 days of notified date of trading commencement for hygiene.

This MOV has been altered and reporting commenced from Q3. The level achieved was 28.5% with the target set at 75%. From this first dataset for the new measure the two key issues for the level achieved are reliability and reduced competent resources. This is being addressed with recruitment and contractors going forward. Also the single system to be implemented in 20/21 will assist in the reliability of data. As this is the first time we have used the measure for food standards we will use this as baseline for target setting next year.

- Licensing

The number of licensed premises for regulated entertainment showed an increase in Q1-Q3 but remains almost the same as at the end of 18/19. Temporary Event Notices applications decreased by 174 this year, some of this due to Covid.



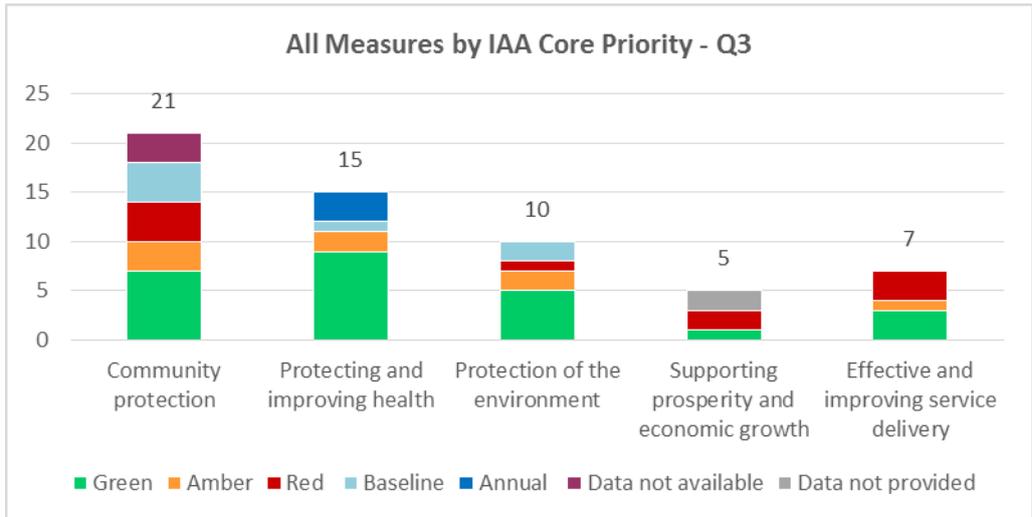
It should be noted that there were also changes in 19/20 compared to 18/19 in the following areas:

- Pollution Prevention and Control permitted sites increased to 132 compared to 106.
- Private Water Supplies increase to 328 from 318
- Number of traders visited as part of test purchase exercises of age restricted products was 118

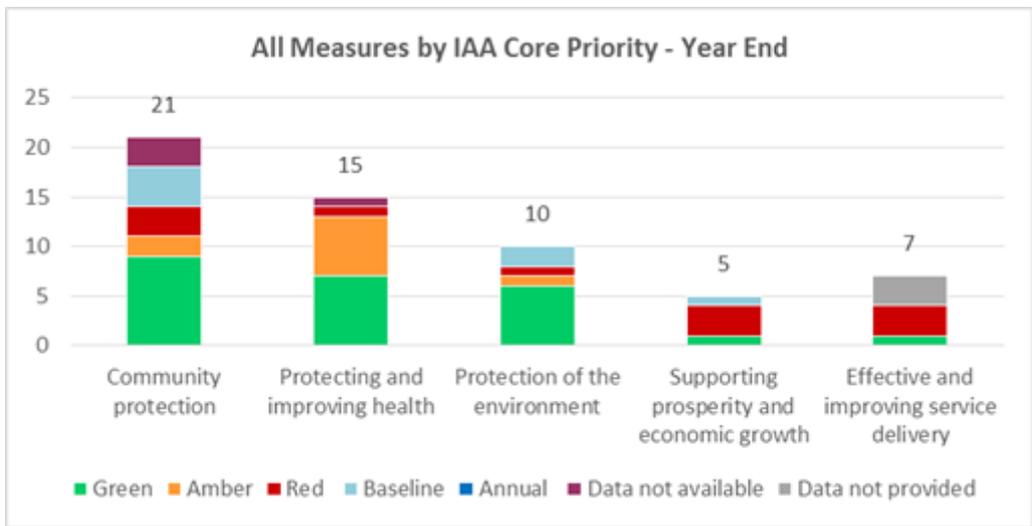
5.2 Core Priority Work

- The new structure incorporates the Programme Delivery function. During Q1 this commenced the new way of working with projects of various scope in wide variety of PPP areas. The business cases have been developed and assessed for priority, and were presented to all of the PPP in July by the Programme Delivery members. Specific MoVs and KPIs for these have been finalised during Q2. Many of the projects commenced however a number were unable to be completed. Those that weren't completed but were anticipated to meet the end of year indicator are show in this report as amber.
- The table and graphs below reflect the KPIs for the service as a whole including compliance and enforcement visits, applications processing and financial monitoring for Q3. A number of areas of work which commencing during Q2 and Q3 and we re-allocated resources to focus on delivery of the areas which are amber which were not on target.
- The following exceptional reporting should be noted:
 - Food hygiene and standards inspections programme – we engaged contractors to meet the statutory requirements.
 - Primary Authority Partnership – all agreements were reviewed.
 - Caravan site licensing – risk rating of sites was carried out to ensure inspections being carried out to highest risk sites first, with the target of inspecting 75% by the end of Q4. Training of staff to assist in this work commenced and further resources were planned for March however Covid prevented the last visits taking place.
 - Licensed HMO inspections – there is a need to recruit a more specialist officer to assist in the work in dealing with unlicensed HMOs and those which are suspected which require to be licensed. This recruitment is now underway.
 - Animal Welfare – contracts are being reviewed and 2 Wardens have been recruited.
 - Planning consultations - IT issues have been resolved, including GIS and the issues in Q1 and Q2 have been resolved.

Summary of All Measures: Q3									
Team	Green	Amber	Red	Baseline	Total	Annual	Data not available	Data not provided	Total
All	25	8	10	7	50	3	3	2	8
Community protection	7	3	4	4	18	0	3	0	3
Protecting and improving health	9	2	0	1	12	3	0	0	3
Protection of the environment	5	2	1	2	10	0	0	0	0
Supporting prosperity and economic growth	1	0	2	0	3	0	0	2	2
Effective and improving service delivery	3	1	3	0	7	0	0	0	0



Summary of All Measures: Year End									
Team	Green	Amber	Red	Baseline	Total	Annual	Data not available	Data not provided	Total
All	24	9	11	7	51	0	4	3	7
Community protection	9	2	3	4	18	0	3	0	3
Protecting and improving health	7	6	1	0	14	0	1	0	1
Protection of the environment	6	1	1	2	10	0	0	0	0
Supporting prosperity and economic growth	1	0	3	1	5	0	0	0	0
Effective and improving service delivery	1	0	3	0	4	0	0	3	3



Community protection

Commentary Q3

One of the red sections relate to the % of premises that have applied for a designated premise supervisor (DPS) variation visited within 28 days of application. For Q3 36.9% was achieved which was an improvement on the previous 2 quarters however it remains red as the issue with resources has

meant this target of 75% will be missed. The other red is the project relating to % of car dealers visited where a MAJOR breach was identified, but more visits are planned for Q4.

One of the amber sections is the % of licensed caravan sites inspected. Although the number of inspections increased in Q3 there is still more resource input Q4 to achieve the target of 75%. The other amber is the % of Private Hire operators inspected due to 27% inspected so far. This work has been allocated and inspections due to increase in Q4.

Commentary Q4/YE

Baseline

Many of the taxi/private hire drivers have suspended their licences during COVID-19 lockdown, so there was a reduced interest in training for new and existing drivers. The training was classroom based but due to Covid 19 remote zoom training was set up.

Data not available

1. Number of online sites visited as part of sales compliance project as the project direction was changed, and was targeted to waste management.

Amber – those which would have been green but were not due to Covid 19:

1. % of licensed caravan sites inspected
2. % of Private Hire operators inspected

Reds:

1. % of premises that have applied for a designated premise supervisor (DPS) variation visited within 28 days of application
2. % of Temporary Event Notices responded to within 3 working days by responsible authority (This was Green in Q4 following a change in process however this has not impacted on the year end figure)
3. % of Taxi licensing applications and renewals (Hackney/Private Hire Drivers and Vehicles) processed within statutory timescales
4. % of general Trading Standards requests responded to within 10 days (in Q1 there was an issue with the system not picking up all responses so was reported significantly low (R) – we have achieved over 95% (G) on cases in Q2-4, however this has resulted in YE figures below target)

Protecting and Improving Health

Commentary Q3

The new KPI commencing in Q3 relating to the % of food businesses inspected within 28 days has a target set at 75% and 55.7% was achieved so far but is on track as a green. The two key issues regarding reliability and reduced competent resources is to be addressed with the new single system to be implemented and recruitment and contractors going forward.

The amber relates to the % of traders visited as part of test purchase exercises for age restricted products identified as non-compliant. The target is <15% and the Q3 result was 18.6%. The Q2 result was green with 8%.

Commentary Q4/YE

Amber – those which would have been green but were not due to Covid 19:

1. % of new food businesses inspected within 28 days of notified date of trading commencement for hygiene - An additional 32 new food businesses were due to have inspections, but they were postponed due to COVID-19. If they had been completed the target would have been met.
2. % of high risk food standards and hygiene inspections -Inspection stopped due to COVID-19. All have been contacted, but not recorded as an 'inspection' to fall in line with FSA guidance.
3. Number of premises where allergen samples taken from
4. Number of allergen samples taken
5. % of traders visited as part of test purchase exercises for age restricted products identified as non-compliant. This should not be a red as there were more non compliances than baseline . This KPI requires to be amended so it represents the high level of non compliance. All premises were there non compliances were formally investigated.

Reds

1. % of Temporary Event Notices responded to within 3 working days by responsible authority (see note above, following procedural changes this is back to Green in Q4)

Protection of the Environment

Q3 Commentary

The amber was the number of premises audited as part of Energy Performance Certificate (EPC) project. This project only commenced in Q3 with 3 audits completed. It is on track.

Commentary Q4 / YE

Amber

1. % of local authority pollution prevention and control (LAPPC) inspections carried out

Red

1. % of reported envirocrime incidents appropriately responded to in 10 working days 82.9%, target 90%

Supporting Prosperity and Economic Growth

Q3 Commentary: The data not provided relates to some licensing processing.

Commentary Q4/YE

Amber - none

Reds

1. % of Premise licensing applications (New and Variations) processed within statutory timescales
2. % of TEN's and Late TEN's processed for consultation within 1 working day
3. % of Premise licensing applications (New and Variations) processed within statutory timescales, but only commenced in Q3 for reporting purposes

Effective and improving Service Delivery

Q3 Commentary

The red is for FOIs which has a 100% target. The amber section shows the improvement in the % of employees who have had an appraisal in last 12 months which has increased from 63.6% in Q2 to 92.6% in Q3.

Commentary Q4/YE

Amber - none

Reds

1. % of general licensing applications and renewals processed within statutory timescales
2. % of service users satisfied with the Public Protection Partnership Service - customer satisfaction data does now includes responses to the commercial premises or trading standards satisfaction surveys
3. % of Fol requests completed within statutory timescales

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

- 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	Quarter3	Quarter 4	Year End
Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities (snapshot figure)	£51,560	£26,780	£40,000	£37,500	£155,840
<u>1920-027 Legal Actions</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Number of PPP non RTA legal actions open	New MOV Q2	67	52	34	
Number of PPP RTA Legal Actions Completed	New MOV Q2	6	4	16	
Number of Legal Actions for OCC/RBFRS open	New MOV Q2	21	21	28	
Total Number of years Custodial Sentences (Including Suspended) * see below	Annual	Annual	Annual	Annual	0
<u>1920-081 Legal Actions</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End
Amount of money recovered through Proceeds of Crime Act orders	£25,000	£76,765	£0	£0	£101,765
<u>1920- 036 Licensing applications processing</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End
% of licensing applications processed within statutory timescales or 5 days	69.3%	66.3%	62.4%	71.1%	66.3%
<u>1920-034 Food premises</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End
% of premises broadly compliant	94.3%	94.1%	94.3%	94.3%	94.3%

Legal Actions – Cases of Note:

1. West Berkshire vape shop prosecuted for underage sales following a test purchase by Trading Standards Officers. Guilty pleas were entered and the Court fined the company £800, ordered a contribution towards costs of £2041 and a victim surcharge of £80.
2. Bracknell Forest vape shop prosecuted for underage sales following a test purchase by Trading Standards. Guilty pleas were entered and the Court fined the company £1500, ordered a contribution towards costs of £908 and a victim surcharge of £150.
3. Wokingham - Rogue trader convicted of consumer protection offences in relation to a Wokingham consumer following a trial at Reading Crown Court. The trader was sentenced to a community order with a requirement to complete 100 hours unpaid work, compensation was ordered in the sum of £2127 and he was disqualified from being a director for 3 years.

6. Service Complaints and Information Requests

- The relevant areas of the Quality Management procedures are developed across the PPP to provide improved consistency.
- Over the year on average more than 9 Freedom of Information requests were received per week. During Q3 we commenced the collation of the number of officer hours spent responding to Fols and other enquiries. The average time spent per FOI is 1 hour. This clearly shows the significant time taken by the service.
- 112 Fols were received in Q3 and 121 in Q4, a similar number of from 118 in Q1 and 115 in Q2. A comparison with 2018-19 total number of FOI reduced from 516 to 466. In Q3 68% and in Q4 75% were responded to within the statutory timescale. This is clearly not acceptable and changes have been introduced.
- A review of those requests which missed the target found that some were due to late or overdue notifications to PPP. There is no specific request subject which is missing the target. Within the Service the work is allocated across the SMT and internally reminders are sent. Options to assist in the time to deal with frequent requests has been considered. A review of the types of request received has shown the range from very specific relating to a premises to types of action taken. Very few are related to public registers and there is no recurrent subject area. The consideration of information, and its updating, for the website would assist.
- A comparison with 2018-19 data shows an increase in number of MP/Cllr/Board complaints from 79 to 91.
- In addition 3 non-LA specific enquiries were also received in Q3 for “Other” category, these have related to TSSE and DVLA type enquiries and are non-LA specific.

Authority	Quarter 4				Year End Total			
	FOI	Service Complaints	Cllr/MP/Board	Other	FOI	Service Complaints	Cllr/MP/Board	Other
Bracknell Forest	53	6	11		181	10	23	
West Berkshire	40	5	5		191	10	25	
Wokingham	28	4	13		94	8	43	
Total	121	15	29	0	466	28	91	6

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