

Notice of Meeting

Joint Public Protection Committee

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

Monday 14 June 2021 at 7.00pm

Venue: in the Council Chamber, Council Offices, Market Street,
Newbury, RG14 5LD

This meeting will be streamed live here:

<https://www.westberks.gov.uk/jointpublicprotectioncommitteelive>

To: Councillors Hilary Cole (West Berkshire Council), John Harrison (Bracknell Forest Council), Rick Jones (West Berkshire Council), Barrie Patman (Wokingham Borough Council), John Porter (Bracknell Forest Council) and Bill Soane (Wokingham Borough Council)

Part I

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1	Election of the Chairman for the 2021/22 Municipal Year To elect the Chairman of the Committee for the 2021/22 Municipal Year.	1 - 2
2	Election of the Vice Chairman for the 2021/22 Municipal Year To appoint the Vice Chairman of the Committee for the 2021/22 Municipal Year.	3 - 4
3	Apologies To receive apologies for inability to attend the meeting.	5 - 6
4	Minutes To approve as a correct record the Minutes of the meeting of this Committee held on 31 March 2021.	7 - 16

Public Protection Partnership Agenda - Monday, 14 June 2021 (continued)

- 5 **Declarations of Interest** 17 - 18
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 **Notice of Public Speaking and Questions** 19 - 20
 The Partnership welcomes questions from members of the public about their work. However, no applications have been received from the public to ask questions on an item not included on this agenda.
 Subject to meeting certain timescales up to thirty minutes is set aside on the agenda for questions which 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 **Forward Plan** 21 - 22
 To consider items for inclusion on future agendas.

Items to Execute Executive Functions

- 8 **Public Protection Partnership Q4 Performance Report 2020/21 and Covid-19 Response Update (JPPC4061)** 23 - 40
 Purpose: To provide an annual performance summary for the Public Protection Service as well as providing an updating setting out the Service response to the Covid-19 pandemic.
- 9 **Public Protection Partnership Priorities 2021 to 2023 (JPPC4062)** 41 - 90
 Purpose: To set out to the Committee the proposed priorities for the Public Protection Service for 2021 to 2023 and to seek agreement from the Committee that the priorities identified in this report form the basis of our Covid recovery plan.
- 10 **Fit and Proper test for Mobile Home Sites** 91 - 98
 Purpose: To provide an update to the legislation requiring owners or those in charge of mobile home sites to apply to the Local Authority to be placed on a Fit and Proper Register under The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020.

Public Protection Partnership Agenda - Monday, 14 June 2021 (continued)

- 11 **Communications Strategy 2021-2023** 99 - 132
Purpose: To consider and if appropriate agree the Strategy.

Item for Information

- 12 **Terms of Reference** 133 - 136
Purpose: To note the terms of reference which have been updated to show that the Joint Committee is a public meeting.

Contact Officer:

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JPPC – 14 June 2021

Item 1 – Election of Chairman

Verbal Item

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JPPC – 14 June 2021

Item 2 – Election of Vice-Chairman

Verbal Item

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JPPC – 14 June 2021

Item 3 – Apologies for absence

Verbal Item

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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 Wednesday, 31 MARCH 2021

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

Also Present: Paul Anstey (Head of Public Protection and Culture), Susan Halliwell (Executive Director - Place), George Lawrence (Residential Team Leader), Sean Murphy (Public Protection Manager), Anna Smy (Strategic Manager - Response), Councillor Paul Bettison (Bracknell Forest Council), Stephen Chard (Principal Policy Officer), Moira Fraser (Policy and Governance Officer), Kevin Gibbs (Executive Director for Delivery, Bracknell Forest Council), Councillor Dorothy Hayes (Bracknell Forest Council), Damian James (Assistant Director for Contract Services, Bracknell Forest Council), Clare Lawrence (Assistant Director for Place, Wokingham Borough Council) and Councillor Chris Turrell (Bracknell Forest Council)

PART I

28 Minutes

(Vice-Chairman in the Chair)

The Minutes of the previous meeting held on 15 December 2020 were approved as a true and correct record and signed by the Chairman.

29 Declarations of Interest

(Chairman in the Chair)

There were no declarations of interest received.

30 Notice of Public Speaking and Questions

No public questions were submitted to the meeting.

31 Forward Plan

RESOLVED that the Forward Plan be noted.

32 PPP Covid-19 Response and Service Update 3

The Committee considered the report (Agenda item 6). The report provided an update on the service response to Covid-19 as well as an update on other service delivery matters including performance and an update on the work of the Case Management Unit.

Sean Murphy, Public Protection Manager, introduced the report and informed the Committee that within the terms of the agreement there was a clear accountability for Members to keep under review the performance and work of the service. He noted that this was not a full performance report. The yearend performance report would be brought to the June 2021 meeting.

Mr Murphy asked Members to note the impact in terms of lost income for the period April 2020 to February 2021 from licence receipts was lower than previously thought and was estimated to be around £70K. This loss was primarily from taxi and private hire sectors.

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and the closure of some licenced premises and other establishments and businesses. In terms of staffing the report showed that the service had around 18 agency and casual or temporary staff though the number of FTE was substantially less than that. The service was now fully staffed with the recent recruitment of Moira Fraser to the role of Principal Officer for Policy and Governance.

Local Covid 19 Response

It was noted that the service had received 11,155 substantive service requests for support together with a further 4,500 plus referrals that came from the national system that related to trading standards. Of the 11,155 service requests, over 1,700 of them related directly to Covid 19 and included requests for advice from businesses or referrals from members of the public raising concerns about the way a business was operating. There had been a significant increase in relation to service requests around bonfires, licencing, nuisance and fly-tipping.

In relation to Covid-19, each local authority had been required to update its local outbreak control plan and the Public Protection Partnership had contributed to that work. The work fell into four areas, firstly business compliance, the investigation of out breaks, contact tracing and finally targeted work in specific settings.

- The period from December to January and early February saw a significant number of reports of outbreaks coming into the service and the investigation of those reports led to a significant increase in work for the service.
- Weekday local contact tracing for West Berkshire was carried out as well as weekend contact tracing for West Berkshire and Wokingham which had since been extended to include Bracknell. The service was also working with all three local authorities to look at how the enhancement of the local contact tracing role would be delivered going forward.
- Some of the targeted work included work carried out in care settings in West Berkshire at the request of the Council and also in relation to early years and learning disability settings where work was carried out across all three local authorities. Retail and other workplace settings remained under constant review to see what tailored advice could be offered in response to incidences of outbreaks.
- Through the December period, several hundred proactive and reactive daytime and evening compliance visits to businesses were undertaken every week to ensure compliance with Tier 2 restrictions across all three boroughs. This was in addition to checks to ensure compliance with licenses around closing times etc. Officers also had to deal with the additional complexities of moving through three tiers in the space of a few days, ending in Tier 4 at the end of December.
- The service had continued to visit those premises still open to carry out compliance checks across all three local authorities. Visits were concentrated on those premises that had been identified as common exposure points or where they were getting large volumes of people, such as supermarkets. Approximately 100 visits per week had been undertaken since the January period.
- The service continued to work closely with Covid-19 Marshalls in Wokingham and Covid Ambassadors in Bracknell and the recently introduced marshalls in West Berkshire who were managed directly by the PPP.
- Work also took place around events and gatherings in the run-up to Christmas, including the Lapland event in Bracknell and the service continued to provide advice and support to businesses when they had sought it.

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Business as Usual

The Environmental Quality Team continued to be proactive in their work around air quality monitoring, sampling, testing private water supplies, inspections relating to environmental permits and other matters related to planning and commercial uses. Work had also been done with Bracknell on vehicle idling and a report was produced for their Executive.

The Community and Trading Standards Team had dealt with the bulk of service requests in relation to domestic nuisance and public health/pest complaints and animal warden work and continued to carry out work in relation to food standards but also fraud work as mentioned in the report.

The Food and Health and Safety Team had mainly concentrated on Covid compliance work as well as some food work particularly in relation to new start-up businesses and the service would report back in June as to how it intended to move into the recovery phase around food inspections. This would take into account the backlog caused by premises being closed or inspections unable to take place due to the Covid risk.

The first Housing Team bulletin had been produced and was included in the report (Appendix C). It set out the work undertaken as a result of decisions taken in September which included licensing related matters relating to houses of multiple occupation and caravan sites and investigations into housing and caravan site standards breaches.

The Licencing Team continued their normal work in relation to service requests and supporting the trade through what had been a very difficult time for them. The team were now working with all three local Councils to review and update their Statements of Gambling Policy. These would be presented to the various Licensing Committee as they fell outside of the remit of this Committee.

The report also set out the work that had been undertaken by the Legal Team including the fraud work.

The report presented a summary of the 77 Freedom of Information (FoI) enquiries received in the last quarter as well as 27 MP/Councillor enquiries and 19 service complaints.

Communications

The report provided information about the many methods used to communicate which included visits to businesses and residents, press releases, website and social media. The website continued to be a popular source of information. Further details were included in the Members Bulletins (No 7) at Appendix B, PPP website / Social Media at Appendix D, Housing Bulletin at Appendix C and in the Air Quality Update Bulletin.

Looking Ahead

The key priority for the service was to concentrate on reopening businesses and the easing of restrictions. A plan was in place to set up webinars across all three authorities to provide advice to hospitality, non-essential retail and other businesses in the coming period and gearing up for a whole quarter's worth of work in terms of compliance checks, enforcement matters and business advice more generally. A key challenge would be around responding to the large number of notification of events coming into the service. All of the events under the current rules and regulations would have to be risk assessed for health and safety as well as adherence to Covid restrictions by the Safety Advisory Groups in due course.

Councillor Parry Batth thanked Mr Murphy for his very comprehensive update.

Councillor James Cole thanked Officers for the positive report. He asked what the overall financial picture was likely to be given the estimated income loss of income of circa £70K

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but with the extra income of £169K. Mr Murphy said there had been some Government Grant relief around lost income and the overall picture and outturn at the end of the year was likely to be an underspend, the scale of which had not yet been finalised but would be circulated to the Committee as soon as it was known and formally reported on in June. Mr Murphy added that in normal circumstances any underspend would be permitted to be carried forward given the nature of the shared service. It was hoped that this would assist with providing a cushion against the lost income issue for the 2021/22 financial year. The underspend had arisen in part because some of the resources had been diverted into Covid work and due to the effects of Covid, for example, less spend on travel.

Councillor James Cole queried whether there would continue to be a reduction in travel due to new ways of working. Mr Murphy advised that Officers had continued to serve the communities throughout the period as normal but what had reduced was the travel between offices as a result of new ways of working by being able to benefit from the technologies in place. This new, efficient way of working was expected to extend beyond Covid and whilst it did not entirely replace the need for people to get together, it would provide some savings in the long-term.

Councillor James Cole asked how local businesses had responded to support and advice provided by the PPP. Mr Murphy said the approach taken with the support and advice provided had been understood by the many businesses seeking advice. Whilst a small number of enforcement actions in terms of prohibition notices had been carried out, it was known from surveys of businesses that were undertaken that the support given had been very welcomed. Mr Murphy advised he would present feedback from those surveys in his end of year report.

As the work carried out by the Food and Health and Safety Team had primarily been focused on Covid compliance, Councillor Chris Turrell asked to what extent had it been possible for the Team to carry out other visits, what other more normal issues had arisen, and how proactive had it been possible to be in these circumstances. Mr Murphy advised that in relation to health and safety the service had worked with the Health and Safety Executive (HSE) to look at specific and targeted areas based on audits and an intelligence-led footing. However, during this period that programme had not been in place and would be reintroduced in due course with the HSE as a key partner. The service had continued to deal with the normal health and safety accident notifications that had come in and investigated them appropriately. In many ways more health and safety visits had been undertaken than ever, particularly in relation to Covid because although the Covid advice was there and rooted in public health controls, much of it was around the protection of staff and the investigation of outbreaks in work places as well. In relation to the food safety element, monitoring continued, in particular for new businesses opening up and enquiries that had come in had continued to be dealt with. Mr Murphy added that he hoped to report back in June as to how the recovery process would be started for both food and health and safety.

Councillor John Porter asked how the health and wellbeing of Officers had been monitored during Covid especially with the increased workload. Mr Murphy said the issue of health and wellbeing overall in all organisations had been more challenging with so many people working at home. A constant routine of trying to keep staff updated had been undertaken with explanations, staff bulletins and briefings and team meetings to explain some of the decisions that had been made and the process around priorities. It had been an extremely busy time and a lot of work had fallen to particular groups, for example in relation to groups dealing with compliance work. Volunteers had been sought from across the service to make sure that a lot of the out of hours and weekend work was on a rota so that no-one was working too many days or too many hours throughout a particular period. The issue of health and safety as people looked towards a new way of

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working in the future and how support was provided to staff would be kept under constant review.

Councillor John Harrison said it was worth noting that staff working for the Councils through the PPP had risen to the challenge over the past year with a huge amount of Covid related work on top of usual business and he expressed his thanks on behalf of Bracknell Forest Council and asked for those thanks to be passed on to all staff in the Partnership.

Councillor James Cole echoed the thanks to the team on behalf of West Berkshire Council. He asked whether the demand levels on the PPP were expected to drop at the end of the Government's road map. Mr Murphy said there had been a cycle of lockdown related enquiries over the past 12 months but these had stabilised in January but at each stage there had been a cause and effect. For example, in March 2020 when tips had been forced to close, there had been a number of bonfire complaints, domestic noise nuisance complaints and enquiries from businesses for whom all of this was unfamiliar territory. Then came periods of lower numbers of enquiries. However when rule changes were introduced later in the year this had led to an increase again in enquiries. The service was now anticipating another significant rise in enquiries and the need for risk assessments as restrictions eased in May and June, similar to when in December the 'substantial meal' debate had led to an increase in enquiries. The service had seen around a 30% increase in enquiries during these periods which had fortunately coincided with a decrease in enquiries in other areas. Mr Murphy stated that he could not answer the question with a great deal of certainty but he suspected that there would be more rule and guidance changes for the foreseeable future. There could be resource issues when the Councils moved into the full recovery phase and potentially funding could dry up.

Councillor James Cole requested more detail on feedback from the victims of fraud that the PPP had been able to help. He also commented that initially there had been some issues with engaging on social media but that this seemed to have been resolved and social media communication now appeared to be having an impact on awareness around fraudulent behaviour. In relation to the service response to fraud, Mr Murphy said that a few years ago a Support Officer had been introduced for victims of fraud which was funded by the Proceeds of Crime monies. That role had developed over time and become successful in support of fraud victims by helping them recover some of their losses and in preventing further losses. This related to traditional scam mailings as well as online fraud and telephone frauds by for example fitting call blockers. In addition, the service had recently been awarded doorbell cameras that could be fitted as part of the response to doorstep fraud. Some substantial sums had been recovered, for example £10K and £19.6K had been recovered for residents.

The lessons learnt around the serious impact of financial fraud and financial abuse meant that a lot of work was now undertaken with social services safeguarding teams and other providers to try and get support for victims. Mr Murphy added that the service would be teaming up with the police to do pro-active patrol work to try and identify potential perpetrators as well as to protect the interest of local businesses who were also victims of fraud. In relation to social media, Mr Murphy said that the PPP had put out a lot of information which had also been picked up by local media, including local radio by way of interviews and campaigns, more of which detail was contained in the report.

Councillor John Porter commented that Covid 19 had put many pressures on society as a whole and many residents and business had relied on the PPP to give correct advice and take appropriate action where breaches had occurred. The PPP had shown great resilience during Covid and Officers had shown great adaptability and had provided a mighty machine that Members, residents and business should be very proud of.

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Councillor Porter asked Mr Murphy to thank Officers on behalf of Members, residents and business within Bracknell Forest Council for their dedication and hard work.

Councillor Parry Bath added his personal thanks to Mr Murphy and the team for their hard work and forbearance in challenging times.

RESOLVED that:

- **The role PPP are playing across the Councils with respect to Covid-19 response be noted.**
- **The status of non-Covid related service delivery including the Q3 performance report be noted.**
- **A further update be received at the June 2021 meeting on progress and priorities for 2021/22 including recovery.**

33 PPP DEFRA Grant Funded Air Quality Project

The Committee considered the report (Agenda item 7). The report set out the details of the Air Quality Project proposed by the PPP for which West Berkshire Council (on behalf of the Partnership) had been awarded £259,406 from the Department of Environment, Food and Rural Affairs.

Anna Smy, Strategic Manager, West Berkshire, presented the report which included a copy of the air quality newsletter which set out the work the team were doing, which they had continued to deliver during lockdown. Lockdown had presented an opportunity to look at the impact that changes in traffic levels had during this time. The team were looking to reflect on what lessons could be learned from this by liaising with Highways Officers around traffic flow. The team were currently expanding the details of the project plan and looking to submit a report to the West Berkshire Procurement Board before looking at a supplier for the monitoring equipment which made up about 50% of the budget that had been awarded. In addition, there was funding for an Officer to support the service in delivering significant elements of the work. The Officer would be supported by colleagues in the Environmental Quality Team. The Joint Management Board would be updated on progress and there would be a Project Board with input from each authority.

Ms Smy advised Members that air quality across all three areas was generally good though there were localised areas where the pollutant nitrogen dioxide had been identified as above the Government's air quality objective and it had been necessary to declare air quality management areas. The action plans which had resulted from this provided cross-Council solutions to improve the local air quality and due to their locations, they were also focused on traffic and vehicle related measures. The grant would enable the group to look beyond the existing scope and monitoring to contribute to the wider national strategy as well as local issues.

Ms Smy advised that the purpose of the project was to understand the true picture of the pollutant PM2.5 which included tyre debris and brake dust and which was 200 times smaller than a grain of sand. Ms Smy added that PM2.5 could be breathed in and get lodged in the lungs as well as travel to other organs in the body. Pollutant levels nationally had been relatively stable since 2009, e.g. nitrogen dioxide had naturally decreased due to improved vehicles and greener fleets but PM2.5 had plateaued.

Currently, only indicative maps were available to help assess the implications across the area which suggested the highest levels of exposure were between 11 and 12 micrograms per metre cubed compared to the WHO goal of 10 micrograms as an exposure level. Ms Smy clarified that the purpose of the grant as stated by DEFRA was to provide support to develop and/or implement measures that delivered air quality benefits in the near future (one to two years). The project would focus on developing

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solutions over the longer term by increasing awareness to encourage behavioural changes. Specifically, projects should contribute to reductions in air pollutant emissions and/or concentrations in areas in current and projected volumes. Appendix B further outlined the areas the project would cover including competitions in schools, building on work that was already in place for anti-idling, promotional work and information and idling projects. The project presented an opportunity to tackle air quality issues before required to do so by the Environment Bill and gave a clear baseline position which could support Transport Planning Teams, Public Health and other teams to approve the appropriate services to protect residents and businesses in the area.

Councillor Parry Bath thanked Ms Smy for the report.

Councillor Chris Bowring asked what effect on levels of pollution electric vehicles would have as they became more available and replaced petrol and diesel vehicles. Ms Smy said that with regard to nitrogen dioxide it was predicted that as more electric vehicles were in use the levels would start to drop off, but pollutants such as PM2.5 would remain an issue as there were a lot of other contributing sources such as sea salt which were not traffic related. Councillor Bowring also asked whether it would be a useful statistic to have as to how many electric vehicles were being used. Ms Smy said traffic breakdown was only looked at in terms of HGV's, cars and motorbikes but there were companies that estimated nationally what percentage of the fleet was electric and that figure could be applied locally to give a rough estimate but there was no specific data.

Councillor Hilary Cole commented that the more work that could be done in schools with children would help to effect the behavioural change that the project was seeking to achieve.

Councillor John Harrison asked for clarification in the report that the health impact of the project was considered a 'neutral area'. Ms Smy said this was a neutral area because there would be some health benefits hopefully arising from improvements made as a result of the project but there might also be a negative impact if it was identified that it was PM2.5 affecting the health of some people for which improvements could not be made. The negative aspect might come from identifying that levels were above the national objective and the project was unable to affect change, particularly if the pollutants were naturally occurring and beyond the project's control.

Councillor John Porter praised the Officers for securing the grant which would hopefully see an improvement in air quality and thanked the Officers for their hard work.

Councillor Chris Turrell noted that the Downshire Way monitoring equipment had been turned off due to roadworks and asked whether all other monitoring had continued uninterrupted throughout 2020/the pandemic giving a clear picture of NO2 levels. Ms Smy confirmed that the four NO2 data graphs related to the continuous monitoring units which were in place in addition to around 120 other locations where levels were monitored for monthly data which backed up the data from the continuous monitoring units.

Councillor James Cole said his understanding of the report was that it felt like a success to the benefit of all three Councils. Ms Smy agreed and said the project would work with schools across all three areas, obtain data across all areas and work together with the one air quality team across each area. There were separate Highways Teams and Transport Teams but learning and best practice would be drawn from all of these to learn what worked well in support of the work undertaken by the Air Quality Project Team.

RESOLVED that the report be noted.

34 The Future of the Public Protection Partnership - Outline response to Wokingham Borough Council's Executive Decision

The Committee considered the report (Agenda item 8). The report was presented by Paul Anstey, Head of Public Protection and Culture, and outlined the response of West Berkshire Council and Bracknell Forest Council to the paper presented by the Chief Executive of Wokingham Borough Council recommending that all functions currently governed through the Joint Public Protection Committee (JPPC) and delivered by the Public Protection Partnership (PPP) would be brought back in-house to Wokingham.

The report set out the work that needed to be done and provided some context and scale as to the financial implications. Mr Anstey said the three Councils were working in partnership to make this a positive experience though it was inevitable there would be discussions in the future where there might be slight differences of opinion. There were risks associated within the process and the timescales for this were important to adhere to in order to cause minimum disruption to all parties and hopefully minimise all risks that had been identified as a result of the decision. The outcome of the process would be to define the terms of how Wokingham wanted to operate their service and to make sure West Berkshire and Bracknell were clear in their position about how they wished the Partnership to move forward beyond the time at which Wokingham exited.

The report aimed to clarify that communications and relationships in managing the process were strong and clear and that communication to the staff was going to be imperative to the success of the service in the longer term. Mr Anstey said that further papers would be circulated in relation to project planning, the staff involved in the project and also to make sure that the project managed and mitigated any of the 'business as usual' risks in due course.

Councillor John Harrison commented that from the perspective of Bracknell Forest Council the decision was not unexpected and that Bracknell had full confidence in the staff of the PPP and in the common sense of having the Partnership structure. Councillor Harrison added that it was unfortunate staff would have to go through a period of uncertainty but common sense and goodwill on all sides would lead to a resolution of any issues.

Councillor Hilary Cole said West Berkshire were disappointed that Wokingham were leaving the Partnership but understood the reasons why and agreed the need to work together to make the transition as smooth as possible for all three Councils and believed the six month transition period was sufficient to enable this to happen.

Councillor James Cole noted there was a lack of detail in Wokingham's budget of £500K in terms of actual cost and asked whether that figure was likely to be adequate. Mr Anstey said the process as mapped out in the agreement, was to establish what were termed as direct losses and the management of the costs from staffing levels, equipment and accommodation through to any organisational change in project support and sought to identify costs that could be reduced or mitigated now to prevent future or increased losses further down the line. In addition there was a need to identify if there were sensible ways of manoeuvring in terms of organisational change as staffing was a fairly significant cost in the overall balance of the budget for PPP. Flexibility was needed as to where there were staff that could be reasonably redeployed across the three authorities based on the requirements that Wokingham put forward in terms of what kind of service they choose to offer in the future. Mr Anstey said the report gave an indicative cost based on similar projects. The working assumption was that the project could proceed in the six month period but as has been demonstrated in other complex projects sometimes the timeframe was exceeded which might influence costs.

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Councillor John Porter also felt it was a shame Wokingham had decided to leave the PPP and added that Bracknell Forest believed in the PPP which provided a great efficiency to all residents and businesses and remained fully behind the Partnership and looked forward to continued working with West Berkshire to maintain that great service.

RESOLVED that the report be noted.

(The meeting commenced at 4.00pm and closed at 5.06pm)

CHAIRMAN

Date of Signature

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Item 5 – Declarations of Interest

Verbal Item

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JPPC – 14 June 2021

Item 6 – Public Speaking and Questions

Verbal Item

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JPPC Forward Plan September 2021 to June 2022

No.	Ref No	Item	Purpose	Lead Officer	Lead Member
JPPC 13 September 2021 - Wokingham					
1.	JPPC4063	Noise Policy - Annual Review	To note any changes to the Policy	Anna Smy	
2.	LC4043	Fireworks Operational Approach	To consider the operational approach that will be undertaken in relation to Fireworks.	Anna Amy	Councillor Hilary Cole
3.	JPPC4067	Fee Policy for Relevant Protected Sites under Caravan Sites and Mobile Homes Legislation	To consider the responses to the consultation with the site owners, comparative data on average administration time and inspection times and agree a way forward in terms of the fee setting.	Rosalynd Gater	
4.	JPPC4060	Public Protection Partnership - Food and Feed Plan	To agree the PPP Food and Feed Plan	Rosalynd Gater	
5.	JPPC4064	Annual Air Quality Report	For information to the Committee to update on the PPP Position for 2020 with Air Quality across all 3 areas	Anna Smy	
6.	JPPC4065	Vehicle Emissions Policy	To agree a policy.	Anna Smy	
7.	JPPC4068	PPP Private Sector Housing Policy	To agree a policy	Rosalynd Gater	
8.	JPPC4069	Public Protection Partnership Q1 2021/22 Performance Report	To consider the Quarter 1 Performance Report	Moira Fraser	
9.		Training and Development Plan	To agree the plan for the forthcoming year.	Toby Green	
10.	JPPC4066	PPP list of Fees and Charges 2022/23	To consider the PPP list of Fees and Charges to be submitted to each LA budget setting cycle for consultation.	Sean Murphy	
11.		Review of the Contaminated Land Strategies	To consider and where appropriate update the Contaminated Land Strategies for all three authorities.	Suzanne McLaughlin	
12.		Update on the Reconfiguration of the Service and Progress	To provide members with an update on progress being made with these two projects.	Sean Murphy	

No.	Ref No	Item	Purpose	Lead Officer	Lead Member
		with the Withdrawal of Wokingham from the PPP			
13.		Updated Control Strategy	To consider the updated strategy.	Sean Murphy	
JPPC 13 December 2021 - Bracknell					
14.	JPPC4070	Public Protection Partnership Q2 2021/22 Performance Report	To consider the Quarter 2 Performance Report	Sean Murphy/Moira Fraser/Anna Smy	
15.	JPPC4071	RIPA Policy	To agree a policy following on from the recent audit of these processes.	Sean Murphy	
16.	JPPC4072	CCTV Policy	To agree a policy.	Sean Murphy	
JPPC 14 March 2022 - TBC					
17.	JPPC4073	Public Protection Partnership Q3 2021/22 Performance Report	To consider the Quarter 3 Performance Report		
JPPC June 2022 – TBC					
18.	JPPC4087	Public Protection Partnership Q4 Performance Report	To consider the Quarter 4 Performance Report	Anna Smy/Moira Fraser	
19.	JPPC4088	Noise Policy - Annual Review	To note any changes to the Policy	Anna Smy	

PPP Performance Summary 2020/21 and Covid19 Response Update

Committee considering report:	Joint Public Protection Committee
Date of Committee:	14 June 2021
Chair of Committee:	TBC
Date JMB agreed report:	03 June 2021
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4061

1. Purpose of the Report

- 1.1 To provide the Joint Public Protection Committee with an annual performance summary for the Public Protection Service as well as providing an update setting out the Service's response to the Covid19 pandemic.

2. Recommendations

- 2.1 The Committee **NOTES** the role the Public Protection Service are playing across the Councils with respect to Covid19 response.
- 2.2 The Committee **NOTES** the 2020/21 Q4 update and 2021/22 performance outturn for the Public Protection Service.
- 2.3 The Committee **RESOLVES** to receive a further update at its September 2021 meeting on progress on both the Covid19 response and associated 2021/22 performance.
- 2.4 The Committee **RESOLVES** that the 2020/21 revenue budget underspend be carried forward into the 2021/22 Financial Year.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>In 2020/21 the Service received around £400K in Covid19 specific grant funding. The funding was provided by all three authorities and was spent on a number of activities including compliance, outbreak monitoring and investigation, local contact tracing, sector specific assurance work and the Covid Marshall Service (West Berkshire Only).</p> <p>The performance report attached at Appendix A to this report covers the 2020/21 general revenue update. There are was an underspend of £198K identified at year end. This related primarily to the re-deployment of staff into grant funded Covid work as well as being unable to conduct some aspects of business as usual work to normal levels e.g. food safety and standards inspections. As it exceeds £50K the carry forward</p>

	<p>needs to be approved by JPPC. If agreed it is envisaged this will be used to assist with additional staff for recovery in 2021/22 and to provide a buffer for any income shortfall around licensing.</p> <p>With respect to the Covid19 response for 2021/22 grant support has been secured in the order of £250K to cover compliance, outbreaks, local contact tracing and events and gatherings assessment and compliance.</p>
<p>Human Resource:</p>	<p>The Service currently has very few vacancies. We are currently out to advert for a Trading Standards Officer post and a Licensing Officer post. In addition there are two short term appointments being sought to assist with priority enforcement areas as part of our recovery arrangements.</p> <p>There are currently a range of temporary and agency staff engaged by the Service. Primarily these are associated with Covid19 compliance work, events and backfilling PPP staff engaged on outbreak and event work and support for the licensing service. Some additional staff are engaged on recovery work primarily with respect to the food safety and standards areas of work. All of these costs are being met from Covid19 allocation or general revenue budgets.</p>
<p>Legal:</p>	<p>The Inter-Authority Agreement charges the Joint Public Protection Committee with the responsibility to oversee service delivery and performance including financial performance. This report addresses this responsibility.</p> <p>With respect to Covid19 the Service is the primary enforcement body for all three councils with respect to legal controls regulating businesses and events.</p>
<p>Risk Management:</p>	<p>We will continue to manage risk in line with the prevailing situation and corporate policies.</p> <p>In terms of operational delivery risks the most significant risk arises from the decision by Wokingham Borough Council to leave the shared service arrangement. These risks are being managed by the parties as part of the disaggregation process and the Committee will receive a report in September of on progress with respect to this matter.</p> <p>The other area of significant risk relates to service recovery should we see a third wave that requires the re-imposition of business restrictions once they are finally relaxed. At the time of writing it is unclear if the Step 4 easing will take place as planned on the 21st June 2021.</p> <p>Joint Management Board meet fortnightly and are kept informed of any service changes and adjustments and any consequences arising from these will be notified.</p>

Property:	Each Council is currently developing its post pandemic office and working arrangements. The service is effectively operated from its Offices in Theale and in line with the recommendations of the Service Review in 2018 we will look to centralise at Theale with service delivery points in Bracknell and Newbury once Wokingham have left the Partnership.			
Policy:	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.			
	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		No implications
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		No implications
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. The JPPC will continue to meet in accordance with the decisions made by West Berkshire Council, as the host authority, about meeting arrangements. The Licensing Committees will be conducted under the meeting arrangements of their individual authorities.
PPP Priorities :	x			These set out how the Service has maximised 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:	There is regular engagement with staff as well as senior officer and Member briefings in each of the three authorities that form the PPP.			

4. Executive Summary

- 4.1 In June 2020, September 2020, December 2020 and March 2021 the Joint Public Protection Committee received reports variously covering aspects of Covid19 impact on service delivery, Covid19 response by the service and performance updates.
- 4.2 The report before Committee sets out our ongoing involvement in local the response to Covid19 and the final performance update for 202/21.

5. Local Covid19 Response

- 5.1 **Service Requests:** The performance report sets out service volumes for 2020/21. As previously reported these show a significant increase. The first two months of 2021/22 have seen a modest increase in service requests from April / May 2020/21. These include a total of 98 business related Covid SRs and 71 compliance related SR's.
- 5.2 April / May data also shows marked increase in other areas including:
- (a) Food Safety / Standards – increase from 105 to 206 (138%)
 - (b) Housing – increase from 75 to 196 (216%)
 - (c) Licensing – increase of 117 to 212 (181%)

(d) Pests – increase from 85 to 134 (56%)

(e) Trading Standards Consumer complaint including notifications – Increase of 28%

5.3 At the time of writing we are seeing a large volume of application enquiries for licensing in particular regarding re-licensing of taxi and private hire vehicles and drivers and Temporary Event Notices. It is too early to say to what extent the recovery will see a return to pre-pandemic levels as a number of areas of trade were already being impacted by other dynamics e.g. the impact of Uber on the taxi trade in Bracknell and Wokingham. Other areas that may also be permanently impacted include home boarding if residents change their working patterns adopted in the pandemic on a more permanent basis.

5.4 **Outbreak Prevention and Local Outbreak Investigation:** Since the last report we have supported all three PPP authorities to update Local Outbreak Plans. In addition we have continued to support work on outbreak management in the following ways:

- Monitoring to and responding to outbreak reporting on a seven day basis across all three PPP authorities.
- Being 'Subject Matter Experts' with respect to commercial premises as well as advising in other subject areas such as schools.
- Monitoring of compliance at commercial premises including provision of advice, advisory and compliance visits and following up on public concerns.
- Carrying out contact tracing seven days per week in West Berkshire and at Weekends / Bank Holidays in Bracknell and Wokingham.

5.5 **Compliance:** Since the last report to JPPC we have been through Steps 1b, 2 and 3 of the Governments recovery roadmap. At each step of the way we have assisted businesses and service providers. Prior to Step 2 (12th April) we held sector non-essential retail, close contact services and hospitality briefings in each of the three authorities. These were followed by a further briefing for hospitality ahead of Step 3 on the 18th May. In addition we carried out briefings for Town and Parish Council's ahead of the return to face-to-face meetings in May. These briefings were generally well attended with businesses and parish councils reporting that they found them helpful. At the time of writing two prohibition notices were issued in Step 2 and one in Step 3.

5.6 We have carried out compliance checks since the first restrictions were introduced in March 2020 and these have continued through all stages of the pandemic. Since the autumn these have amounted to around 2000 visits consisting day time and evening / weekend visits. They are a combination of intelligence led (public, Police or Covid Marshal referrals), follow up visits, common exposure points and risk based visits.

5.7 Since Step 2 we have been conducting both weekday, evening and out of hours visits across all three areas. In April there were a total **440** visits consisting of 223 to hospitality venues, 145 to general retail, 38 to supermarkets and 34 to close contact such as hairdressers. In May we conducted a total of **436** visits consisting of 247 to hospitality, 108 to retail, 18 to gyms/sport settings, 6 to education settings and 57 to close contact settings. A total of three prohibition notices were issued. A number of businesses were provided with advice.

- 5.8 Beyond this point will very much depend on what happens with respect to the implementation of Step 4 proposals as well as local infection rates and matters such as variants of concern.
- 5.9 **Events:** Events (permitted gatherings as defined in law) present a challenge workload wise. At the moment any gathering is only permitted subject to a health and safety and Covid19 risk assessments. At the time of writing the events list consists of some 200+ events. Assessing all documentation and where appropriate holding Safety Advisory Group meetings and carrying out compliance visits is significant task. Additional resource to support these assessments and liaise with organisers have been engaged and we are currently holding around three Safety Advisory Groups per month. Again there is uncertainty as to what rules will be in place at the time of any given event as these could / will be subject to change at Step 4. In any respect there will always be a need for event plans and health and safety risk assessments as well as other aspects including public safety and nuisance.

6. Business as Usual

- 6.1 The matter of service request volumes are dealt with above and the priorities going forward are dealt with elsewhere on this agenda. The increase in licensing work is also referenced earlier in the report.
- 6.2 Most areas of the service are now operating a full service. Of particular note are the following matters:
- The tendering process has now been developed to deliver the Defra funded Air Quality Project around PM2.5 monitoring. We are also in the process of recruiting to the Project Officer post.
 - Training sessions have been conducted for Members of all three Licensing Committees on licensing in general / the Licensing Act 2003 and Licensing Panel hearings. We have also met with both West Berkshire and Bracknell Taxi / Private Hire Liaison Groups.
 - Meetings have also been conducted with the Parish and Town Councils in all three authorities about the impact of the expiry of the Remote Meeting Regulations and conducting safe public meetings after the 07 May 2021.
 - Work on the 2022/23 budget has commenced including a review of fees and charges for Bracknell and West Berkshire.
 - Development of new Gambling Statement of Policy for all three Council's as well as updating of Taxi / Private Hire vehicle and driver standards in line with government guidance.
 - Development of a recovery approach for food safety / standards.
 - Member briefings prepared on new CCTV and RIPA policies in Bracknell.
 - Strategic Assessment and Communication Strategies updated and appear elsewhere on this agenda.

- Development of an approach to ‘fit and proper’ assessments for regulated caravan site owners / managers – also on this agenda.
- Project team developed to manage the process of Wokingham BC leaving the partnership.
- Engaged Licensing Liaison Officers to assist with compliance and engagement around taxi / private hire / licenced premises and events and to assist with local recovery.

6.3 Case Management Unit: Since the last meeting the following cases have been taken with respect to PPP enforcement matters. These are summarised in the Members Bulletin at Appendix B to this report.

7. 2020/21 Performance Summary

7.1 The Committee is mandated by the Inter-Authority Agreement to keep under review the Performance of the Public Protection Service. Throughout the year the Committee has received updates on aspects of performance both Covid and non Covid related. The end of year performance summary can be found at **Appendix A** to this report. This report does not cover Covid work in detail as the Committee has received four updates in respect, including in the earlier part of this report.

8. Concluding Observations

8.1 This has been the most challenging year since the inception of the Service. The Service itself has played a key role in the local response to the pandemic. At all points they have sought to strike the balance between health protection and support for businesses and the economy whilst delivering the vast majority of the business-as-usual public protection services. The performance report shows that the Service has by and large maintained and, in some cases, improved key indicators whilst delivering against a significantly increased workload. The Service has been well supported by all three partners with additional grant allocations.

8.2 Above all, the achievements of 2020/21 have been down to the dedication and significant endeavours of the staff within the Service. For most of the year the Service has been on a seven day per week footing with staff volunteering to work evenings and weekends on tracing, compliance and outbreak work often whilst maintaining the routine functions of the Service in the day time. We now look forward to recovery whilst maintaining our Covid response as required. This too will be a challenging year for the Service but I am confident will rise to meet all challenges before us.

APPENDIX A – 2020/21 Performance Summary

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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 2020-21

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1. Executive Summary

2020/21 was a year like no other in living memory including for the Public Protection Partnership (PPP). Just prior to the start of the service year the country was deep in the grip of a global pandemic with significant restrictions on the lives of people and on businesses.

The Service was restructured in April to respond to the pandemic with effectively a Covid response function and a pro-active advice and enforcement function. From July onwards the Service became the lead on outbreak monitoring for all three authorities and this was complemented by work in all three areas looking at high-risk settings such as early years.

From November we conducted local contact tracing in Wokingham (at weekends) and West Berkshire seven days per week and from March 2021 have also conducted weekend contact tracing in Bracknell.

The summer period when infections were lower also saw the Service involved in lots of additional work around events. Compliance visits continued throughout the whole period and the Service conducted around 100-150 visits per week on average. The Service has also been on a seven day footing since July 2020.

In terms of 'business as usual' much has been achieved. Some areas such as food inspections were heavily impacted whilst others continued throughout at broadly normal levels.

The Service was restructured again in August to its current structure which is a blend of community response, partnership support and a number of functional teams which included the newly formed Private Sector Housing Team.

Communications remained a big feature and the Service's web-site and social media output came into their own. This report gives more detail on some measures of volume in this respect. We also looked at new ways of communicating including multiple webinars for business and eight general bulletins for Members and a number of targeted bulletins covering areas such as Air Quality and Housing.

We now look ahead to what recovery may look like. At the time of writing, service request volumes show no sign of abating. We have a significant backlog of inspection work in areas such as food standards and safety and plans are in place to recover this position. Finally, we also have a significant project with respect to Wokingham Council's decision to leave the Partnership.

It has been a year like no other for the Service but it is also a year when the Service came to the fore in many respects.

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 £150K. ▪ The Service was supported by grants of over £400K for Covid specific work. ▪ The Service year outturn was a 198K underspend. ▪ By year end income was within 5% of the target. ▪ The Service was awarded a £259K grant for air quality work covering 2021/23
HR	<ul style="list-style-type: none"> ▪ The Service finished the year with no vacancies. ▪ A significant number of temporary staff were engaged (up to 18 at one point) to deal with both high levels of service requests but also the various strands of Covid specific work. ▪ A part time (0.4FTE) Lead Officer for Training and Development was recruited on a permanent basis. ▪ The Principal Officer – Policy and Governance was also recruited on a permanent basis.
ICT	<ul style="list-style-type: none"> ▪ Work has been underway to put in place the single case management system procured in Q4 of the previous year. This will be live by the beginning of 2022/23. ▪ A temporary ‘project lead’ has been retained to deliver the single case management system. ▪ Remote working for the majority of the Service due to Covid 19 was deemed to be implemented well and has become very much ‘business as usual’.
Property	<ul style="list-style-type: none"> ▪ Theale has been the operational hub throughout the pandemic response. ▪ CCTV has been installed at Theale and a number of internal alterations made to remove the need to share common areas with the library. ▪ Going forward work is underway to look at accommodation needs in light of the new ways of working being adopted by Bracknell and West Berkshire. It is likely Theale will remain the main PPP hub.
Case Management and Governance	<ul style="list-style-type: none"> ▪ The Case Management Unit is fully staffed. ▪ There have been four JPPC meetings in 2020/21 and all were held remotely. ▪ There were also two remote Licensing Committee Meetings in each Council. ▪ The team have also dealt with two licensing panel hearings remotely. ▪ Taxi and Private Hire Trade Liaison Meetings were held in West Berkshire and Bracknell. ▪ Meetings have been held with parish councils across all three authorities. ▪ 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. ▪ There was a significant backlog of cases managed by the Case Management Unit post June once the Court re-opened.

	<ul style="list-style-type: none"> ▪ Regulation of Investigatory Powers Act training has been conducted in 2021 in BFC and the BFC updated policy for RIPA and CCTV drafted and approved. ▪ Criminal Procedure update training has been conducted in 2020/21 for case managers and this was followed up recently by training for investigative officers.
Performance and Service Development	Overall the picture for the Service is Green for the work we have been able to or have been required to complete. This has been managed through temporary structural arrangements, demand variations, improved communications and officer resilience. The recovery plan will need to balance the ongoing business as usual work alongside catching up on work which was parked during the pandemic.
Risk (Emergency Planning and Business Continuity)	<ul style="list-style-type: none"> ▪ The Business Continuity Plan is complete and up to date. ▪ The Strategic and Operational Risk Registers are complete and up to date.

3. Communication and Community projects

Communication is at the heart of the delivery model for PPP. This year with Covid this has never been more to the fore. 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.

To assist understanding the Service produced seven General Member Bulletins and specific bulletin for Air Quality and Housing. The Members Bulletins have become a popular feature and will continue going forward,

Table 1 shows the key data collated in relation to communications:

Title	Target 2020/21	Q1	Q2	Q3	Q4	Year End Outturn	RAG status
Number of Public Protection service requests and complaints reported via online methods	≥ 140 (10% increase on 19/20)	666	265	145	342	1,418	G
Number of small businesses that have received direct support regarding food, health and safety and licensing by attending or accessing a PPP business advice session	80	0	100	45	20	165	G
Number of page views, social media hits and followers of business advice content on the PPP website	≥ 62,126 (5% increase on 19/20)	40,785	36,901	38,538	38,631	154,855	G
*Page views	-	40,555	36,686	38,301	38,280	0	
*Facebook page likes	-	160	185	221	320	0	
*Twitter likes	-	70	30	16	31	0	

4. Key Performance Indicators for 20/21

- At the Joint Public Protection Committee meeting in September 2018 it was resolved to remove a number of the KPIs set out within the Inter Authority Agreement (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				£198K underspend (approx 5%)
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

- The significant underspend related to resource being redeployed into Covid grant funded work and some business as usual work that would have required the Service to engage additional

staff, such as food safety and standards, did not take place. It was also increased at the end of the year by some costs for larger cases that were paid over in the last few days by the Courts. Subject to Committee Agreement this will be carried forward to assist with recovery and mitigate any licensing income risks.

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.

Title	Target 2020/2021	Q1	Q2	Q3	Q4	Year End Outturn	RAG status
% of service users satisfied with the Public Protection Partnership (proactive telephone campaign to wider customer base for Q4)	75%	50.0%	52.8%	43.5%	88.0%	78.9%	G
% of service users satisfied with the Public Protection Partnership business webinars	75%	New measure added Q3 2020/21	New measure added Q3 2020/21	100.0%	100.0%	100.0%	G

- We continue to receive positive responses about the services we provide and the standards delivered by the staff. We have also received direct emails from members of the public thanking officers for dealing with their complaints:
 - ✓ Thank you again for your support, for the links you have provided and the speedy return emails. I hope they recognises the effort you put into your work...I'll have to book the Disability Awareness Course again in the next couple of weeks. Thank you again for your help and patience. 😊
 - ✓ I felt listened to and they were really helpful.
 - ✓ I felt very supported and was given very clear advice. The officer showed great empathy whilst remaining very professional.
 - ✓ The situation was handled professionally and taken seriously. Appropriate action was taken without hesitation. Instructions for potential future issues were clearly outlined.
 - ✓ I was actually surprised how quickly this was dealt with - a speedy informative and helpful answer to my query.

5. Service Performance across the Partnership

5.1 Service Request Data

- There was a significant increase in service requests in 2019/20. Included in this was close to 2000 Covid related Service Requests but also significant increases in other areas such as noise, bonfires and fly-tipping which were believed to be linked in part to Covid restrictions. Licensing and Scams /Doorstep Crime SR's were also up significantly on previous volumes. Areas such as food safety were down on the previous year as many premises were closed for part of the year. Overall the service requests were up year-on-year by 34% (excluding trading standards notifications). The following is a breakdown by category:

	2019/20	2020/21	%increase/decrease
Covid	107	1906	1681%
Bonfire	304	1016	234%
Dogs	549	386	-30%
Envirocrime (Inc abandoned vehicles)	413	372	-10%
Food Related	1033	884	-14%
Housing	746	690	-8%
Licensing	647	848	31%
Noise	1611	1929	20%
Other	1448	1393	-4%
Pest	405	509	26%
Planning	878	854	-3%
Public Health Funeral	32	30	-6%
Fly Tipping	64	140	119%
Animal Health	94	144	53%
Door Step/Scam/No cold calling zones	274	405	48%
Food Standards	115	103	-10%
Misleading Description	62	58	-6%
Other	207	224	8%
Unsafe goods	57	87	53%
What are my rights? (Business)	102	120	18%
What are my rights? (Consumer)	701	978	40%
Trading Standards Notifications of civil issues	4485	5553	24%
Weight Restrictions	182	388	113%
Grand Total (Inc Covid)	14516	19017	31%
Grand Total (Without Civil Notifications)	10031	13464	34%

5.2 Measures of Volume

- As outlined in the previous Covid updates and performance information the PPP Service has not only adapted to rapidly changing regulation changes but has maintained the performance across the business as usual workload. As a number of inspection regimes were curtailed officers capacity was redeployed into other areas. When it was possible for inspections to be

completed in a Covid safe manner we were able to focus on high risk work or areas where overseeing bodies such as Department for Environment, Food and Rural Affairs and the Food Standards Agency had set out expectations.

Area of work	2019/20 MOV	2020/21 MOV	Observations
Formal Notices served	36 notices	163 notices	There was an opportunity to witness more events and lockdown meant some individuals were unable to offer explanations for their actions. Focus on housing work increased activity
Private Water Sampling	176	147 Samples	We continued to test supplies
Accidents	112	171 accidents	These are accidents requiring some form of intervention from the Service
Infectious Disease incidents reported	761 reports	544 reports	Impact of food establishments not being open
Permitted Site inspections (Environmental Permit)	27 inspections	21 inspections	Where premises were operating we conducted Covid safe visits and inspections
Food inspections	867 inspections	58 inspections	Unable to carry out inspections planned for the year. Focus on High Risk premises

5.3 Response Times

- At the beginning of the year the Service, like many services, experienced the issues associated with staff working at home. In addition visits to the homes of others was not permitted so officers had to adapt the services delivered and also the messages and expectations from our Customer Delivery team were reviewed and amended. Where targets were not met a commentary has been provided.

Key Performance Indicator	Q4 Figure	End of Year	Notes/Comments
% of reported food safety incidents appropriately responded to in 10 working days	97.7%	98.6%	Slight dip in Q4 with almost double the number of inquiries and complaints
% of reported Covid incidents appropriately responded to in 10 working days	99.2%	98.9%	High priority work
% of reported envirocrime incidents appropriately responded to in 10 working days	82.5%	85%	This continued to be low priority work unless imminent public health risk
% of reported private sector housing concerns appropriately responded to in 10 working days	97.6%	95.4%	
% of reported air quality concerns appropriately responded to in 10 working days	97.7%	97.7%	

% of reported noise incidents appropriately responded to in 10 working days	99.1% (Domestic)	86.7%	Officers worked to improve service (earlier performance in the first lockdown and summer meant the % couldn't improve enough)
	94.1% (Commercial)	88.5%	
% of reported health and safety at work concerns appropriately responded to in 10 working days	100%	98.4%	
% of reported other incidents/concerns appropriately responded to in 10 working days	98.9%	96.8%	
% of reported door step crime incidents appropriately responded to in 1 working day	100%	100%	
% of reported product safety concerns appropriately responded to in 10 working days	100%	100%	
% of general Trading Standards requests responded to within 10 days	98.7%	99.1%	
% of licensing complaints/requests for advice dealt with appropriately within 10 working days	96.3%	94.7%	
% of Planning Applications appropriately responded to within consultation period	96.2%	96.8%	
% of whole service response within appropriate times	98%	97.7%	Overall the Service is responding appropriately to real time issues and focusing on priority work

6. Service Complaints and Information Requests

- Although there was a reduction in the general volume of Freedom of Information requests during the last year, the Service saw an increased number of requests concerning Covid related work, from inspections numbers to specific complaints about “purchasing masks”. This work was not considered high priority for the Service, however due to the requirements for the Authority this work was completed where possible in a timely manner.

Authority	Quarter 4			Year End Total		
	FOI	Service Complaints	Cllr/MP/Board	FOI	Service Complaints	Cllr/MP/Board
Bracknell Forest	52	9	4	172	24	26
West Berkshire	51	8	13	202	26	49
Wokingham	32	1	8	94	10	48
Total	135	18	25	468	60	123

Public Protection Partnership Priorities 2021 to 2023

Committee considering report:	Joint Public Protection Committee
Date of Committee:	14 June 2021
Chair of Committee:	TBC
Date JMB agreed report:	03 June 2021
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4062

1. Purpose of the Report

- 1.1 To set out to the Committee the proposed priorities for the Public Protection Service for 2021 to 2023 and to seek agreement from the Committee that the priorities identified in this report form the basis of our Covid recovery plan.

2. Recommendations

It is recommended that the Committee consider the 2021/23 Priorities Document and **RESOLVES** that:

- 2.1 The overarching themes identified in the Inter Authority Agreement (IAA) and set out at Appendix C remain relevant and should be retained;
- 2.2 The functional priorities and cross cutting priorities set out at Appendix D inform service delivery for the years 2021/22 and 2022/23 (excluding Wokingham in year 2);
- 2.3 That the Public Protection Manager presents the Committee with an updated Control Strategy at its meeting in September 2021; and
- 2.4 That delivery against the priorities be reported to the Committee as part of the regular reporting cycle and be reviewed and updated no later than June 2022.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>All identified activities are undertaken as part of the core work of the PPP within the existing revenue budget, this will be managed by the Strategic Management Team and scrutinised by the Joint Management Board.</p> <p>Where appropriate grants such as support for public health related activity or investigations will be sought and used to deliver the key work streams set out in the Work Plan. Working with other authorities as part of shared working arrangements to deliver efficiencies and effectiveness will also feature as a key priority</p>

Human Resource:	There are no specific personnel issues arising out of this decision. If approved the Joint Management Board will consider the most effective structure to deliver against the priorities. Where any implications arise from this a further decision making paper will be brought to the Committee. Structural changes will also need to reflect the decision by the Wokingham to leave the Partnership.
Legal:	The functions delegated to the Joint Committee by the Councils have their basis in statute. In this respect many are statutory duties placed on the Councils. In some areas (such as food safety and standards, health and safety etc.) there is a high level of prescription about how elements of the service are delivered. In some areas there is a high degree of flexibility for local policy making. The draft PPP Priorities Document invites Members to consider how the service will be prioritised in the coming period and the work plan sets out the manner in which the Councils will deliver the service.
Risk Management:	Project Management Methodology will enable early identification of operational risks.
Property:	None specifically arising from these proposals. The issue of accommodation and rationalisation of accommodation remains a priority for the service. As Bracknell and West Berkshire move to a rationalised property strategy and new working styles the service will look at its property requirements and in particular the role that the Theale Office is playing as a central delivery point.
Policy:	It is a key responsibility of the Joint Committee as set out in the IAA to set the strategic direction and priorities for the service. The Committee has approved two previous assessments of priorities. The priorities before the Committee today build on these previous documents and also seek to address the IAA priorities set out at Appendix C

4. Executive Summary

The vision of the Public Protection Partnership (PPP) is:

- 4.1 'To protect and support residents and legitimate business through the successful use of information and intelligence, delivering safe and healthy neighbourhoods.'
- 4.2 The Business Plan expanded on how the Vision and Aims of the PPP will be delivered through its Operating Model, an adaptation of the National Intelligence Model. An integral part of this model is the production of the Strategic Assessment to inform the setting of priorities.
- 4.3 The Business Plan requires the Joint Management Team of the PPP to produce a Strategic Priority for consideration by the Committee. The plan was last considered by the Committee in June 2019.

- 4.4 As a result of Covid19 the Committee has received regular updates on both the Covid response and also business as usual / recovery. These latter elements sought to address the priorities identified in 2019.
- 4.5 The Strategic Priorities before the Committee today have been developed taking account of national and local political priorities, national and local data and regional input. They have also been developed in the face of continuing uncertainty around the course of the Covid19 pandemic.

5. Conclusion

- 5.1 The PPP Priorities and PPP Work Plan meet the governance requirements of the IAA and Business Plan with regard to priority setting for the delivery of the PPP services across the member authorities. They also set out along with the Food and Feed plan which will come before the Committee in September.

6. Appendices

- 8.1 Appendix A – Public Protection Partnership Priorities - Supporting Information
- 8.2 Appendix B – Equalities Impact Assessment
- 8.3 Appendix C – Extracts from the PPP Business Plan and Inter Authority Agreement.
- 8.4 Appendix D – PPP Strategic Assessment

Background Papers: Business Plan – approved by Joint Committee March 2017; 2018/19 Strategic Priorities and Control Strategy approved by JPPC in March 2018.

PPP Strategic Aims and Priorities Supported:

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

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

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Appendix A

Public Protection Partnership Priorities - Supporting Information

1.0 Background

- 1.1 The Inter-Authority Agreement that was agreed by the Council's on the 6th January 2017 contained a set of initial priorities. These had been drawn from the cross cutting and local priorities of the Councils. A summary of these can be found at **Appendix C** to this report. It is the view of the Joint Management Board and the Service Management Team that these remain relevant and provide a suitable basis for the Committee to deliver a service that is adaptable to local need and national and local policy trends and requirements.
- 1.3 At its inaugural meeting in March 2017 the Committee agreed to the adoption of the National Intelligence Model (NIM). At the heart of NIM is the need for an assessment of priorities based on the information at the time of preparation including a full examination of existing and emerging local and national priorities. This report puts before the Committee a Strategic Assessment which proposes a set of priorities for the service for the next 21 months. It is important to state that whilst priorities can be established at any given point in time, the situation remains dynamic and the service needs to be responsive to any change in local or nationally led demand. The most obvious example of this would be the ongoing role the service is playing in responding to the Covid19 pandemic and the uncertainty caused by variants of concern. Other examples of this would include large scale investigations, food poisoning outbreaks or an animal disease outbreak.

2.0 Public Protection Service – Protecting Our Communities

- 2.1 The remit of the Public Protection has been brought into stark focus by the Covid19 pandemic which has shown the perhaps unique role it plays between community protection and its importance in the functioning of the local economy, often operating at the interface of those two aspects of the Covid response. Beyond this it is, at its central core, a law enforcement / regulatory body covering everything from private water supplies to smuggling and food safety to national fraud matters. Its sphere of influence is as wide as its remit and the Service is uniquely placed to deliver the services against the widest possible range of local priorities.
- 2.2 The Service operates in a local and national policy setting. Some matters such as air quality, fraud and private sector housing are matters of both local and national policy concerns. Others such as licensing (whilst having a national policy drive) maintain a distinctly local feel as priorities.
- 2.3 The Public Protection Partnership has a range of tools at its disposal to deliver against local and national priorities. As stated in 2.1 above it is primarily an enforcement service tasked with enforcing over a 100 pieces of primary and

enabling Acts of Parliament as well as many hundreds of pieces of secondary regulations, standards etc.

- 2.4 Effective legislative controls however have context and so it is with much of what the PPP are tasked to deliver. A lot of the work undertaken is statutory but the law, with a few notable exceptions e.g. food and feed, nuisance etc., does not lay down how the service is delivered. That is a matter for the Joint Public Protection Committee.
- 2.5 The approach of the Service Management Team in developing the work plan and priorities has been to look at the context of the law in the local setting and to consider how the primary aims of the legislation can best be delivered.
- 2.6 We have also looked carefully at how we can work with other key partners including the many internal partners such as Housing, Waste, Highways, Planning, Community Safety, Public Health and Adult Safeguarding Teams. Externally we work routinely with a range of partners including Thames Valley Police, National Trading Standards Board, Trading Standards South East Ltd and Royal Berkshire Fire and Rescue.
- 2.7 Furthermore we have looked at the opportunities to increase capacity and resilience through working with others. The Joint Case Management Unit as an example serves all parties well by producing a critical mass of expertise. Other examples have been to apply for and be awarded grants in specific areas such as investigation and more recently the important £259K grant for air quality work.
- 2.8 The Service works in accordance with the National Intelligence Model and at its heart is the intelligence function and strategic and tactical tasking processes to keep under review resource and operational issues on a regular basis. There is also a project planning process that looks at how each priority areas can be addressed through:
 - **Prevention** – ensuring the public and businesses have the information they need to take informed choices to reduce detriment.
 - **Intelligence** – encourage reporting in priority areas and deploy the intelligence to ensure effective use of resources to tackle local detriment.
 - **Enforcement** – deploy enforcement as a tool to defend our communities including businesses and the wider economy from harm.

2.9 Example 1 – Scams Doorstep Crime

Scams and Doorstep Crime are two of the most aggressive forms of acquisitive crime. They are often linked to money laundering, forced labour and organised crime groups. It also often presents significant safeguarding issues with victims all too readily subject to ongoing financial abuse that effects their mental health and overall feeling of wellbeing and safety.

The approach taken by the Service looks at the issue from three angles. Prevention, Intelligence and Enforcement. Examples of tasks in these groupings are as follows:

Prevention	Intelligence	Enforcement
Working with community groups No cold calling zones	Intelligence gathering through patrols and reports	Rapid Action Team (RAT)
Routine Doorstep Crime Patrols	Suspect and victim profiling	Integrated operating model with TVP
Working with partner organisations e.g. TVP	Encouraging reporting through publicity and community engagement	Working with south east regional crime unit and HMRC
Publicity around successful detections and prosecutions	Actively looking for modern slavery and other forms of coercive behaviour	Specialist Acquisitive Crime Team
Referrals to and from safeguarding Teams		Financial Investigation for money laundering and confiscation
Fraud Victim Support Officer		Case Management

2.10 Example 2 - Alcohol and Tobacco Control

This is an area of national and local policy concern. The market is heavily regulated and local authorities have significant powers to act in particular around marketing and access. It is known that in respect of both products early understanding of risk by young people combined with a robust compliance regime can have significant effects on reducing consumption with the associated risks to health and effects on communities through alcohol related anti-social behaviour and crime. In this area of our work the approach includes:

Prevention	Intelligence	Enforcement
Licensing Act Policy	Consideration of complaints and SR's	Licensing Inspections

Careful consideration of licence conditions	Annual Pupil Survey	Trading standards test purchasing
Year 6 (Tobacco) and Year 9 (Alcohol and Tobacco) programme in schools	Working with Schools to identify risk premises	Enforcement: including seizure of counterfeit and smuggled goods
Production of a Tobacco Control Plan	Working with TVP licensing and Community Safety Teams	Licence Reviews and Member Training
Advisory visits to retailers	Responsible authority role	Legal actions
Community Alcohol Partnerships		
Member Training		

2.13 Example 3 – Air Quality

This is an area of national and local policy concern. The Service has been successful in securing a £259K grant to expand our particulate monitoring and community engagement work as well recent decisions to introduce idling enforcement and road side vehicle emissions testing. This in turn supports our work on Nitrous Oxide (NO) monitoring as well as the annual Air Quality Management Area Status Reports.

Prevention	Intelligence	Enforcement
Work with schools to raise awareness of air quality issues	Monitoring Nitrous Oxide Levels	Enforcement of idling provisions
Linking with individual climate change agendas.	Introduction of PM2,5 surveillance in all three areas (Wokingham already has some)	Road side emissions testing
Advice for residents and businesses on matters such as vehicle idling.	Encourage reporting of matters that may affect air quality.	Action against unlawful commercial sources of particulates.
Links to licensing agendas such promoting green taxi / private hire fleets		

2.12 These three examples are indicative of how the priorities can be addressed in practice. In essence we examine the evidence base, look at the problem from all angles and then develop an holistic approach to tackling the problem. This model enables us to work broadly across the Councils agendas by protecting the most vulnerable and communities more widely, protecting and improving health, protecting the environment and through assisting business to achieve compliance and protecting from unfair competition we are able to help strengthen the local economy.

2.13 There are also a number of cross cutting priorities identified for the Service. These include the original cross-cutting priorities:

- E-crime – this cuts across licensing and fair trading and environmental protection issues.
- Protection of vulnerable adults and children – this cuts across many aspects of the Service including scams, fraud, alcohol and tobacco, housing, food standards and safety etc.
- The priority area around modern slavery has been extended to include the broader priority of Safeguarding and includes modern slavery.

Two new priority areas have be introduced namely:

- Climate change – which encompasses our air quality work but also includes housing work around cold homes and energy efficiency and trading standards areas such as green energy fraud and energy performance certification as well the climate change agenda's potential links to licensing.
- Safer Streets – This has many links across licensing and trading standards and connects with the cross cutting agendas around safeguarding and protection of vulnerable adults and children. In West Berkshire Council the Team is working closely with the newly appointed Safer Streets Champion.

3.0 Developing the Priorities

3.1 An assessment has taken place to develop the priorities for the Service. This has included an analysis of service requests, consumer complaints about traders, and enquiries from businesses. We have also analysed the outcomes from the output of last year's work streams.

3.2 Local, regional and national priorities have also been considered alongside emerging priorities. Locally sources have included each Councils priorities, strategic needs assessment and local crime related matters. Nationally sources have included government departments such as BEIS, DEFRA and DCLG, NGO's such as the Food Standards Agency, Environment Agency and

Health and Safety Executive as well as co-ordinating bodies such as the National Trading Standards Board and Trading Standards South East.

- 3.3 Local priorities have also featured where non cross service initiatives will continue to be delivered. These include enviro-crime, London Road Landfill Site, abandoned vehicles, fly-tipping and issues such a road traffic overloading and weight restriction enforcement.
- 3.4 The Priorities also include matters that are described as cross-cutting such as safeguarding, e-crime and organised crime.
- 3.5 There are many aspects of the Service that do not feature in these plans. The so-called *business as usual* aspects of our work. These include areas like inspections, service requests, business advice, investigations etc. These remain as important as the priority areas in terms of addressing local need. On a day to day basis they integrate with the model as the examples shown above indicate.

4.0 Delivering against the Priorities

- 4.1 If agreed the work plan will be delivered through a programme delivery model. In essence work streams will be and are being developed into project plans based on established project management principles. These will be delivered at team and project group level and monitored by the Joint Management Board and Service Management Team. Operational risks will be identified and the Strategic Tasking Group ensures appropriate resourcing and oversight.
- 4.2 Performance reporting will be an inherent part of the programme delivery model to sit alongside other areas of performance reporting such as response times and satisfaction ratings. The IAA also contained performance themes such as reducing detriment. Measures have been developed for these and an update on this appears elsewhere on this agenda.

Equality Impact Assessment – Stage One

What is the proposed decision that you are asking the Committee to make:	To consider the 2021/23 Priorities and Work Plan for the PPP
Summary of relevant legislation:	See report
Does the proposed decision conflict with any of the partnerships key objectives?	No
Name of assessor:	Sean Murphy
Date of assessment:	01/06/2021

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

1. What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?	
Aims:	To set out the 2021/23 priorities for the PPP
Objectives:	This documents forms the basis of the work of the PPP for 2021/23 and sits alongside the food plan (to be presented in September). They are based on an assessment of intelligence and policy at the time of writing. By their nature they are designed to address the needs of local communities.
Outcomes:	A focussed locally delivered public protection service relevant to the needs of local communities and of all protected groups.
Benefits:	The delivery of the key PPP priorities of: Community Protection and in particular the protection of the vulnerable Protecting and Improving Health Protection of the Environment Supporting Economic Growth Improving and Efficient Service Delivery

2. Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this. (Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race,
--

Religion or Belief, Sex and Sexual Orientation.)		
Group Affected	What might be the effect?	Information to support this
Age	None	
Disability	None	
Gender Reassignment	None	
Marriage and Civil Partnership	None	
Pregnancy and Maternity	None	
Race	None	
Religion or Belief	None	
Sex	None	
Sexual Orientation	None	
Further Comments relating to the item:		

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

Extracts from the PPP Business Plan & Inter Authority Agreement (IAA)

Business Plan

2. VISION

To protect and support residents and legitimate business through the successful use of information and intelligence, delivering safe and healthy neighbourhoods.

3. MISSION

The purpose of the service is to: -

- To provide information to enable people to make informed decisions and understand their rights and responsibilities.
- Create an atmosphere where legitimate and compliant businesses can thrive and not have their interests undermined by those who choose not to comply.
- Preserve the health, wellbeing and safety of the communities we serve.

4. VALUES

Our values have a major influence on the way we want to be seen:

- Objectivity in decision making.
- The desire to meet the needs of the community.
- An approach to service delivery which is professional on every level.

PUBLIC PROTECTION PARTNERSHIP

Stated Aims – (IAA sch5)

- 1 The sharing of expertise and best practice

- 2 The creation of greater resilience and robustness to cope with unforeseen challenges such as disease outbreaks, large scale investigations or loss of key personnel

- 3 Sharing and developing resources to drive efficiency and effectiveness including systems and areas of specialist knowledge such as legal, finance and investigative skills

- 4 Eliminating duplication by needing to do things only once across all locations and elements of the service for example procedures and standard documentation

- 5 Building on the success and innovation of the partners to agreement and learning from each other and implementing that learning

- 6 The effective use of communication to protect communities and enhance the reputation of the Partnership and the Councils

- 7 Reduce costs by operating jointly

- 8 Making effective use of partnership funding, service specific grants and monies received from the Proceeds of Crime Incentivisation Scheme

- 9 Development of the Service in ways which drive further efficiencies and service improvements

- 10 Playing our role and enhancing our reputation on a regional and national level

PUBLIC PROTECTION PARTNERSHIP

Priorities (IAA sch5)

1. Community Protection

- a. Contributing to the effective tackling of crime and disorder
- b. Tackling the issues that cause the greatest harm to individuals and communities
- c. Protection of the most vulnerable residents
- d. To act as champion for the local area
- e. Providing safeguards to the community through an effective licensing service

2. Protecting and Improving Health

- a. Protecting people from harmful products and services (including food)
- b. Allowing residents to make informed choices on matters that impact their health
- c. Developing and delivering initiatives designed to improve and enhance health and wellbeing of individuals
- d. Supporting relevant priorities identified by local Strategic Joint Needs Assessments
- e. Tackling the causes of health inequalities

3. Protection of the Environment

- a. Protecting the environment from harm
- b. Tackling those that chose to harm the environment

4. Supporting Prosperity and Economic growth

- a. Supporting compliant local businesses to thrive through the provision of advice and guidance
- b. Protecting businesses from illegal activities that damage their economic interests
- c. Supporting the rural economy

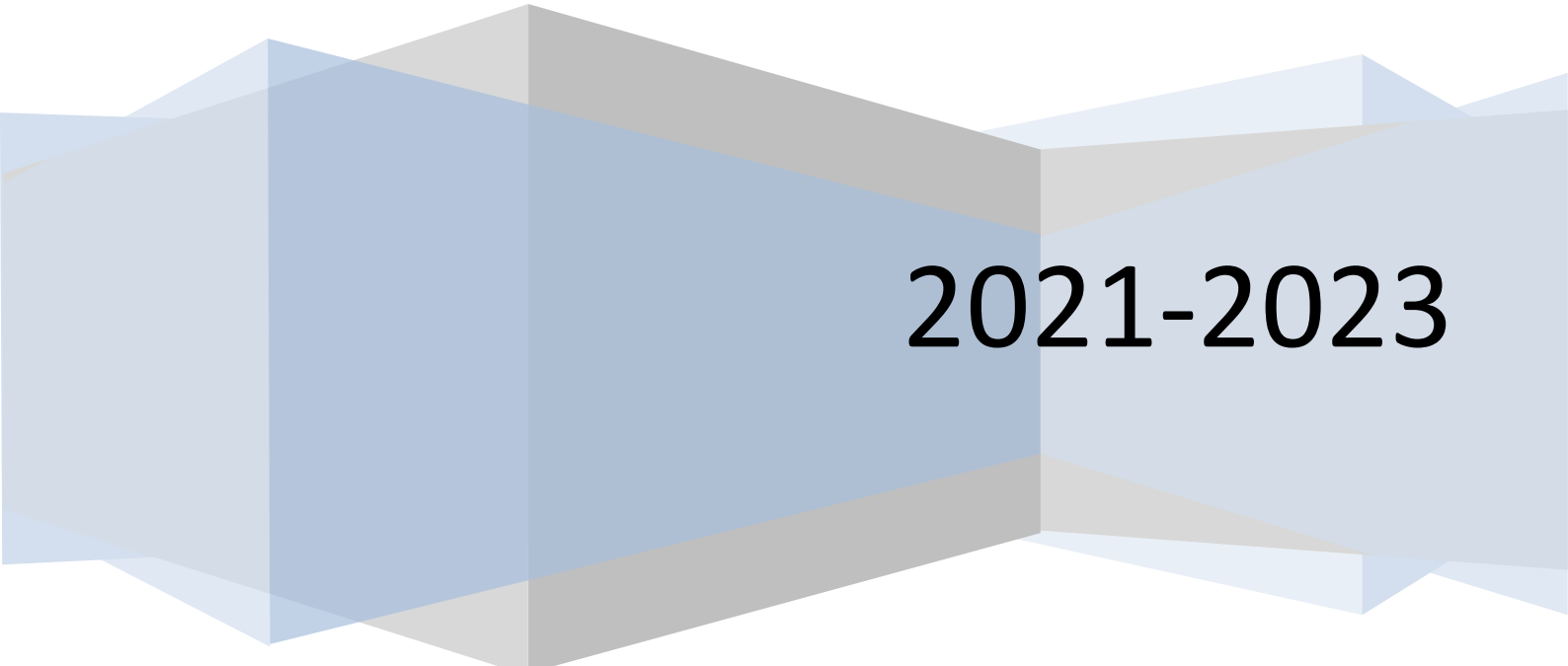
5. Effective and Improving Service Delivery

- a. Implementation of the national intelligence model to identify and effectively tackle priority areas
- b. Building effective working relationships with key partners within the Councils to deliver the key objectives of the Service and the Councils
- c. Building effective relationships with key external partners including Thames Valley Police, Royal Berkshire Fire and Rescue Service, housing providers, other local authorities, national and regional delivery bodies and community based groups and organisations
- d. Improvement and enhancement of the service through effective evaluation and quality management
- e. Communication well with local people and businesses

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PPP STRATEGIC ASSESSMENT

June 2021



2021-2023

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Foreword

To be written by the Chairman once the document has been agreed.

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Wokingham Borough Council



1. Introduction

The Public Protection Partnership (PPP) Strategic Assessment seeks to bring together national, regional and local information to identify priority areas which will have the greatest positive impact on the communities it serves.

By identifying key local threats, emerging issues and priority areas this document will help The Committee fulfil its obligations to set the priorities for the Service.

The 2021-2023 assessment builds on its predecessor produced in June 2019.

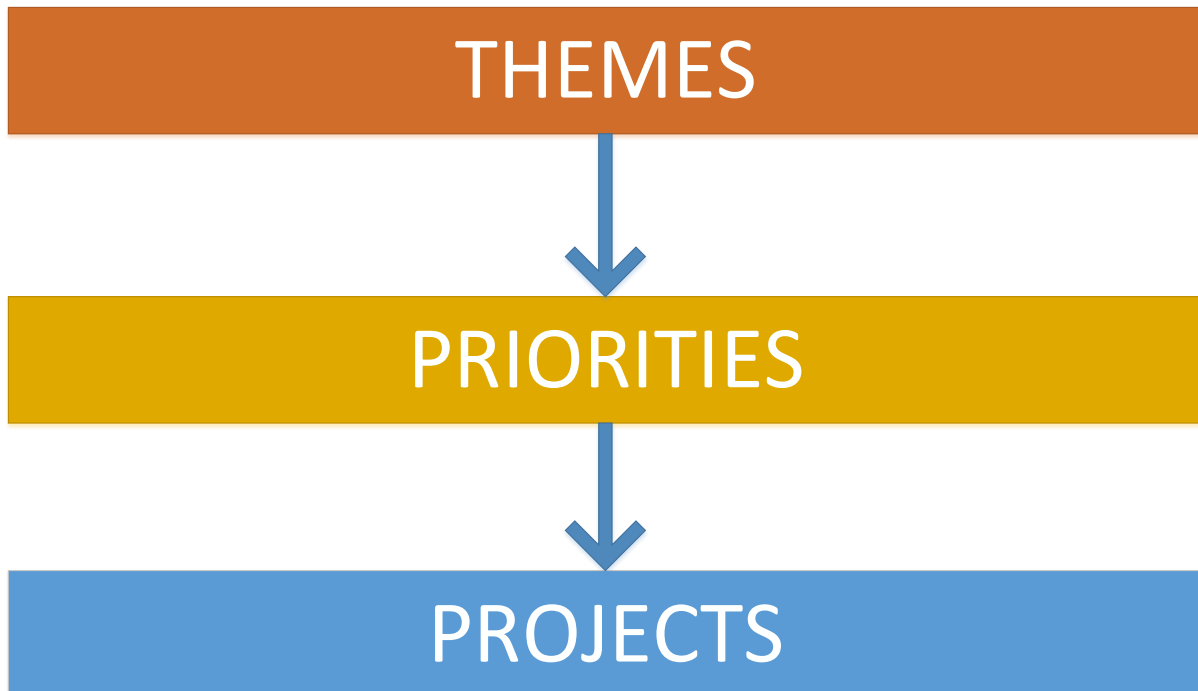
It also seeks to build upon the work of environmental health, licensing and trading standards.

The Coronavirus pandemic has presented new and unanticipated demands on the Partnership over 2019/2020 and into 2021. As the country moves towards recovery¹, the PPP too will seek to return to an intelligence led, planned and structured work plan, focussed on identifiable themes and priorities.

A key change over the next twelve months is the exit of Wokingham from the joint service by the 31 March 2022, and the movement from a three authority joint service to two. This change will impact resources and potentially priorities as the partnership moves to serving the needs of two communities as opposed to three.

¹ COVID-19 Response - Spring 2021', Cabinet Office, published 22 February 2021

This document is divided into three key areas:



Themes are designed to be top level, broad subject headers which match up with the most important and relevant areas of the three partner Council's Strategies.

Priorities are the more specific areas of work that have been shown to be most important to the areas of Bracknell, West Berkshire and Wokingham.

Projects are the way the service will deliver the priorities, bringing together the expertise of the staff to solve problems which affect the communities we serve.

2. Executive Summary

The partnership is responsible for ensuring an appropriate level of service across a very broad range of topics, including the compliance with, and enforcement of hundreds of pieces of legislation. This combines with a significant amount of preventative and educational work designed to minimise the impact of crime, poor health and a polluted environment.



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3. Key Findings from 2020-21

The work handled by the partnership falls into three broad categories:

Reactive - responding to and investigating complaints and requests for service.

Projects - defined pieces of work that are linked to the Themes and Priorities.

Planned Work Activity – routine audits, inspections, investigations.

3.1 Reactive

The Partnership was called upon to play a direct role in the Local Authorities' responses to the Coronavirus pandemic. Service delivery was directly effected in terms of new advisory and enforcement responsibilities for business closures, outbreak management and track and trace support. Changes to lifestyle and working locations as a result of Coronavirus restrictions also had an indirect demand on the partnership and the nature and volume of complaints received.

Examples of the reactive demand on the Partnership from 2020/2021 are listed and explained below:

Coronavirus Pandemic

- **1906** service requests were recorded related to Coronavirus in 2020. These service requests were in the form of reports of outbreaks; reports of non-compliance with business restrictions; requests for advice on how the public health measures and restrictions affected individuals, communities or businesses.
- **2493** monitoring visits were conducted to businesses between October 2020 and May 2021 to ensure compliance with lockdown, steps and tiers legislation.

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Food Enquiries

- **884** service requests were recorded relating to food in 2020, a 14% decrease on 2019, of note however large proportions of the catering industry were required to close except for takeaway for substantial periods of the year.

Planning

- The volume of planning enquiries remained consistent over 2020, with **854** service requests received, only a 3% decrease on 2019 numbers.

Noise Nuisance

- The partnership saw a 20% increase from 2019 to 2020, with **1929** service requests received relating to domestic and commercial noise. Possible causes for the increase may relate to an increased level of home working, and reduced commercial activity resulting in an increased sensitivity to new, recurring or retuning noise sources

Animal Health

- **144** service requests were recorded relating to animal health in 2020, a 53% increase on 2019

Envirocrime

- **512** service requests were recorded relating to envirocrime and fly tipping

Doorstep Crime and Scams

- The partnership saw a 48% increase from 2019 to 2020, with **405** service requests recorded in 2020. Coronavirus related scams were an additional feature of the pandemic with a number of emerging scams regarding testing and vaccinations.

Pest Control

- The partnership saw a 26% increase from 2019 to 2020, with **509** service recorded in 2020.

Housing

- **690** service requests were recorded relating to housing matters over the course of 2020

Unsafe Goods

- The partnership saw a 53% increase from 2019 to 2020, with **87** service requests received in 2020.
- Common themes existed as in previous years regarding used cars and mot and services. As a result of the coronavirus pandemic: PPE was a feature in product safety complaints, specifically regarding face masks and hand sanitiser.

Bonfires

- Service requests relating to bonfires increased by 234% in 2020 to **1016**. A likely cause of the increase may relate to periods of lockdown coinciding with periods of good weather.

Further reactive work:

- 79 criminal investigations instigated in 2020
- 1250 Intelligence Log Submissions from PPP between 2019 and 2020

3.2 Projects

The Partnership engaged in a number of projects over 2020/21 including:

Support with Confidence Scheme

- The scheme provides a list of approved care and/or support services that have been vetted on the grounds of quality, safety and training.
- The Scheme has 59 Current members across the partnership

Dog Breeding / Selling Licensing

- An online project conducted in relation to the puppy breeding licensing conditions.
- 106 local adverts for puppies identified on various online sale platforms
- Checks undertaken to ensure seller is licensed and complying with legislative measures

Air quality

- Education campaign and competition ran in schools to educate children on vehicle idling and NO2 emissions from exhausts.
- Introduced PM2.5 monitoring in Wokingham

Hand Washing Sessions

- Hand washing sessions conducted in 30+ PPP primary schools to promote good hygiene in the time of coronavirus transmission.

Community Larder

- Introduction of the first community larder in Thatcham: a location to access food that is surplus, engage with communities and access additional services.

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3.3 Planned Work Activity

Local authorities are required, through a variety of legislative mechanisms, to undertake a range of activities. Some examples have been listed below to help understand the context:

- Food Establishments
- Taxi and Private Hire Drivers
- Private Sector Housing Inspections (using the Housing Health and Safety Rating System)
- Private Water Supplies Inspections
- Petroleum Inspections
- Explosives Inspections

A number of the programmed inspections were heavily disrupted due to the impact of the coronavirus business closure restrictions and public health measures.

4. Themes

It is important for the Partnership to ensure that it remains relevant and in step with current issues affecting the communities it serves. There is an extensive amount of information available from relevant organisations and partners from different professions that should be considered in the work plan. They often point to emerging problems that should be evaluated by the partnership, not necessarily to solve in the short term but as a helpful signpost to gaps in our understanding that require further research. Information collected through this process will help ensure future work plans are based on the best available evidence.

The overarching themes for the PPP are set out in detail in schedule 5 to the Inter Authority Agreement, these are;-

- Community Protection
- Protecting and Improving Health
- Protection of the Environment
- Supporting Prosperity and Economic growth
- Effective and Improving Service Delivery

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5. Priorities

Cross Cutting Priorities

- E-Crime
- Climate Change
- Vulnerable Adults and Children
- Safeguarding (including Modern Slavery)
- Safer Streets

Other Priorities

- Accidents in Commercial Settings
- Air Pollution
- Alcohol and Tobacco
- Animal Welfare
- Childhood Obesity
- Covid 19 Recovery
- Doorstep Crime and Mass Marketing
- Environmental Protection
- Food Safety and Standards
- Housing Standards in the Private Rented Sector
- Impact of Noise on Communities
- Unsafe Consumer Goods

5.1 Cross Cutting Priorities

eCrime

The partnership will continue to look for opportunities to tackle consumer and business detriment caused by eCrime across all its themes, priorities and projects.

Between January 2018 and March 2021, where a purchase medium was reported: a third of all Trading Standards service requests to the partnership related to online purchases. Online transactions surpassed traditional purchase methods of trader premises by 7%.

The coronavirus pandemic and resulting public health measures restricting the opening of all but essential trade premises resulted in a further substantial shift to e-commerce. In comparing figures between 2019 and 2020 an increase can be seen of 93.2% in the volume of complaints solely relating to transactions completed via websites, apps, unsolicited email or internet auctions

The PPP Work plan of 2017 identified that growth of online trading showed no sign of levelling off, and both the 2017 and 2019 Work plan identified that PPP must ensure all teams have access to the skills necessary to operate within that environment. Online trading continues to grow exponentially and it is social media platforms are increasingly used as a method of trading in wider fields including illegal tobacco and flytipping.

As such staff must continue to be developed to deal with the ongoing challenges of online trading, complex social media platforms and all the associated intelligence gathering required to successfully disrupt and prosecute such matters.

Climate Change

Climate Change is one of the major issues of our time. All three Councils have clear and expansive climate change plans with targets around air quality, housing, environmental protection and carbon reduction.

The Public Protection has a significant role to play in relation to the local plans to tackle climate change. These include traditional areas such as air quality and environmental protection but also extend to other areas around the enforcement of climate change legislation relating to matters such as energy performance of buildings and goods and single use plastics to the links with the housing functions to cold homes, energy efficiency and environmental high standards in private rented accommodation. There are also links to green energy claims and fraud as well as the food agenda around local food and farming standards claims. Finally there are the links to licensing and the possibilities relating to the taxi and private hire fleets.

Protecting Vulnerable Adults and Children

Protecting vulnerable adults and children remains a key priority for the PPP. A significant number of front line officers operate in the community and play an essential role in the identification and protection of individuals at risk of abuse or neglect.

The coronavirus pandemic has meant an increased number of individuals have been required to stay at home and reduce social contact with others. Increased loneliness and social isolation may give rise to opportunistic criminals taking advantage of the most vulnerable members of our community. Furthermore, where schools have been required to close some children have been cut off from support networks and stable environments that they had become accustomed to making them more susceptible to harm.

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Other areas that we will be looking at in the coming period will include the adherence licensed gambling establishments to licence conditions.

The PPP will continue to support officers and managers to develop their skills in communication, their knowledge of safeguarding and partnership working, and educate them in the key identifiers for vulnerability.

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Safeguarding (including modern slavery)

Safeguarding is an essential and crucial aspect of local authority work.

All members of our community have a right to live in safety, free from abuse and neglect. The PPP provide their services within the community and representatives must recognise the categories of abuse, and understand their duty to safeguard vulnerable individuals using the appropriate referral routes. To this end the service has appointed a cross-cutting Lead Officer – Safeguarding role as well as a Fraud Victim Support Officer who work closely with other parts of the service, relevant agencies and local safeguarding teams.

Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation including sexual exploitation, domestic servitude, forced labour, criminal exploitation and organ harvesting.²

It is recognised that the hidden nature of modern slavery makes producing an accurate prevalence measure difficult. Increased awareness and reporting since the introduction of the modern slavery legislation in UK in 2015 are likely to have contributed to the increases seen in victim numbers.³

In 2019, 415 referrals were made to Victim’s First (Willow Project) relating to modern slavery: of these 31 stemmed from the Bracknell Forest, Wokingham and West Berkshire regions of Thames Valley.

The PPP may encounter modern slavery as part of any of workstream and staff must remain vigilant to the indicators of modern slavery, and remain abreast of those networks and referral pathways to support, report and feed in intelligence relating to modern servitude. Particular areas for heightened

² Definition provided by Thames Valley Police

³ Office for National Statistics: Modern slavery in the UK, March 2020

vigilance include the work that the PPP undertakes relating to rogue traders, poor housing conditions, visits to domestic premises, and trader and site premise inspections.

In addition to safeguarding training requirements for taxi, private hire and home to school transport drivers PPP are considering the role of safeguarding training as part of the safer streets agenda including offering safeguarding training to persons working in some retail and hospitality settings.

Safer Streets

The Partnership can play a key role in tackling neighbourhood crime and anti-social behaviour. There are clear links to the licensing objectives as well as the role of trading standards and the community team. Working in partnership with other agencies, and through the use of targeted crime prevention measures and problem solving approaches the PPP can contribute to making the streets of West Berkshire, Wokingham and Bracknell safer.

Through the promotion of safeguarding, raising public awareness and encouraging reporting through education work with the general public, the licensed trade, taxis and private hire vehicles and retailers.

- Promote retailer schemes such as Pubwatch and Shopsafe
- Extension of Community Alcohol Partnership arrangements which play a key role in seeking to reduce alcohol harm in local communities from drinking by young people.
- Enforcement of age restriction legislation for alcohol
- Develop existing PPP alcohol programme in secondary schools to increase emphasis on ASB and personal risk.
- Tackle low level environmental crime that's leads to a feeling of lawlessness
- Work with staff in higher risk settings to develop an understanding of risk and safeguarding

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5.2 Other Priorities

Accidents in the Commercial Settings

- Investigation of workplace accidents
- Information campaigns for employers and employees to reflect trends e.g. falls from height
- Partnership working with HSE to conduct intelligence led audits

Air Pollution⁴

- Seven locations within the PPP do not meet the national air quality objectives for nitrogen dioxide, these have all been designated as Air Quality Management Areas. Air Quality Action plans are in production which outline the approach to be taken to reduce air pollution and prevent levels increasing.
- Introduction of PM2.5 monitoring across the PPP area
- Vehicle idling and roadside vehicle emissions testing
- Education programme in schools

Alcohol and Tobacco

- The Tobacco Control Alliance⁵ have produced the Tobacco Control Plan detailing their aims, objectives and local delivery plan to protect Berkshire West communities from tobacco related harm through education and enforcement
- School based tobacco education programme at key stage 2
- School tobacco and alcohol education program at key stage 3
- Annual tobacco and alcohol consumption assessment at key stage 4
- Intelligence needs to be built up to establish the trade of illegal tobacco within the partnership areas
- Community Alcohol Partnerships
- Underage Sales Operations for cigarettes and alcohol

⁴ A Green Future: Our 25 Year Plan to Improve the Environment, HM Government

⁵ Berkshire West Tobacco Control Plan 2021-2023

Animal Welfare

- The Animal and Plant Health Agency (APHA) list the control and eradication of animal and plant diseases and pests, reducing the risks from new and emerging threats, and rapidly control pest and disease outbreak as two of their priorities for 2021/2022.
- Alongside traditional animal health advice and enforcement work conducted by the PPP, an increased level of home working has coincided with a rise in puppy sales. Puppy sales have been identified as a key risk regionally and concerns relate to the licensing regime for breeders, illegal puppy farming, disease control, welfare as well as wider concerns regarding mis-selling and unfair trading and fraud.

Covid 19 Recovery

- The UK Roadmap out of the coronavirus pandemic takes a staged approach for easing of restrictions, otherwise known as steps. Progress through each step is reliant on the Government examining the data to assess the impact of the previous step. One of which is that Infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS.⁶
- Through business advice and support, track and trace and outbreak control PPP can play an active and important role in reducing the risk of transmission.
- The Health and Safety Executive made continued spot checks and inspections to ensure workplaces are COVID-secure for employees and the public a priority in their 2020/2021 Business Plan⁷.
- Use of intelligence such as reports of non-compliance, or Public Health data indicating areas or sectors with higher infection rates can be used to target visits where they are most needed. Sectors which have been

⁶ COVID-19 RESPONSE – SPRING 2021, February 2021

⁷ HSE Business Plan 2020/21 Updated November 2020:

subject to intermittent closures and varying rules such as hospitality and other night time economy should also be prioritised.

- Support for business to reopen safely must be a priority for the PPP to assist in enabling the Country to recover.

Doorstep Crime and Mass Marketing

- Doorstep Crime is a key priority area identified by NTS in its National Control Strategy, it is also a priority area in nine Regional Trading Standards Groups. Doorstep Crime can take many forms including: pressure selling, unfair contracts, overpriced or substandard home maintenance and improvements, phoney consumer surveys, and bogus charity collections.
- Mass Marketing scams too were identified as a key priority area nationally. Mass marketing fraud" generally refers to any fraudulent scheme that use one or more mass-communication methods – such as the Internet, telephone, mail, or in-person– to solicit or transact with prospective victims⁸
- Doorstep crime and mass marketing scams target some of the most vulnerable residents within the PPP area. The methods and data lists being used by criminals are becoming more advanced and sophisticated. Large sums of money are lost annually to these types of fraudulent crimes.⁹
- To tackle this criminality the PPP must build intelligence, undertake preventative measures such as No Cold Calling Zones, and improve and maintain partnership working with financial institutions and police.
- Emerging issues: the Green Homes Grant scheme became active at the end of September 2020, anticipated likely to see an increase in fraud and misleading claims from unscrupulous businesses claiming affiliation with the grants.

⁸ Definition provided by National Trading Standards

⁹ The 2019 National Crime Agency (NCA) Strategic Assessment of Serious and Organised Crime stated that fraud remains the most commonly experienced crime in the UK, with an estimated overall cost of £190billion.

Environmental Protection

- Environmental Protection and the reductions of environmental crime is priority for all three Councils in particular tackling fly-tipping and littering.
- There are different working arrangements in each of the three PPP authorities but the PPP plays a part in all three in tackling environmental crime including investigating matters in Bracknell and supporting investigations in West Berkshire and Wokingham.
- PPP are looking to also get a number of staff accredited under that Community Safety Accreditation Scheme to enforce other environmental protections including fly-posting.
- We will also look at other aspects of nuisance such as domestic and commercial burning and the impacts those have on communities.

Food Safety and Standards¹⁰

- The safety of food and the supply chain remains a priority for the partnership.
- The coronavirus pandemic seriously disrupted the start of the Food Safety and Food Hygiene programme of work and planned work activity will resume in this area over 2021/22.
- A rise of small start-up home caterers and unlicensed food businesses are considered a likely result of the coronavirus pandemic, and an area where increased advice may be necessary.
- The UK departure from the EU may give rise to widespread food fraud or misrepresentation.
- Additional new regulatory requirements are due to be introduced including Natasha's Law which deals with compliance with prepacked for

¹⁰ The strategy for the Food Standards Agency (FSA) for 2015-2020

direct sale food products in relation to allergens, and nutritional information at catering establishments.

- The closing date for applications for food businesses for authorisation of their CBD extracts was March 2021. The partnership may be required to undertake further advisory or enforcement work following this closing date.

Housing Standards in the Private Rented Sector

- In 2017-18, the private rented sector accounted for 19% of households in England. Good quality and safe housing is something that every tenant has a right to expect.¹¹
- The partnership are responsible for ensuring an acceptable standard of living in the private rented sector, HMO licensing and caravan sites.
- Clear advice to landlords, inspection regimes, and robust enforcement in the sector is essential in order to safeguard the wellbeing of tenants and deter rogue landlords operating within the partnership area.
- New legislation regarding electrical safety and energy efficiency standards were introduced in 2020. Furthermore from 1 October 2021 there will be a fit and proper test for site licence holder and managers of park home sites in England.
- Financial hardship as a result of job uncertainty and intermittent business restrictions during the coronavirus pandemic may have resulted in residents accepting poor quality housing.

Impact of Noise on Communities

- In addition to domestic and commercial noise complaints 2021 is seeing a significant return of events. We will work with event organisers to ensure that licensing objective obligations and that environmental protection laws are complied with.

¹¹ Rogue Landlord Enforcement, Guidance for Local Authorities, MHCLG, April 2019.

- The trend towards people working from home is likely to continue and this will have an impact on the number and type of noise complaints we receive. A noise strategy will be brought before Committee in this cycle.

Unsafe Consumer Goods

- The Chartered Institute of Trading Standards listed 'identifying and removing dangerous or harmful products from the market' as one of the key four priorities agreed across representatives of the trading standards profession¹².
- Used cars sales remain a priority regionally, nationally and locally. Despite the coronavirus pandemic and the required closure of car sales garages during periods of lockdown: complaints about the purchase of used cars across PPP have remained relatively consistent in terms of volume over the past three years, with 2020 resulting in an only 11.9% decrease in complaints. A review of the most complained about traders across the three areas identified that five independent garages accounted for 91 requests for service over 2020.

¹² CTSI Four Nations Priorities 2021-2022

6. Projects

Each Project will link to one or more Priorities, which in turn links to a Theme. These are designed by the Joint Management Team, in consultation with key technical staff, to provide everyone involved with a clear steer on how to deliver the priorities. This will improve the allocation of resources, ensure consistency and develop the strength of governance across the partnership.

The 2021-23 Projects List

Examples for 2021/23 are given below:

				
Accidents in Commercial Settings <ul style="list-style-type: none">• Awareness raising of key areas of risk• Investigation of serious accidents	Air Pollution <ul style="list-style-type: none">• Roadside emission testing• Vehicle Idling• NO and PM2.5 Monitoring• Schools and Community Awareness campaigns	Alcohol and Tobacco Consumption <ul style="list-style-type: none">• Illegal Tobacco and Alcohol• Underage sales• Community Alcohol Partnerships• Smoke Free Homes and Buggies	Childhood Obesity <ul style="list-style-type: none">• Key stage 1 and 2 projects• Targeted food standards projects including sampling• Promoting informed nutritional decision making	Covid Recovery <ul style="list-style-type: none">• Economic recovery support with businesses• Monitoring Visits

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WOKINGHAM
BOROUGH COUNCIL



Doorstep Crime and Mass Marketing

- Doorstep Crime Patrols
- No Cold Calling Zones



Environmental Protection

- Investigate or support investigation of environmental crime
- CSAS accreditation
- Work to raise public awareness and reporting



Food Safety and Standards

- Allergens
- Home Caterers
- Nutritional information in catering premises
- Unrated food premise inspections
- Private water supplies



Impact of Noise on Communities

- Outdoor events
- Domestic nuisance
- Promotion of licensing objectives



Animal Welfare

- Puppy Sales
- Unlicensed dog breeding
- Welfare standards at animal establishments
- Welfare standards on farms and in transport



Housing Standards

- Conversion of Commercial Premises to Domestic
- Unlicensed HMOs
- Fit and Proper Landlord Test
- Energy Efficiency Standards



Protecting Vulnerable Adults and Children

- Gambling Premise Inspections
- Support with Confidence
- Community Larders
- Illegal Money Lending



Safer Streets

- Safeguarding training for alcohol licensees
- Underage sales
- CAPs
- Targetted interventions



Unsafe Consumer Goods

- Construction Products
- Fulfillment Houses
- Used Cars
- Electrical goods
- Cosmetic products

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BOROUGH COUNCIL

7. Partnership Contracts and Service Level Agreements

The Partnership has built up a number of areas of expertise that have become possible to sell to others. This inevitably has a bearing on how decisions are made and paying customers must receive the level of service promised to them. In determining priorities the partnership will honour its commitments and make the necessary resources available to meet contractual obligations, these are:

- Case Management – Oxfordshire Fire and Rescue
- Case Management – Oxfordshire Trading Standards
- Case Management – Royal Berkshire Fire and Rescue
- Public Health – Youth Tobacco Strategy – Reading Borough Council
- Financial Investigation – Reading Borough Council
- Financial Investigation – Wokingham Borough Council
- Support with Confidence – West Berkshire and Wokingham
- London Road Waste Site – Bracknell Forest Borough Council
- Animal Feed Enforcement – Oxfordshire and other SE authorities
- Animal Health and Welfare – Slough Borough Council
- Level 2 and 3 Investigations – National Trading Standards Board

8. Examination of political, economic, social, technological, environmental, legal, organisational and media (PESTELOM) factors

8.1 Political
<p>Local</p> <ul style="list-style-type: none"> - Change of Licensing Chairs in West Berkshire and Wokingham and new Membership of Committees across the three authorities. - 3 new Members on JPPC
<p>National</p> <ul style="list-style-type: none"> - The exit from the EU requires us to keep these areas under review: <ul style="list-style-type: none"> - Intelligence: reduced checks at port may affect the flow and accessibility of intelligence - Product Safety: from July 2021 full declarations from EU goods may cause increases in notifications to authorities with EU imports. In addition distributors may find themselves acting now as importer/exporters. - Food Safety: Ensuring businesses meet new labelling requirements, potential compositional issues, lowering of standards and novel foods.
8.2 Economic
<p>Local</p> <ul style="list-style-type: none"> - Coronavirus: Impact on business of local and national lockdowns. - Return of night time economy, necessity to support businesses subject to business closures - Reduced number of licensing applications from taxi trade, temporary events and licensed premises due to restrictions and closure
<p>National</p> <ul style="list-style-type: none"> - Economic recovery will feature as a significant national priority in the coming period.

8.3 Social

Local

- Examine the role that the service plays in delivering recovery as we exit the Covid19 pandemic by creating confidence in the measures in place
- Consider the impacts arising from the new ways that many are now working e.g. working from home

National

- Contribute to the national agenda to support society and residents and businesses through the recovery stage of the pandemic.

8.4 Technological

Local

- Move to cloud based single system by February 2022
- Develop PPP ICT strategy in-line with two authority shared service arrangement
- Develop the approach that has started through Coronavirus restrictions to extend the use of technology to reduce travel and drive efficiency.

National

- Promote the use of the national intelligence database
- Work with Public Health England to usefully deploy and develop PHE databases to effectively respond to Coronavirus

8.5 Environmental

Local

- All Council Environment Strategies¹³ highlights objectives to reduce improve air quality
- Flooding risk in PPP areas

National

- Climate change – flooding and impact on agriculture

¹³ West Berkshire Council Environment Strategy 2020-2030; Wokingham Borough Council Sustainable Environment Strategy 2010-2020; Bracknell Forest Council Climate Change Strategy 2020-2024

- Certification scheme, labelling requirements and restrictions on sale of domestic solid fuels¹⁴

8.6 Legal

Local

- Implementation of changes to CPIA with respect to investigations
- Ensure staff are properly trained to deliver effective investigations within the CPIA / PACE / RIPA framework

National

- The coronavirus pandemic has caused delays in the criminal justice system
- New Legislative Bills:
 - Environment Bill: proposes to provide for more effective litter enforcement and strength local powers in relation to improving air quality and enforcement.
 - Online Safety Bill: proposes the appointment of an online safety regulator. Government has ambitions to tackle a greater number of online scam cases which will have an impact on Trading Standards work.
 - Animal Welfare Plan and Legislation: Action Plan for Animal Welfare and legislation to be created. The proposal will improve standards in zoo and tackle puppy smuggling.
 - Draft Victims Bill: will enshrine the 12 key rights in the Victim's Code into law.
 - Obesity: measures will be brought in to support the health and wellbeing of the nation, including to tackle obesity.
 - Building Safety Bill: introduces new duties on responsible parties, and a new framework to provide national oversight of construction products.

¹⁴ The Air Quality (Domestic Solid Fuels Standards) (England) Regulations 2020 came into force in England on 1 May 2021.

8.7 Organisational

Local

- Exit of Wokingham from Partnership
- Formation of the new two authority shared service arrangement
- Extend and develop where appropriate other cross-border working arrangements where it conducive to sustained or improved core service delivery

National

- Deployment of staff back into core areas. Substantial numbers of professional staff were re-deployed to respond to the coronavirus pandemic.
- Work with TSSE / CTSI on Level 6 Apprenticeship development for Trading Standards

8.8 Media

Local

- Updated Launch Communications Strategy
- Encourage reporting on priority areas

National

- Contribute to national identified projects and media requests

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PPP Fit and Proper Test for Mobile Home Site Owners/Managers Briefing

Committee considering report:	Joint Public Protection Committee
Date of Committee:	14 June 2021
Chair of Committee:	TBC
Date JMB agreed report:	03 June 2021
Report Author:	Rosalynd Gater
Forward Plan Ref:	N/a

Purpose of the Report

- 1.1 To provide the Joint Public Protection Committee with an update to the legislation requiring owners or those in charge of mobile home sites to apply to the Local Authority to be placed on a Fit and Proper Register under The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020.

Recommendations

- 2.1 The Committee **NOTES** the role PPP have in determining the Fit and Proper test for mobile home site owners/managers.
- 2.2 The Committee **APPROVES** the fee setting which is based on the existing framework of Fees and Charges within PPP (hourly rate)(see 3.7).

Implications and Impact Assessment

Implication	Commentary
Financial:	This is additional work to be carried out and the charging will be cost recovery.
Human Resource:	There could be approximately 50 applications received to be reviewed to determine if exemptions apply; and those in scope examined.
Legal:	There is potential for Legal involvement should an application go to appeal where it is determined to reject or put conditions on an application, and also where no application has been received. This will have an implication on the Case Management Unit of PPP and on the legal teams in the LAs.
Risk Management:	Financial risk is managed elsewhere. JMB will be kept informed of any service changes and adjustments and any consequences arising from these will be notified.

	Should there be nobody deemed as fit and proper the LA needs to work with the Owner/Manager to ensure a suitable alternative is found. This will involve officer time.			
Property:	There are no direct implications arising from these proposals.			
Policy:	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.			
	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			The report set out the steps taken to protect the vulnerable and address community need with the new Legislation.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?	x			Fit and Proper determination, by its nature, will have a positive effect on the vulnerable groups in society. By PPP targeting non-compliance in this sector we can improve living conditions and lives.
Environmental Impact:		x		
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		With the current situation much more emphasis has been put on alternative methods of communication.
PPP Priorities :	x			This is in line with priorities in the PPP Private Sector Housing Policy
Data Impact:		✓		None

Consultation and Engagement:

Information will be circulated to affected businesses

Summary

3.1 Introduction

The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 introduce a fit and proper person test for mobile home site owners or the person appointed to manage the site. The purpose of the fit and proper person test is to improve the standards of park home site management.

The Environmental Health Housing Team at Public Protection Partnership (PPP) are preparing to receive applications. Under the legislation all site owners must have submitted an application to be assessed as a fit and proper person between 1 July 2021 and 1 October 2021.

3.2 Overview of the Fit and Proper person test

The PPP will consider the application in order to satisfy itself that the relevant person is a fit and proper person to manage the site. They will then make a decision whether to place the person on the register with or without conditions, or not to place them on the register. A site owner will have a right of appeal against a decision or condition.

Where a site owner or their manager fails a test and they are unable to identify and appoint a suitable alternative manager who must also undergo the fit and proper assessment, the local authority could appoint a person to manage the site, with the consent of the site owner.

3.3 Offences

There are a number of offences included in the legislation. These are;

- To cause or permit land to be operated as a park home site unless they or the person appointed to manage the site is a fit and proper person to manage the site;
- To provide false or misleading information or fail to provide information in an application;
- To fail to comply with a requirement set as a condition of the local authority's decision to include a person on the register.

If convicted for a breach of the fit and proper person requirement, the site owner will face a level 5 fine (unlimited).

3.4 Exemptions

The legislation applies to all relevant protected sites except those that are only occupied by members of the same family and are not being run as commercial residential sites.

3.5 The application process

Information that forms part of the application will include information on three areas; the owners/ responsible persons conduct and the site's financial and management arrangements.

For example, under conduct, the information that must be provided is whether the relevant person—

- has committed any offence involving fraud or other dishonesty, violence, arson or drugs or listed in Schedule 3 to the Sexual Offences Act
- has contravened any provision of the law relating to housing, caravan sites, mobile homes, public health, planning or environmental health or of landlord and tenant law;
- has contravened any provision of the Equality Act 2010 in, or in connection with, the carrying on of any business;
- has harassed any person in, or in connection with, the carrying on of any business;
- is, or has been within the past 10 years, personally insolvent;
- is, or has been within the past 10 years, disqualified from acting as a company director;
- has the right to work in the United Kingdom; and
- is a member of any redress scheme for dealing with complaints in connection with the management of the site.

Also, where any other local authority has rejected an application for the relevant person to be included in a register, the local authority's reasons for that must be included.

A Criminal Records Certificate will be required, issued no more than six months before the date of the application.

As part of its assessment, the local authority must have regard to whether the relevant person is able to secure the proper management of the site.

3.6 Associated Persons

As part of the process the Local Authority (LA) may also have regard to the conduct of any person associated or formerly associated with the relevant person (whether on a personal, work or other basis) if it appears to the authority that that person's conduct is relevant to the question of whether the person undergoing the test, is a fit and proper person to manage the site or a proposed. These people may be involved in an official or an unofficial way with the site, and may be involved only when the site owner is unavailable, for example, holiday cover.

3.7 Framework for charging

The Local Authority will be able to charge two types of fees to cover their costs.

- An application fee to cover the cost of assessing applications to be included on the fit and proper register. An application must be accompanied by the application fee that has been fixed by the local authority for that period. If the fee is not included with

the application, the local authority does not have to assess the application and the site owner could be in breach of the requirements and prosecuted by the local authority.

- An annual fee to cover the cost of monitoring the scheme or conditions attached to entries. The authority can decide and set the frequency of payments to cover their administrative costs. Payment of the annual fee may also be required as a condition of inclusion in the register.

All fees must be published in an authority's Fees Policy document and must be transparent and reasonable.

When fixing the application fee and deciding the amount and frequency of additional payments by way of annual fee the local authority—

- must act in accordance with their published fees policy;
- may fix different fees for different cases or descriptions of case; and
- may determine that no fee is required to be paid in certain cases or descriptions of case.

A Local Authority can revise their fees policy at any time but where they do so they must publish the revised policy.

It is proposed that for the PPP areas the Application fee is set at a two hour set fee based on existing hourly rate, plus hourly rate for each hour or part thereof should the application determination go over the two hours.

It is proposed that the fee for annual checking is directly cost recovery, based on the hourly rates and time taken.

3.8 Local authority decisions, notification and appeal rights

After considering an application, a Local Authority (LA) will be required to make one of three possible decisions.

1. To include the applicant on the register unconditionally

Where the LA is satisfied that the applicant meets the fit and proper person test unconditionally, they must include the applicant on the register for 5 years.

2. To include the applicant on the register subject to certain condition(s)

Where the LA would only be satisfied that the person would meet the fit and proper requirement if certain condition(s) were complied with, the local authority can grant an application subject to those condition(s). The LA can also grant an application for less than 5 years.

3. Not to include the applicant on the register

If the LA determines that the applicant does not meet the requirements and attaching a condition would not be appropriate, a local authority can refuse to grant the application. There is a process to be followed for this.

Examples of conditions that could be imposed

Example 1 - A LA has evidence of a site owner's failure over a period to address residents' complaints. This could be an indication of poor management which could be addressed by the site owner having an adequate complaints procedure in place. A condition could be attached requiring the site owner to "*implement an effective and accessible three stage complaints process for residents by xx date and provide the LA with quarterly reports of complaints and outcomes, from that date and for the first year*".

Example 2 - If at the time of making a decision on the application certain documents or information are unavailable to the applicant because of delays by third parties. The LA may wish to attach a condition to the entry on the register that the site owner "provide the authority by registered post, with the original documents by a specified date.

Example 3 –An associated person has been attending the park and through engaging in particular action X, has been causing distress to residents which impacts on their wellbeing and security. A condition could be attached to the entry on the register requiring the site owner to put a measure(s) in place by xxx date and prevent the associated person or any other person from carrying out action X on the site.

3.9 Right to make a representation

An applicant who receives a preliminary decision notice will have 28 days to make representations to the local authority. The 28 day period begins with the day after the day on which the notice was served.

The local authority must consider and take any representations it receives into account before making a final decision.

3.10 Final decision notice

The local authority must as soon as reasonably practicable after the end of the period of representation, make a final decision and serve the decision notice on the applicant.

3.11 Appeals

The person on whom the local authority serves a final decision notice may appeal to the First-tier Tribunal.

3.12 Consent for local authority to appoint a site manager

In exceptional circumstances where the site licence holder has been unable to find a fit and proper site manager to put forward, they can approach the local authority to discuss if it can appoint a suitable alternative person.

The local authority and site licence holder would agree the terms on which the local authority could assist in finding a suitable site manager and the scope of that person's authority. The agreement would likely include details such as the site licence holder and the local authority's roles in the process, the level of decision making authority that

the site manager may have on behalf of the site licence holder and payment of local authority costs related to the appointment.

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Public Protection Partnership Communications Strategy 2021-2023

Committee considering report:	Joint Public Protection Committee
Date of Committee:	14 th June 2021
Portfolio Member:	Councillor Hilary Cole Councillor Bill Soane Councillor John Harrison
Report Author:	Anna Smy
Forward Plan Ref:	N/a

1 Purpose of the Report

- 1.1 To inform the JPPC of the review and update of the previously agreed Communications Strategy April 2018 - March 2020.
- 1.2 The report addresses communications for the operation of the service. It acknowledges that the Public Protection Partnership will need to have consideration of the impact of Wokingham Borough Council leaving the partnership, however, it does not cover the communications around the exit plan or development of the remaining Public Protection Service. This will be addressed through a separate communications strategy.
- 1.3 The report details how the Strategy will put in place or maintain areas of ongoing improvements of the service, in particular the lessons learnt from Covid and developments in ICT provisions.

2 Recommendations

- 2.1 The committee **APPROVE** the updated Communications Strategy for 2021-2023.
- 2.2 The committee **NOTE** the range of activities and subjects to be covered by the communications plan.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	The main expenditure continues to be the Lead Officer for Communications, costs associated with website hosting and materials. As projects are approved consideration of marketing costs and materials is included. This strategy does not require additional finance.

<p>Human Resource:</p>	<p>The service employs a Lead Officer – Community Engagement to help lead the service in delivering a range of interactions with residents and businesses across the 3 authorities. The officer is the key link to internal communications teams as well as the wider media. This is a permanent role which will continue. In addition officers of the PPP will support the Lead Officer in attending events and providing content.</p>			
<p>Legal:</p>	<p>The Inter Authority Agreement sets out the legal relationship and responsibilities within the service and requirements on each partner.</p> <p>It is a legal requirement of the PPP Inter Authority Agreement that the Bracknell Forest Stag, the West Berkshire Crest and the Wokingham Crest are always deployed across all marketing and promotional material including digital presence.</p> <p>The PPP Inter Authority Agreement states that a statement of acknowledgement – A shared service provided by Bracknell Forest District Council, West Berkshire District Council and Wokingham Borough Council – will be deployed across all marketing and promotional collateral including digital presence.</p> <p>This remains the case but will need to be reviewed in light of any amendments when Wokingham Borough Council leave the partnership.</p>			
<p>Risk Management:</p>	<p>Communication is key to the success of our service. It is listed within the strategic risk register concerning the risk to reputation if communications are not dealt with appropriately. There is scope for management within each project or proactive activity.</p>			
<p>Property:</p>	<p>No implications.</p>			
<p>Policy:</p>	<p>The PPP’s corporate communication objective, as set out under section 5 of the PPP Business Plan 2017, is: <i>The effective use of communication to protect communities and enhance the reputation of the Partnership and the Councils.</i> The PPP Brand Guidelines and Style Guide are instrumental to the success of achieving of this objective. These have been reviewed and remain the same with a small addition to the areas concerning correspondence.</p>			
	<p>Positive</p>	<p>Neutral</p>	<p>Negative</p>	<p>Commentary</p>
<p>Equalities Impact:</p>				

<p>A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?</p>		✓		<p>All of our communications needs to meet the needs of our residents, we offer a range of interactions including face to face, visits, telephone calls and written correspondence. Accessibility criteria are applied to communications and this is managed to ensure there are no negative impacts.</p>
<p>B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?</p>		✓		<p>There may be some minor benefits however overall it is neutral as we balance the messages and methods of delivery to reach our audience in the most appropriate way.</p>
<p>Environmental Impact:</p>		✓		<p>There may a slight benefit from delivering webinars rather than meeting in person but overall there is a neutral impact.</p>
<p>Health Impact:</p>				<p>None (some messages may have a benefit however the strategy itself does not)</p>
<p>ICT Impact:</p>	✓			<p>The introduction of a customer portal with provide efficiencies within the service and</p>
<p>Digital Services Impact:</p>		✓		<p>There may be scope for the results of any monitoring to be provided on the website however during the project itself there will be limited need.</p>
<p>Council Strategy Priorities:</p>		✓		<p><u>Bracknell Forest</u> Value for money Economic resilience <u>West Berkshire</u> Support businesses to start, develop and thrive in West Berkshire Ensure sustainable services through innovation and partnerships <u>Wokingham</u> Changing the way we work for you</p>
<p>Core Business:</p>				<p>This work is linked throughout all the core business of PPP carried out in each authority</p>

Data Impact:				None identified
Consultation and Engagement:	Joint Management Board were consulted on 24 th May 2021 with the strategic managers within the service.			

4 Executive Summary

- 4.1 The previous communications strategy sets out the plans for developing and growing the Public Protection Partnership as a relatively new service. The PPP was on target to meet its objectives with the website going live, a more prominent social media presence when the pandemic hit.
- 4.2 This report recognises there will be an impact on the PPP brand as Wokingham leaves the service but this will not impact on the delivery of effective and measured communications. We aim to continue to be responsive to the needs of our customers and learning from feedback and colleagues with the Communications Teams in each authority.
- 4.3 The service will be launching a new customer portal in 2022 which will allow residents and businesses to have more control of their interactions with the service. They can make complaints on line, check on licensing processes, check public registers and have more control of their interactions with the service.
- 4.4 Going forward the key focus is to maintain the level of following (on social media), interactions (such as Webinars and customer portal) and build on the positive relationships formed with the community during the pandemic.

5 Supporting Information

- 5.1 Since the Public Protection Partnership was formed in 2017 the brand and communications channels have evolved. A report in June 2018 which was presented to the Joint Public Protection Committee carried out early evaluations of some of its activities. This included a Newsletter about Rats which went to 400 residents, a presentation to 56 internal and external partners as part of a Community Safety Partnership Problem Solving Task Group (Learning Event) and produced the first Members Bulletin.
- 5.2 In June 2018 Officers were looking to develop a PPP Website which each individual authority would link through to. This is now in place with an average of over 6000 visits a month. The web pages have been invaluable during Covid with the frequently changing legislation/advice from Government, the team have been able to provide businesses and residents with updated advice very quickly. There was no PPP Social Media presence in June 2018, this has built up and developed significantly (Appendix C). Again the flexibility and speed to get messages to those who need it has really helped during the pandemic.
- 5.3 The Lead Officer role has been essential in developing the communications strategy and developing a presence. The previous strategy focussed on the role delivering

aspects of the strategy, the review has highlighted the need for this to be the responsibility of all staff as representatives of the service and the Councils. The officers have worked well with the Lead Officer and are sharing stories, providing data and ideas which can be seen in a more collaborative approach within the service and a broad range of topics shared externally. We have developed short videos by the animal wardens and the Victim Support Officer which provide more accessibility for the service.

- 5.4 The members bulletins have been very well received and have included some subject specific ones to showcase what the service is doing, demonstrate complex cases/investigations as well as celebrating the improvements to residents and businesses by the service's interventions. Appendix D shows an example of the bulletin during the pandemic. We will be continuing with this style going forward, however we will always respond to feedback or specific incidents or subjects which may arise through intelligence or request.
- 5.5 The approach of the previous Strategy (2018-2020) was to build the brand and develop our communications. Whilst there are still areas to develop further this strategy review has focussed more on consolidating the work carried out to date and ensuring the profile and variety of communications the service has. During the pandemic officers were attending meetings and representing the service and the authorities at local and regional levels and had positive feedback on their contributions and approach. This work was in addition to groups already attended and has created new networks and communication channels for officers and the service.

6 Other options considered

- 6.1 To not have a communications strategy and deal with any interactions in a reactive capacity. This is not an appropriate use of resources, does not allow us to build on existing work, change or adapt.

7 Conclusion

- 7.1 The impact of the Covid Pandemic has highlighted the need for not only good but responsive and flexible communications. The service has been able to deliver on this and provide webinars, information and advice to not only the businesses and residents of the three Local Authorities but multi-agency groups as well as significantly improved internal profiles. The social media messaging has reached a significant number of people and this strategy will help us take this forward in a way which maintains our profile and brand as opposed to the previous strategy which focused on growing these areas.

8 Appendices

Appendix A – Equalities Impact Assessment
Appendix B – PPP Communications Strategy 2021-2023
Appendix C – Social Media reach 2020/21
Appendix D – Members Bulletin (example during Covid 2020)

Background Papers:

Costings detailed in the Grant application

Subject to Call-In:

Yes: No:

Wards affected: All (including Bracknell Forest Council and Wokingham Borough Council)

Officer details:

Name: Anna Smy
Job Title: Strategic Manager
Tel No: 01635 503257
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Document Control

Document Ref:		Date Created:	24/05/2021
Version:	V1.0	Date Modified:	
Author:	Anna Smy		
Owning Service	Public Protection and Culture		

Change History

Version	Date	Description	Change ID
1			
2			

Appendix A

Equality Impact Assessment (EqIA) - Stage One

What is the proposed decision that you are asking the Executive to make:	There is no decision being made – they are noting the proposed project
Summary of relevant legislation:	
Does the proposed decision conflict with any of the Council’s priorities for improvement? <ul style="list-style-type: none"> • Ensure our vulnerable children and adults achieve better outcomes • Support everyone to reach their full potential • Support businesses to start develop and thrive in West Berkshire • Develop local infrastructure including housing to support and grow the local economy Maintain a green district • Ensure sustainable services through innovation and partnerships 	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Name of Budget Holder:	Anna Smy
Name of Service/Directorate:	Public Protection and Culture
Name of assessor:	Anna Smy
Date of assessment:	24/05/2021
Version and release date (if applicable):	

Is this a ?		Is this policy, strategy, function or service ... ?	
Policy	Yes <input type="checkbox"/> No <input type="checkbox"/>	New or proposed	Yes <input type="checkbox"/> No <input type="checkbox"/>
Strategy	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Already exists and is being reviewed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Function	Yes <input type="checkbox"/> No <input type="checkbox"/>	Is changing	Yes <input type="checkbox"/> No <input type="checkbox"/>
Service	Yes <input type="checkbox"/> No <input type="checkbox"/>		

(1) What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?	
Aims:	To review the proposed strategy in light of the changing way the service is delivering to customers and reflecting on the lessons learnt from Covid.

Objectives:	To have a clear strategy for the PPP to deliver on communications with internal and external customers
Outcomes:	An agreed strategy for the service
Benefits:	Improved communications to all More accessible service to all

(2) Which groups might be affected and how? Is it positively or negatively and what sources of information have been used to determine this?		
Group Affected	What might be the effect?	Information to support this
Age	None	
Disability	Web content and messages need to be accessible to all (e.g. appropriate font size, colour)	New portal for Tascomi needs to meet DDA requirements
Gender Reassignment	None	
Marriage and Civil Partnership	None	
Pregnancy and Maternity	None	
Race	None	
Religion or Belief	None	
Sex	None	
Sexual Orientation	None	
Further Comments:		

(3) Result	
Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
The strategy shows the approach of the service to managing communications, if officers do not follow this or use the wrong branding there may be documents in circulation which do not meet requirements for those with a disability.	
Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?	Yes <input type="checkbox"/> No <input type="checkbox"/>

There should be no adverse impact providing consideration is given to the protocols and guidelines associated with PPP communications.

(4) Identify next steps as appropriate:	
EqIA Stage 2 required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Owner of EqIA Stage Two:	
Timescale for EqIA Stage Two:	

Name: Anna Smy

Date: 24th May 2021

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PPP Communications Strategy

2021-23

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



WOKINGHAM
BOROUGH COUNCIL

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1. Setting the Scene

The Public Protection Partnership (PPP) delivers Environmental Health, Trading Standards and Licensing Services to around 450,000 people and over 10,000 businesses on behalf of three authorities, Bracknell Forest, West Berkshire and Wokingham Councils. These services encompass a wide range of areas of responsibility from environmental protection to fair trading, food safety to animal health and housing standards to taxi licensing and much more.

From April 2022 the Partnership will no longer provide the service for Wokingham Council. A re-brand and re-focus on key areas for the remaining two authorities will have to be reviewed at that point.

The COVID-19 pandemic has demonstrated that communication plays a crucial role in the success of the service whether it's getting the most up to date COVID-19 advice out to residents and businesses or education to the community encouraging 'self-service' using some of the on-line resources of PPP. This document sets out the PPP approach to developing a communication strategy for such a diverse range of services and illustrates how effective communications can:

- Safeguard and promote the health, wellbeing and safety of our communities.
- Help us achieve our organisational objectives.
- Engage effectively with our stakeholders.
- Demonstrate the success of our work.
- Ensure our publics understand what we do.
- Change perceptions and behaviours where necessary.
- Maintain the integrity, and raise the profile, of the PPP name and brand.

2. PPP Vision and Mission

The PPP's vision is:

To protect and support residents and legitimate business through the successful use of information and intelligence, delivering safe and healthy neighbourhoods.

The purpose of the service is to:

- Provide information to businesses and residents to encourage self-service, to enable them to make informed decisions and to understand their rights and responsibilities.
- Create an atmosphere where legitimate and compliant businesses can thrive and not have their interests undermined by those who choose not to comply.
- Preserve the health, wellbeing and safety of the communities we serve.

3. PPP Values

Our values have a major influence on the way we want to be seen:

- Objectivity in decision making.
- The desire to meet the needs of the community.
- An approach to service delivery which is professional on every level.

4. PPP Strategic Priorities

Priority 1 - Community Protection
Priority 2 - Protecting and Improving Health
Priority 3 - Protection of the Environment
Priority 4 - Supporting Prosperity and Economic Growth
Priority 5 - Effective and Improving Service Delivery
Priority 6 - Partnership Working

5. Communication Objectives

The PPP's corporate communication objective.

The effective use of communication to protect communities and enhance the reputation of the Partnership and the Councils.

Cascading from this corporate objective are the following communication objectives:

- Increase community engagement in public protection campaigns, events and activities.
- Encourage the community to report matters and to seek advice in key priority areas for self-service.
- Increase the profile and reputation of the PPP, its activities and services with key stakeholders, the general public and businesses.
- Guide the PPP on how to maximise customer satisfaction, collating customer information, including satisfaction ratings and feedback, to shape service design.

To ensure the most comprehensive and effective communications activity, these objectives have been broken down as follows:

- **Increase community engagement in public protection campaigns, events and activities:**

We will ensure people are aware of the services provided by the PPP.
<i>The way in which PPP reacted to the COVID-19 pandemic meant that reactive communication was crucial in keeping residents and businesses up to date in an ever changing situation. Many online advice events were delivered and we would seek to continue this to raise the profile of the services delivered by PPP. Continue to ensure the website is visible and the go-to' heart for advice and updates. Alongside our social digital channels. We are looking to have more visibility at face to face local events and trade group meetings.</i>
We will ensure people know who to contact to receive professional consultancy across our range of functions.
<i>By delivering targeted and integrated media, social media and digital media marketing campaigns to promote the collective and individual expertise within the PPP. We will also have (April 2022) a joint interface (IDox Cloud) with the service and the public working from a portal, including Public Registers and Applications.</i>
We will ensure any design and advertising is timely, attractive, inclusive and clear.
<i>Design will adhere to our brand guidelines, will meet our regulatory requirement not to discriminate on the grounds of race, religion, gender, marital status, sexual orientation, disability or age; and will be written in Plain English. Copy will be in large print, Braille or translated where necessary.</i>
We will ensure website marketing content is accurate and up to date.
<i>The website will be updated on a regular basis, and feedback and content will be fed in by the 'on the ground' teams. Listening to what it is residents and businesses are looking for and reflecting these needs in the website.</i>
We will ensure social media is used effectively to market the services provided by the PPP.
<i>Continued use of the PPP Facebook and Twitter pages to maximise the accessibility and impact of our services.</i>

- **Encourage the community to report matters and seek advice in key priority areas:**

We will ensure the community is aware of our key messages and through this to encourage reporting to enhance the PPP's ability to assess the areas of greatest concern facing the community and deal with them appropriately.

By developing a strong voice in issue awareness and through this encouraging reporting to allow the PPP to be able to assess the extent of problems facing the community and deal with them appropriately. By planning a series of integrated multi-channel communications campaigns around identified key issues affecting specified target audiences to encourage reporting and feedback. Through PPP events and stakeholder events. By providing information on the website, or signposting them from social media to the website, to help people help themselves, as a first port of call.

We will work with stakeholders, decision makers, business, clubs, groups and organisations to continue to develop effective partnerships and to increase their participation in getting across key messages and supporting the community to make informed choices.

By initiating and maintaining excellent relationships with stakeholders, decision makers, businesses, clubs, groups and organisations to develop effective partnerships and to increase their participation in getting across key messages and supporting the community to make informed choices. By giving advice and guidance on their communication activities. Key to our success is officer engagement with customers and partner agencies to win ‘hearts and minds’ and support for what we do.

- **Increase the profile and reputation of the PPP, its activities and services with key stakeholders, the general public and businesses:**

We will ensure the Public Protection Partnership has a strong, recognisable identity and brand.

By working with Partner council’s communications teams we will develop a style guide to apply to all PPP external and internal facing material including the website, social media, zoom & teams meetings, email signatures, printed literature, MS PowerPoint presentations, print outs and Word documents, to ensure a strong, recognisable identity and brand is used across the service and its associated projects.

A review and plan will need to place, prior to Wokingham leaving the partnership, to ensure that their departure does not weaken or harm the brand. Work will be done to consolidate the service offer within Bracknell and West Berkshire on the new ‘post’ Wokingham PPP brand.

We will ensure there is regular liaison with the Partner council’s communications teams in making full use of the corporate communication services they provide and link in with Corporate Comms Plans.

By meeting with each Partner council’s Communications Lead Officer to understand fully the corporate communication services, and comms plans.

We will ensure communication with elected members, staff and senior managers is clear and timely.

By agreeing communication service standards with elected members, staff and senior managers and delivering to these agreed standards. Methods to include members’ bulletins, Newsflash e-newsletter for staff and staff briefings.

We will develop positive relationships with the print and broadcast media.

As set out in the PPP Business Plan 2017 section 15.5 'Each Partner will provide the Service with access to resources to process media enquiries relevant to the Service. This will include:

- *Logging all media enquiries relevant to their area.*
- *Liaising with relevant elected members.*
- *Provision of advice to the service when requested.*
- *Assistance in promotional campaigns.*

The Client Officer will advise the Service of any local procedures and facilitate where appropriate.'

Continue working with internal and external Partner media teams to develop a strong voice in the media to raise the profile of issue awareness. This will continue to be achieved by developing relationships with key press contacts for increased media coverage. By promoting success stories. Training needs will be assessed and a media programme developed for colleagues/members. Where appropriate, colleagues/members will be given opportunities to write for the media.

We will continue to develop our social media presence and manage online content.

As part of the ongoing channels for PPP we will continue to grow the audience, reach and engagement of the PPP social media channels –Facebook and Twitter. The engagement reach of our combined social media channels numbers in the thousands each month. A focus on content that produces worthwhile engagement and reach will be a priority and engagement within local community groups. We will also answer direct comments and messages and demonstrating quick turnaround times, in line with the fast pace nature of social media.

- **Guide the PPP on how to maximise customer satisfaction (given the resources available to achieve our goals), collating customer information, including satisfaction ratings and feedback, to shape service design:**

PPP Strategic Managers and Teams will work to ensure that systems are in place to collect and report information about customers and organisations.

The new IDox Cloud portal will enable back end users to see more up to date information on customers and organisations. The system will improve reporting functionality. We will develop mechanisms for follow up and feedback following online events and webinars.

PPP Strategic Managers and Teams will work to ensure that systems are in place to collect and report customer feedback and satisfaction.

By shaping service design through consulting the public and members about their priorities - ways to collect feedback include surveys, PPP events and stakeholder events. Feedback results of consultation to customers, internal and external. By setting up mechanisms to collect customer feedback and by setting up a system to both analyse the data and to report on customer satisfaction, such as Survey Monkey.

To complete the strategy the following generic communications objectives have been compiled:

PPP Management will develop a consistent approach to internal communications to enable colleagues and members to understand the PPP’s vision and direction especially during periods of change.

Monthly PPP team meetings. PPP also input into wider corporate events and internal groups. Produce member’s bulletins and other ‘ad-hoc’ updates.

6. Resources

To deliver the strategy effectively and efficiently we need to evaluate what budget, assets and staff we have access to. Throughout the delivery of this strategy we will at all times be diligent in the use of resources, careful to demonstrate value for money and be mindful of good return on investment. The Lead Officer – Community Engagement will work across the PPP service with Partner council’s communication teams and alongside a team of ‘communications champions’ drawn from each PPP service area.

7. Communications Channels

The communications strategy will ensure the PPP utilises the appropriate communications channels to effectively deliver the PPP’s comprehensive communications function. The channel used will be based on assessment of the target audience and the key messages. The following table shows the communications channels we have access to and the tactics we are currently employing, together with potential tactics:

Channel	Tactics	Tactics Currently in Use
Advertising	Press, radio, TV, magazines, poster sites (buses, billboards, bus stops), cinema, Google, Facebook, directories , banners on highways, post office advertising	Press, radio, Facebook, Banners on highways, Post Office Advertising
Digital communication	Website, social media (Facebook, Twitter, YouTube, LinkedIn), online newsletters, blogs (news articles on website) , e-marketing, mobile texts, apps, PPP Newsflash e-newsletter , Bulletins	Website, Facebook, Twitter, Video, On-line newsletters, news articles on website, bulletins
Channel	Tactics	Tactics Currently in Use

Direct marketing	Campaign letters/leaflets with key messages for targeted audiences	Leaflets
Events	Seminars/conferences/events. Issue awareness / networking events/feedback events / Digital Events	Events / seminars / networking events, Digital events, Zoom / Webinars
Internal communication	Internal meetings, briefings, notice boards, members meetings, e-mail, Members' Bulletins and staff newsletter Newsflash, Digital Meetings	Member's Bulletins, Staff Newsletter/updates, internal meetings, digital meetings via Zoom/Teams, emails
Public relations	Getting media and on-line exposure via local and regional TV and radio appearances, stories/photos printed in local and regional media	TV , Radio, Local and Regional Press Coverage
Promotional literature	Consumer/regulated business newsletters, magazines, leaflets	
Other e.g. merchandising, sponsorship, grants and partnerships	Promotional materials, local competitions, town and parish councils, members, PPP staff and all staff to varying degrees.	Branded Animal Warden Van, Branded 'Clean Air Banners' Branded 'Pick up After Your Dog' notices and stickers, Branded Dog Poo Bags, Branded Air Fresheners for Taxis, Branded Clothing. Competitions for schools.

Whatever the channel, it is important to remember it can take time to build the target audiences, relationships and issue awareness.

8. Target Audiences

This strategy sets out the key audiences we will be targeting as follows:

- The public
- Staff
- Public sector organisations
- PPP Boards and Committees
- PPP Partner authorities
- Partner agencies
- Businesses
- Elected members
- Community groups
- Charitable groups

9. Key Messages

Communication can be very powerful and we want people to pay attention to what we are saying and most importantly **to take action**. Key messages will be developed for each target audience depending on the specific campaign. The following short, simple messages are examples of our 'call to action' to some of our target audiences:

- What can you do to help keep your neighbourhood safe?
- What can you do to help keep your neighbourhood healthy?
- Why get involved? To keep your neighbourhood safe and healthy
- Why get involved? To help protect and support your neighbours
- Your help is crucial, engage with us in public protection
- Ways in which you can get involved...
- How can I get involved?
- Help us shape and improve our services
- We need your help

Further compelling key messages will be developed depending on the individual campaigns we are running. Our communications should be simple and easy to understand.

10. The Tactical Plan

By bringing together our objectives, target audiences, key messages and communications channels, we have the basis of a strong and compelling communications tactical plan. The PPP Communications Action Plan 2021-23 will set out the detail of how the PPP Communication Strategy will be delivered over the next two years.

11. Evaluating Outcomes

We will need to demonstrate to our Partners, members and other stakeholders, how the communication activity, as set out in this strategy, is making a difference and is value for money. We aim to do this with robust targets, making sure we are continually striving to be better in all we do. To ensure our strategy is successful we will measure the effectiveness of what we are doing by compiling a quarterly Communications Dashboard and by reviewing the Action Plan on a regular basis. The targets will be evidenced in our Action Plan and our performance against these targets will be monitored by the Joint Management Board.

12. Summary

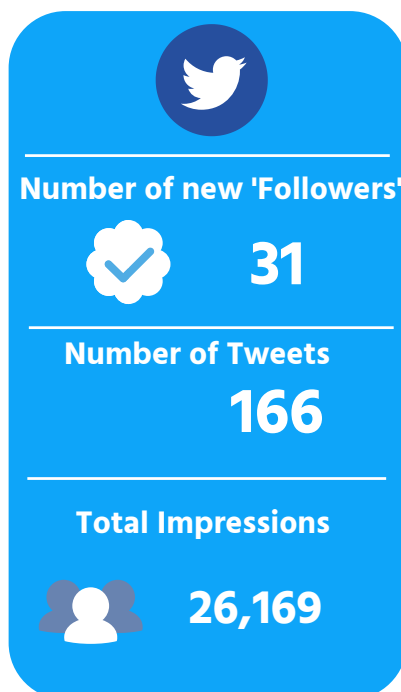
It is an important time for the PPP as it develops a clearer identity and starts implementing the business plan to greater effect. We look forward to delivering this strategy with our Partner council's communications teams, colleagues, members and other associates. Not only are we passionate about delivering a great communications service, we are confident through

our communications activity, consultation, team work and best practice, the PPP will be in a stronger position to implement its vision:

To protect and support residents and legitimate business through the successful use of information and intelligence, delivering safe and healthy neighbourhoods.

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PPP Social Media Summary Q4



Total combined reach Q4 2020/21 - 478,082

	New Likes	Reach	No. Posts
Jan'21	184	189,269	80
Feb	68	158,271	49
March	68	66,093	60

Top Performing Facebook Posts in Q4

'Dog Thefts Warning - Reach 99,053

Public Protection Partnership
Published by Lisa Barnes (7) · ★ Favourites · 24 February · 🌐

We have recently been made aware that a number of properties in the South Oxfordshire area have seemingly been marked.

The properties have been marked with differing coloured elastic bands, either around the gatepost or wheelie bins. It is believed the properties have been marked due to there being pedigree dogs at the locations.

Clearly this is of concern to all dog owners, and we ask that that you all remain vigilant and where possible to report this either online via the T...
See more



'Winston Stray Dog - Reach 79,100, plus update post 11,800

Public Protection Partnership
Published by Lisa Barnes (7) · ★ Favourites · 23 January · 🌐

**** 1st Feb Update ** Animal Warden Update:** We're extremely sorry to have to report that 'Winston' the terrier stray we collected just over a week ago sadly passed away last night.

Although we thought he was perking up, he stopped eating Friday, so his food was changed to really yummy stuff, and whilst he started eating again, he passed away peacefully in his sleep Sunday night. Very much a sad ending, but at least he received some love, care and attention in his last fe...
See more



Public Protection Partnership
Published by Lisa Barnes (7) · ★ Favourites · 28 January · 🌐

**** 1st Feb ** Animal Warden Update:** We're extremely sorry to have to report that 'Winston' the terrier stray we collected just over a week ago sadly passed away last night.

Although we thought he was perking up, he stopped eating Friday, so his food was changed to really yummy stuff, and whilst he started eating again, he passed away peacefully in his sleep Sunday night. Very much a sad ending, but at least he received some love, care and attention in his last few days...
See more




Public Protection Partnership
★ Favourites · 12 March · 🌐

***** UPDATE ***** - Owner found and reunited with dog. Thank you to everyone for shares and help locating owner.

PLEASE HELP - STRAY DOG FOUND.

A member of the public found him yesterday straying in #Bracknell, Binfield area. ...
See more



Missing Dog Post - Reach 24,321



New Followers Impressions No. Tweets

	New Followers	Impressions	No. Tweets
Jan	13	13,200	76
Feb	3	6,939	42
March	15	6,030	48

Top Performing Twitter Posts in Q4

Fraud Recovery Post - reach 1,459

The Public Protection Partnerships fraud victim support Officer was able to give the good news to many fraud victims last month as he helped recover over £131,800 on their behalf. pic.twitter.com/7DxsEuHljk



Brexit Webinar - reach 1,088



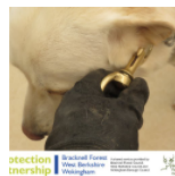
Public Protection Partnership

@PublicPP_UK

Two months in to the initial changes after the UK's exit from the EU and our webinar focuses on some key questions for businesses who export any food, drink or animal feed into the EU from the UK. See link for details and to register:

<https://ppp-eu-exit-webinar.eventbrite.co.uk>
pic.twitter.com/B3kTDfTXtz

Dog Theft Warning - reach 932



Public Protection Partnership

@PublicPP_UK

Dog Owner Warning. There are reports in South Oxon of properties been marked. They're marked with coloured elastic bands, around the gatepost or wheelie bins. It's believed the properties have been marked due to there being pedigree dogs at the locations.

<https://publicprotectionpartnership.org.uk/news-articles/warning-for-dog-owners/> ...
pic.twitter.com/jMyWyfNRkg

Month	Visitors	Page Views	Articles Published
Jan	6,685	12,802	20
Feb	5,592	11,373	9
March	7,362	14,105	9

Social Platforms Traffic

Number of views to website from social media posts.

	Facebook	Twitter
Jan	1,252	102
Feb	528	272
March	423	282

PPP Members Briefing Bulletin #6

Public Protection Partnership

Bracknell Forest
West Berkshire
Wokingham

New Regulations

On 5 November 2020, the Health Protection (Coronavirus, Restrictions) (England) (No.4) Regulations 2020 came into effect. These new regulations are the UK government's response to a second wave of COVID-19 cases and enforce a new national lockdown for England until 2 December 2020. After the 28-day lockdown period, the government may impose a local tier system again, but there is currently no information available how this will work in practice. Further information on this is expected this week.

The new regulations are largely a reinstatement of the March lockdown rules, albeit with a wider list of exceptions.

The new regulations state that "no person may leave or be outside of the place where they are living without reasonable excuse."

As in the March lockdown regulations, there are extensive provisions on the closure of businesses. Familiar rules cover businesses that serve food or drink to be consumed on the premises, with exceptions. Notably, the sale of food or drink for consumption off the premises is still permitted.

Non-essential businesses are also subject to restrictions and exceptions. For instance, places of worship must remain closed except for limited circumstances, such as the provision of essential voluntary services or to broadcast an act of worship.

Enforcement of hospitality rules / patrols across the areas

As in the March lockdown legislation, "relevant persons" (police officers, community support officers or individuals nominated for the purpose by local authorities or the secretary of state) have extensive powers to enforce the restrictions set out in the new regulations.

Penalties for offenders who are deemed by a relevant person to have breached a restriction under the new regulations include:

- a fine on summary conviction; or
- a fixed penalty notice, which may be issued by the relevant person if they reasonably believe:

As with previous COVID-19 regulations, fines may be increased for repeat offences. The maximum fine is £6,400 for the sixth or subsequent offence, or £10,000 for the fourth or subsequent repeated offence in respect of business restrictions offences.

Enforcement of hospitality rules / patrols cont ...

Over the past month alone the PPP patrols have monitored nearly 400 premises (385) with regards to current Covid regulations. Patrols are taking place across Bracknell Forest, West Berkshire and Wokingham both day and night 7 days a week.

During the patrols our officers are supporting businesses and offering advice, and where appropriate, enforcing Covid regulations. When enforcement measures are undertaken we are not only acting on regulations but the need to create a fair environment for all businesses to operate in, and public reassurance that these rules we are all subject to are being enforced.

Patrols, across the three partner areas, are both during the day and late into the evening to make sure we're capturing a broad cross section of businesses.

Prior to the recent changes in regulations most of our Covid related patrols involved advising business on their Covid Security measures, such as signage, QR codes, social distancing and closing times or just making sure businesses were adhering to measures, which in the majority of cases they were.

Since the 5th November, and the change in regulations and closure of certain businesses, our patrols have been two-fold.

Firstly responding to intelligence from members of the public, or previous intelligence on 'hot-spots', on potential breaches of regulations. This might involve businesses who should be closed continuing to trade or open businesses not been Covid secure. In some cases there's genuine confusion on behalf of the business owners as to if they can or can't be open. As in the previous lockdown they could, or they were able when the first lockdown was gradually eased. Any business who has been witnessed breaching Covid regulations will be continued to be monitored as part of our ongoing patrols until officers are comfortable that regulations are now being adhered to and in some cases enforcement is necessary. There has been one prohibition notice served in West Berkshire since 5th November at a car wash facility and three served within Wokingham also at car washing facilities.

Secondly our officers will generally look at all businesses as they're patrolling areas. They're able to offer support to businesses who are unsure of the current regulations and chat through their measures and where improvements can be made or congratulate them on a job well done! So many businesses have gone to a huge amount of effort, on ever changing rules, that are officers appreciate the over whelming effort to comply and keep people safe.

We're also working closely with Thames Valley Police in a joined up approach with regards to enforcement of Covid measures.

Types of businesses we have visited include:

Car Washes / Kebab Vans / Supermarkets / Local 'corner' shops / Pubs / Cafes / Opticians / Fish & Chips / Wine merchants / Warehouses / Retail

Events

Although we're currently in a second 'lockdown' with further restrictions on businesses and events outside of the tier system we are preparing for when these restrictions lapse, and we assume, we're back into a tiered system.

If that is the case events will be allowed to happen, within the relevant Covid regulations and guidance.

At this moment in time we are liaising with Lapland UK (Bracknell) who are planning on going ahead from 2nd Dec depending on what is announced.

Our team have been working with them since June on their modified Covid plans.

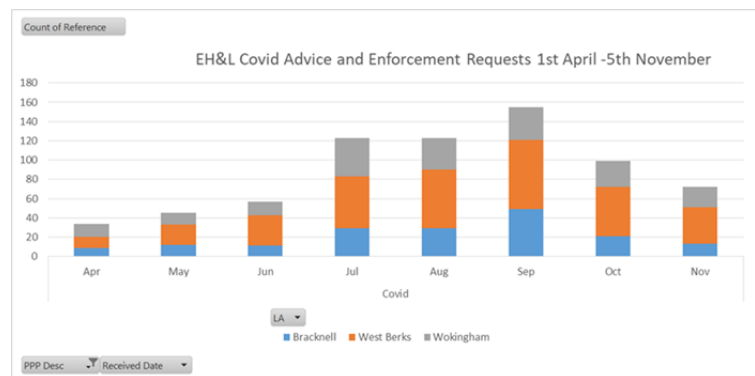
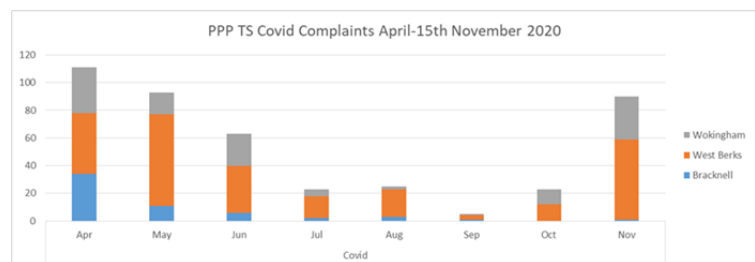
Leander Club in Henley were also planning a Christmas market. We're in touch with them to discuss their options.

We've also had various Christmas lights switch on, Santa dashes and Christmas extravaganzas provisionally scheduled in which have all currently cancelled or postponed. Many event organisers are awaiting clarification on the 2nd December.



Advice & Complaints

For complaints made to the PPP we've not seen some of the spikes in complaints in noise or bonfires as we did in the lockdown back in Spring/early summer but this is reflective of more premises open, schools and the weather (people aren't sat out trying to enjoy their gardens as much). We're seeing an increase in trading standards/holiday cancellations queries. In relation to Covid complaints (shown below) we are seeing a shift from risk assessment and health and safety advice (EH&L) to more enforcement about premise opening and non compliance (TS).



Wokingham Borough Campaign on Bonfires Results

In October PPP were asked to proactively monitor areas which had seen complaints of bonfires, on behalf of Wokingham Borough Council. The Public Protection Partnership Community and Trading Standards team undertook a daily patrol exercise for a period of two weeks (commencing 12th October) across the Wokingham borough to ensure an enforcement presence where bonfires are causing either dark smoke or a statutory nuisance to neighbours.

11 officers took part in the monitoring exercise between 12th and 25th October and visited each of the identified sites/areas based on the information packs we produced on the 17 areas within the District.

In visiting the sites officers would be able to witness any burning by sense of smell as well as visually, at any specific site identified or at premises in the vicinity. We also looked out for bonfires en-route between identified areas. In this way the monitoring became less targeted and wide ranging.

Monitoring commenced from around 10.00am each day (which included both weekends), with 2 officers involved per session—one monitoring one half of the sites, the other officer the second half of the sites. This took approximately 2 hours. Upon completion, and after a lunch break, the officers would swap areas. Therefore observations were completed twice per day per area, with a total period of some 5 to 6 hours per day. Therefore some 70 to 90 hours spent in total.

No burning was observed or found during the period, except on one instance at Barkham Road—the source was burning wood from building works, but there was little smoke and no nuisance to others. They were advised by the Environmental Health Officer that they should dispose of such building waste by using a licenced tip rather than burning the waste. Following that advice on 13th October, no further burning was observed at this address.

Over the period the weather was often very inclement with heavy rain. With lockdown restrictions eased, and licenced tips open, disposal of rubbish was easier and households were less likely to be burning rubbish whilst the weather was so poor.

Any residents witnessing illegal fires, or who are being affected by bonfire smoke should contact the public protection partnership on 01635 503242 or via our online form below:

<https://publicprotectionpartnership.org.uk/make-a-service-request/>

If residents are experiencing burning of trade waste, they should also contact the Environment Agency on 0800 807060.

Animal Warden Service

Data below for the period 10th September to 9th November show fewer dogs to rescue for the same period this year with a similar number of strays. Part of the education and communications role of the Animal Warden team is about the importance of microchipping and having ID with addresses on dogs.

These messages are a constant in our social media with some recent videos explaining the importance of these simple steps that dog owners should take to ensure the safety and quick return should their dog become lost.

When strays are collected, and the dog is not microchipped, it may result in a prosecution.

10th September - 9th November 2019

	Bracknell	West Berks	Wokingham
Handled	7	13	4
To Rescue	3	7	4

10th September - 9th November 2020

	Bracknell	West Berks	Wokingham
Handled	7	8	7
To Rescue	3	3	2

And finally...we're delighted to say that our Animal Warden team was awarded the RSPCA Gold Paw Award for our Animal Warden Service.



GOLD STRAY DOGS 2020

Fly-Tipping Update

Within Bracknell Forest we have received 15 notifications of fly-tipping instances recently. These reports come direct from the public, Councillor's or other stakeholders. Our officers within PPP liaise directly with the delivery team and the team of specialist contractors for removal. Response times vary depending on size and complexity of the dumping (i.e. may contain hazardous materials etc.) however it averages within 24-36hrs.

Bracknell Forest currently had 2 Fly tipping 'hotspots' in Warfield and Owlsmoor. We are at present working with our delivery partner and other agencies for evidence of repeat offenders that use these areas and will look to take legal action against them.

In the past two months we have issued 2 fixed penalty notices, 1 court case (see below in case management examples). We currently have 7 on-going cases, which may result in a fixed penalty notice or a prosecution.

Case Management Update

28.9.20 - Tesco fined £160,000 for out of date food, Warfield Bracknell.

23.10.20 - Wokingham Dog owner ordered to pay £400 for failing to keep microchip data up to date

23.10.20 - Fly-tipping (Warfield, Bracknell) costs offenders £1,890

23.10.20 - Co-op (Crowthorne) Foodstores Ltd fined £40,000 for out of date food

23.10.20 - Overloaded Vehicles cases x 2 drivers & 2 operator companies. Found guilty and fined

06.11.20 - Underage Alcohol Sales In Hungerford

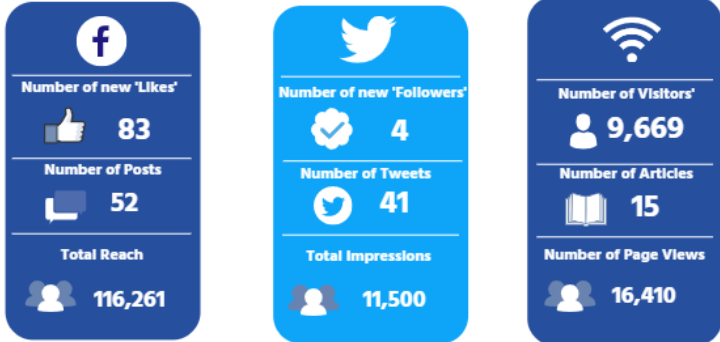
06.11.20 - Bracknell Traders plead guilty to 3 consumer protection offences

6.11.20 - Wokingham trader convicted of four offences in relation sale and installation of conservatories

24.11.20 - Underage Firework and Alcohol Sales in Thatcham

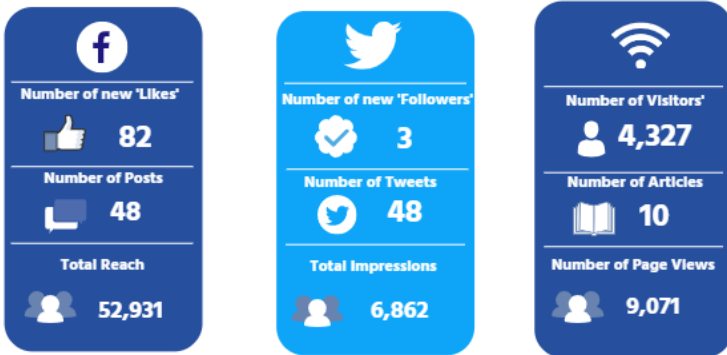
Communication

PPP Social Media Update 1st Oct - 31st Oct '20



Total combined reach for October is 144,171

PPP Social Media Update 1st Nov - 22nd November



Total combined reach for November to date is 68,884

Comms Summary

Social media and website engagement continues to grow. Although there was a drop off in the November figures after a surge in October.

The PPP Facebook page reached 1000 likes in November and is steadily growing in reach. The top performing posts on Facebook over October and November are shown to the right. Those with local relevance always out perform more generic messages.

Top 3 Facebook October & November Posts

Public Protection Partnership
Published by Lisa Barnes [?] · Favourites · 19 October ·

Congratulations to Kaspas in Bracknell for scooping a five hygiene rating following work with PPP and council health professionals.

Kaspas Desserts has scooped a five rating for hygiene and praise from environmental health experts for its new and updated COVID-19 control measures.

Last month, Kaspas in Bracknell town centre (located under Royal Winchester House) voluntarily agreed to close temporarily following concerns by the council's environmental health and public health... See more

Congratulations Kaspas - Reach 13,508



Warning - Supermarket Distraction Thieves - Reach 12,243

Public Protection Partnership
Published by Lisa Barnes [?] · Favourites · 7 October ·

⚠️ WARNING - Supermarket Distraction Thieves Operating in Bracknell Town Centre ⚠️

We've recently been notified by Thames Valley Police that during the past week fraudsters are operating in Bracknell town again. They are targeting supermarket shoppers, who used either a credit or debit card to make payments by way of entering a 4 digit PIN at the point of sale.

The offenders sometimes appear to be on their own but are likely to be working in small teams.... See more



Public Protection Partnership
Published by Lisa Barnes [?] · Favourites · 12 October ·

New Look Halloween for 2020?

As with many things this year our usual Halloween traditions will need to be rethought in the midst of the COVID-19 pandemic.

We are advising families to rethink the tradition of 'trick and treat' where you'd normally be knocking on doors and receiving a treat of sweets or similar on Halloween. Instead perhaps get involved in many of the local 'pumpkin' trails where you go out as a family (all dressed up to scare) and look out for houses with Hall... See more



Halloween Guidance - Reach 10,541

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

Keeping in Touch With Updates

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

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

 www.publicprotectionpartnership.org.uk

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Joint Public Protection Committee

Terms of Reference

1. Purpose

The Joint Public Protection Committee (Joint Committee) has been established to oversee the strategic leadership of the Joint Public Protection Partnership, comprising Bracknell Forest Council (BFC), Wokingham Borough Council (WBC) and West Berkshire District Council (WBDC).

The purpose of the Joint Committee is to:

- a) to set the strategic direction of the shared service;
- b) to monitor the delivery of the shared service and to review the following:
 - i) Standards of service delivery and performance;
 - ii) Fee income and costs (on a true cost delivery basis);
 - iii) Treatment of trading surpluses or deficits;
 - iv) The action plan for business growth and development.

2. Membership

The Joint Committee shall comprise of 6 Members, two from each partner authority. Membership of the Joint Committee will be as follows:

- a) Executive/Cabinet Member with responsibility for Public Protection Services from each Council;
- b) One additional Member appointed by each Council.

Each Council or Leader will nominate a substitute Executive Member who may act as substitute for both the Executive and non- Executive member of the Joint Committee. The substitute Member is entitled to attend all meetings of the Joint Committee but will only be classed as a member of the Joint Committee and vote when acting as a substitute.

At least one officer representing each partner local authority will attend the Joint Committee to advise Members. Where possible, the Public Protection Manager for the Service will also attend.

3. Appointment to the Joint Public Protection Committee

Members will be appointed to the Joint Committee at each Council's Annual Council Meeting.

4. Chairman and Vice Chairman

The Joint Committee shall appoint one of its Members to be Chairman of the Joint Committee who shall, unless he or she resigns his or her office or ceases to be a member of the Joint Committee, continue in office for a period of up to 16 months or until his/her successor becomes entitled to act.

The first Chairman of the Joint Committee shall be a person nominated by [Wokingham] and shall hold office for the period up to Annual Council in May 2018.

The Chairmanship of the Joint Committee following the initial appointment shall rotate between the three Councils on an annual cycle. The Vice Chairman shall ordinarily become the next Chairman.

The Joint Committee shall appoint one of its Members to be Vice Chairman of the Joint Committee who shall, unless he or she resigns his or her office or ceases to be a member of the Joint Committee, continue in office for a period of 16 months or until his/her successor becomes entitled to act.

The first Vice Chairman of the Joint Committee shall be a person nominated by [Bracknell Forest] and shall hold office for the period up to Annual Council in May 2018.

The Vice Chairmanship of the Joint Committee following the initial appointment shall rotate between the three Councils on an annual cycle.

5. Voting

Where any matter under consideration relates to a proposal to the Councils to admit an additional party or parties to the shared service arrangement, a proposal to incur expenditure which requires increased contributions by the Councils or significant proposed changes to the fundamental principles or operation of the shared service or the contract the vote must be unanimous. In this event the advisory decision will be referred back to the Councils for consideration.

In all other matters any vote will be subject to a simple majority. In simple majority voting the Chairman will have a casting vote.

6. Quorum

The quorum of a meeting of the Joint Committee will be three.

At least one Member from each Council must be present for the meeting to be quorate.

7. Frequency of Meetings

The Joint Committee will meet a minimum of twice per year (on a six monthly basis). Additional meetings may take place with the agreement of the Chairman. Meetings will be held at a venue to be agreed with the Chairman.

All meetings will be held in public and dates and times of meetings will be agreed by the Joint Committee.

8. Minutes of Joint Committee Meetings

The Joint Committee shall agree the minutes at the next suitable meeting.

Minutes of meetings will be available on each Council's website.

9. Standing Orders

Unless otherwise specified, West Berkshire District Council Constitution (the host authority) will apply.

10. Forward Plan

The Joint Committee will take Key Decisions on behalf of the three Councils and will give notice of these decisions at least 28 days before they are due to be taken.

11. Administration of the Board

West Berkshire District Council's Democratic Services' Team will provide administration for the Joint Committee.

Agendas will be sent out electronically five clear working days before the meeting and minutes will be provided seven clear working days after the meeting.

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