

Performance Report 2017-18

Demographics

Activity	Financial Year 2017-18			
	Total	BFC	WOK	NBY
No of food establishments	3226	940	1029	1257
No of feed establishments – Livestock	515	16	70	429
No of feed establishments – Arable	77	2	5	70
No of agricultural holdings with livestock	521	17	54	450
No of licenced premises - regulated entertainment (Licensing Act 2003)	1207	255	430	522
No of licenced premises – other (inc Dermal, Scrap metal etc.)	488	159	110	219
No of Taxis and Private hire vehicles	875	287	255	333
No of Taxis and Private hire drivers	1029	324	349	356
No of Private Hire operators	133	43	37	53
No of Pollution, prevention and control premises (industrial)	106	27	27	52
No of Private water supplies	318	0	111	207
No of Air quality management areas	7	2	3	2
No of Air quality monitoring sites	121	38	46	37
Total	8623	2110	2526	3987

There continues to be a good variety of businesses and premises where the PPP have relationships and interactions. There has been a drop in the number of licences held across all three areas which has affected income levels, this appears to reflect the national trend, although taxi related issues with Bracknell appear anecdotally to be affected by the presence of Uber within Slough Borough Council.

Demand analysis

Broad Description	Financial Year 2017-18			
	Total	BFC	WOK	NBY
Noise Complaints	1779	574	610	595
Pollution Complaints.	1189	621	254	314
Freedom of Information Requests	202	50	73	79
Food premises related complaints and enquiries e.g. Hygiene and hazard warnings	1552	266	629	657
Private sector housing complaints and enquiries e.g. HMO's, rented housing problems	656	145	263	248
Health and Safety complaints and enquiries e.g. Accidents	518	98	204	216

Licensing complaints and enquiries e.g. Taxi and animal welfare concerns (for BF inc general licence inquiries)	1254	766	208	280
Public health complaints and enquiries e.g. Pests, accumulations, drainage	1364	186	617	561
Dog related complaints and enquiries e.g. Strays and fouling	902	25	457	420
Environmental Information Requests	208	52	94	62
Consumer Complaints (at time of writing unable to separate out)	5413	1527	1583	2303
Business enquiries	382	0	155	227
Total	15419	4310	5147	5962

Included in the demands identified above the Pollution Complaints includes the following, within Bracknell Forest Council, 370 Abandoned Vehicle complaints, 14 Envirocrime "Inquires", 73 fly tipping, 9 Flyposting, 15 Graffiti, 4 litter, 7 nuisance vehicle.

Activity analysis

Activity	Financial Year 2017-18			
	Total	BFC	WOK	NBY
No of food inspections (full and partial) undertaken* (will be adjusted)	1106	277	383	446
No of feed visits undertaken	45	5	6	34
No of Health and Safety Topic based inspections	261	72	97	92
Total No of licences/consents etc. issued - non-premises		760		1039
No of Temporary Event Notices issued	1286	265	450	571
No road traffic investigations	99	0	4	95
No of criminal investigations concluded	20	2	7	11
No of air quality monitoring site samples collected	1836	696	672	468
No of notices served (formal and informal)	321	45	149	127
No of prosecutions	27	2	12	13
No of planning applications requiring consultation	1151	219	444	488
No of s61 applications	28	0	12	16
No of private sector housing inspections conducted	31		31	0
No of infectious disease notifications processed	736	192	290	254
No of food and water (PWS and Pool) samples taken	411	105	56	250
No of workplace accidents reported (investigated)	167	52	48	67
Total	7525	1932	2630	2932

Planned Work outside of Service Requests is recorded in other modules within the various databases. During 2017/18 the Bracknell staff have not as a matter of course been recording time against all their actions so nominal figures have been added when an action has been completed. Trading Standards also have a variety of methods of reporting on time taken which again are not included in the numbers below.

Historically officers have recorded more project based work within their preferred database so for example the majority of Air Quality work was undertaken by someone allocating their time dealing with the Wokingham air quality management area into the West Berks database. We have amended the Time Recording Procedure for all PPP staff and in 17/18 would expect to provide a clearer delineation of time across the various functions.

Row Labels	Bracknell	Wokingham	West Berks	Grand Total	Comments
Air Quality	0.00%	0.90%	3.71%	4.61%	Work not recorded in Bracknell for 2017/18, Wokingham time on Action Plan recorded under West Berks
Contaminated Land	0.00%	0.07%	0.35%	0.43%	Work generally stopped in line with Contaminated Land Strategy (London Rd Landfill, BFC recorded separately)
Dogs	0.00%	0.15%	0.00%	0.15%	Additional work to complaint work
Accidents	0.65%	0.00%	1.03%	1.68%	Reports and investigations
H&S	0.18%	0.25%	1.37%	1.81%	Where clearly defined project and inspection work identified
Food Hygiene	3.47%	7.32%	9.65%	20.44%	May include some H&S work due to reports from flare not distinguishing
Food Project	0.00%	3.54%	3.75%	7.29%	Not recorded in BFC
Food Sampling	0.00%	0.02%	0.16%	0.18%	Not recorded in BFC
ID	0.59%	0.27%	0.58%	1.45%	Reports and investigations
Housing	0.04%	1.84%	0.78%	2.67%	Majority reported within Service Requests
Land Charges	0.00%	0.49%	0.13%	0.62%	Inc. in SRs in BFC
Licensing	10.54%	17.90%	21.75%	50.18%	
Noise Project	0.00%	0.21%	0.07%	0.27%	Not recorded in BFC
Planning	0.00%	0.04%	0.58%	0.63%	Majority reported within Service Requests
PPC	0.00%	0.11%	1.09%	1.20%	BFC work within Licensing data at the moment
PW	0.70%	0.54%	5.16%	6.41%	BFC work is swimming pool sampling, reflects the number of supplies within West Berks
Grand Total	16.18%	33.65%	50.18%	100.00%	