



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

Quarters 1&2 2019-20

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1. Executive Summary

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

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

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

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

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

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

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

Sean Murphy
Public Protection Manager

2. Key Strategic Progress

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

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

3. Communication and Community projects

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

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

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

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

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

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

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

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

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

www.publicprotectionpartnership.org.uk

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

Twitter: https://twitter.com/PublicPP_UK

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

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

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

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

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

4.1 Effective budget management and use of resources

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

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

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

4.2 Maintaining levels of customer and business satisfaction

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

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

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

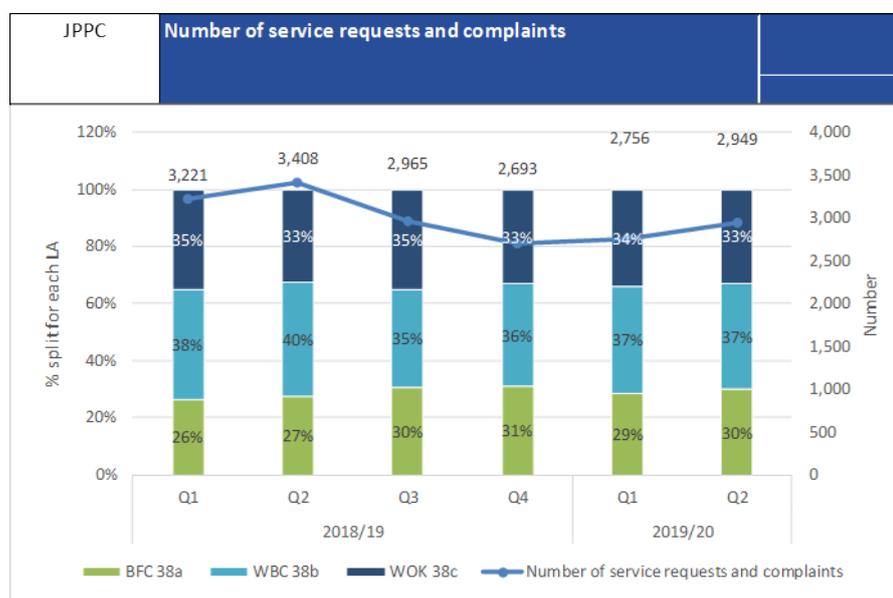
5. Service Performance across the Partnership

5.1 Measures of Volume and Key Demographics

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

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

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



- No of Doorstep Crime Incidents reported

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

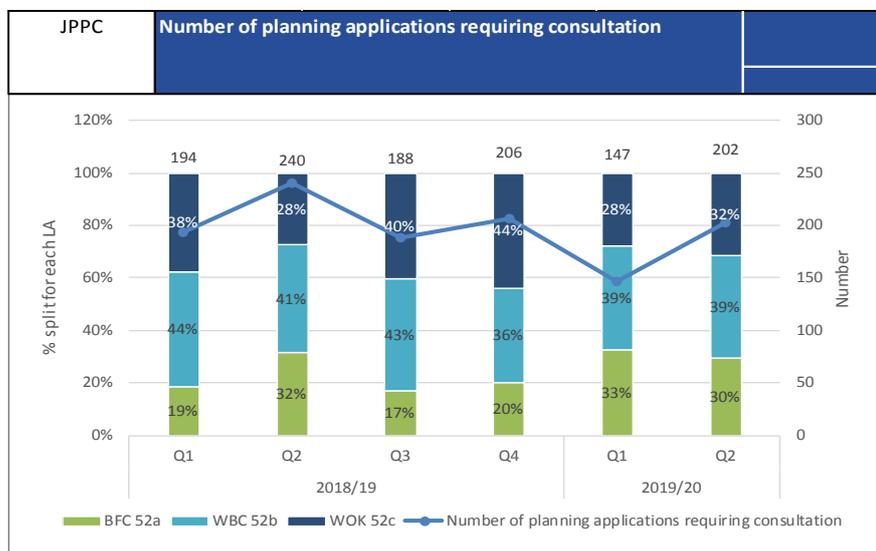
working day. So far in 2019/20 a total of 249 people have attended mass marketing scams education events held (19 in Q1 and 5 in Q2).

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

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

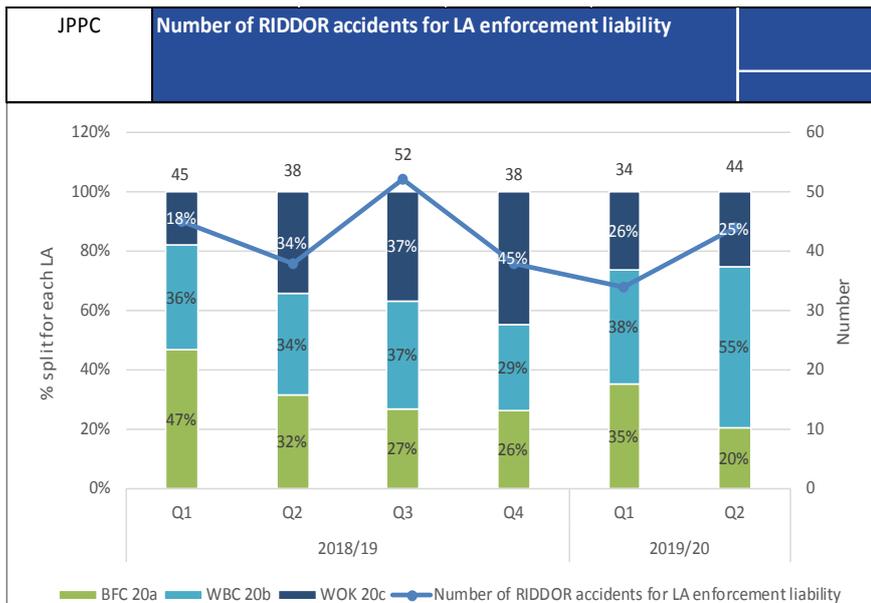
- No of Planning applications requiring PPP input into consultation

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



- Number of RIDDOR accidents for LA enforcement liability

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



▪ No of Housing (site) visits conducted

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

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

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

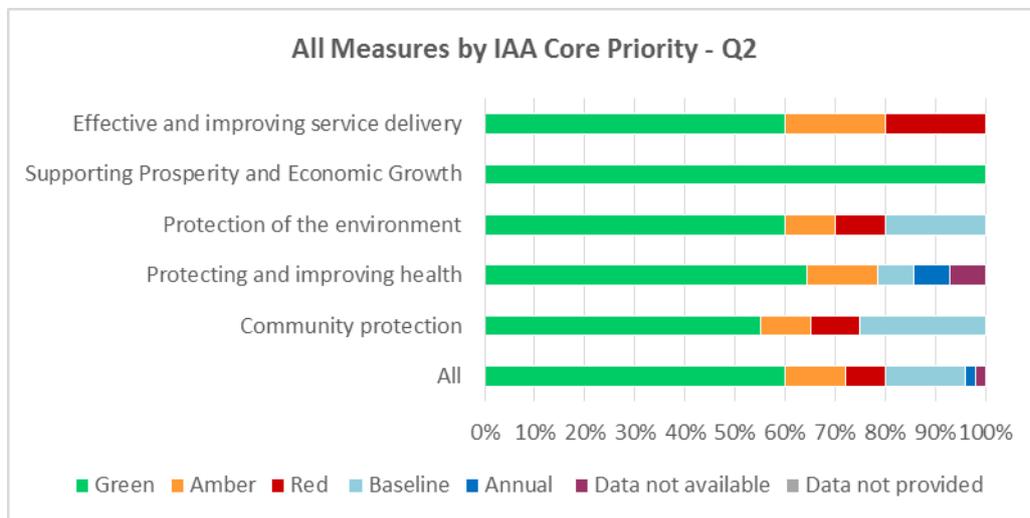
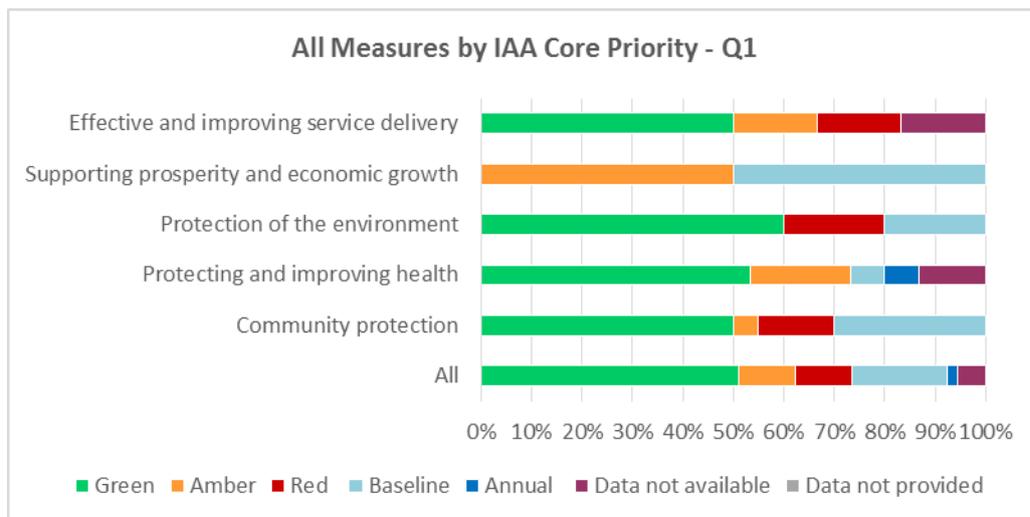
Previously we have reported the % of new food businesses inspected within 28 days of notified date of trading commencement for hygiene & standards. This is one of the MoV's that has been altered and will be reported on from Q3.

5.2 Core Priority Work

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

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

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



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

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

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

Legal Actions – Cases of Note in Q1:

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

Legal Actions – Cases of Note in Q2:

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

6. Service Complaints and Information Requests

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

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

