



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

# PERFORMANCE INFORMATION

Summary for Members of the Joint Public Protection  
Committee

**Year End 2019-20**

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## 1. Executive Summary

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

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

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

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

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

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

**Sean Murphy**  
**Public Protection Manager**

## 2. Key Strategic Progress

Finance	<ul style="list-style-type: none"> <li>▪ External grant funding to support investigations, animal feed regulation, case management and public health work exceeded £200K.</li> <li>▪ The service year outturn was a 2.5K overspend</li> <li>▪ By year end income was within 5% of the target.</li> <li>▪ Capital funding was secured to progress ICT and accommodation projects.</li> </ul>
HR	<ul style="list-style-type: none"> <li>▪ Permanent vacancies recruited to include: 2 Principal Officers (Programme and Governance), 2 Environmental Health Officers, 1 Trading Standards Officer, 1 Licensing Enforcement Officer, 2 Animal Wardens, 1 Intelligence Officer and 2 Enforcement Officer (Licensing).</li> <li>▪ The ability to recruit externally has been difficult. Professional posts have been the hardest, with HR assisting in new recruitment strategies to encourage more applications.</li> <li>▪ The temporary appointments have been made: Lead Officers for Safeguarding and Training and Development.</li> <li>▪ The use of casual and agency staff across all functions continues, however the impact of IR35 has created problems such as increase in rates and availability.</li> <li>▪ By the end of Q4 95% of the staff had received an appraisal, this is in line with corporate targets. This would have been higher allowing for in year absence and maternity leave.</li> <li>▪ We continue to use a combination of temporary, contractors and casual staff to plug gaps in the service. Where these staff are working on level 3 (national investigations) these are being paid for with external grant funding.</li> </ul>
ICT	<ul style="list-style-type: none"> <li>▪ Procurement has been concluded for a single case management data base for the service. During Q4 the contract was due to be signed. The capital has also been secured to be paid back over 5 years from software licence savings.</li> <li>▪ A temporary 'project lead' commenced in Q3 to oversee the implementation of the single system.</li> <li>▪ Work continues with IT representatives from all 3 Local Authorities present to progress some short term gains.</li> <li>▪ Remote working for the majority of the service due to Covid 19 was deemed to be implemented well</li> </ul>
Property	<ul style="list-style-type: none"> <li>▪ Permanent Planning Permission for Theale was approved during Q2 to ensure continuity, this is alongside the overall accommodation strategy.</li> <li>▪ Capital has been identified to upgrade the network to accommodate more staff and to deal with access issues, including alterations, CCTV etc.</li> <li>▪ This is linked closely with the customer journey work and how local delivery for the 3 partner authorities continues.</li> </ul>
Case Management and Governance	<ul style="list-style-type: none"> <li>▪ The Case Management Unit is fully staffed.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ We have had three cycles of licensing committees this financial year and key policies in relation to taxi and private driver previous convictions, fees and charges and greening the taxi fleet have been debated.</li> <li>▪ The team have also dealt with 1 licensing panel hearing in Q3 and 2 in Q4.</li> <li>▪ 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.</li> <li>▪ The Courts closed in March to all but essential cases. All cases in the Magistrates Court were adjourned until the end of June. The Crown and Magistrates Courts have continued to operate on a limited basis for procedural applications, urgent cases and the commencement of new proceedings.</li> <li>▪ RIPA training had been arranged in Q4 but did not take place due to Covid 19.</li> </ul>
Performance and Service Development	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Work is still needed with new Members to better develop their KPIs.</li> <li>▪ We have, where possible tried to link in with the KPI setting for the individual authorities.</li> </ul>
Business Development	<ul style="list-style-type: none"> <li>▪ At this stage we are consolidating our existing arrangements. Whilst we have vacancies the priority has to be local delivery.</li> </ul>
Risk (Emergency Planning and Business Continuity)	<ul style="list-style-type: none"> <li>▪ The Business Continuity Plan is complete.</li> <li>▪ 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.</li> <li>▪ The significant Business Continuity issue Q3 and Q4 was Covid19. This did show differences in the approaches of the authorities and we had resilience in Q4 (March) with immediate support provided to all three authorities by the PPP.</li> </ul>

### 3. Communication and Community projects

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

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

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

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

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

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

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

[www.publicprotectionpartnership.org.uk](http://www.publicprotectionpartnership.org.uk)

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

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

Twitter: [https://twitter.com/PublicPP\\_UK](https://twitter.com/PublicPP_UK)

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

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

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

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

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

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

##### 4.1 Effective budget management and use of resources

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

1920-075	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Management of budget to within 1% of baseline	Outturn on budget	Outturn on budget	Outturn on budget	£2.5K overspend
1920-076	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Management of income to within 5% of budget	On target	On target	On target	Met

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

##### 4.2 Maintaining levels of customer and business satisfaction

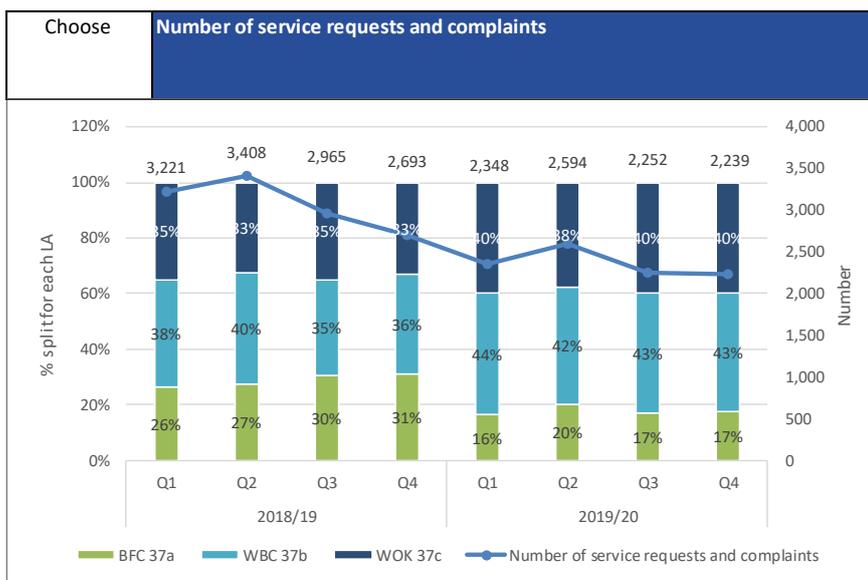
- Customer satisfaction has always been a key indicator for all three authorities with the service priding itself on a consistently high achievement. Where issues have arisen there is a procedure for following these up (as on many occasions it has been interactions with other services that has resulted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

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

## 5. Service Performance across the Partnership

### 5.1 Measures of Volume and Key Demographics

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



- Number of doorstep crime incidents reported

This area of work affects some of our most vulnerable residents and remains a priority for the service for a rapid response (if the crime is in progress.)

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

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

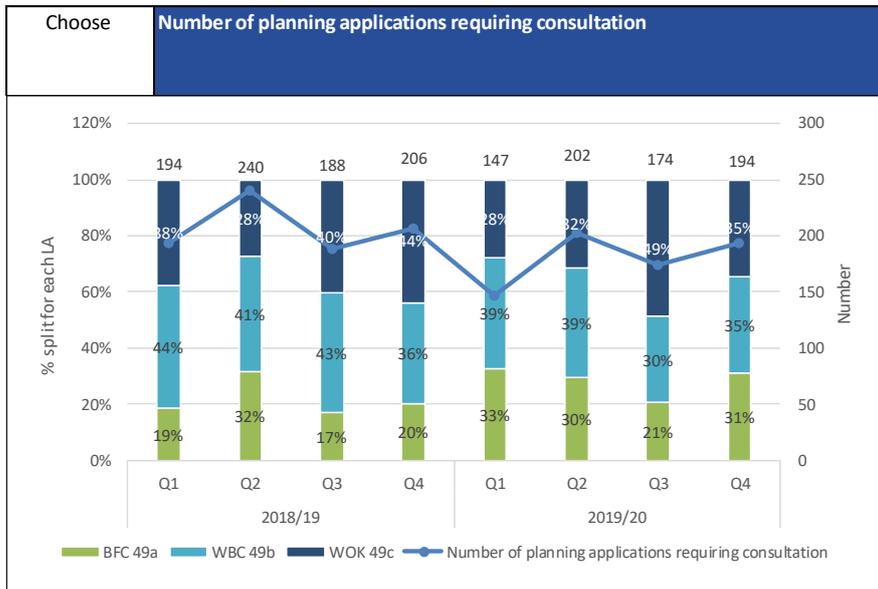
This measure can help identify the effectiveness of campaigns and interventions. The number of taxis and private hire vehicles decreased in Q3 to 952 from 970 in Q2. The number of private hire operators also decreased in Q3 to 152 compared to 157 in Q2. The number of new drivers (dual, private hire and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

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

- Number of planning applications requiring PPP input into consultation

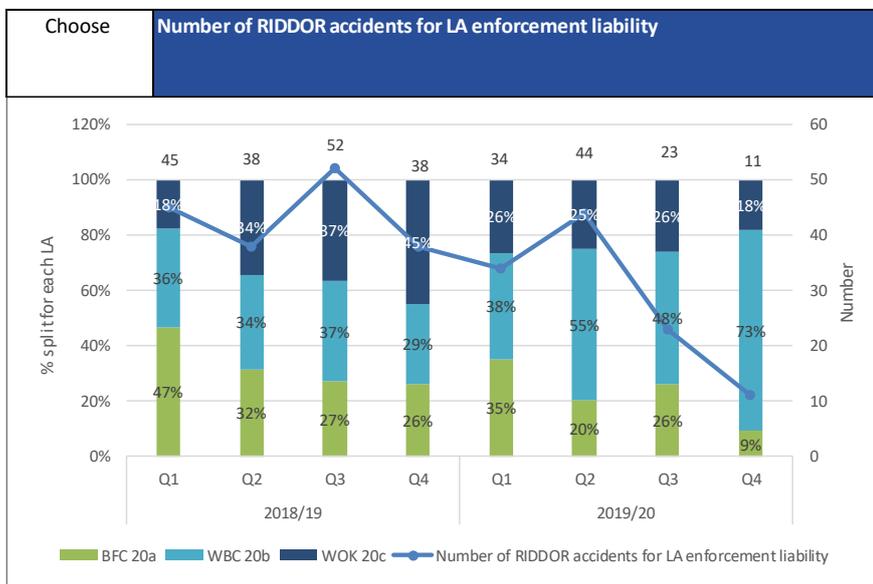
This measure is dealing with both new applications, pre-application advice and prior approvals as well as condition discharge. There continues to be variations in numbers across the three authorities as each one is at a different stage in their local plan, local factors such as town centre regeneration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

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



- Number of RIDDOR accidents for LA enforcement liability**

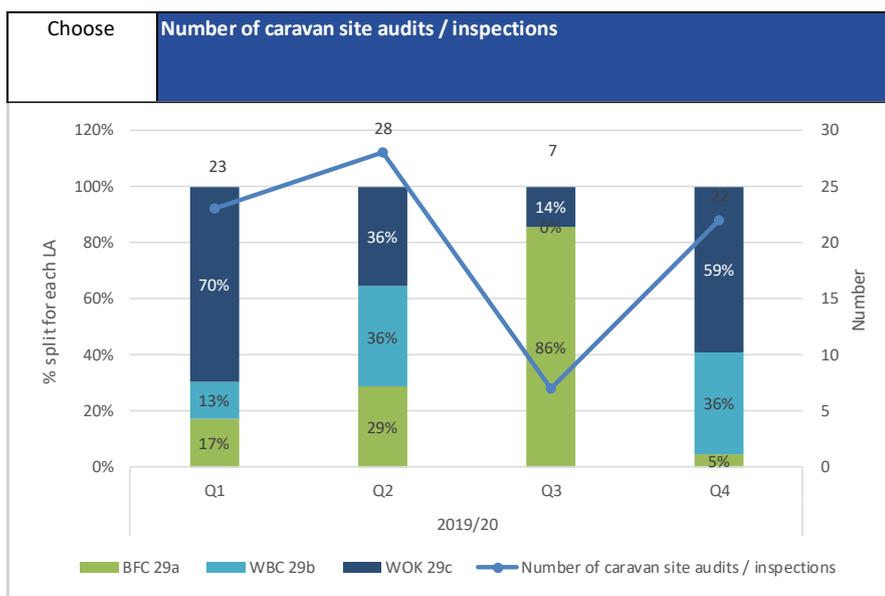
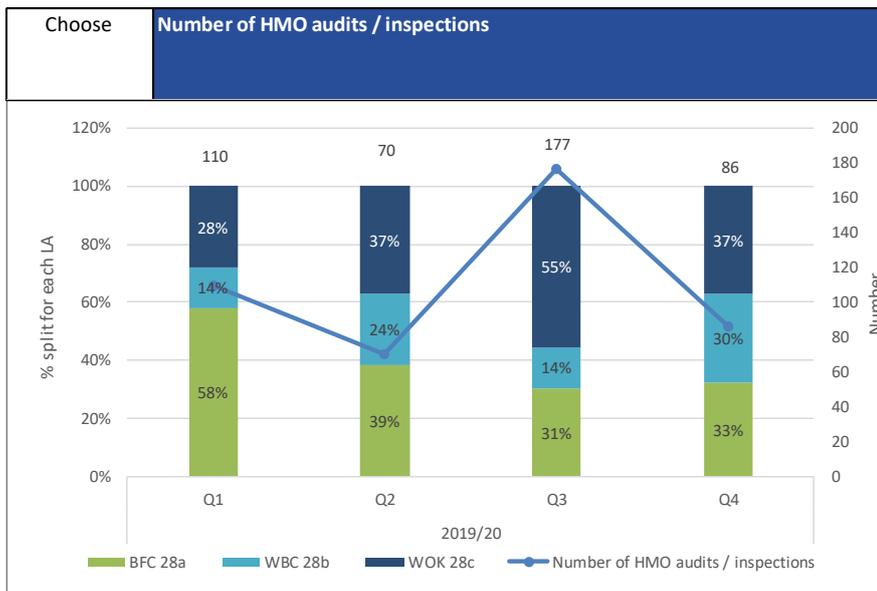
The number has decreased in Q3 and Q4 which are the lowest in the last 2 years. Note: The fall in number from Q3 relates to a new method of recording with those matters falling within the remit of the HSE no longer being recorded on the PPP system.



- Housing**

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

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

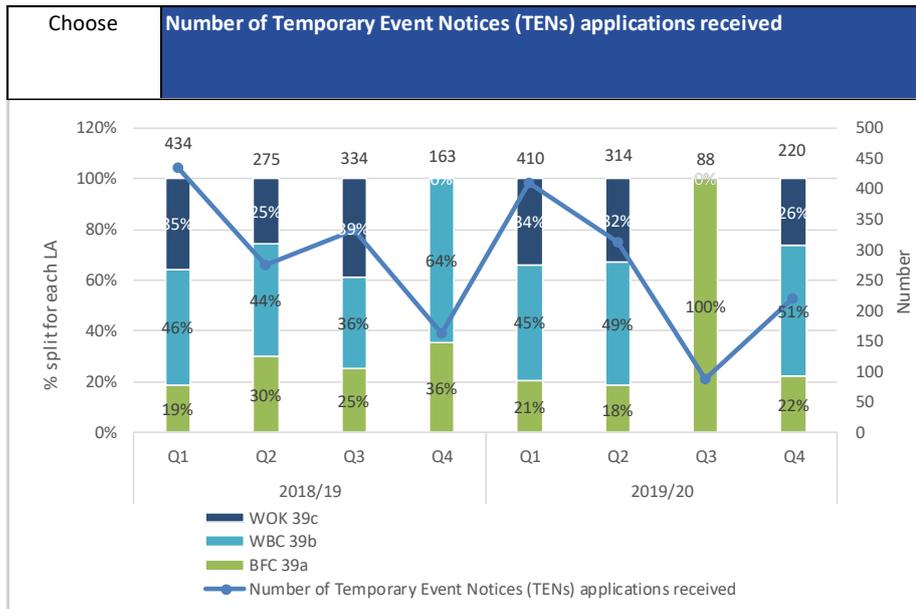
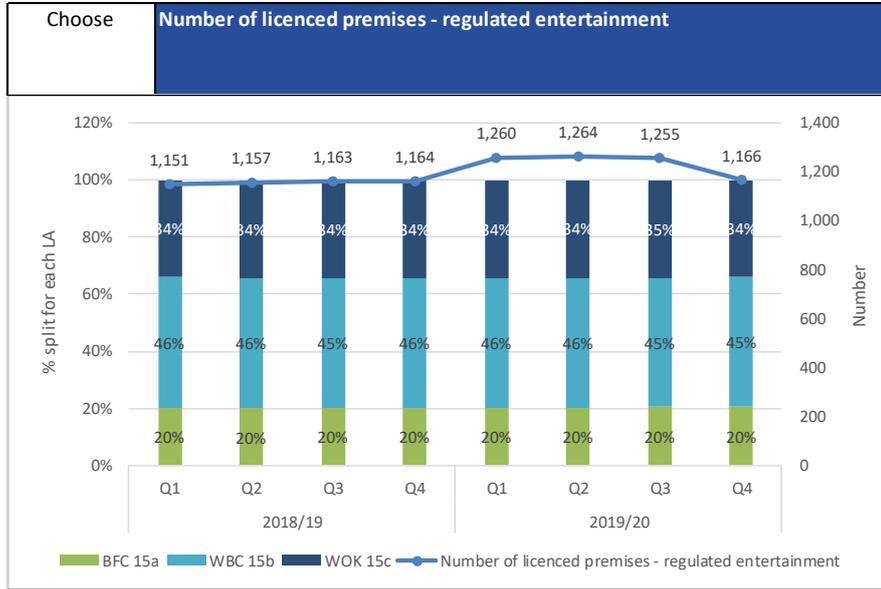


- Number of new food businesses inspected within 28 days of notified date of trading commencement for hygiene.

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

- Licensing

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



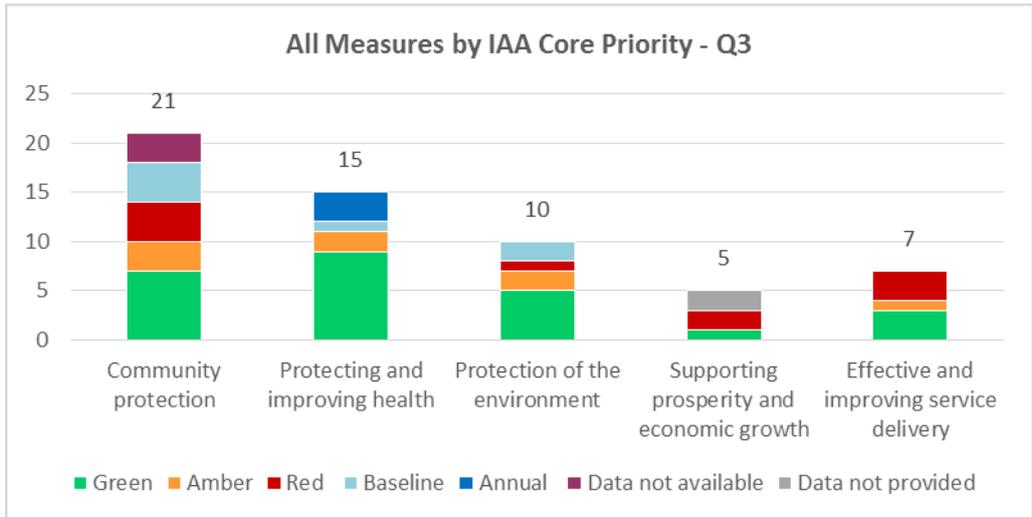
It should be noted that there were also changes in 19/20 compared to 18/19 in the following areas:

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

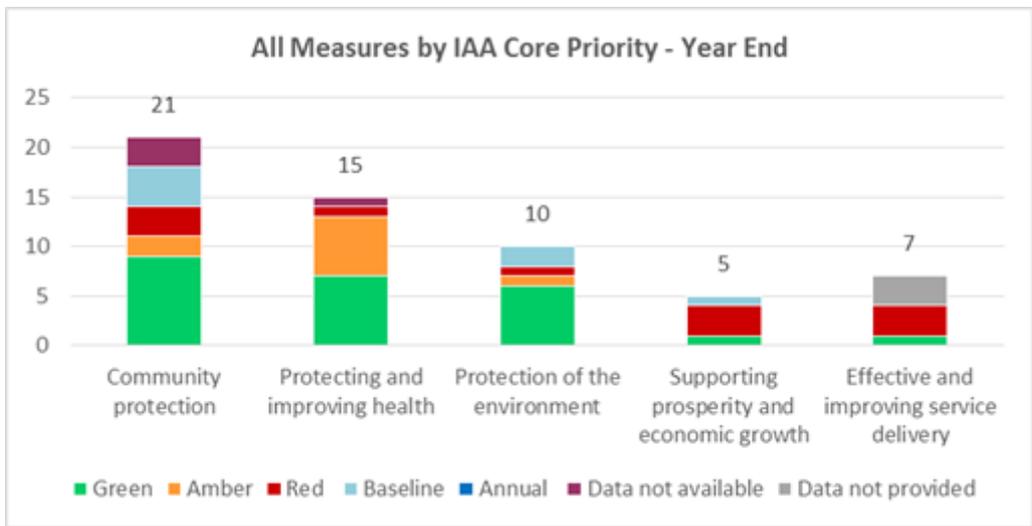
## 5.2 Core Priority Work

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

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



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



## Community protection

### Commentary Q3

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

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

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

## **Commentary Q4/YE**

### **Baseline**

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

### **Data not available**

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

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

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

### **Reds:**

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

## **Protecting and Improving Health**

### **Commentary Q3**

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

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

### **Commentary Q4/YE**

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

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

#### **Reds**

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

### **Protection of the Environment**

#### **Q3 Commentary**

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

#### **Commentary Q4 / YE**

##### **Amber**

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

##### **Red**

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

### **Supporting Prosperity and Economic Growth**

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

### **Commentary Q4/YE**

Amber - none

Reds

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

### **Effective and improving Service Delivery**

#### **Q3 Commentary**

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

### **Commentary Q4/YE**

Amber - none

Reds

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

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

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

<u>1920-080 Door step crime and mass marketing</u>	Quarter 1	Quarter 2	Quarter3	Quarter 4	Year End
Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities (snapshot figure)	£51,560	£26,780	£40,000	£37,500	£155,840
<u>1920-027 Legal Actions</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Number of PPP non RTA legal actions open	New MOV Q2	67	52	34	
Number of PPP RTA Legal Actions Completed	New MOV Q2	6	4	16	
Number of Legal Actions for OCC/RBFRS open	New MOV Q2	21	21	28	
Total Number of years Custodial Sentences (Including Suspended) * see below	Annual	Annual	Annual	Annual	0
<u>1920-081 Legal Actions</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End
Amount of money recovered through Proceeds of Crime Act orders	£25,000	£76,765	£0	£0	£101,765
<u>1920- 036 Licensing applications processing</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End
% of licensing applications processed within statutory timescales or 5 days	69.3%	66.3%	62.4%	71.1%	66.3%
<u>1920-034 Food premises</u>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End
% of premises broadly compliant	94.3%	94.1%	94.3%	94.3%	94.3%

## Legal Actions – Cases of Note:

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

## 6. Service Complaints and Information Requests

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

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