

Notice of Meeting

Joint Public Protection Committee

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

Monday 28 January 2019
(Postponed from 11 December 2018)

Venue: Wokingham Borough Council, Shute End, Wokingham,
RG40 1BN

To: Councillors Iain McCracken (Bracknell Forest Council), Nick Allen (Bracknell Forest Council), Richard Somner (West Berkshire Council), James Cole (West Berkshire Council), John Halsall (Wokingham Borough Council) and Graham Howe (Wokingham Borough Council)

Part I

Page No.

1 **Apologies**

To receive apologies for inability to attend the meeting.

2 **Minutes from the Previous Meeting**

To approve as a correct record the Minutes of the meeting of this Committee held on 18 September 2018.

1 - 6

3 **Declarations of Interest**

Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration, and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members' Interests, the Monitoring Officer must be notified of the interest within 28 days.

4 **Notice of Public Speaking and Questions**

To note that no agenda items have received an application for public speaking.

A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.

The Partnership welcomes questions from members of the public about their work.

Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Partnership or an item which is on the agenda for this meeting. For full details of the procedure for submitting questions please contact Democratic Services.

Public Protection Partnership Agenda - Monday, 28 January 2019 *(continued)*

- 5 **Future Plan** 7 - 8
To detail future items that the Committee will be considering.

Item to Execute Executive Functions

- 6 **Public Protection Partnership Performance Report and Strategic Projects Update** 9 - 34
To inform the committee of the current performance of the Public Protection Partnership in line with the operating model and business plan.

Items for Information

- 7 **Any other items the Chairman considers to be urgent**

Part II

- 8 **Public Protection Partnership - Service Review** 35 - 48
To consider the exempt report set out on the agenda.

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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 TUESDAY, 18 SEPTEMBER 2018

WOKINGHAM BOROUGH COUNCIL, SHUTE END, WOKINGHAM, RG40 1BN

Present: Norman Jorgensen, Marcus Franks, Emma Webster, Nick Allen and Iain McCracken

Also Present: Sean Murphy (Public Protection Manager), Paul Anstey (Head of Public Protection and Culture), Anna Smy (Team Manager - Environmental Quality), Claire Lockwood (Lead Officer - Community Engagement, Public Protection Partnership), Clare Lawrence (Wokingham Borough Council), Damian James (Chair of the PPP Joint Management Board), Jo Reeves (Principal Policy Officer) and Peter Baveystock (Wokingham)

PART I

57 Minutes from the Previous Meeting

The minutes of the previous meeting held on 12 June 2018 were approved by the Committee and signed by the Chairman.

The Chairman welcomed Damian James to the Committee who had recently been appointed the Assistant Director for Contract Services for Bracknell Forest Council.

The Chairman also invited officers to participate fully in the discussions of the Committee.

58 Declarations of Interest

In the course of the discussion, Councillors Iain McCracken and Emma Webster declared an interest in Agenda Item 7.

59 Notice of Public Speaking and Questions

No public questions were submitted.

60 Future Plan

The Committee noted the Future Plan. Anna Smy updated that three reports would be added to the agenda for the December meeting regarding operational delegation of work, implementation of the external review and the performance report.

61 PPP Communications Report August 2018

The Committee considered the PPP Communications Evaluation Report (Agenda Item 8). In introducing the report, Claire Lockwood advised that her role was to raise public awareness of the PPP and encourage community engagement. The report set out the activities that had been undertaken to support the key priorities in the PPP Communications Strategy.

Councillor Iain McCracken noted that the total digital reach was presented at 3.5m and asked what the target was. Claire Lockwood advised that a target had not been set due to resource implications, however the PPP had gained knowledge of what they could achieve. Councillor Emma Webster asked how digital reach was defined. Claire

JOINT PUBLIC PROTECTION COMMITTEE - 18 SEPTEMBER 2018 - MINUTES

Lockwood responded that organisations such as media outlets provided the data and had their own definitions.

Councillor Webster commented that while the figures were impressive, digital reach needed to be targeted to individuals within the PPP's geography in order to be relevant and to ensure resources were being directed appropriately. The pick-up rate of press releases into news outlets, for example, might be a more effective way to measure the PPP's impact. Claire Lockwood highlighted that the PPP had one communications officer and resources were limited.

Paul Anstey advised that performance targets had not been set in relation to the PPP's communications work and the overarching aim was to use the PPP's profile for demand management and to gather intelligence. There had been a significant improvement in communications with staff and Members since Claire Lockwood came into post. However, as the post was additional capacity rather than part of the core staffing, it had been necessary to consider resourcing when setting the ambitions for the Communications Strategy.

Councillor McCracken expressed the view that the report had provided Members with an informative and invaluable insight and thanked Claire Lockwood. He expressed support for a proactive and positive approach to communications.

Claire Lockwood, in answering a question from Councillor McCracken regarding relationships with the Councils' Communications Teams, advised that a draft protocol had been developed and was optimistic about strengthening working relationships.

Councillor Marcus Franks expressed the view that the PPP was also trying to achieve business development through its communications work and it was important this was reflected in future iterations of the report. It was also important that PPP officers could be involved in social media responses; Claire Lockwood confirmed she was.

Councillor Norman Jorgensen stated that he had found the Members' bulletins useful and he requested that in future all press releases were circulated to JPPC Members. **(Action: Claire Lockwood)**.

Sean Murphy reported that the PPP's website would be launched in November and Members would have an opportunity to see it in advance. **(Action: Sean Murphy)**. Sean Murphy also reported that the PPP was participating in a BBC programme regarding rogue traders.

RESOLVED that:

The JPPC noted the PPP Communications Evaluation Report and the PPP Brand Guidelines and Style Guide; agreed to circulate them to appropriate members; and gave guidance regarding the PPP communications function.

The following documents would be rolled out in September and sent to all PPP Members and all Partner authority Members:

- PPP Communications Evaluation Report – The difference communications is making (9 October 2017-30 June 2018)
- PPP Brand Guidelines and Style Guide

62 Draft Revenue Budget 2019/20

The Committee considered a report (Agenda Item 6) which set out the draft Revenue Budget for 2019/20 including fees and charges. In introducing the report, Sean Murphy explained that the Inter-Authority Agreement, which established the PPP, had set a percentage contribution required from each local authority. Officers were satisfied that these contribution proportions were still correct. After publication of the agenda, officers

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had learnt that the correct uplift to pension contributions had not been applied for Wokingham and West Berkshire and a corrected report had been issued.

The report proposed an overall budget reduction of £145k in recognition of the financial pressures facing each of the local authorities.

Sean Murphy clarified that the Committee's role was to recommend a budget to each of the three local authorities, who would take the final decision.

Councillor Nick Allen enquired what impact the budget reduction would have. Sean Murphy advised that a review of the PPP service was being undertaken and it was likely that a number of efficiencies would be proposed to the December meeting of the JPPC. Sean Murphy also clarified that West Berkshire Council's contribution would be 40.01% of the total PPP budget in 2019/20.

Councillor McCracken stated that it would be useful for the report recommendations to clarify the overall net budget the Committee were being asked to set.

Councillor McCracken enquired whether the £145k savings would be achievable and whether a similar level of savings might be required in 2020/21. Paul Anstey advised that following the implementation of the operating model and vacancies which had arisen, the opportunity had been taken to commence a review and officers were confident that efficiencies identified in the review would lead to the savings being achieved. Damian James advised that officers would monitor the situation throughout 2019/20 and evaluate the budget where necessary.

Councillor Franks stated that West Berkshire Council had asked whether it would be possible to reduce the budget and was mindful that he did not want to harm the PPP. He was confident that the PPP would not be harmed and would deliver the service in an efficient way.

Councillor Allen stated it was difficult to understand the proposed budget for 2019/20 without the current year budget being included in the report. Sean Murphy advised that Appendix A to the report contained further information.

Sean Murphy outlined that a schedule of fees and charges had been included in the report. The JPPC had agreed to apply a full cost recovery methodology to fees and charges at a previous meeting. Officers had also sought to make fees and charges consistent, focusing on high impact areas such as taxi and private hire fees in the first instance.

Councillor Franks expressed his support for a standard charging regime across the three local authority areas and enquired whether the requirements on taxis were the same across the areas. Sean Murphy advised that some work was required to standardise policies. Councillor Franks suggested that some proactive communications around the proposed fees and charge might help to mitigate any concerns raised by the trade. Sean Murphy advised that the proposed fees and charges would be subject to statutory consultation and require approval by each council's Licensing Committee.

The Committee noted that where there was a blank column on page 27 of the agenda, the fees would remain the same as the previous year and 2.5% should be added where 'n/a' was shown against ice cream sellers.

Councillor Webster stated that she was supportive of the approach and noted that it would be essential to inform their fellow Council Members of the proposals. She noted that there was also an important message which should be shared with the public regarding the protections that consumers could be confident of when using licensed services. Sean Murphy agreed that the taxi industry was not without risks and proper regulation gave consumers confidence.

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Councillor Jorgensen suggested that Licensing Committees would find the benchmarking information useful. He also expressed that he would like the budget to be set in alignment with the Councils' usual budget setting timescales.

In response to a query from Councillor Nick Allen regarding fees for Disclosure and Barring Service (DBS) checks, Sean Murphy advised that the contractor, Capita, had not yet set their fee but the fee the PPP charged would be the actual cost plus 30 minutes of processing time plus 2.5%.

A discussion was held regarding the differences in the charges applied to taxis between the three local authorities and the influence of the trade associations was noted.

RESOLVED that:

The Committee agree the Joint Management Board's proposal for a contribution reduction of £145K as set out in paragraph 5.4 of the corrected report.

The Committee recommend to the Councils the contributions set out at Table 2 at 5.8 in the report along with the fees and charges set out in Appendix B, subject to the amendments highlighted in the discussion (above).

The JPPC recommends that the proposed net budget of the Public Protection Partnership for 2019/20 is £3.404m.

63 Public Protection Partnership Performance Report and Strategic Projects Update

The Committee considered a report (Agenda Item 7) which sought to inform the Committee of the current performance of the Public Protection Partnership (PPP) in line with the operating model and business plan and to outline the 2018/19 reporting format in line with the Strategic Assessment 2018/19.

Councillor Webster commended the report which she had found to provide a useful level of detail.

Councillor Allen requested that where there was a target to make an improvement, the previous year's figure be provided in order to demonstrate whether performance had in fact improved.

Regarding the 'red' risk action plans on page 72 and the updated version tabled by Anna Smy, Councillor Jorgensen enquired about accommodation changes. Sean Murphy advised that IT issues were a barrier to colocation and there was an impact on staff morale caused by the service being spread over many areas.

(Councillors McCracken and Webster declared an interest by virtue of the fact that they were members of the Fire Authority and colocation with the Royal Berkshire Fire and Rescue Service had been an option discussed at a previous meeting.)

Councillor McCracken requested further information regarding the implementation of the proposed shared case management system. Anna Smy reported that there had been issues regarding software licenses and she would provide an update at the next meeting. **(Action: Anna Smy).**

In response to a query regarding complaints, Anna Smy advised that many complaints submitted by Councillors were on behalf of residents and further work was required to provide clarity on the source of complaints.

Councillor McCracken commended the presentation of the risk information and requested that future iterations also included completion or revised dates.

RESOLVED that

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The Committee approved the report and noted actions for areas of improvement.

The Committee agreed to the new reporting process outlined in the report.

The Committee agreed that only two Key Performance Indicators outlined in the IAA should be specifically retained:

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

64 Air Quality Annual Status Report Update

The Committee noted a report for information regarding an update on the Air Quality Annual Status Reports (ASR) 2018. Anna Smy advised that as the Annual Status report had been submitted to the Department for Environment, Farming and Rural Affairs in good time, a quick response had been received. Paul Anstey noted that the timely submission of the report might leave the PPP in a good position should any grants be announced later in the year.

Councillor Webster asked that the latest version be made available on the Councils' websites. **(Action: Anna Smy).**

Post meeting note: the updated reports are available from the following link: <https://info.westberks.gov.uk/airquality>

RESOLVED that the report for information be noted.

65 Any other items the Chairman considers to be urgent

No other matters were raised by the Chairman.

(The meeting commenced at 7.00pm and closed at 8.50pm)

CHAIRMAN

Date of Signature

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Forward Plan for the Joint Public Protection Committee

Reference	Item	Purpose	Decision Body	Meeting Date	Officer and Contact No	Directorate	Lead Member	Part II	Call In	Completed?
PP3652	Public Protection Partnership Community Fund Applications	To consider applications for the Public Protection Community Fund and where appropriate approve for payment	PP	01 March 2019	Paul Anstey Paul.Anstey@westberks.gov.uk	Economy and Environment	Cllr Iain McCracken - Bracknell Forest District Council	No	No	
PP3653	Public Protection Partnership Control Strategy	To consider draft Public Protection Partnership Control Strategy and amend and Approve	PP	01 March 2019	Sean Murphy Sean.Murphy@westberks.gov.uk	Economy and Environment	Cllr Iain McCracken - Bracknell Forest District Council	No	No	
PP3654	Public Protection Partnership Strategic Assessment	To consider draft Public Protection Partnership Strategic Assessment and amend and Approve	PP	01 March 2019	Sean Murphy Sean.Murphy@westberks.gov.uk	Economy and Environment	Cllr Iain McCracken - Bracknell Forest District Council	No	No	
	Operational Delegation of Work	To approve the operational activities of the PPP.	PP	01 March 2019	Sean Murphy Sean.Murphy@westberks.gov.uk	Economy and Environment	Cllr Iain McCracken - Bracknell Forest District Council	No	No	

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Public Protection Partnership Performance Report and Strategic Projects Update - Summary Report

Committee considering report:	Joint Public Protection Committee
Date of Committee:	11 th December 2018
Date agreed by Joint Management Board:	16 th November
Report Author:	Anna Smy

1. Purpose of the Report

- 1.1 To inform the committee of the current performance of the Public Protection Partnership in line with the operating model and business plan.

2. Recommendation(s)

- 2.1 The Committee approves the report and notes actions for areas of improvement

3. Implications

- 3.1 **Financial:** Financial review meetings began in Quarter 2 with the West Berks finance officer attending the monthly Joint Management Team meetings. This oversight of the service ensures a good balance of resource across function and locality. The major financial work in Quarter 2 focussed on finalising the Fees and Charges Structure for 19/20 in preparation for the September JPPC meeting.
- 3.2 **Policy:** The Inter-Authority Agreement (IAA) places a responsibility on the Joint Public Protection Committee (JPPC) to determine service policies and priorities and also to maintain oversight of performance.
- 3.3 **Personnel:** In quarter 2 a number of officers left the authority to take up similar or more senior roles within other Local Authorities. Resourcing was an issue and there was some movement of officers across work areas and a number of temporary staff were appointed.

There are no specific personnel implications from this report although some areas highlighted as risks relate or could impact on staff.
- 3.4 **Legal:** The IAA sets out the legal basis for the Public Protection Partnership. The JPPC is responsible for setting strategic

direction and overseeing financial and service performance. The production and consideration of this report is a requirement under the IAA

- 3.5 Risk Management:** The PPP maintains both a Strategic and Operational Risk Register. Key areas of concern are reported to the Joint Management Board and action plans are in place to limit any risks. There is an additional red risk with the loss in Q3 of one of the Solicitors within PPP, an action plan is in place. The three areas of red risk remain and an update on the action plans for these is included in the report.
- 3.6 Property:** Consolidation of the use of Theale Gateway continues. With office moves (instigated by the authorities) at Wokingham (underway) and Newbury (Q3) we need to ensure a presence is maintained, as agreed within the IAA and that the service can run effectively through this time.
- 3.7 Other:** None

4. Other options considered

- 4.1 None

5. Executive Summary

- 5.1** Quarter 2 saw developments in key areas such as the Website development and projects relating to the Control Strategy.
- 5.2** The Website project team, led by the Lead Officer – Community Engagement, have worked well together meeting regularly to develop the layout and content of the website. Due to the commitment of all involved and the priority of this work we remain on schedule for testing at the end of October.
- 5.3** We have achieved an increase in our interactions with the press in Q2 with more interviews with TV and Radio than previously. There was particular interest in the Licensing Committee at Bracknell where concerns over the presence of Uber in the area was discussed.
- 5.4** The performance reporting document has been populated in a timely manner and we are able to report accurately in Quarter 2 that there are a limited number of red risks in relation our Key Performance indicators. Within the report we have made comment on the proposed actions to mitigate this and improve the situation.

6. Conclusion

- 6.1** Quarter 2 has developed the good work within quarter 1 and seen new projects commence. We are starting to see positive outcomes from our project work and demonstrate the operating model is starting to be effective but needs more work.

- 6.2** The measures of volume show that we have seen an increase in number of applications, complaints and requests for action by PPP in the majority of measures from Q1 to Q2 (which is in line with previous years).
- 6.3** The support and infrastructure around the service continues to require work and the internal relationships and visibility of the service within the three authorities remains a risk, however we continue to work on this with the support of the Joint Management Board.

Appendices

Appendix A – Performance Information – Summary for Members of the Joint Public Protection Committee Quarter 2 18-19

Appendix B – Quality Management System - Strategic Programme Report

Background Papers:

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**
-

Officer details:

Name: Anna Smy

Job Title: Strategic Projects Lead (Secondment)

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PERFORMANCE INFORMATION

**Summary for Members of the Joint Public Protection
Committee**

Quarter 2 2018-19

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1. Summary

In Quarter 2 we have continued to implement more fully the new PPP operating model. Areas of development around projects and planned work activity by the operational teams has started with demonstrable benefits to the communities within the PPP area.

This report contains the data and update from 1st July 2018 - 30th September 2018.

We continue to work to populate the reporting tool and have more access to data which demonstrates the outcomes and outputs from planned work alongside information around the performance and delivery of the service.

Where red risks arise there are action plans to address these. Key strategic developments over quarter 2 related to the development of the website (which remains on target for testing at the end of October 2018) and preparing for the implementation of changes to legislation relating to licensing of Houses in Multiple Occupation.

The strategic projects are progressing with key areas of Quality Management Systems and Emergency Planning/Business Continuity. Where milestones or specific actions have been identified they are listed within the project management tools. Oversight of the strategic position is provided in appendix B.

2. Key Strategic Progress

Finance	<ul style="list-style-type: none">▪ Fees and Charges process has begun within each partner authority.▪ Budget monitoring is in place and steps taken to ensure we remain on target.
HR	<ul style="list-style-type: none">▪ External Service review undertaken to look at ways we can build on our strengths to ensure the Service runs effectively, all staff and members involved in process.
ICT	<ul style="list-style-type: none">▪ Single system purchase business case put forward to West Berkshire Project Board.▪ Agreement on capital costs from Wokingham and Bracknell Forest.
Property	<ul style="list-style-type: none">▪ Preparation for office move at Shute End Wokingham, project plan well managed by Principal Officer (Residential).
Legal	<ul style="list-style-type: none">▪ Resourcing issues within the Case Management team has put a number of cases at risk, prioritisation of cases and external Counsel used if appropriate.
Performance and Service Development	<ul style="list-style-type: none">▪ The busy summer period during Q2 was well managed within the teams and the appointment of additional Principal Officer in Response has ensured service continued at time of significant staff changes.
Business Development	<ul style="list-style-type: none">▪ We continue to monitor the current commercial climate and evaluate opportunities as and when they arise.
Risk (Emergency Planning and Business Continuity)	<ul style="list-style-type: none">▪ The Project Lead and Management Support Officer are working well together to collate information and keep the project on track for delivery.▪ Additional Emergency Planning training such as specialist STAC training has been undertaken.

3. Communication and Community projects

- The service has issued 4 press releases in quarter 2 and has received 11 direct media inquiries, these have resulted in 41 mentions in the press.

Service Area	Internet	Print*	Radio	TV	Total
Generic PPP	1				↑1
Commercial	1	1			↑2
Environmental Quality	2	1			↔3
Licensing	7	6		4	↑17
Partnership Support		1			↑1
Residential		1			↓1
Response	1				↑1
Trading Standards	6	3	2		↑11
Trading Standards/PPP Case Management Unit	3	1			↓4
Total	21	14	2	4	↑41

*note in that the print figures are not accurate in that they are likely to be higher and that in future we will have a more accurate picture.

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

- From September the JPPC members started receiving a copy of the internal Newsflash communication which highlights key team news, court cases as well as internal developments within PPP. These are circulated approximately every 2 weeks and more frequently as necessary.

4. Business plan and Strategic Programme

Strategic Project work continues but remains in conflict with the everyday operational needs of the service. Some areas are progressing well and where necessary the JMB members have dealt with any barriers and concerns within their authorities.

4.1. Strat 1 – Operating Model

- In Q2 we developed monitoring of Control Strategy projects in more detail and KPI's to show where we are making a difference. Tactical Tasking continues fortnightly and we have been involved in not just local operations but regional and national.
- A detailed project plan has been drawn up and is being monitored for this area of work. It is currently on target to deliver a detailed review of the service and proposed structural changes to support the model in October 2018.

4.2. Strat 2 Staff Development and Management

- Appraisals have been taking place and where missing have been booked in. The Joint Management Board have agreed a target of 100% of staff having had an appraisal within the last 15 months. The snapshot for end of Q2 is set out below.

PPP Service Area	Staff req appraisals	Total Complete	% complete
Total	97	59	61%

- Competency Matrix being developed to work with staff training and develop areas where there are risks. In Q2 staff undertook a variety of internal and external training courses on subjects including Air Quality, Legal/Trial preparation and Consumer Rights Act.

4.3. Strat 3 ICT Strategy

- The Virtual Private Network (VPN) link to enable remote access from West Berkshire network to Bracknell Forest network is now functioning. It is now being rolled out across the necessary operational officers, it has allowed the teams to start working more effectively across all three authorities. We continue to seek a longer term more sustainable solution to IT visibility.
- Progress continues on the move to a single PPP case management system and links to the website for reporting.

4.4. Strat 4 – Budgets

- There continues to be monthly meetings with the West Berkshire accountant
- Fees and Charges were approved by JPPC in September and fed into the corporate timelines of the 3 authorities

4.5. Strat 5 Councillors and JMB Relationship

- Chairman’s briefing for JPPC now set up with new Chair.
- Loss of Licensing Principal Officer needs managing and links with JMB, JPPC and Licensing Committee maintaining. Plan in place to mitigate this with officer acting up in the short term.

4.6. Strat 6 – Charging For Services

- No progress in Q2 on this other than links with Fees and Charges work.

4.7. Strat 7 – Local Agreements

- Developments in ICT and Development Control have focussed the need to review the existing agreements and development of any new/increased areas of work. This project is being redeveloped and will progress again in Quarter 3. A Team Manager has been appointed responsibility for this area of work.

4.8. Strat 8 – Accommodation

- Internal moves at Shute End have taken place in Quarter 2. This has caused significant disruption to the service and required out of hours working (to complete within timescale).
- There continues to be issues as a result of this move and these will need to be dealt with in quarter 3.
- West Berkshire internal office changes will take place in November, there should be limited impact on the PPP although we will need to consider our space usage in more detail.

4.9. **Strat 9 – Performance Monitoring**

- The work around KPIs and MoV has progressed and whilst some areas need refining our new reporting tool allows us to report against the core PPP Priorities and focus on the risk areas which are red or likely to turn red. It has been agreed with Wokingham that their report will be sent in raw format and they will take the relevant aspects for corporate reporting. We intend to provide the same to the other 2 authorities. We are working on the process for ensuring data is collated and the tool populated in a timely fashion.

4.10. **Strat 10 – Working Conditions – Health and Safety**

- Forest Care is enabled for all officers and arrangements for emergency contact to reflect the current structures in place, The Management Support Officer has processes and secure storage set up for information.
- Further work on Lone Working and links to Corporate H&S teams for each authority needs to be developed.

4.11. **Strat 11 – Primary Authority Partnership (PAP)**

- No changes in PAP status. Work on our arrangements and constancy in approach is needed, especially with Trading Standards matters to ensure compliance with legislation and action taken is appropriate and necessary.

4.12. **Strat 12 – Emergency Planning and Business Continuity**

- Work is progressing well and the Business Impact Assessment sessions have resulted in a draft document which is to be consulted on in November and finalised in January.

4.13. **Strat 13 – Quality Framework for PPP**

- Work continues in this area and an updated Project Plan is attached as Appendix B

5. Inter Authority Agreement – Key Performance Indicators for 17/18

- The key performance indicators identified to monitor outcomes of the control strategy are detailed within 6.2 Core Priority Work.
- At the Joint Public Protection Committee in September 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

5.1 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.
- We have introduced a KPI around income and expenditure

<u>1819-075</u>	Quarter 2
Management of budget to within 1% of baseline	0.75%
<u>1819-076</u>	Quarter 2
Management of income to within 5% of budget	9.45%

- Budget management remains difficult. The service continues to face challenges around declining income particularly in respect of income from premises licensed under the Licensing Act 2003.
- Other risks exist including the effect of the £2 cap on fixed odds betting terminals and how this may reduce high street betting shop presence as well as the risks associated with the taxi trade numbers from the influx of TFL licensed operators.
- The mitigations in place include balancing budgets from vacancy savings and review of all discretionary fees and charges focussing on full cost recovery. Pressure bids around LA2003 have been submitted to PPP authorities.
- Overall it is anticipated the outturn will be within 1% of net budget

5.2 Maintain high levels of customer and business satisfaction

- The performance of the PPP remained good in Quarter 2 despite covering the summer period when service quality can be a risk (as complaints historically increase and staff levels can be low). In Q2 three staff left the Response team (2 leaving the authority) and resources were moved to minimise the impact and ensure key areas of work continued to a satisfactory level.
- The customer satisfaction survey has seen a decline in the number of responses in the last few years, this is currently sent by card for completion or via email (if provided). The practice will change during Q3 with electronic surveys being sent and the introduction of the

website with a feedback section. We have also identified that customers will often email their thanks directly to the officer (see below)

“Your input has helped greatly with this and I can’t thank you enough and tell you what a relief it was to get the payment. He apologised for how long he has taken and told me he has set up a standing order so I am praying this time he is genuine . I will keep you updated and thanks again for everything you’ve been brilliant”

“Just to say, “Thank you”. Sunday night (last night) the sound was very much reduced. I woke this morning and just enjoyed the peace for a while!”

“I just wanted to pass on some praise received from (a taxi driver) today. He came to collect his operator’s licence and vehicle plate which he only applied for yesterday. He was VERY impressed with the speed in which they were created and the efficiency of the team. He asked if I could pass on my praise to the member of the team that dealt with his application.”

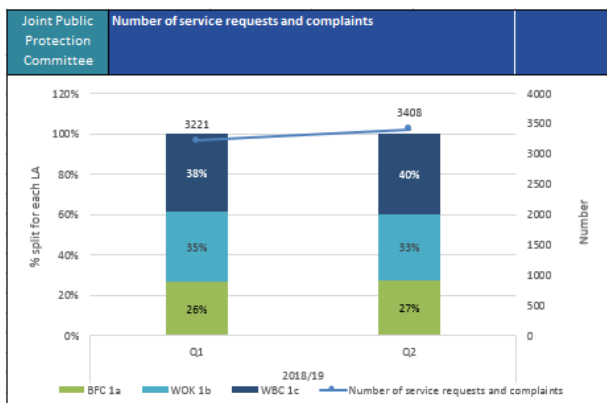
- We have a process in place for following up on particularly poor responses and also ensure service improvements are actioned (when appropriate), this is a key area of the Quality Management System.

1819-060 Customer Satisfaction	Annual rolling percentage
80% of service users satisfied with Public Protection Partnership	70%

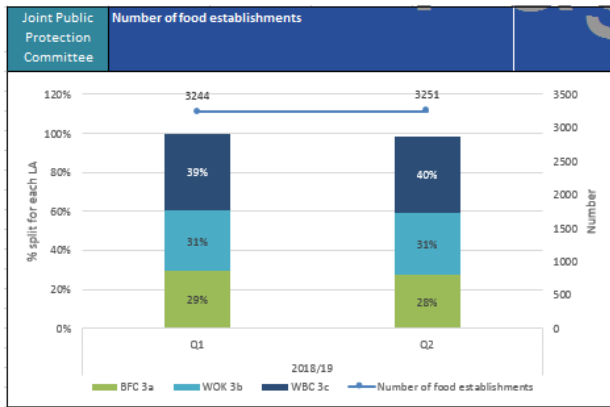
6. Service Performance across the Partnership

6.1 Measures of Volume and Key Demographics

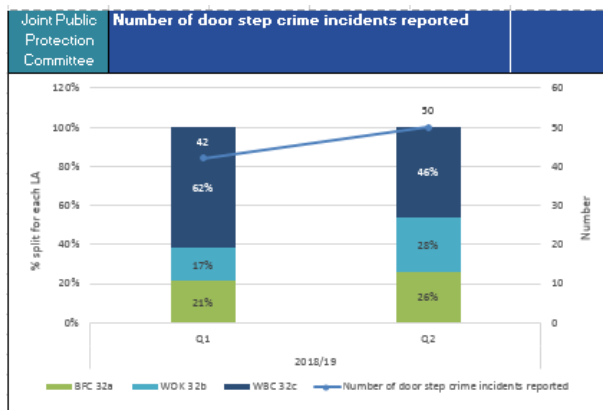
- Quarter 2 data is now populated and we can start to identify indicators of trends and going forward we can start to identify resource issues, potential impacts on the service, better inform our strategies.
- As our operating model progresses we would anticipate more fluctuations as activities encourage/discourage reporting, the brand and business develops.



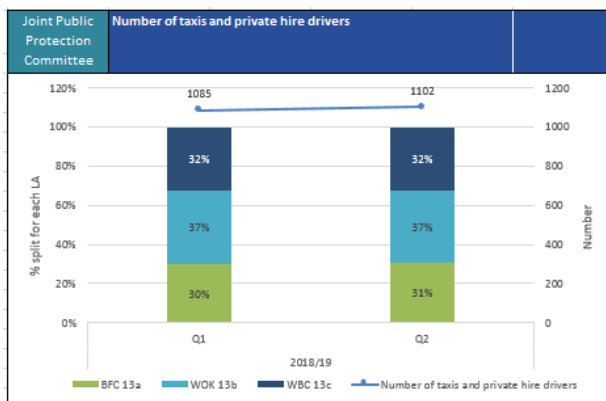
- The graphs below show the service has received 6629 requests across all disciplines over Q1 and 2. Should these levels be maintained we will see a slightly lower number of contacts than in 2017/18 (15,419). There are a number of areas such as dog fouling and pest sightings/notifications where [on line reporting](#) has reduced the number of requests populating our systems.



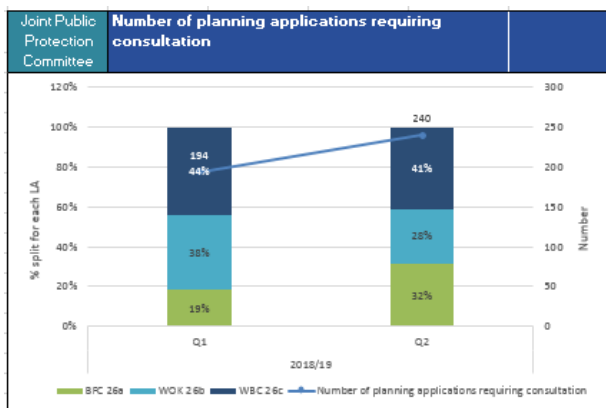
- The number of food establishments is a useful indicator for predicting future impact on resources as we undertake to inspect all new premises within 28 days of opening.



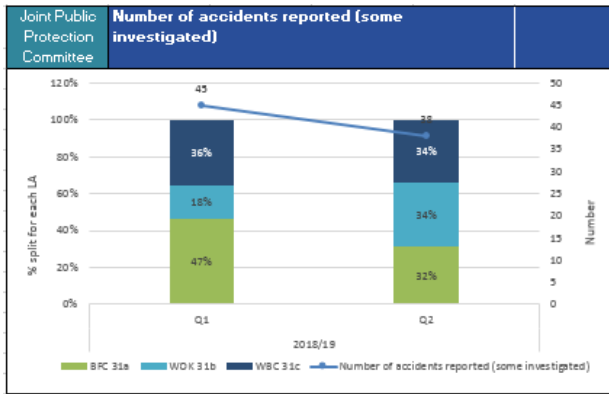
- This measure can help identify the effectiveness of campaigns and interventions. We receive reports from a number of sources and we can obtain large amounts of intelligence from operations as well as reports. As awareness campaigns are undertaken we would expect to receive more complaints, this does not necessarily mean more incidents are taking place.



- This measure can help identify the effectiveness of campaigns and interventions. We receive reports from a number of sources and we can obtain large amounts of intelligence



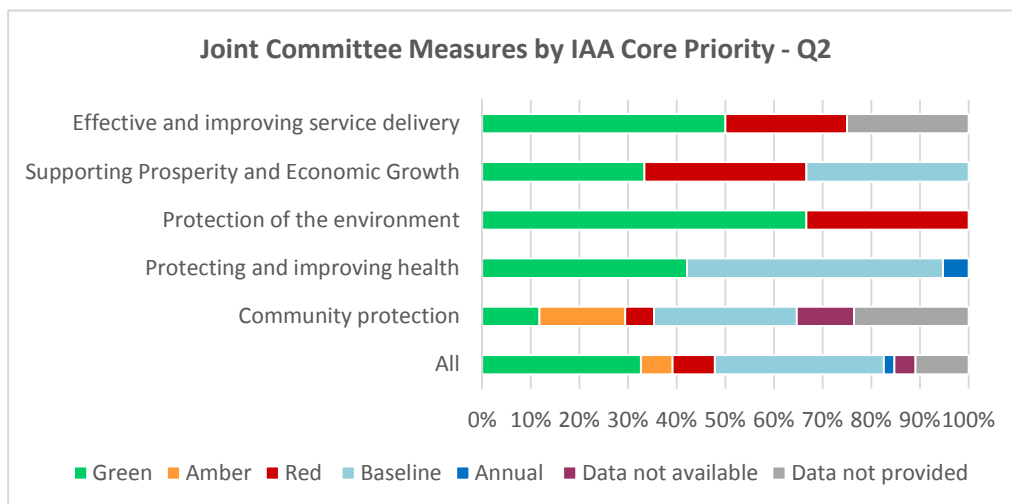
- The overall number of planning applications requiring a response from the PPP increased significantly in Q2, this work can be impacted by local economic factors as well as housing prices. The sudden changes in demand can have a major impact on response times and our ability to respond appropriately. We have liaison meetings with each Local Planning team and will try and engage in better understanding their demand analysis.



- Although the number of reported accidents dropped in Q2 these are often long term complex investigations and the impact on resources can show up in the following quarter as the investigation develops.

6.2 Core Priority Work

- Key projects have begun in quarter 2 which has enabled improved reporting on core priorities. As we continue to develop our processes around project management and considered business case development we will see this populated further.
- There are a number of pieces of work which will begin Quarter 2 onwards so this will become more populated as the year progresses.



†Data currently cannot be reliably drawn from work being undertaken

*Data has not been provided by the responsible officer within the requested timeframes

- The following projects are highlighted as Red risks and mitigation is in place to deal with these. They have been reported to the Joint Management Board, along with other areas of red risk in projects and pieces of work only reported directly to the Board. It was reported in Q1 as Amber and likely to turn Red.

Measure Title	Ref.	Team Manager	Target	Q1 RAG/Outturn	Q2 (YTD) RAG/Outturn	Comment
% of planning consultations responded to within the local planning authority's timescales	1819-007	Joe Dray	90%	◆ 84.5%	■ 75.4%	Not on track to meet this target due to team resources and day to day difficulties in accessing the three systems. Risk of providing different level of service to each LPA due to difficulties with accessing IT and officers 'home' base. This is recognised and steps are being taken to address. Each LPA aware to contact us if they require urgent responses for specific applications before committee deadlines. Exacerbated during Q2 by summer leave taken.
% of Private Hire operators inspected (2x visits per year)	1819-023	Julia O'Brien	100%	◆ .7%	■ 12.4%	Unlikely that the target will be met by year end due to lack of resources
% of applications for new premises licences and licence variations responded to within the timescales specified by the Licensing Authority by EQ Team	1819-018	Anna Smy	100%	■ 97.7%	■ 98.8%	All consultations at Q2 completed within timescales.

- Other Key Performance indicators 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

- As we develop project areas some data we are collecting is a baseline for future projects and initiative. As projects develop the impact of our work can be better demonstrated and the difference we are making quantified.

<u>1819-080 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)	£39,816	£65,537 Direct advice with a local business prevented a scam pay-out of £39,487
<u>1819-27 Legal Actions</u>	Quarter 1	Quarter 2
Number of Prosecutions undertaken	4	3
<u>1819-018 Environmental Nuisance</u>	Quarter 1	Quarter 2
% of events on the annual event monitoring plan attended	12/12 - 100%	5/5 - 100%
<u>1819-037 Food Safety at businesses premises and in the home</u>	Quarter 1	Quarter 2
75% of poorly performing premises (rated 0 or 1 on the Food Hygiene Rating Scheme) that meet satisfactory compliance by their next full inspection. Showing improvement in practises to protect residents	This figure will be reported annually to account for the extended timescales for inspections. It will track progress of those premises rated zero and one at the start of the inspection year.	
<u>1819-037 Food Safety at businesses premises and in the home</u>	Quarter 1	Quarter 2
% of premises required to make improvements following a food inspection visit	Starting Q2	183/280 65.4%
<u>1819-056 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 2018/19	Project starts Q2	13 inspected to date (1/3 of traders)
<u>1819-025 Community Protection</u>	Quarter 1	Quarter 2
% of premises that meet satisfactory compliance following a licence inspection. (Baseline)	87.2%	94.7%



7. Service Complaints and Information Requests

- Work in this area is progressing. The Customer Care Team are now in place and working with the Team Managers to ensure that the relevant Quality Management procedures are developed across the PPP to provide improved consistency.
- The complaints from Councillors cover a mix of general inquiries on behalf of residents as well as matters of interest to them, for example “enquiring about provisions relating to noise from light aircraft, on behalf of the Parish Council”

Authority	Quarter 1				Quarter 2			
	Cllr	MP	FOI	Other	Cllr	MP	FOI	Other
Bracknell Forest	15	0	54		8	0	20	0
West Berkshire	8	0	51	2	5	1	52	1
Wokingham	3	0	40		5	0	15	1

8. Risk profiles

- The operational and strategic risk register is maintained regularly and reported to the Joint Management Board at each meeting. This has been translated into the table below.

	<u>Extreme Impact – Unlikely</u>	<u>Extreme Impact – May occur</u>	<u>Extreme Impact – Likely</u>	<u>Extreme Impact - Certain</u>
Level of impact 	<u>Major Impact – Unlikely</u>	<u>Major Impact – May occur</u>	<u>Major Impact – Likely</u>	<u>Major Impact - Certain</u>
	<ul style="list-style-type: none"> Failure to deliver responsibilities as ‘Food Authority’ Failure to deliver responsibilities as ‘Health and Safety Authority’ Inability to adapt to a change in legislation Action taken by the Local Government Ombudsman for failing to deal with a complaint effectively Resources unavailable to maintain technical competency Civil claim against the service for professional negligence Failure to deliver responsibilities as the ‘Licensing Authority’ Data security incident Evidence compromised Inability to conduct secure interviews under caution 	<ul style="list-style-type: none"> Unavailability of technically competent staff Deficient professional oversight of criminal investigation Action taken by the Information Commissioner for failing to deal with and FOI or GDPR request Failed performance indicators Case Management system failure Poor customer satisfaction 	<ul style="list-style-type: none"> Low staff levels Low staff morale Reportable accident at work Unavailability of Legal Services 	
	<u>Significant Impact – Unlikely</u>	<u>Significant Impact – May occur</u>	<u>Significant Impact – Likely</u>	<u>Significant Impact – Certain</u>
	<ul style="list-style-type: none"> Disagreement over policy direction Overspent budget Failure to deliver responsibilities as the ‘Gambling Authority’ 	<ul style="list-style-type: none"> Reduced Income 		
	Minor Impact - Unlikely	Minor Impact – May occur	Minor Impact - Likely	Minor Impact - Certain
	 Likelihood			

Red Risk Action Plans

- Where red risks have been identified plans are in place, this is an example of the types of actions which are being taken.

Low Staff Levels

Action	Date	R/A/G status	Q1 Comment	Comment
Review of current resources (are people in the right places)	October	A	Strategic Tasking remains in development	Strategic Tasking remains in development
Appointment of contractor to cover summer period (when increased leave taken)	September	G		Work areas appropriately covered and risk mitigated
Business Continuity Plan being developed	October	G		On target
Development of Regulatory Apprentices posts	September	R		Recruitment in process for Sept/Oct

Low Staff Morale

Action	Date	R/A/G status	Q1 Previous Comment	Comment
Review of service by external organisation (to identify solutions to making further improvements)	July-Oct	G		Report to JMB on 19 th October – on track.
Mixed staff workshops planned for development of strategic assessment (19/20)	September	R	Project plan needed and meetings still to be booked	Sessions deferred to November 2018
Mixed teams for Website development	July	G		Team working well together and on target to deliver
Internal review of response team and relationships with operational teams	September	G	Process in development but not ready	Seconded Principal EHO to team has worked well in developing workable solutions with the other teams
Building relationships within each authority by attending Management Team meetings	On-going	G		Continues to work well and internal relationships/visibility improving
Newsflash – staff newsletter to share more positive feedback from customers	On-going	G		JPPC and JMB members now receiving Newsflash

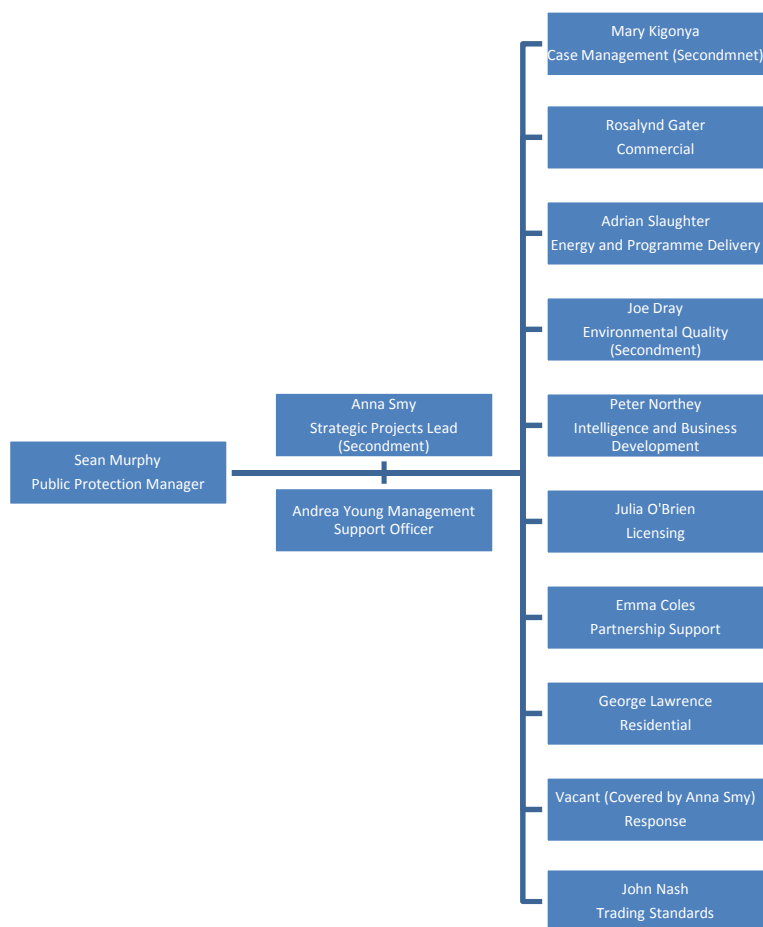
Reportable Accident at Work

Action	Date	R/A/G status	Q1 Comment	Q2 Comment
Update of all contact details	August	G		
Procedure for updates and changes	On-going	G		
Review of Health and Safety processes at all buildings PPP operate from	September	A	Accommodation changes impacting on delivery	Information flow for some buildings still an issue
Responsible Person for buildings appointed	September	A		

Unavailability of Legal Services

Action	Date	R/A/G status	Q1 Comment	Q2 Comment
Temporary Staff considered	August	A	N/A	
Use of external Counsel in relevant cases	Ongoing	R	N/A	Costs associated with this
Prioritisation and evaluation of cases	Monthly		N/A	Enforcement Group to prioritise key cases
Effective monitoring of deadlines and legal timescales	Ongoing	G		Enforcement Groups monitoring timescales and offence dates
Replacement for Case Management Team Manager (seconded)	September	R	N/A	Officer has given notice and discussions with new employer to maintain some level of support

9. Structure chart and functions



10. Primary Authority Partnerships (PAPs)

Existing PAPs

Business	Authority Area	Trading Standards/Food Hygiene/Health and Safety
Dell	Bracknell	TS Safety and Fair Trading
Fork Lift Truck Association	West Berks	TS Safety and Fair Trading
Hewlett Packard	Bracknell	TS Safety and Fair Trading
HIPP	West Berks	Food Standards
Honda	Bracknell	TS Safety and Fair Trading
Jakks Pacific (New)	Bracknell	TS Safety and Fair Trading
Knowledge Academy	Bracknell	TS Safety and Fair Trading
MTS Tyres	Bracknell	TS Safety and Fair Trading
Panasonic	Bracknell	TS Safety and Fair Trading
Prezzo	West Berks	Food Standards, Food Safety and Health and Safety

Rolson Tools	Wokingham	TS Safety and Fair Trading
The Gym Group	Bracknell	TS Safety and Fair Trading
Waitrose	Bracknell	Food Hygiene

- There was 1 new Primary Authority agreement set up in Q2 with no agreements ceasing
- PPP and Waitrose participated in the Food Standards Agency’s National Inspection Strategy Pathfinder Project and the evaluation report was published in September.

11.Contracts with other organisations

- There have been no changes in quarter 2 and work for other agencies continues as per quarter 1 and is monitored in line with resource needs across the PPP.

12.Customer charter / Service commitments

- There continues to be differences around how incoming complaints are handled across the PPP due to separately managed contact centres in two authorities and the level of customer expectation. This is the next piece of work for the Customer Care Team with a view to effecting greater consistency in order to improve the efficiency and effectiveness of PPP.
- The new website and single system database will help further with this. Forms are being developed within the website to allow all aspects to have an element of triage when being submitted, this will allow emergency situations and those with imminent risks to health to be identified and responded to as emergencies.
- Development of guidance for the Joint Management Board on dealing with complaints directly to them has also been developed, this should reduce the risk of double handling of issues and likewise delays in responding

Appendix B – Project Plan for implementing a Public Protection Partnership
Quality Management System (Q2 2018/19)

Resource_Name	Task_Name	Duration	Start_Date	Finish_Date	Status Sept 2018
Rosalynd Gater	Monthly QMS oversight meeting	195.25 days	22/05/2018	19/02/2019	Complete and rest to schedule RG
Anna Smy	Update QMS to cover updating processes	0.5 days	01/06/2018	01/06/2018	Draft completed
Team Managers	Identify where system is to be hosted	30 days	03/09/2018	12/10/2018	Update required
	Implementation Plan - to be determined	30 days	03/09/2018	12/10/2018	
Team Managers	Team Manager engagement	0.5 days	11/09/2018	11/09/2018	Completed RG; meeting held 11 Sept and TMs 4 months to pull together their area of QMS
Rosalynd Gater	Agree Roles and Responsibilities	0.5 days	11/09/2018	11/09/2018	Pre meeting booked with SM RG
Anna Smy	Agree contents for General Section (governance)	1 day	11/09/2018	11/09/2018	
Working Party	Identify accreditation bodies	3 days	18/09/2018	20/09/2018	
Working Party	Review Enforcement and Legal Process manual and configure to PPP format	1 day	20/09/2018	20/09/2018	
Working Party	Identify any gaps in the processes within Enforcement and Legal Process manual	1 day	20/09/2018	20/09/2018	
Rosalynd Gater, Andrea Young, Anna Smy, Sean Murphy	Agree Process Owner for Strategic, General and Operational and procedure owner for folders	0.25 days	20/09/2018	20/09/2018	Pre meeting booked with SM RG
Rosalynd Gater	Cost analysis of options	10 days	21/09/2018	04/10/18	
Rosalynd Gater	Implementation Plan for necessary framework	1 day?	25/09/2018	25/09/2018	
Working Party	Agree contents for the Strategic Section	1 day	01/10/2018	01/10/2018	Pre meeting booked with SM RG

Andrea Young	Set up Improvement Action Logs for PPP system	1 day	01/10/2018	01/10/2018	Meeting booked RG AY
	Interim shared folder structure to be set up	20 days	01/10/2018	21/10/2018	Meeting booked RG AY
Working Party	Agree contents for Operational Section	1 day	02/10/2018	02/10/2018	
	Provide instructions on use of Improvement Action Logs	1 day?	15/10/2018	15/10/2018	
Rosalynd Gater	Monthly QMS oversight meeting 7	0.25 days	16/10/2018	16/10/2018	On track
	General Documents to move to new temp location	2 days	31/10/2018	October 2018	Meeting booked re finance RG HC AY
Rosalynd Gater	Monthly QMS oversight meeting 8	0.25 days	20/11/2018	20/11/2018	Meeting booked for 21 Nov RG SM AS AY and agenda sent
JMB	Determine most appropriate and timescales for accreditation		30/11/2018		
Working Party	Partnership Support Team Documents to move to new temp location	2 days	30/11/2018	November 2018	
Anna Smy	Audit Plan for Strategic Procedures	4 days	10/12/2018	13/12/18	
Rosalynd Gater	Audit Plan for General Procedures	4 days	10/12/2018	13/12/18	
Team Managers	Audit Plan for Operational Procedures	7 days	10/12/2018	18/12/18	
Rosalynd Gater	Monthly QMS oversight meeting 9	0.25 days	18/12/2018	18/12/18	
Joint Management Board	Accreditation			31/03/2020	
Website Team	Intranet configuration discussions			October 2018	Information and specification requested
Working Party	Improvement Action Log review meetings - initial then set up regular ones going forward			December 2018	
Working Party, Sean Murphy	Review of strategic documents - identify ones to be amended, deleted and gap analysis			January 2019	
Working Party, Team Managers	Review of general documents - identify ones to be amended, deleted and gap analysis			January 2019	

Working Party, Sean Murphy	Review and storage location of Health and Safety Risk Assessments			November 2018	
Team Managers	Auditing	On-going			

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