

Notice of Meeting

Joint Public Protection Committee

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

Monday, 13th December, 2021 at 7.00 pm

Venue: Council Chamber Council Offices Market Street
Newbury RG14 5LD

This meeting will be streamed live here:

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

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

Part I

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2	Minutes To approve as a correct record the Minutes of the meeting of this Committee held on 01 November 2021.	3 - 6
3	Outstanding Actions from Previous Meetings To consider outstanding actions from previous meeting(s).	7 - 8
4	Declarations of Interest <i>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.</i>	9 - 10
5	Notice of Public Speaking and Questions To note those agenda items which 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	11 - 12

Public Protection Partnership Agenda - Monday, 13 December 2021 *(continued)*

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.

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|---|--|---------|
| 6 | Forward Plan
To detail future items that the Committee will be considering. | 13 - 16 |
| 7 | PPP Delivery Plan Update (JPPC4136)
<i>Purpose: To consider how the priorities are applied in terms of service delivery..</i> | 17 - 42 |
| 8 | Training and Development Plan (JPPC4139)
<i>Purpose: To agree the plan for the forthcoming year.</i> | 43 - 66 |
| 9 | Public Protection Partnership Q2 2021/22 Performance Report (JPPC4070)
<i>Purpose: To consider the Quarter 2 Performance Report.</i> | 67 - 84 |

Items for Information

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| 10 | PPP Approach to Surveillance (JPPC4071 and JPPC4072)
<i>Purpose: To set out the PPP's approach to surveillance and CCTV operation.</i> | 85 - 90 |
| 11 | Date of the Next Meeting
The next meeting will take place on the 14 March 2022. | |

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JPPC – 13 December 2021

Item 1 – Apologies for absence

Verbal Item

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DRAFT

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 MONDAY, 1 NOVEMBER 2021

Councillors Present: Hilary Cole, John Harrison, Rick Jones, Barrie Patman, John Porter and Bill Soane

Also Present: Paul Anstey (Head of Public Protection and Culture), Rosalynd Gater (Team Manager - Commercial), Sean Murphy (Public Protection Manager), Stephen Brown (Wokingham Borough Council) and Moira Fraser (Public Protection Partnership)

Apologies for inability to attend the meeting: Eric Owens

PART I

1 Minutes

The minutes from 13th September 2021 were approved as an accurate record and signed by the Chairman.

2 Declarations of Interest

There were no declarations of interest received.

3 Notice of Public Speaking and Questions

No public questions were received.

4 Forward Plan

The following changes were noted for the December meeting:

- The CCTV and RIPA items would be combined into a single report on the Public Protection Surveillance Approach
- The air quality report for Bracknell would be slipped to this meeting as paperwork was still awaited from DEFRA.

5 Food Safety, Food Standards and Animal Feed Service Plan 2021 – 2022 (JPPC4060)

Sean Murphy outlined the background to the paper and the scope of the council's responsibilities in the protection of the food chain. Recent work had been dominated by responses to the pandemic (e.g. checking that Covid control controls were in place, responding to reports of restriction breaches and handling outbreaks). The service had dealt with around 2,000 additional Covid-related enquiries. The timeline to the service's Covid response was set out in the report. Routine inspections had halted in February 2020, but outstanding visits were being completed. The Food Standards Agency had provided guidance for authorities on how to prioritise work and a framework for recovery to March 2023. It was noted that Wokingham would be leaving the PPP in March 2022 after which time they would set their own arrangements.

JOINT PUBLIC PROTECTION COMMITTEE - 1 NOVEMBER 2021 - MINUTES

Rosalynd Gator outlined the measures being taken. The first stage was linked with data cleansing of databases for food premises; particularly focussing on new (unrated) businesses which had opened during the pandemic and high risk establishments. Details were set out in the Recovery Plan. Where possible, inspections of lower risk establishments would also be carried out. The backlog would be handled by contractors and out of hours inspections. Also a questionnaire was being used for low-risk premises rather than visits. There were risks to the delivery, primarily from Covid and open vacancies which needed to be filled; there was a nationwide shortage of qualified officers.

Sean Murphy outlined the proposed Recovery Plan. He noted that food sampling was being carried out in support of food standards work. Funding would be drawn down where possible to support this work, but there would be significant risks, particularly in the event of changes to regulations or Covid controls.

Councillor Bill Soane asked whether officers in Wokingham would receive historic records for establishments in that area prior to their departure from the partnership. Sean confirmed discussions were already in progress to ensure a proper handover and the completion of the 2019/20 inspection programme.

The Committee **RESOLVED** to:

- **NOTE** the work carried out by the teams
- **APPROVE** the 2021/22 Work Plan for Food Hygiene and Covid (section 4 of the Food and Feed Service Plan)
- **APPROVE** the 2021/22 Work Plan for Food Standards and Feed (Section 5 of the Food and Feed Service Plan).

6 Update on future working arrangements for the PPP (JPPC4132)

Paul Anstey outlined the key points of the report. He explained some of the discussions and decisions that had taken place: Wokingham had confirmed the budget proposals through the heads of terms and delegated authority for the traded services; the West Berkshire Executive had approved the recommendations to allow the traded services to progress; Bracknell had yet to consider the matter. He emphasised the need to do what was right by all three partners with no disproportionate or unnecessary costs. He set out the new relationship arrangements once Wokingham left the partnership. This would require changes to how business was conducted and how performance and finances were managed and reported. The monitoring principles would remain the same, working on the principle of cost recovery. It was noted that costs may vary, and would trigger discussions about budgets. He stressed the importance of openness and transparency.

It was noted that ICT presented challenges around data migration and data sharing. The aim was for the customer to receive a good service. Traded Services would inevitably require some data sharing arrangements. This would be addressed by the project governance proposals.

It was accepted that there would inevitably be additional burdens associated with changes to legislation that would trigger further discussions.

There would be changes to demand profiles as a result of Wokingham having in-house services and discussions were underway with Members regarding future priorities and how these would shape the Workforce Strategy.

There would be clear benefits for customers and officers from ICT improvements.

JOINT PUBLIC PROTECTION COMMITTEE - 1 NOVEMBER 2021 - MINUTES

In terms of organisational change, the expressions of interest process was underway. This was scheduled to conclude on November 12th 2021. The aims were to minimise costs and redundancies resulting from the changes, and to ensure that Traded Services and the current vacancy listing were used to maximum effect to reduce financial risks for all parties.

Councillors Hilary Cole thanked Paul Anstey for all his hard work. Councillor Cole noted that negotiations had been delicate and difficult, but all parties were happy with the proposal. She stressed that the officer and management roles would be key and sought to reassure colleagues in Wokingham about the desire to maintain good service. Her comments were echoed by Councillor John Harrison.

The Committee **RESOLVED** within the context of the existing Inter Authority Agreement, and the future Traded Services Agreement to:

- **Approve** the Joint Management Board's role and governance approach as outlined in 5.14.
- **Approve** the approach to financial management and budget setting as outlined in 5.16.

7 **Air Quality Status Reports 2020 (JPPC4064)**

Sean Murphy presented the contents of the report. He highlighted that they were still awaiting the response to the Bracknell Air Quality Status Report and that this would be brought to a later meeting.

The Air Quality Status Reports were a legal requirement of local authorities under the Environment Act 1995 and associated regulations, which set Air Quality Objectives for different pollutants. Local authorities monitored local air quality through a network of monitoring stations to identify Air Quality Management Areas. For 2021, there were four continuous monitoring stations and 120 diffusion tube locations. Where there were exceedences of the Air Quality Objectives, local authorities were required to declare Air Quality Management Areas (AQMAs) and produce Air Quality Action Plans – each of the three authorities had AQMAs. The local authorities were also required to submit Annual Status Reports to Defra – these were all submitted ahead of time, favourable feedback had been received on two of the reports, but feedback was outstanding on the Bracknell report. The Shared Service had been awarded a Defra grant and an Air Quality Officer had been appointed to deliver a range of projects, including PM_{2.5} monitoring. A further bid had been submitted and the result would be reported to a future meeting. It was noted that the shared experience across the three local authorities had been helpful.

Councillor Hilary Cole asked about WHO air pollution guidelines, which differed from UK guidelines, and whether the intention was to work towards meeting those in the future. Sean Murphy explained that the aim was always to get levels of pollution as low as possible, ideally towards the WHO levels, but achieving the objectives in the UK regulations as a minimum.

Councillor Barrie Patman noted the impact of Covid on the number of vehicles on the road and that this would make it difficult to discern the effectiveness of particular measures. Sean Murphy agreed that circumstances had been unusual. He explained that measurement had been ongoing throughout the pandemic, which had given an idea of pollution levels for difference traffic levels. He noted that cars were not the only source of pollutants. He felt it would be interesting to see the impact of Covid vs the impact of electric vehicles and other measures to reduce air pollution.

JOINT PUBLIC PROTECTION COMMITTEE - 1 NOVEMBER 2021 - MINUTES

Councillor Bill Soane asked if there was going to be any monitoring of Air Quality in the areas surrounding the new M4 smart motorway. Sean Murphy was aware of some monitoring, but offered to speak with colleagues to get a more detailed answer.

The Committee **RESOLVED** to:

- **NOTE** the contents of the Report and the two separate Air Quality Annual Status Reports;
- **NOTE** the feedback from the Department of Environment, Food and Rural Affairs (DEFRA) on the reports, and
- **NOTE** the progress on the measures to improve air quality set out in each report, and
- **APPROVE** the ongoing and planned future measures to improve air quality set out in each report.

8 Fireworks Operational Approach (LC4043)

Sean Murphy noted this item was on the agenda for information only.

The RSPCA had approached several local authorities about motions in relation to fireworks.

The report gave a summary of current activity and the role of the Shared Service. This included statutory duties around enforcement of the sale, storage and use of fireworks, but also engagement with organisers about informing the public and engagement with the public.

Councillor Hillary Cole highlighted that West Berkshire Council had considered a motion regarding fireworks and decided that an operational approach was the best solution, and the motion was considered to be too prescriptive. Members were provided with information so that they were well prepared when approached by residents with concerns about fireworks and their impact on pets. She stressed that pet owners needed to accept some responsibility for the welfare of their animals during local displays.

Councillor Rick Jones asked if there had been any feedback to this approach as yet. Sean Murphy said discussions were already happening with local event organisers, encouraging them to engage with sensitive sites (e.g. riding schools). Enforcement was ongoing regarding underage sales, etc. Fewer premises had registered to be allowed to sell fireworks this year than in previous years, but it was too soon to tell if this was a one-off or a sign of future trends.

9 Date of the Next Meeting

It was noted that the next meeting would be on 13th December 2021 in West Berkshire.

(The meeting commenced at 7.00 pm and closed at 7.50 pm)

CHAIRMAN

Date of Signature

Joint Public Protection Committee Actions Arising from Previous Meetings

Meeting Item	Action	Officer	Update
01 November 2021 Item 7 Air Quality Status Reports	Councillor Soane asked if there was going to be any monitoring of Air Quality in the areas surrounding the new M4 smart motorway. Sean was aware of some monitoring but offered to speak with colleagues to get a more detailed answer	SM	Complete – Information sent to JPPC Members on the 10 November 2021

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JPPC – 13 December 2021

Item 4 – Declarations of Interest

Verbal Item

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JPPC – 13 December 2021

Item 5 – Public Speaking and Questions

Verbal Item

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JPPC Forward Plan March 2022 to March 2023

No.	Ref No	Item	Purpose	Lead Officer	Comments
JPPC 14 March 2022					
1.	JPPC4073	Public Protection Partnership Service Update and Q3 2021/22 Performance Report	To consider the Quarter 3 Performance Report	Sean Murphy/ Moira Fraser	
2.	JPPC4131	Review of the Contaminated Land Strategies	To consider and where appropriate update the Contaminated Land Strategies for all three authorities.	Suzanne McLaughlin	
3.		Public Protection Partnership Priorities 2022 to 2024	To consider and if appropriate amend the priorities for the partnership over the next three years.	Sean Murphy/ Damian James	
4.		Water Safety Partnership	To provide an annual update of the work of the Partnership.	Jon Winstanley	
5.		Impact of the Environment Bill	To consider any operation and resource requirements arising from the enactment of the Bill.	Sean Murphy	
6.		Revised Performance Management Framework	To consider a revised methodology and data set for inclusion in the performance monitoring framework for the 2022/23 Financial Year.	George Lawrence/ Rosalynd Gater/ Alison Beynon	
7.		Bracknell Air Quality Status Report	To set out the response received from DEFRA	Suzanne McLaughlin	
13 JPPC June 2022					
8.	JPPC4087	Public Protection Partnership Service Update and Q4 2021/22 Performance Report	To consider the Quarter 4 Performance Report	Sean Murphy/ Moira Fraser	
9.	JPPC4088	Noise Policy - Annual Review	To note any changes to the Policy	Anna Smy	
10.	JPPC4062	Strategic Assessment and		Sean Murphy	

No.	Ref No	Item	Purpose	Lead Officer	Comments
		2022/23 recovery work plan			
11.	JPPC4138	Communications Strategy 2022-2024	To consider and if appropriate agree the Strategy.	Moira Fraser/ Lisa Norgate-Barnes	
12.		PPP Consultation Policy	To agree the policy relating to requirements around both statutory and informal consultations.	Moira Fraser	
12 September 2022					
13.	JPPC4068	PPP Private Sector Housing Policy	To provide the Joint Public Protection Committee with an update on the work of PPP within Private Sector Housing and to highlight the high level priorities which we will undertake over the next 2 years.	Rosalynd Gater	
14.	JPPC4064	Annual Air Quality Report	For information to the Committee to update on the PPP Position for 2021 with Air Quality across the PPP areas.	Moira Fraser/ Suzanne McLaughlin	
15.	JPPC4134	Public Protection Partnership - Food and Feed Plan	To agree the PPP Food and Feed Plan	Rosalynd Gater	
16.	JPPC4070	Public Protection Partnership Service Update and Q1 2022/23 Performance Report	To consider the Quarter 1 Performance Report.	Moira Fraser	
17.	JPPC4133	PPP list of Fees and Charges 2023/24	To consider the PPP list of Fees and Charges to be submitted to Bracknell Forest Council and West Berkshire Council budget setting cycle for consultation.	Sean Murphy	
JPPC December 2022					
18.		Public Protection Partnership Service Update and Q2 2022/23 Performance Report	To consider the Quarter 2 Performance Report	Sean Murphy/Moira Fraser	
19.		Training and Development Plan	To agree the plan for the forthcoming year.	Toby Green	

No.	Ref No	Item	Purpose	Lead Officer	Comments
20.		PPP Delivery Plan Update	To set out progress has been made against the PPPs agreed priorities.	Sean Murphy	
21.		Air Quality Status Reports	To set out the response received from DEFRA	Suzanne McLaughlin	
JPPC March 2023					
22.	JPPC4073	Public Protection Partnership Service Update and Q3 2022/32 Performance Report	To consider the Quarter 3 Performance Report	Sean Murphy/ Moira Fraser	
23.		Public Protection Partnership Priorities 2023 to 2025	To consider and if appropriate amend the priorities for the partnership over the next three years.	Sean Murphy/ Damian James	
24.		Water Safety Partnership	To provide an annual update of the work of the Partnership.	Jon Winstanley	

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Public Protection Partnership Delivery Plan 2021 to 2023

Committee considering report:	Joint Public Protection Committee
Date of Committee:	13 December 2021
Chair of Committee:	Cllr John Harrison
Date JMB agreed report:	22 November 2021
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4136

1. Purpose of the Report

To set out to the Committee the proposed Delivery Plan for the Public Protection Service for 2021-2023.

2. Recommendations

It is recommended that the Committee consider the 2021/23 Delivery Plan set out at Appendix A and RESOLVES:

To **APPROVE** the plan subject to any changes made by the Committee.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>All identified activities are undertaken as part of the core work of the PPP within the existing revenue budget, this will be managed by the Strategic Management Team and scrutinised by the Joint Management Board.</p> <p>Where appropriate grants such as support for public health related activity or investigations will be sought and used to deliver the key work streams set out in the Work Plan. Working with other authorities as part of shared working arrangements to deliver efficiencies and effectiveness will also feature as a key priority.</p>
Human Resource:	<p>There are no specific personnel issues arising out of this decision. If approved the Joint Management Board will consider the most effective structure to deliver against the priorities. Where any implications arise from this a further decision making paper will be brought to the Committee. Structural changes will also need to reflect the decision by the Wokingham to leave the Partnership.</p>
Legal:	<p>The functions delegated to the Joint Committee by the Councils have their basis in statute. In this respect many are statutory duties placed on the Councils. In some areas (such as food</p>

	safety and standards, health and safety etc.) there is a high level of prescription about how elements of the service are delivered.			
	In some areas there is a high degree of flexibility for local policy making. The draft PPP Delivery Plan invites Members to consider how the service will delivered against the priority areas identified by the Committee at its meeting in June 2021.			
Risk Management:	Project Management Methodology will enable early identification of operational risks.			
Property:	None specifically arising from these proposals. The issue of accommodation and rationalisation of accommodation remains a priority for the service. As Bracknell and West Berkshire move to a rationalised property strategy and new working styles the service will look at its property requirements and in particular the role that the Theale Office is playing as a central delivery point.			
Policy:	It is a key responsibility of the Joint Committee as set out in the IAA to set the strategic for the service. The Committee agreed the priorities for the Service and before the Committee today is the plan setting out how the priorities are to be delivered.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on equality?			X	Many of the actions proposed in this delivery plan could have the impact of reducing inequality if implemented fully. The impact will be kept under review.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		No
Environmental Impact:			X	A number of the items in this plan impact the environment in a positive way
Health Impact:			X	A number of the items in this plan are aimed at protecting and improving health.
ICT or Digital Services Impact:		X		

PPP Priorities :			X	This report implements the PPP priorities through the Delivery Plan
Data Impact:		X		Data is handled in accordance with the Councils data protection policies and the prevailing legislation.
Consultation and Engagement:	Staff have been engaged in the development of this work plan. Members at Bracknell attended a priorities workshop.			
Other Options Considered:	None			

4. Executive Summary

- 4.1 The core priority of the Service is to protect and support residents, legitimate business and the environment.
- 4.2 At its meeting in June 2021 the Committee considered an updated Strategic Assessment for the Service. This was developed after careful consideration of what the public and businesses are telling us, consideration of the priorities of the individual Councils and developing regional and national agendas including new legislation and priorities.
- 4.3 The Committee resolved that the Services provided by the Public Protection Partnership (PPP) would be delivered through its Operating Model, an adaptation of the National Intelligence Model (NIM). An integral part of this model is the production of the Strategic Assessment to inform the setting of priorities and a Delivery Plan to set out how those priorities would translate to day to day delivery.
- 4.4 The Inter Authority Agreement (IAA) requires the Joint Management Team of the PPP to propose priority areas for consideration by the Committee. These proposals were last considered by the Committee in June 2021. This report now sets out the proposed Delivery Plan for the Service under the themes of Prevention, Intelligence and Enforcement.
- 4.5 Discussions have taken place with Members on matters of prioritisation at a local level and the focus is very much on the areas of most significant detriment and risk to individuals and the environment. This was reflected in the priorities and also in the Delivery Plan.
- 4.6 Health and Safety at Work was not in the original strategic assessment but has now been included in the Delivery Plan and Covid Recovery is covered elsewhere on this agenda.
- 4.7 This document will only apply to Wokingham until they leave the Partnership on the 31st March 2022. Discussions will take place with the client officer for those services that Wokingham may commission from PPP after the 31st March 2022 with reference to the applicability of these priorities to Wokingham.
- 4.8 Each of these areas is delivered through project management methodology and each has or will have a project plan sitting behind it. Each plan sets out resourcing, risk, performance measures, identified, assessment of effectiveness and reporting. These areas are considered at the fortnightly tactical tasking meeting where resource is

allocated. The delivery of these projects is very much a cross service issue with cross team working supported by communications, case management and intelligence analysis.

- 4.9 There are many things that do not appear in this Delivery Plan but all are important. Examples include, investigations, public health funerals, weights and measures etc. These along with the 10K+ service requests are dealt with alongside these identified priority areas.
- 4.10 Communication is also a very important part of delivery. Members will be aware from regular reports that the Service has several communication channels including the website that is now integral to service delivery. Social and media and press releases are regularly picked up by local media channels and these in turn allow us not only to publicise the work of the Councils through the service but also to raise awareness and encourage reporting in priority areas.
- 4.11 Finally it is important to raise the impact of Covid on the service. The team responsible for food safety in particular is heavily involved in the Covid response to outbreaks as well as managing local contact tracing and event safety. To a lesser extent the licensing team and trading standards are also involved in enforcement of Covid business regulations. At the time of writing new regulations on wearing of face coverings in certain settings have come into force and we are working with businesses again on compliance.

5. Conclusion

The PPP Strategic Assessment (agreed in June 2021) and Delivery Plan meet the governance requirements of the IAA and Business Plan with regard to priority setting for the delivery of the PPP services across the member authorities. They also need to be considered in conjunction with the Food and Feed Delivery / Recovery Plan which was agreed by the Committee in November 2021.

6. Appendices

Appendix A – Public Protection Partnership – Delivery Plan 2021-23

7. Background Papers

PPP – Strategic Assessment 2021-23 – Agreed June 2021

PPP Strategic Aims and Priorities Supported:

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

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

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Public Protection Service Delivery Plan 2021-23



2021

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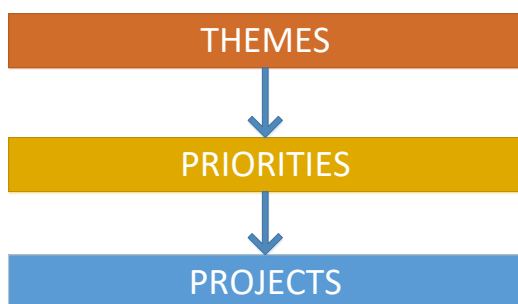
1. Introduction

The priorities of the Public Protection Partnership (PPP) are informed by the assessment of evidence from across a wide range of sources. This assessment was set out in a report to the Joint Public Protection Committee in June 2021. Those sources include assessment of resident concerns, Member and Council priorities, national priorities and new and emerging issues.

This document seeks to set out the planned output of the service set out using the Prevention / Intelligence / Enforcement model to addressing issues of priority and concern.

The key word is 'planned', it must always be remembered that in the field of public protection there is a large volume of service requests from residents and businesses and from other Council services. These help us identify the priority areas. Additionally within a local government setting there will inevitably be incidents, events and adjustments in the political landscape that require evaluation and assessment which may then lead to a change in the plan. Covid is one such example but over the years there have been others such as the Foot and Mouth outbreaks in the 2000's. The PPP must be ready and able to adjust its plans for such eventualities and has proved itself to be responsive faced with such demands.

2. Summary from the Strategic Assessment



The PPP aim to make it clear how they operate and show why it does the work it does. Communication and transparency is key to the success of the partnership and each project undertaken should be linked back to an evidence based approach.

3. Framework for Delivery 2021-2023

These priorities for the large part will apply from April 2022 to the new two authority shared service. Some will also apply to proposed buy-back provision with Wokingham in respect of trading standards. The Intelligence Team and Joint Case Management Unit will continue to support in-house Wokingham public protection services to deliver their identified priorities.

PPP have assessed the themes and determined the priorities, laid out in the Strategic Assessment. Each project should be considered in the context of the National Intelligence Model and PIE:

Prevention

- What action can the PPP take that would stop a problem from occurring?

Intelligence

- What information can the PPP gather to help make better decisions?

Enforcement

- What action can the PPP take to ensure those breaking the law are taken to task?

4. eCrime

On-line trading has seen a significant increase in recent years and this has been accelerated by Covid and restrictions on high street trading creating convenience and choice. However, on occasions the internet has been a vehicle for fraud, unfair trading, environmental crime and licensing breaches. As a cross-cutting issue the PPP will look for opportunities to tackle resident and business detriment caused by eCrime across all its themes, priorities and projects.

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active media campaigns• Presence on online selling platforms• Work with victims to reduce likelihood of becoming a repeat victim• Identify target groups and support them• Engagement of the Fraud Victim Support Officer	<ul style="list-style-type: none">• Work with partner agencies including NTSB scams hub and e-crime team• Encourage reporting from legitimate traders, consumers and Elected Members• Make reporting eCrime easier• Monitor emerging trends e.g. waste services provision etc,	<ul style="list-style-type: none">• Target resources where intelligence shows most impact on local communities• Develop additional staff to undertake complex eCrime investigations• Provide dedicated case management support for eCrime investigations• Look to national and regional agencies for support on complex cases

5. Climate Change

This is a new priority. Climate Change is one of the key issues of our time. All partner Councils have developed agendas around climate change. The service has input into a number of those areas.

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Advice and guidance for residents on 'Green' products• Encouraging the switch to energy efficient products linked to energy performance certification• Working with taxi and private hire operators to encourage / incentivise the move to electric vehicles• Consider expansion of local food larder	<ul style="list-style-type: none">• Work with partner agencies including CitA and National Trading Standards to gather evidence of consumer detriment• Encourage reporting from legitimate traders, victims and Elected Members of areas of concern	<ul style="list-style-type: none">• Investigate mis-selling of 'green' products• Enforce legislation relating to energy performance certification in the private rented sector and in commercial sector• Enforce other areas of legislation aimed at the reduction in consumption of single use plastics• Prosecute over laden heavy goods vehicles.

6. Vulnerable Adults and Children

This cross-cutting issue includes safeguarding and investigations involving people from recognised vulnerable groups.

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active media campaigns to highlight areas of detriment and risk• Work with those at risk to reduce the risk of them becoming victims of crime or abuse.• Identify at-risk groups and support them through targeted interventions	<ul style="list-style-type: none">• Work with partner agencies• Encourage reporting from concerned citizens and Elected Members• Encouraging reporting of safeguarding issues• Develop more accurate victim profiles and use these to inform prevention, enforcement and target resources	<ul style="list-style-type: none">• Target resources where intelligence shows most impact on local communities• Develop staff to undertake complex investigations that impact on vulnerable adults• Provide dedicated case management support for investigations• Targeted enforcement of legislation; controlling sale of alcohol, knives and gambling

7. Safeguarding (including Modern Slavery)

A further cross-cutting issue is looking at the importance of safeguarding and exploitation with the intention of reducing the detrimental impacts on health and individual and group / family safety and security.

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Ensure all staff have an understanding of safeguarding including referral process. This will include regular programmed training.• Continue to have a cross-cutting lead for safeguarding• Ensure staff involved in the delivery of services in identified risk areas have a good understanding of the identification of modern day slavery	<ul style="list-style-type: none">• Work with partner agencies to identify safeguarding issues• Encourage reporting from legitimate traders, concerned citizens and Elected Members of safeguarding issues• Be an integral part of local authority and partner existing safeguarding mechanisms	<ul style="list-style-type: none">• 'Make every visit count' by being alert to safeguarding issues• Develop staff to undertake complex investigations involving safeguarding issues• Look to national and regional agencies for support in complex cases involving safeguarding issues• Require safeguarding training with taxi / private hire and HtS Transport

8. Safer Streets

As part of the wider community safety agenda work with a range of delivery partners to create safer streets for all our residents:

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Support and promote SaferStreets website and reporting• Work licensed sectors including pubs, clubs, restaurants, taxis and private hire to raise awareness of risk• In conjunction with partner agencies work to develop and deliver targeted initiatives to improve public safety• Work with event organisers through SAG to manage public safety	<ul style="list-style-type: none">• Work with partner agencies to improve the intelligence picture in order to drive preventative measures and assist with the targetting of enforcement.• Consider the implications arising from SaferStreets submissions in a public protection context• Encourage reporting of risk concerns by the licensed sectors	<ul style="list-style-type: none">• Target resources where intelligence shows most impact on local communities and most risk of harm• Require relevant safeguarding steps through the licensing process• Enforce licence conditions• Enforce legislation relating to sale of alcohol, knives, fireworks and intoxicating substances

9. Doorstep Crime and Mass Marketing

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active media campaigns to raise awareness• Promote trader approved schemes and no cold-calling zones• Support victims through scam friends initiatives including call blockers / doorbell cameras etc.• Talks to community groups / NAGs etc• Publicise the outcome of prosecutions as a deterrent	<ul style="list-style-type: none">• Work across established intelligence networks to build local intelligence pictures including police, neighbourhood watch etc.• Deliver training as part of the PCSO / Police training programme to raise awareness and intelligence gathering• Encourage reporting from legitimate traders, victims, Elected Members and concerned citizens• Promote reporting routes for incidents	<ul style="list-style-type: none">• Target resources where intelligence shows most impact on local communities• Develop staff to undertake complex investigations• Provide a Rapid Action Response Team• Carry out intelligence led operations and doorstep crime patrols• Look to national and regional agencies for support in complex cases

10. Improving Standards in the Private Rented Sector

Prevention

- Actively working with landlords to raise awareness of legal requirements / best practice with a view to raising standards
- Working to raise awareness of our work with elected members in order to assist in advising constituents and making referrals
- With RBFPS and Building Control work to understand and tackle high risk settings
- Identify those at risk from poor housing standards and support them

Intelligence

- Work with partner agencies
- Encourage reporting from legitimate landlords, tenants, Elected Members and affected neighbours
- Make reporting of poor housing standards and tenant issues easier
- Survey residential areas to identify unlicensed Houses in Multiple Occupation (HMOs)

Enforcement

- Clear inspection program of targeted residential properties, HMO's including mobile home and caravan sites
- Develop staff to undertake complex housing and licensing investigations and knowledge about property tribunals
- Provide dedicated case management support
- Ensure landlords comply with fees, deposits

11. Air Pollution

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active awareness campaigns around air quality including idling, especially in risk settings• Actively engage in the planning and transport policy process including EV• Contribute to the development and delivery of health and well-being strategies• Work with young people to raise awareness of air quality issues with a view to raising awareness and nurturing change	<ul style="list-style-type: none">• Routinely carry out NOx monitoring across all three Council areas• Extend PM2.5 monitoring as part of the two year Defra funded project as well localised targeted monitoring• Encourage reporting from those concerned or affected by air pollution• Make reporting of air quality pollution incidents easier• Deliver annual status reports	<ul style="list-style-type: none">• Develop and deliver an enforcement campaign around vehicle idling and emissions testing• Clear inspection programme for appropriate permitted industrial processes• Provide dedicated case management support for investigations, breaches of environmental protection legislation and businesses whose industrial processes breach relevant relevant to air quality• Enforce legislation on wood sold for wood burners

12. Food Safety and Standards

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Food business inspections and visits• Link work with commercial businesses and private water supplies• Active media campaigns on food related matters including hygiene, safety, allergens, health claims etc,• Identify vulnerable groups and support them e.g. allergen exposure• Enhanced support for the poorest performing food businesses• Promote Food Hygiene Rating Scheme	<ul style="list-style-type: none">• Food sampling to look at safety standards and identify food fraud• Work with partner agencies• Encourage reporting from legitimate traders, concerned consumers, residents and Elected Members re: poor labelling, standards, unhygienic premises and contaminated food easier• Monitor data from Public Health England on infectious disease risk profiles• Monitor data from private water supply risk assessments	<ul style="list-style-type: none">• Clear inspection program of high and medium risk food businesses• Develop staff to undertake complex food hygiene and standards investigations• Provide dedicated case management support for food hygiene and standards investigations• Investigation of confirmed infectious disease cases linked to food businesses• Investigate food complaints that have caused harm• Investigate private water supply complaints and compliance issues

13. Childhood Obesity

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active awareness campaigns on risk factors• Work with local health groups, schools and early years education providers• Provide a comprehensive nutrition awareness programme at Key Stage 1, 2, 3 and 4• Maximise participation in targeted healthy eating schemes / programmes	<ul style="list-style-type: none">• Work with partner agencies• Encourage reporting and referrals from health professionals for targeted awareness work• Research Joint Strategic Needs Assessments and understand local Indices of Multiple Deprivation and the effects of deprivation as a risk factor for childhood obesity	<ul style="list-style-type: none">• Incorporate healthy eating into routine inspection and sampling processes• Enforce examples of misleading claims with particular emphasis on foods aimed children

14. Alcohol and Tobacco Consumption

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Encourage responsible retailing• Work with local health groups, schools, trade associations and all local charities with shared objectives• Work to deliver the tobacco PHSE input at key stage 2, 3 and 4 and alcohol awareness input at Key Stage 3, 4 and 5• Maximise participation in targeted health projects designed to reduce consumption and smoking rates	<ul style="list-style-type: none">• Work with partner agencies• Encourage reporting from health professionals, legitimate traders, residents and Elected Members• Make reporting of any underage sales easier• Research Joint Strategic Needs Assessments and understand local Indices of Multiple Deprivation	<ul style="list-style-type: none">• Clear inspection program for licenced premises• Pursue licence reviews for non compliant premises/events• Routine targeted test purchase campaigns• Provide dedicated case management support for licensing investigations

15. Animal Welfare Standards

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active awareness campaigns• Presence on online selling platforms for animals to raise awareness of legal activity• Work with animal owners, farmers and licenced establishments to maintain standards• Publicise welfare related cases	<ul style="list-style-type: none">• Work with partner agencies to build an effective intelligence picture• Encourage reporting from legitimate traders, consumers, residents and Elected Members• Carry out targeted intelligence gathering merging risk areas e.g. puppy sales	<ul style="list-style-type: none">• Conduct risk based inspection program of high and medium risk businesses• Develop staff to undertake complex welfare investigations• Carry out targeted enforcement initiatives looking at fraud and unlicensed breeding and sales• Establish robust systems of enforcement and stray dog collection

16. Environmental Protection

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Update contaminated land strategies• Develop awareness of duty of care responsibilities for waste• Carry out initiatives to deter environmental crime e.g. fly-tipping, fly-posting, graffiti, dog fouling etc.• Publicise legal actions as a deterrent	<ul style="list-style-type: none">• Work with partner agencies including police and Environment Agency to build intelligence picture• Encourage reporting from legitimate traders, residents and Elected Members of environmental crimes• Make effective use of covert and overt enforcement techniques• Monitor on-line offers of waste services	<ul style="list-style-type: none">• Targeted enforcement campaigns with partner agencies• Use intelligence to direct localised enforcement to gather intelligence and detect and investigate crime• Develop staff to undertake complex environmental crime investigations• Draw links between environmental crime and other forms of crime e.g. doorstep crime and fraud

17. Impact of Nuisance on Communities including Noise

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Active media campaigns• Seek to attach conditions to construction and demolition sites• Seek to impose conditions to licenced premises where appropriate• Identify events with a risk of creating noise nuisance and develop noise management plans	<ul style="list-style-type: none">• Work with partner agencies• Encourage reporting from those suffering from the impact of commercial and residential nuisance including noise• Make reporting noise easier by using the Noise App.	<ul style="list-style-type: none">• Undertake a range of statutory nuisance enforcement actions and licensing investigations• Pro-actively monitor events that meet agreed risk criteria• Pursue licence reviews for problematic premises/events• Provide dedicated case management support for nuisance and licensing investigations

18. Unsafe Consumer Goods

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Support OPSS, regional and local safety campaigns• Raise awareness on online selling platforms• Work with businesses to maintain / improve their compliance levels• Media campaigns	<ul style="list-style-type: none">• Work with partner agencies to identify risk areas• Encourage reporting from legitimate traders, victims and Elected Members• Make reporting unsafe consumer goods easier	<ul style="list-style-type: none">• Conduct market surveillance and test purchasing of targeted goods/suppliers• Support national enforcement initiatives e.g. fulfillment houses and construction products• Use enforcement powers to remove unsafe goods from the market and investigate criminal breaches

19. Health and Safety at Work

Prevention	Intelligence	Enforcement
<ul style="list-style-type: none">• Safety Advisory Group• Publication of legal actions• Provision of advice including Covid advice and guidance• Work with businesses to maintain / improve their compliance levels• Media campaigns	<ul style="list-style-type: none">• Consideration of RIDDOR notifications as a form of intelligence• Encourage reporting of matters of concern for employees• Engagement with HSE and partner agencies to identify matters of concern	<ul style="list-style-type: none">• Conduct inspections / audits in accordance with national plans• Inspect high risk premises e.g petroleum and explosives storage• Investigate accidents at LA enforced premises• Attend events and carry out compliance checks

Training and Development Plan

Committee considering report:	Joint Public Protection Committee
Date of Committee:	13 December 2021
Chair of Committee:	Councillor John Harrison
Date JMB agreed report:	22 November 2021
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4139

1. Purpose of the Report

To provide the Joint Public Protection Committee with an overview of the Training and Development Plan within the Public Protection Partnership (PPP) for the forthcoming year.

2. Recommendations

The Committee **AGREES** the Training and Development Plan and associated budget for the forthcoming year.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>There is currently a budget allocated to training of staff alongside separate budget for continuing study and the apprentice roles. There are hidden costs of time lost to the service from time taken by staff undertaking training within work hours.</p> <p>Currently the budget allocation is around £300 per officer.</p>
Human Resource:	<p>Updating knowledge and skills to meet new challenges is a key element of our workforce planning. We want to promote a culture where learning is valued and encouraged and support staff to perform at a high standard and reach their potential. Learning and development contributes to the success of individuals, teams, the partnership and it benefits the authorities and residents we serve.</p> <p>The focus of the Training and Development Plan is to improve and enhance our existing and future employees. The approach is to ensure appropriate and necessary training for staff across the service which will support and improve the quality of staff as well as their personal development. It is also anticipated that this will assist with staff recruitment and retention.</p>
Legal:	There are no direct legal implications associated with the Training and Development Plan.
Risk Management:	One of the purposes of the Plan is to mitigate the risks associated with having a poor performing and untrained

	workforce with disparate training provision. The Plan is also designed to ensure training is put in place to take cognisance of any statutory and workforce changes that may arise.		
	The Plan will ensure training and development is well planned and considered alongside the needs of the service and ensuring value for money.		
Property:	There are no property related implications associated with this Plan.		
Policy:	The JPPC is obligated under the terms of the IAA to oversee the delivery of the service and to consider key policy areas. The PPP training and development plan is considered central to the delivery of the service through the maintenance of a range of skills and knowledge and through the encouragement of personal development.		
	Positive	Neutral	Negative
			Commentary
Equalities Impact:			
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		✓	The Training and Development Plan is designed to promote consistency in the way in which training is offered and delivered.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?	✓		The level of service will be improved with competent and appropriately qualified staff delivering to our customers, from initial contact through to enforcement action. Staff will also have the opportunity for personal development and growth and improved self-worth.
Environmental Impact:		✓	There is no environmental impact associated with this plan.
Health Impact:		✓	There are no direct health impacts associated with this plan although it is recognised that personal development could have a positive impact on employee's mental health and a well trained workforce should contribute positively to the health and wellbeing of our residents.
ICT or Digital Services Impact:		✓	Online training is already in use

PPP Priorities :	✓			It is business as usual for the authorities, focussing on skilled staff to deliver the PPP Priorities and therefore contribute to the priorities of all partner authorities.
Data Impact:		✓		Training records and associated documents will be stored following existing protocols
Consultation and Engagement:	Staff have been briefed on the operation of the plan at team meetings.			
Other Options Considered:	None			

4. Executive Summary

- 4.1 It is recognised that, in order to secure and maintain organisational capability, high importance must be placed on realising and maximising the potential of all employees. To this end, the Service has developed a Training and Development Plan which provides a framework of opportunities for the learning and development of all employees and a basis for the advancement of the Partnership's Delivery Plans.
- 4.2 Employee development is also central to the achievement of the Service's Strategic Priorities. Individuals are encouraged to develop their skills, knowledge and experience to maximise their service delivery, work performance and career potential.
- 4.3 It is recognised that training and development of staff and having the right skill set to deliver the PPP now and in the future is essential. It is however not sufficient for a service of the size of the PPP to focus training needs solely on individual requests. Co-ordination of training and good resource management is needed in combination with strategic planning around legislation changes and service priorities. To this end one officer within the service has been identified as the Lead Officer for Training and Development.
- 4.4 This report introduces the Training and Development Plan for the Public Protection Service and seeks the observations and approval of the Committee for the plan.

5. Background

- 5.1 Members will be aware that the Public Protection Service has responsibility for a significant array of complex areas of law ranging from environmental protection to counterfeiting, fraud and money laundering; private sector housing; food chain protection; health and safety, weights and measures and licensing and many other areas. Many of these areas are strictly controlled in terms of officer competence requirements whilst others are a matter for the service to determine.
- 5.2 The Committee is regularly asked to review the service priorities. The most recent review was in September 2021. A further workshop session has been delivered since then with Bracknell Members to look at implementation of priorities at a local level. In order to deliver against these priorities and the work plan that appears elsewhere on this agenda we need to maintain a service populated by staff with the right combination of legal knowledge combined with technical skills (including scientific and investigatory skills) and wider awareness of cross cutting areas such as safeguarding and equalities. Individual training and development is managed through the appraisal process whilst

cross cutting training needs are identified and managed by managers working with the Training and Development Lead.

- 5.3 As a service we also need to be mindful of other matters such as the risk of single points of failure and wider issues of workforce planning. In terms of the former we strive to identify such risks and deal with them through a combination of formal training and in-service mentoring. This has proved very successful at filling potential knowledge and skills gaps. In relation to the latter we have a comprehensive commitment to post entry qualification training and apprenticeships which in the last two years has seen two officers qualify as Environmental Health Officers, two further Environment Health staff pass MSc's and ensured staff go onto professional competence programmes, two officers qualify as Regulatory Compliance Officers, one officer pass ILM3 and one officer qualify as a confiscator under Proceeds of Crime Act.
- 5.4 Meanwhile others have started apprenticeships in Regulatory Compliance and Intelligence Analysis and we have engaged one KickStart Apprentice. Finally a number of officers have gained professional competence in housing standards regulation and maintained competence in food safety, standards and health and safety.
- 5.5 The achievements set out above are a credit to personal endeavour but have also highlighted the commitment to individual training and development and the short and long term service delivery needs. PPP2 intends to recruit further Apprentices and support those who are in the current career framework to go to the next level if that is what they aspire to and there is a service need.

6. Main aspects of the Plan

- 6.1 This plan outlines the direction for training and development (T&D) of staff within the PPP and reflects the PPP Workforce Strategy. The PPP delivers a wide range of services, many of which are based on a legal and or regulatory framework, and it is therefore essential that staff are provided with appropriate training in order to deliver these services to our residents.
- 6.2 The plan sets out the framework for identifying training needs through the performance management process and the criteria against which requests for training will be assessed. Due to the reactive nature of the service it is recognised that although majority of T&D will be scheduled on a proactive basis there is a need to retain a reactive or unforeseen element to the training plan. Irrespective of how the training is identified it must assist the Service to deliver against priorities and the needs of residents and businesses in the PPP area.
- 6.3 Officers within the PPP are required to undertake the mandatory training required by West Berkshire Council as the host employer. In addition most employees that work within the PPP are also expected to undertake additional mandatory training as set out below:

1. Safeguarding
2. Modern Slavery and human trafficking
3. Police and Criminal Evidence Act
4. Regulation of Investigatory Power Act

5. Equalities and GRT Community

6. Conflict resolution

- 6.4 In order to assist staff the Plan sets out the procedure for booking approved training and also the methodology for recording any training undertaken. The Plan also recognises that officers may also decide to maintain an additional system for recording their CPD for their own professional purposes.
- 6.5 Sharing information and cascading knowledge gleaned at these training courses is encouraged and line managers are urged to promote the use of training notes on the shared drive as a way of officers updating themselves in relevant subject areas.
- 6.6 The Service has a good track record of growing its own officers. The Plan therefore also reflects on using the National Apprenticeship Scheme which has proven very successful in giving officers general regulatory knowledge and skill and it is anticipated that we will continue to use this method of training new officers. The opportunity for current staff to undertake the apprenticeship will however be based on the needs of the Service.
- 6.7 The final element of the Plan sets out the development of a new ‘Training Zone’ which will comprise internal training sessions which the Service aims to be provided every other month or when needs are identified. These sessions will be delivered by the most relevant manager/ officer or external person if necessary and will last between thirty to sixty minutes. They will be designed to address issues which may be professionally/subject based, or they may be service generic and may cover both ‘higher’ level professional skills as well as ‘soft core skills’.
- 6.8 The Plan will be reviewed at least every three years.

7. Concluding Observations

- 7.1 A Training and Development Plan acts as a road map for employees and helps to support their career and personal development. It will also assist the Service identifying skills and knowledge gaps and identifying which officers are best placed to fill those gaps and giving them the tools to do so.
- 7.2 It will also ensure that employees have a better understanding of what is being asked of them thereby building their confidence and will help to boost team morale and should assist with the recruitment and retention of our staff.
- 7.3 Many of our key functions rely on having a motivated and knowledgeable workforce and this Plan will assist with delivering this aim.

8. Appendices

Appendix A – Public Protection Training and Development Plan

9. Background Papers

PPP Workforce Strategy March 2020

Wards affected: All wards

Officer details:

Name: Toby Green
Job Title: Lead Officer: Training and Development
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Public Protection Partnership Training and Development Plan

November 2021

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



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1. BACKGROUND AND SUMMARY

This plan outlines the direction for training and development (T&D) of staff within the PPP and reflects the PPP Workforce Strategy.

Due to the breadth and nature of the service, training and development of officers is essential to success.

We are very fortunate to have a training budget within this Service and will strive to ensure it achieves best value for money and has a significant positive effect on the operation of the service.

The Lead Training and Development (LT&D) Officer will assist and facilitate in the delivery of this budget so officers can meet the needs of the service.

Analysis of Training and Development Within PPP	
Strengths	<ul style="list-style-type: none">• Our professional background means we appreciate the need for continual training.• We already have a lot of skill and knowledge within the organisation (which can be shared).• We have many different avenues for obtaining/ building our skills and knowledge.
Challenges	<ul style="list-style-type: none">• The challenge in coordinating the vast quantity of training which is undertaken.• Competing pressures, (council priorities, team priorities, etc.)• On occasion, the dynamic nature of the service requires officers to deliver areas of work at very short notice such as in the Covid Pandemic
Opportunities	<ul style="list-style-type: none">• PPP has a good record of providing training for surrounding authorities which helped subsidise its own training.• We should aim to maintain a close working relationship with Wokingham (and possibly surrounding authorities) to share and provide training opportunities.• Higher trained officers are more efficient and therefore obtain better results.
Threats	<ul style="list-style-type: none">• The impact of Wokingham Council leaving the shared service.• Funding – Though no identified risk at this time• Experienced / well trained officers leaving the service• Single points of failure

Summary

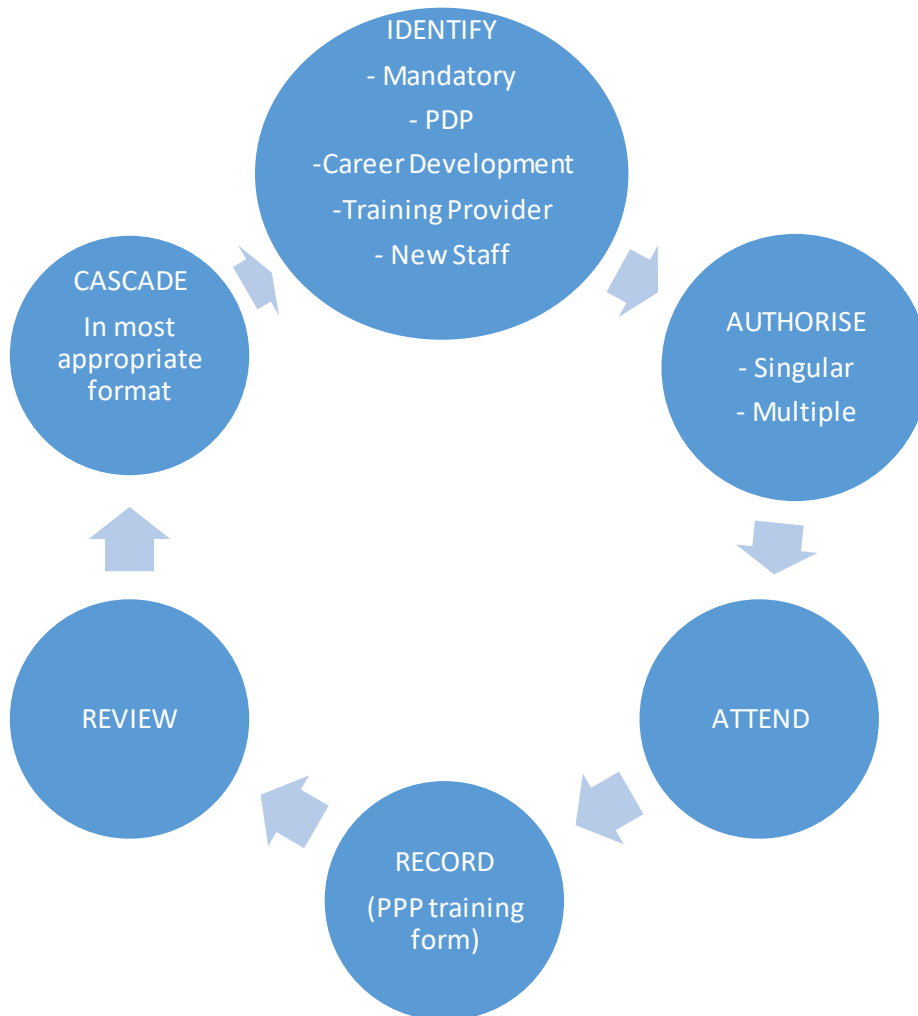
The success of T&D depends upon strong performance management.

The Strategic Management Team will continue to direct the core direction of T&D and ensure delivery through performance management.

The Principal Officer Group (POG) will play a key role in T&D as they assist in the delivery of the plan and it will be their role to keep it on track through performance management. They will have a coordinated overview, coupled with a strong understanding of their teams and the roles played by individual officers, which will therefore ensure the relevance of the T&D.

T&D will therefore be a standard agenda item in the regular POG meetings.

There are a number of elements required to ensure full delivery:



2. TRAINING REQUIREMENTS

Training requirements may result from:

- the service, e.g. responding to political change,
- external sources, e.g. responding to Covid,
- professional teams, e.g. dealing with changes in legislation or professional standards,
- officers e.g. identifying knowledge or skills of weakness.

All of these are legitimate reasons for requiring training, however, overall the training should be to allow the Service to deliver against priorities and the needs of residents and businesses in the PPP area.

A PPP Trading Standards Officer inspecting a licensed premises cellar.



3. REQUESTS FOR TRAINING

3.1 Requests and planning

Due to the nature of regulatory services and breadth of the work carried out by many officers, it would be counter-productive and unrealistic to set rigid annual plans for T&D.

It is recognised that T&D requirements may be identified at any time during the year and because of this reactive position, some elements of T&D may become uncoordinated.

We therefore aim for a proactive core for the majority of T&D, but with the acknowledgement that some may be reactive or unforeseen.

Training and Development Planning	
Proactive / Core	Reactive/ Unforeseen
Statutory requirement for legal competencies	Training to deal with emerging issues
Training of apprentices	Exposed areas of weakness
Career advancement (professional examinations etc.)	Opportunities for updates
Mandatory Training	
PPP Mandatory Training	

Training and Development needs may be identified from different areas:

Performance Management

- Appraisals (and half year reviews). - *West Berks Appraisal Form – Part D*
- 121s - *West Berks One to One Form – Part 3*
- Personal Development plans - *PPP PDP Form*. (Note: Appraisal and 121 information is confidential. Information regarding T&D will therefore be shared with the POG via the PDPs, they can then be used to identify any common areas of concern or attention.)

When Training Opportunities Arise

Training providers are continuously designing and promoting training courses which may not have previously been formally identified or requested, but would be beneficial to undertake.

When such opportunities arise, consideration should be given to:

- is there already sufficient knowledge or do we need more officers to deliver the subject (referring to the PPP Officer Competencies Matrix),
- the quantity of work the officer undertakes within the area,
- are alternative training methods available (e.g. from internal sources)?

All significant cost courses (**over £200**) should be considered by the POG in order to select the most appropriate officers to receive the training.

All courses (no matter of cost) which may be appropriate for multiple officers should also be directed to the POG for consideration. Emails advertising training events should be forwarded to the *PPP Training* email account so that they can be considered by the POG.

Unforeseen Training Requirements

Sometimes extra training may be required following change of legislation or significant event, e.g. Covid enforcement or Safeguarding training following an incident.

This training will often be in response to a change and therefore may occur after an event. If training is identified from such issues, it is likely to involve a number of officers and would therefore require central coordination to ensure those applicable undertake it. It should therefore be considered by the POG.

Identified by External Sources

Some Training and Development may be identified by external sources such as customer satisfaction surveys or complaints to the service.

The results of Customer Feedback Surveys (positive or negative) should be fed back to Officers during their 121s. These can provide an external perspective on service or officer capabilities and highlight possible additional or alternative Training and Development.

Where continuing issues are identified, line-managers should report it to the POG. The POG will consider if training or development may adequately address the issues.

Unique Training

Requests which are professionally unique or for a specialist function, e.g. an officer requires Animal Health or Dog Warden training, should be treated in the normal manner, i.e. for courses for under £200, the request is made to the line manager, who checks against service need and permits or refuses it accordingly. (Courses over £200 are referred to POG.)

Possible Multi-Officer Training

If a request is received by a line manager, which may affect multiple officers, e.g. writing statements, safeguarding etc., this should be forwarded to the POG for consideration.

If the POG believe the training will only be of benefit to the requesting officer, they will notify the line manager as such. However, if they decide it will be beneficial for multiple officers they will co-ordinate it's provision with the LT&D accordingly.

Training for Senior Managers

Training for senior managers will be dealt with by the Head of Service.

Free Training

On occasion free training can be provided by partner agencies or other departments within the council.

These training courses should normally be automatically approved by line managers, unless there are strong reasons for declining, e.g. the officer is leaving the service or the date for training is inconvenient for the service or team.

TSSE Training

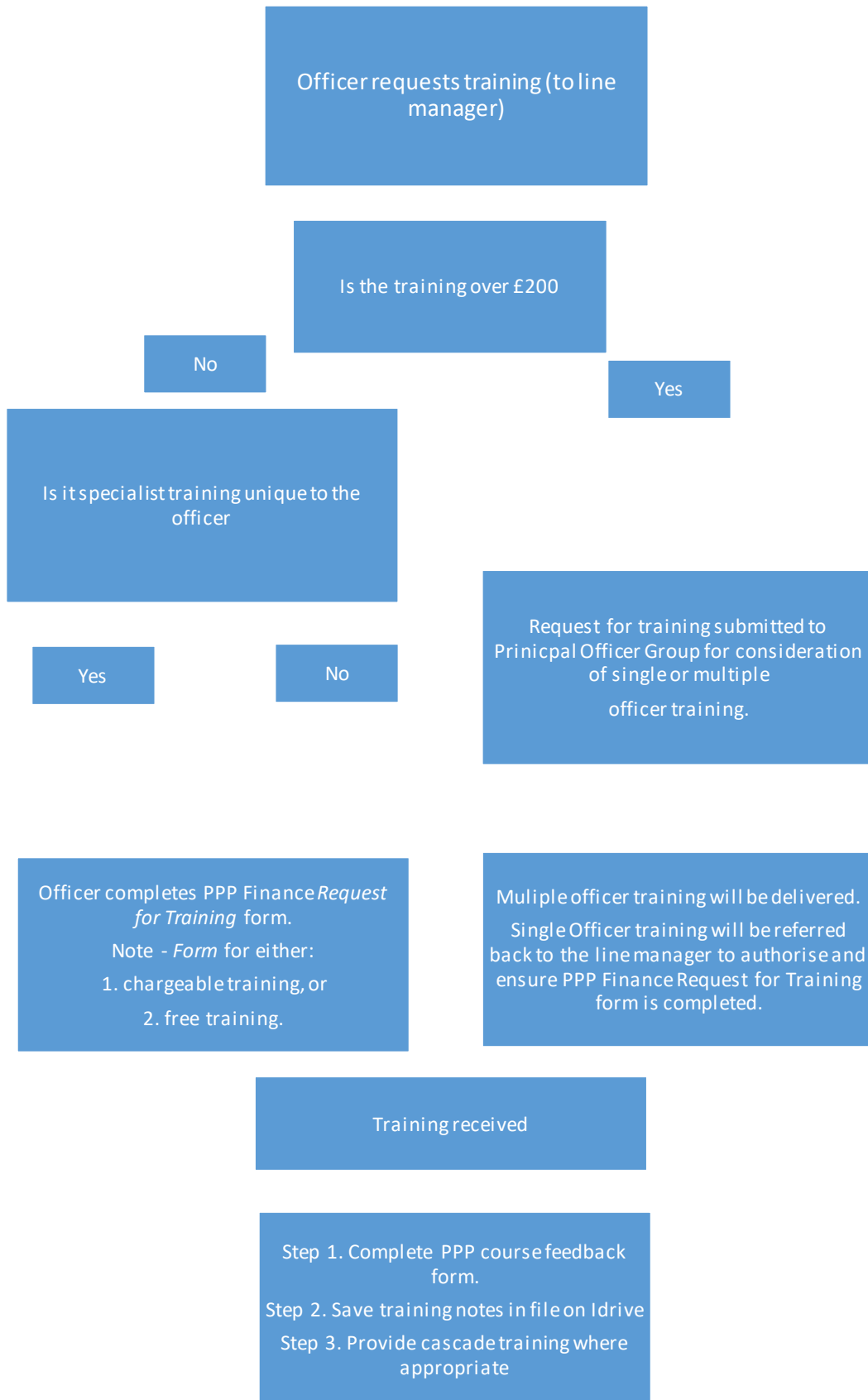
Trading Standards South East Training is not free but is already contributed to by PPP.

It is a great source for both Trading Standards as well as legal practice training and updates and should be considered by officers from all three professions.

TSSE training courses can be booked with line manager agreement.

The PPP account with TSSE will be reviewed every quarter to ensure it is within budget.

3.2 Procedure for Booking Training



4. TRAINING RECORDS

A transparent and consistent recording method is crucial for the Service to achieve appropriate, proportionate and good value training. In many circumstances there may also be legal requirements for the Service to demonstrate the competence of its officers, e.g. food, noise, health and safety enforcement.

The system for keeping this information must therefore be simple and practical.

It is the responsibility of officers to record all training in their training records.

Appropriate training records will:

- Ensure the best spread of training across the Service, e.g. it adequately addresses all teams/ professions/ level of officer etc.
- Ensure officers have undertaken the relevant training e.g. food enforcement officers must undertake 'x' hours of CPD
- Ensure officers undertake the right balance of training e.g. taxi enforcement officers undertake Child Sexual Exploitation training etc.

The Lead Officer – T&D will review training records to ensure they are being recorded and feedback will be provided on any issues

4.1 Training Records for Professional CPD Purposes

It is recognised that T&D requirements may also come from sources exterior to PPP, e.g. The Chartered Institute of Environmental Health.

The extent of these exterior requirements vary upon profession, role and qualifications of the officers involved.

Officers may therefore decide to maintain an **additional system** for recording their CPD **for their own professional purposes**.

5. TRAINING FEEDBACK

Attending a training session may not be a 'silver bullet' to creating or improving competence. Some courses may not deliver on the subject, be poorly delivered, or pitched at the wrong level for those attending.

A simple form will therefore be completed by officers following their training to record feedback comments. These can be used for reference when committing to future training courses or providers.

6. SHARING KNOWLEDGE

Cascading of training within the Service will be consistent and appropriate.

If the Service has paid for officers to receive training, it is expected that a form of cascade training will occur. This may occur as:

- a brief feedback in a team meeting
- declaration of training notes being saved in a shared drive, or
- stand alone training session where applicable.

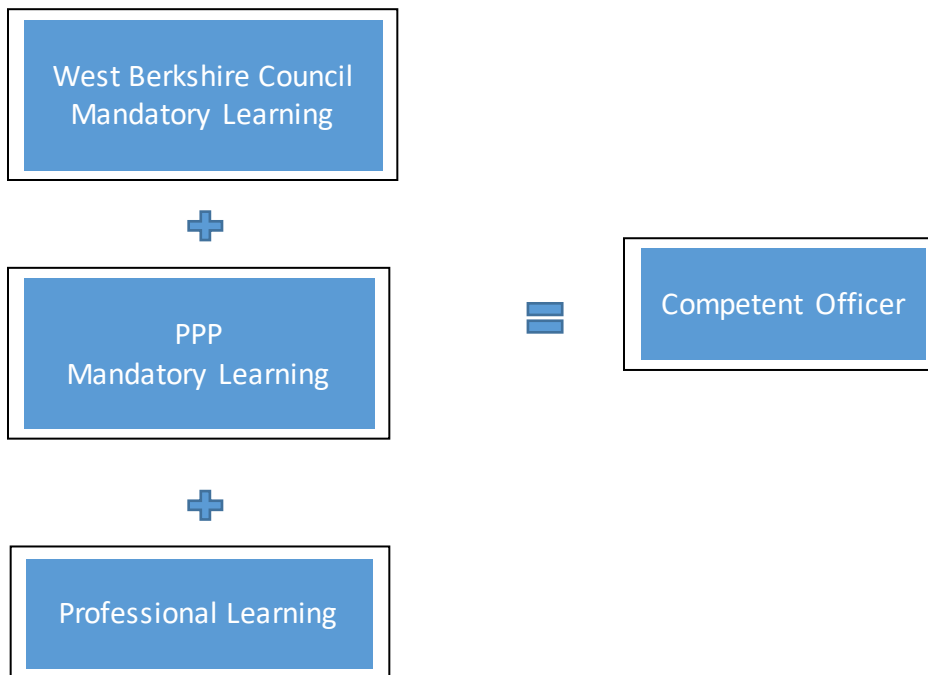
Line managers should promote the use of training notes on the shared drive as a way of officers updating themselves in relevant subject areas.

Legal Updates

Cascading of knowledge should also be provided from attendance at professional meetings and matters learnt from projects, cases etc.

It is anticipated that this will be covered in the 'Legal updates' section of Team Meetings.

7. OFFICER SKILLS AND KNOWLEDGE



Part 1 – Mandatory Knowledge and Skill

PPP has two areas of mandatory training:

1. West Berkshire Council (**WBC**) mandatory training
2. PPP mandatory training

West Berkshire Council Mandatory

As the host authority, WBC stipulates the mandatory training which all staff must carry out including Fire safety, Data Protection and Display Screen Equipment.

WBC fully control this system and the only role for PPP is to ensure officers are compliant and to ensure this mandatory training meets the demands of other partner Councils.

PPP Mandatory

PPP also has a number of Officer mandatory training areas identified which it expects officers to undertake (although there may be some exemptions e.g. Partnership Support Team not requiring RIPA training).

PPP Mandatory Courses
1. Safeguarding
2. Modern Slavery and human trafficking
3. Police and Criminal Evidence Act
4. Regulation of Investigatory Power Act

5. Equalities and GRT Community
6. Conflict resolution

Line managers will check officers are up to date during the 6 month and 12 month appraisals. Any out of date learning should be addressed or elevated to senior management if there is an issue.

Part 2 – Professional Knowledge and Skill

Officers must maintain and update their professional training as stated in the points above.

The PPP Competencies Matrix is intended to assist the Service:

- identify which officers have particular expertise, and
- identify areas which may be exposed should officers leave the service.

It should be completed every year at the time of appraisal between the officer and the line manager.

8. APPRENTICES

As set out in the Workforce Strategy, PPP has a strong emphasis on growing it's own officers.

Using the National Apprenticeship Scheme has proven very successful in giving officers general regulatory knowledge and skill and it is anticipated that we will continue to use this method of training new officers.

Increasingly the NAS is moving into the areas of professional qualifications but in the meantime it cannot deliver on all specialised training requirements for the professions within PPP. Specialist training courses must therefore be provided in addition to the apprenticeship.

The process for *Regulatory Compliance Officer* Apprentices has improved considerably since our first officer was engaged. We recognise that officers must:

- Work within all 3 professions to ensure a range of knowledge
- Receive assistance and co-operation from more experienced/qualified staff
- Not be considered or used as a qualified officer.
- Be given adequate opportunity for their studies.
- Be supported by the LT&D to ensure their studies are made relevant to their roles

The opportunity for current staff to undertake the apprenticeship, as well as the appointment of new staff will be based upon service need. Officers who wish to undertake the apprenticeship should raise it as part of their *PDP*



One of the PPP Apprentices with one of our Licensing Liaison Officers.

9. CAREER DEVELOPMENT

Career development opportunities will be provided where possible and based upon budget constraints and service need.

The majority of funding for career development will need to come from the PPP Training budget and some funding may also be available from WBC or alternative sources.

Officers may develop vertically professionally by taking professional based exams organised by the professional institutes (CEIH, CTSI, IoL). These studies will provide them with deeper understanding of the subject areas.

Alternatively, officers may also wish to develop horizontally by learning new skills which may complement their current skill set or reflect the needs of the service to address emerging issues.

Requests for career development should be raised in PDPs, these will then be considered by the POG (for capacity issues etc.) and forwarded to the Strategic Management Group for authorisation.

Officers undertaking career development courses should be listed on the '*Career Development*' form.

10. TRAINING ZONE

A new 'Training Zone' should improve understanding, consistency and efficiency.

The '*PPP Training Zone*' consists of internal training sessions which aim to be provided every other month or when needs are identified.

These sessions may be virtual, physical or a mixture of both and will be delivered by the most relevant manager/ officer or external person if necessary.

They will be short (approx. 30-60 mins) designed to address issues which may be professionally/subject based, or they may be service generic. They may cover both 'higher' level professional skills e.g. noise monitoring, as well as 'soft core skill' e.g. communication, or 'hard core skill' e.g. PACE requirements.

PPP CPD certificates will be given.

Requests for sessions will be reviewed by the POG.

It is important for the Training Zone sessions to be clearly communicated throughout the service so that all relevant officers have the opportunity to attend.

Examples:

Session	Areas Covered
New staff induction session to the role of PPP.	<ul style="list-style-type: none">• Explanations regarding the role of the three professions, - what they cover, how they do it etc.• Explanation re the different requirements of each council area.

Partnership Support Team training and understanding	<ul style="list-style-type: none"> • Tackling the internal issues which PST face most regularly. • Training on what the professions cover. • What is important, what is not important in their role (from a professional perspective). • Preferences for contact, taking details etc.
Case Management Legal reports	<ul style="list-style-type: none"> • What is important and what is less important. • Formal and informal comments about legal files. • Common problems • Method of presentation • Use of QMS forms • Time expectations – what legal expect from us and what we can expect from them
Carrying out a raid	<ul style="list-style-type: none"> • Use of police support • Different roles of officers during the raid • Important things to remember
Role of Intel team	<ul style="list-style-type: none"> • What they do • Why they do it. • Use of IDB • Successes • Contacts • How they can help
Rats and vermin	<ul style="list-style-type: none"> • What to look for • Powers • Limitations and expectations
A day on Duty	<ul style="list-style-type: none"> • What duty entails • What is expected – recording of data • Where to check databases, answers etc. • Escalation • Distribution to specialist teams
Interviewing under caution/ PACE	<ul style="list-style-type: none"> • The equipment • Forms used • Rooms used • PACE procedures etc.
Customer relations	<ul style="list-style-type: none"> • Communication • Handling complaints • Managing expectations • Problem solving
Understanding the PPP operating model	<ul style="list-style-type: none"> • Intelligence lead • Priorities of the service • Key Performance Indicators • Expectations of the professions

11. REVIEW

As stated within the plan, the nature of regulatory services and the environment in which we operate is very broad and dynamic.

This plan should therefore be reviewed on a regular basis and renewed every three years.

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Public Protection Partnership Service Update and Q2 2021/22 Performance Report and Covid19 Response

Committee considering report:	Joint Public Protection Committee
Date of Committee:	13 December 2021
Chair of Committee:	John Harrison
Date JMB agreed report:	22 November 2021
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4070

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, provide an update on the work of the Case Management Unit and communication activity and inform Members about the Service's ongoing response to the Covid19 pandemic.
- 1.2 To inform the Committee about any current activity within the Service.

2. Recommendations

That the Committee:

- **NOTES** the 2021/22 Q2 performance for the Public Protection Service.
- **CONSIDERS** any actions for areas of improvement for the service.
- **NOTES** the role the Public Protection Service are playing across the Councils with respect to Covid19 response.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>The service continues to receive additional grant funding to support its response to the ongoing pandemic. This year that is currently projected to be in the order of £255K of additional funding to support work around business advice, local tracing, outbreak management and investigation and events as well as support for various licence holders through the engagement of the licensing liaison officers.</p> <p>As at the end of October 2021 Officers are predicting an underspend of circa £50k which is largely due to staff redeployed to grant funded work and the difficulty recruiting</p>

	professionally qualified agency staff combined with maintaining vacancies to mitigate risks associated with the Wokingham exit.
Human Resource:	<p>There are no direct personnel implications arising from this paper.</p> <p>The Joint Management Board continues to review staff vacancies and appointments at its biweekly meetings.</p>
Legal:	<p>There are no direct legal implications arising from this report. The Inter-Authority Agreement charges the Joint Public Protection Committee with the responsibility to oversee service delivery and performance including financial performance. This report addresses this responsibility.</p> <p>With respect to Covid19 the Service is the primary enforcement body for all three councils with respect to legal controls regulating businesses and events.</p>
Risk Management:	<p>We will continue to manage risk in line with the prevailing situation and corporate policies. The risk register is regularly scrutinised by the Joint Management Board (JMB) which meets fortnightly. The JMB considers the red risk action plans at these meetings. The service maintains both a Strategic and Operational Risk Register.</p> <p>In terms of operational delivery risks, the most significant risk arises from the decision by Wokingham Borough Council to leave the shared service arrangement. These risks are being managed by the parties as part of the disaggregation process and the Committee received a report at the special meeting held on the 01 November 2021 on progress with respect to this matter.</p> <p>The other areas of significant risk relate to service recovery should we see the re-imposition of business restrictions following the Step 4 easing on the 19 July 2021 and the recent emergence of new strains of the Covid virus.</p> <p>The service is also ensuring it maintains a watch over the prevalence of sickness within the service, and/or family members which may require action to ensure any service disruption is minimised through its business continuity planning.</p>
Property:	There are no direct property implications arising from this report.
Policy:	<p>There are no direct policy implications arising from this paper. It should be noted that 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. An update on the Delivery Plan against the agreed objectives is included as an agenda item at this meeting.</p> <p>This report addresses that requirement by setting out the current performance levels and the approach to ongoing service recovery.</p>

	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		No implications
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		No implications
Environmental Impact:	X			There has been an unquantifiable environmental impact from the new service arrangements as travel has been significantly reduced. Longer term it is anticipated that this impact will be maintained as new ways of working are embedded in service delivery.
Health Impact:	X			The proposals create no direct health impacts on staff. They do however set out community based health protection measures.
ICT or Digital Services Impact:	X			<p>The use of ICT on service delivery has been transformational. Telephone conferencing, MS Teams and Zoom have all been employed in the day today running of the service.</p> <p>Following the expiry of the emergency Coronavirus regulations that permitted remote meetings, Council's decision making public meetings must now take place in person at a single, specified, geographical location, with a physical presence at that location. This has led to the introduction of hybrid meetings with decision makers being present in the physical venue while still permitting other attendees to join remotely.</p>

			The JPPC will continue to meet in accordance with the decisions made by West Berkshire Council, as the host authority, about meeting arrangements. The Licensing Committees will be conducted under the meeting arrangements of their individual authorities.
PPP Priorities :	X		These set out how the Service has maximised the use of resource to deliver against the JPPC priorities particularly around health protection, protection of vulnerable people and environmental protection on a risk led basis. The priority relating to effective and efficient service delivery has been at the core of arrangements.
Data Impact:		X	None
Consultation and Engagement:	There is regular engagement with staff as well as senior officer and Member briefings in each of the three authorities that form the PPP.		

4. Executive Summary

- 4.1 The Committee is mandated by the Inter-Authority Agreement (IAA) to keep under review the Performance of the Public Protection Service. Throughout the year the Committee will receive updates on aspects of performance and any additional workload resulting from the impact of the Covid19 pandemic.
- 4.2 The Committee will also receive an update on the Service Recovery Programme which is under constant review as the impact of Covid19 on demand varies with prevailing infection rates and controls.

5. 2021/22 Quarter 2 (July to September) Performance Summary

- 5.1 This report shows progress against key strategic areas of the business; Finance, HR, ICT, Property, Legal and Risk. The Quarter 2 measures of volume summary can be found at Appendix A to this report.

Finance

- 5.2 At the 14 June 2021 meeting Members agreed to carry forward the £198K underspend identified at year end into the 2021/22 financial year. It was envisaged this will be used to assist with additional staff for recovery in 2021/22 and to provide a buffer for any income shortfall around licensing.
- 5.3 With respect to the Covid19 response for 2021/22 grant support has been secured in the order of £250K to cover compliance, outbreaks, local contact tracing and events and gatherings assessment and compliance.
- 5.4 As at the end of September 2021 the Service is predicting an under-spend of circa £50K which is largely due to staff redeployed to grant funded work and the difficulty recruiting professionally qualified agency staff combined with maintaining vacancies to mitigate risks associated with the Wokingham exit.

5.5 As the Committee is aware the Service received a grant of £259K for a two year air quality project with aims of engaging the public with a view to reducing vehicle emissions and the monitoring of PM2.5 across the PPP areas. The Project Officer is now in post and delivering and the PM 2.5 monitors will be rolled out in the new year following a tendering process.

Human Resources:

5.6 The key staffing updates are:

- The Service currently has a number of funded vacancies. It has been agreed that these vacancies will be considered on a case by case basis pending the exit of Wokingham Borough Council from the Partnership in order to minimise the financial risk for all parties.
- In Q2 the recruitment for the Air Quality Project Officer took place
- The ongoing work associated with the Covid pandemic has meant that a number of Officers have had to undertake a significant number of out of hours shift (circa 4000 hours in 2020/21). This will need to continue (for both local contact tracing and outbreaks and business recovery / catch-up on BAU) for the foreseeable future.
- There are a number of temporary staff currently engaged by the service. These are either grant funded for Covid19 response including events, Covid health and safety, local contact tracing, licensed sectors support, isolation support calls (West Berkshire) and events. There are also additional temporary staff covering vacancies / recovery in a range of areas including food safety, investigations, EQ planning work, case management, licensing and management support. In quarter 2 the Team Manager for Partnership Support left and this is now being covered off through interim arrangements with applications team transferring to the licensing team. More recently one Strategic Manager (0.5FTE) left their substantive roll but is providing 10 hours a month support for the One System Project which concludes in February.

ICT

5.7 Good progress continues to be made with the implementation of the One System Project. There has been a slight issue with the provider not being able to migrate the data as planned in October which has meant that the go live date is now the 24th February 2022. The suppliers have resolved the technical issue and the data has now been migrated. Data testing by the project team and business champions was due to start in late November.

It has been recognised that the One System Project has been particularly impacted by Covid workload and vacancies. In recognition of this, extra capital funding has been allocated to the project to purchase extra consultancy days and to deliver officer training.

Property

5.8 The key property highlights are as follows:

- Both Bracknell Forest and West Berkshire Councils are currently developing their post pandemic office and working arrangements. The service is effectively operating from its office in Theale which has recently been updated.

- In line with the recommendations of the Service Review in 2018 the PPP will look to centralise at Theale with service delivery points in Bracknell and Newbury once Wokingham have left the Partnership.
- Wokingham have now reduced their footprint for the PPP to eight desks.
- Desk booking systems are in operation in West Berkshire for both the Theale and Market Street Offices.
- Bracknell Offices have been reconfigured and the team is still located on the third floor albeit that the footprint of the team has been reduced.

Legal

- 5.9 The most significant piece of legal work the service is engaged in relates to the disaggregation of the Service following the decision by Wokingham to leave the Partnership.
- 5.10 The latest version of the Exit Plan outlines the method by which liabilities will be determined. Currently there is not agreement on the financial and legal implications of the exit.
- 5.11 Financial liabilities have been reduced significantly due to the effective mitigation measures put in place i.e. the expressions of interest process, holding of vacant posts and proposed growth bids to tackle priority areas.
- 5.12 The project remains on track for delivery of two new structures by 01 April 2022.

Risk Management

- 5.13 The Committee is asked to note that:
- The Joint Management Board which meets fortnightly, maintains both a Strategic and an Operational Risk Register which is reviewed during these meetings.
 - In terms of operational delivery risks the most significant risk arises from the decision by Wokingham Borough Council to leave the shared service arrangement.
 - The other areas of significant risk relate to service recovery should we see the re-imposition of business restrictions following the Step 4 easing on the 19 July 2021 and the recent emergence of new strains of the Covid virus.

6. Q2 Performance Update

- 6.1 The key measures of volume data is set out in **Appendix A** to this report and the key highlights in terms of team activity is set out below.

Communication and Engagement

- 132 Facebook posts were generated during Q2 reaching 125, 856 people. The top three posts were about varied activity this time '3 important changes to Covid Regulations', 'Fraud Alert in Bradfield Southend' and 'Tesco fined for out of date food'.
- Q2 saw 30 new twitter followers of the PPP account, 21,154 impressions were generated by the 34 tweets put out. Top three tweets differed from the

Facebook activity and related to 'Loft Insulation Scam', 'Unlicensed Puppy Breeders' and 'Courier Fraud Alert'.

- The PPP webpages were viewed 42,339 times during Quarter 2.
- A free webinar for tobacco retailers was held on the 29th September 2021.

Community and Trading Standards (including Customer Services)

- The Team are currently producing materials and undertaking presentations online relating to the dangers of illegal tobacco and alcohol reduction work with partners across public health and other services, such as housing associations and trader groups.
- One example of this work is that the team are working with housing associations on Smoke Free Homes, a booklet has been devised and is being sent out to new tenants to raise the awareness of the harms associated with smoking, and second-hand smoke. The Team is also taking proactive steps on the initiative for 'smoke free side lines' and creating agreements with 30 clubs to promote smoke free matches.
- Undertaken 13 schools presentations to date, and Last Orders performances provided into 12 schools (around 3600 pupils) all designed to raise awareness of the dangers of excessive and under age alcohol consumption.
- Enforcement officers have visited to 16 car trader premises with the RAC, and examined 46 vehicles, and associated paperwork. One safety issue was found and the vehicle removed from sale. Any minor issues found were reported to traders, who were given full advice on law regarding car trading and consumer rights.
- Supporting air quality reduction and road safety, 60 overweight vehicle checks were carried out between June and September, with 54 breaches. The introduction of checks within the Bracknell area started in September, meaning all three authorities have enforcement activity in this area.
- Proactive door step crime patrols have started in Q2. Thirteen patrols involving two or three officers have taken place. In addition, officers are involved in work alongside Thames Valley Police and community teams are engaged in community liaison work.
- Service requests remain broadly in line with previous years, except for bonfire complaints which have now started to decrease. The overall number of reactive service requests handled by the team during quarter 2 was around 3500. Of particular note are successful resolutions for high hedge disputes, drainage complaints, noise control, accumulations and pest infestations.
- The team continue to work with vulnerable residents of the community, and were instrumental in concluded two major clear-ups.
- Officers and mediation partners successfully resolved complex and long drawn out disputes across the service.
- The Animal Warden's retained their gold footprint awarded by the RSPCA, and carried out a successful poster campaign with local schools to highlighting dog fouling.
- The trading standards team have been helping takeaway food retailers implement Natasha's law on the labelling of allergens on food pre-packed for direct sale. On-line training sessions are planned.

Commercial (Food Safety and Health and Safety)

- The team had to delay the start of the food safety inspection programme as a result of the extension of Covid Step 3 restrictions and the need to continue with Covid work. The recovery plan for food hygiene inspection work is now underway but has been hampered by the recent loss of two Environmental Health Officers; difficulty recruiting temporary staff and an increase of reactive work in the subject area. Officers from this team are still dealing with Covid work.
- The Food and Feed Service Plan for 2021 22 was presented at the 01 November JPPC. This highlighted the work carried out in the previous inspection year, and the work plan for the year we are in. It was agreed by JPPC.
- We are working on the unrated premises list, these are the new food businesses that register with us. Under normal circumstances these have an inspection visit carried out with 28 days. Due to the pandemic many were not able to be visited and we are now carrying out a data cleansing exercise to see which are still open and their risk in terms of food hygiene which will determine the priority of inspection. It was noted that a third of food premises opened (or changed operation to a significant extent) during the pandemic.

Licensing (Including Applications and Licensing Governance)

- Revised Hackney Carriage Tariffs were consulted on during Q2 in West Berkshire. The consultation has now been concluded and the outcome taken to the 18 November 2021 Executive meeting for final determination and an Implementation date of the 19 November 2021 was agreed.
- In addition the revised Statement of Gambling Principles were consulted on in all three authorities. The outcomes of those consultation has been taken to the various Licensing Committees prior to being signed off in accordance with the constitutional requirements of each individual authority and will be ready for publication by the end of January 2022.
- The Taxi and Private Hire Liaison Groups have continued to meet and are starting to improve the relationship between the authorities and the trade.
- The Applications Team has been merged with the Licensing Operations function as a result of changes to Partnership Support.
- Licensing Liaison Officers have been working across the Authorities as the first point of contact for the trade-hospitality and taxi/private hire answering queries or feeding these back to obtain answers as well as checking statutory notices, assisting in monitoring events, and will continue to do this until the end March 2022.
- Licensing application numbers are slowly beginning to increase but it is still early days following the lockdowns in the pandemic to see if this will continue and if so in what numbers.
- A major joint initiative with Thames Valley Police and Community Safety partners is planned to look to reduce the risk of harm to people through drink spiking and a range of other risk areas.
- The following licensing panel meetings have taken place in quarter 2:

Bracknell Forest		
Type of Application	Premise	Outcome
None		
West Berkshire		
Premise Licence	3 Market Place, Lambourn, RG17 8XU	Licence Granted
Premise License	The Breeze Drinks Company Ltd, Hawkridge House, Hawkridge Hill, Frilsham, RG18 9XA	Licence Granted
Wokingham		
Review of Premise Licence	BB Wines, 23 Broad Street, Wokingham RG40 1AU	Licence Revoked

Private Sector Housing

- The private sector housing team are currently involved in a number of inspections relating to buildings that have been converted from office accommodation into domestic residential accommodation. This type of conversion has steadily increased over time. The team are looking specifically at assessing the suitability of the conversion to ensure the accommodation is safe and provides suitable living conditions for those in the private rented sector. On a proactive level we are also working with Building Control and with the Royal Berkshire Fire and Rescue Service on these premises.

The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 introduce a fit and proper person test for mobile home site owners or the person appointed to manage the site. The purpose of the fit and proper person test is to improve the standards of park home site management. Officers have been working with the sector to ensure that applications are made, and are processing the applications prior to putting onto the register.

Environmental Quality

- During the summer months the number of reactive service requests showed its usual increase and requests were mainly focussed around noise, lighting and odour. The increase in noise complaints was also seen due to the re-opening of commercial premises, such as pubs, and events taking place, from mid-July. Reactive monitoring of complaints has taken place out of hours as well as proactive monitoring of events.
- The team continue to deal with an increase in complex and/or high profile nuisance cases. Abatement notices have been served, breaches investigated and ensuing Licensing Reviews to be attended in Q3.
- Private Water Supply Risk Assessment work is progressing well as well as re-risk assessments. Training of a team member in sampling work took place and accreditation training booked for Q3.
- Pollution Prevention and Control compliance inspection programme commenced at the end of Q2. During 2021/22 all 73 processes require inspection due to the risk based approach that has been adopted.

- We continued to use agency staff to assist the team with some Development Control application work.
- Appraisals for two of the three Annual Status Reports were received, praising the air quality work carried out. The report for Bracknell is still awaited and will be brought to Committee once it's received. As was reported at the last JPPC meeting this is due to administrative processes at DEFRA and is not an indication that there are any issues anticipated with the report itself.
- The Defra funded air quality project is now underway and the project officer started in Q2. The PM2.5 monitoring is currently subject to the tender process and will begin in Q3.
- The Project officer has attended both the Bracknell and West Berkshire Taxi Liaison meetings to discuss the anti-idling campaign with the trade. The presentations were well received.

Joint Case Management Unit (CMU)

- The unit continues to be busy working across PPP, Oxfordshire Trading Standards & Fire Service and Royal Berkshire Fire and Rescue Service.
- The CMU team have recently delivered training at the request of Oxfordshire Fire Service for officers involved in enforcement work covering topics such as evidence gathering and investigations and case file building. A second day of training is planned in the New Year.
- A review of the documents and procedures used by investigators and the CMU team is still ongoing. Once this is complete all documentation will be brought up to date with a uniform set of documents to be used on all case files.

Recent cases –

West Berks – Following a lengthy investigation, guilty pleas were entered to money laundering offences on the second day of a trial at Reading Crown Court. This case relates to money laundering following numerous potential offences of 'advance fee' fraud committed against elderly victims during a five-year period, starting in 2011. A further defendant had already entered guilty pleas to the charges against him and both will now be sentenced in December 2021.

Wokingham trader entered a guilty plea in relation to one offence contrary to the Business Protection from Misleading Marketing Regulations 2008 following the sale of a mis-described transit van. The van was advertised for sale as being 'in optimum condition and ready to go straight to work' when in fact it had several defects and had noted on the receipt 'for spares or repairs'. The defendant was fined £300, ordered to pay compensation of £1650 and costs of £4899.

Wokingham trader entered guilty pleas to offences under the Consumer Protection from Unfair Trading Regulations 2008 in relation to building work carried out at the home of a vulnerable consumer in Lower Early. The amount charged by the trader in relation to the work carried out was said to be excessive, it was charged twice in some circumstances, and certain work was unnecessary. The actual work undertaken was not to a professional standard. The defendant is due to be sentenced at Reading Crown Court in December 2021.

Bracknell dog owner convicted at Reading Magistrates Court after being found guilty in her absence of two offences for failing to microchip a dog properly and one offence concerning the dog straying without a collar. The defendant was fined £250 for the 1st

microchipping offence, £350 for the 2nd microchipping offence and £400 for the dog having no collar together with a victim's surcharge of £100, a contribution towards prosecution costs of £600 and the cost of recovering, kennelling and reuniting dog and owner totalling £178.

The financial investigators are supporting a number of significant fraud and unfair trading investigators for both PPP and Reading BC Trading Standards in accordance with the shared arrangement with RBC. This includes money laundering and confiscation matters.

7. Covid Response and Impact on Service Delivery

- 7.1 Most legislative controls were removed as we entered step four. A whole range of guidance was issued to assist businesses and employers comply with wider Health and Safety at Work obligations relating to Covid.
- 7.2 In the last few months Covid work has been focussed on a number of areas. Firstly the survey monitors all workplace cases reported to it including schools, care settings other work places. It also looks in detail at data from the national test and trace system looking for common exposure points which help focus advisory / compliance visits. As required we attend IMT meetings to help manage outbreaks.
- 7.3 The Service continues to carry out a seven day local contact tracing service for West Berkshire and weekend contact tracing services for Bracknell and Wokingham. This has been particularly challenging following the sharp rise in cases as restrictions were lifted and schools returned. We also had the challenge of the well documented problems at one of the national PCR testing labs which led to a sharp increase in cases in West Berkshire and an increase in Wokingham and Bracknell. This led to a three fold increase in local tracing cases over a short period of time. This have fallen back but levels of cases for local tracing remain high compared to historical trends. Also in this area we manage the community hub service for West Berkshire and conduct self-isolation welfare calls.
- 7.4 In the last few months there have been a number of facilities set up for Afghan arrivals and temporary migrant accommodation. We have visited all settings to look at Covid controls and for health and safety purposes.
- 7.5 The final significant area of work has been events and gatherings. At the time of writing the service has considered over 280 event plans and risk assessments since April 2021 and the total number of events is set to exceed 300 this year. This has been a significant undertaking from working with organisers on safety and covid risk management to officers attending events to ensure plans and assessments are being complied with. These have ranged from outdoor arts and sports events to Remembrance events and forthcoming Christmas events including Lapland UK.
- 7.6 Looking forward we are planning for Plan B and are leading on a cross-Berkshire implementation plan for compliance work should Plan B become necessary. In the meantime we are encouraging event organisers that may be effected to plan accordingly.
- 7.7 This continues to have an impact on Service Delivery but we have managed the level of disruption the nest we can using temporary and agency staff funded through Covid grants to the Councils. We hope to return more PPP resource to business as usual but

this very much depends on rates of infection and government policy re: measures and Plan B.

8. Concluding Observations

- 8.1 This has been another busy period where a large volume of programmes and reactive work have been delivered against the backdrop of vacancies and the Wokingham departure related issues. We have been well supported by the partner Councils with access to grant funding.
- 8.2 The Committee is asked to accept the recommendations at 2.1 to 2.4 above.

9. Appendices

APPENDIX A – 2021/22 Measures of Volume Summary

APPENDIX B – PPP Digital Update up until September 2021

10. Background Papers

None

Wards affected: All wards

Officer details:

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PPP Quarter 2 Measures of Volume for the 2021/22 Financial Year

	Q1 2021/22	Q2 2020/21	Q2 2021/22	Comments
Covid – Advice	131	265	33	
Covid - Enforcement	89	173	13	
Bonfire	142	221	90	Bonfires were exceptionally high in 2020/21
Dogs	90	93	70	
Envirocrime (Inc abandoned vehicles)	89	138	92	
Food Related	316	226	273	
Health and Safety	52	87	44	
Housing	267	159	177	
Licensing	312	200	353	Lots of enquiries and advice around existing and potential licences rather than operational complaints
Noise	560	606	556	
Other	286	402	288	
Pest	199	140	144	
Planning	226	202	220	
Public Health Funeral	7	5	10	
Licensing Consultation Responses	14	11	56	
Fly Tipping	27	53	20	
Animal Health	23	47	27	
Door Step/Scam/No cold calling zones	57	103	42	
Food Standards	29	22	32	
Misleading Description	7	17	15	
Other	29	63	29	
Unsafe goods	11	29	11	
What are my rights? (Business)	35	42	19	
What are my rights? (Consumer)	292	294	248	
Trading Standards Notifications of civil issues	1271	1682	1284	

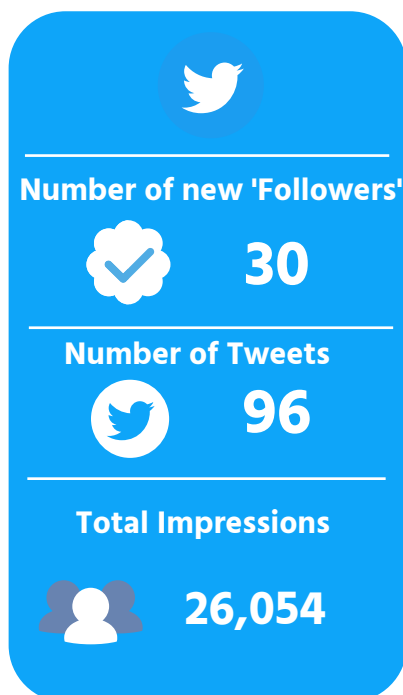
PPP Quarter 2 Measures of Volume for the 2021/22 Financial Year

Weight Restrictions	68	128	60	Fewer repeat or updates on existing cases as the changes in guidance on covid and travel are more stable. In some instances we are now able to deal with more complaints directly due to resources
Grand Total (Inc Covid)	4694	5408	4206	

FOI's, Service Complaints and Member / MP enquiries

Authority	Quarter 1			Quarter 2			Comments
	FOI	Service Complaints	Clr/MP/Board	FOI	Service Complaints	Clr/MP/Board	
Bracknell Forest	41	6	7	29	3	5	
West Berkshire	38	7	25	42	7	11	
Wokingham	16	4	10	23	13	6	
Total	95	17	42	94	23	22	

PPP Social Media Summary Q2



Total combined reach Q2 2020 - 189,582

Month	Visitors	Page Views	Articles Published
July	6,218	13,942	9
Aug	5,890	13,400	10
Sept	4,891	2,074	10

Social Platforms Traffic

Number of views to website from social media posts.

	Facebook	Twitter
July	339	42
Aug	532	112
Sept	64	86

	New Likes	Reach	No. Posts
July	9	19,789	43
Aug	32	30,546	37
Sept	144	75,521	52

Top Performing Facebook Posts in Q2

5,600 Reach

Public Protection Partnership
Published by Lisa Barnes [?] · ★ Favourites · 18 September ·

Three important updates to the COVID regulations have been made today which will affect those working in or visiting certain industries:

- 1 Test & Trace.** It's now a legal obligation that certain businesses/premises collect test & trace contact details from their customers
- 2 QR Unique Venue Code.** Venues/premises must generate a unique QR code from Government website and display prominently in their premises (from 24th September)...

[Continue reading](#)



Test & Trace
It's now a legal obligation that certain businesses/premises collect test & trace contact details from their customers.

QR Unique Venue Code
Venues/premises must generate a unique QR code from Gov website and display prominently in their premises (from 24th September)

Social Distancing Management
It is now a legal responsibility that some businesses must now take reasonable measures to ensure social distancing guidelines, on their premises, are strictly adhered to.

Public Protection Partnership | Bracknell Forest West Berkshire Wokingham | A shared service provided by Bracknell Forest Council, West Berkshire Council and Wokingham Borough Council | Bracknell Forest Council | West Berkshire Council | WOKINGHAM BOROUGH COUNCIL

3,200 Reach

Public Protection Partnership
Published by Lisa Barnes [?] · ★ Favourites · 10 August ·

⚠️⚠️ Fraud Alert in Bradfield Southend and Pangbourne this month. ⚠️⚠️

Please share this post and talk to others you know who may be vulnerable.
✅ In making more people aware we can stop these criminals targeting vulnerable people in our communities.

Both cases reported this month were courier fraud. Courier fraud is where a person receives a call from someone pretending to be from their bank and tells them there is a problem with their bank cards or bank account and they ne... [See more](#)



Public Protection Partnership | Bracknell Forest West Berkshire Wokingham | A shared service provided by Bracknell Forest Council, West Berkshire Council and Wokingham Borough Council | Bracknell Forest Council | West Berkshire Council | WOKINGHAM BOROUGH COUNCIL

3,100 Reach

Public Protection Partnership
Published by Lisa Barnes [?] · ★ Favourites · 28 September ·

Tesco fined £160,000 for out of date food.

Tesco was convicted at Reading Magistrates' Court on Friday, 25 September 2020, after pleading guilty to having 46 food items on shelves at their store in Warfield, Bracknell, past their used by dates and deemed unsafe. Tesco was ordered to pay £160,000 in fines, a victim's surcharge of £170 and costs of £7,756.50.

Tesco was prosecuted following an investigation by officers from the Public Protection Partnership, supported by the J... [See more](#)



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	New Followers	Impressions	No. Tweets
July	19	9,429	39
Aug	6	9,708	29
Sept	5	6,917	28

Top Performing Twitter Posts in Q2

Reach 2,385



Public Protection Partnership

@PublicPP_UK

⚠️ ⚠️ Loft Insulation Scam ⚠️ ⚠️

We've aware residents in #Bracknell, #Sandhurst & #Crowthorne, particularly those that are retired, are being targeted for a loft work scam.

See link for full details:

[https://publicprotectionpartnership.org.uk/news-articles/loft-insulation-scam/ ...](https://publicprotectionpartnership.org.uk/news-articles/loft-insulation-scam/)

Reach 1,438



Public Protection Partnership

@PublicPP_UK

⚠️ ⚠️ Unlicensed Puppy Breeders ⚠️ ⚠️

For those considering purchasing a puppy.

- ➡️ Do your research.
- ➡️ Make clear and informed decisions about any new addition to your family.
- ➡️ Do not purchase puppies from unlicensed breeders.

Full details below:

Reach 1,357



Public Protection Partnership

@PublicPP_UK

⚠️ Courier Fraud Alert . Two cases this month in #BradfieldSouthend & #Pangbourne

If you've more information on these attempts or have had similar contact please call @ThamesVP on 101 to report.

@WestBerkshire

See link for full details.

PPP Approach to CCTV and Surveillance

Committee considering report:	Joint Public Protection Committee
Date of Committee:	13 December 2021
Chair of Committee:	Councillor John Harrison
Date JMB agreed report:	22 November 2021
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4071 and JPPC4072

1. Purpose of the Report

- 1.1 To set out the operational approach taken in respect of overt and covert surveillance conducted as part of day to day operations of the Public Protection Partnership.
- 1.2 To provide some details about the way the Regulation of Investigative Powers Act 2000 (RIPA) and Protection of Freedoms Act 2011 impacts on the work of the Public Protection Partnership (PPP).

2. Recommendations

Members are asked to **NOTE** the content of this for information only item.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	None
Human Resource:	None
Legal:	The PPP approach is designed to fit into the wider requirements of Council policy and the specific requirements of the Regulation of Investigative Powers Act 2000 (RIPA) and the Protection of Freedoms Act 2011.
Risk Management:	The PPP operate a range of quality management documents that are designed to minimise the risks associated with conducting surveillance.
Property:	None
Policy:	Each partner Council has its own RIPA policy, supported by the PPP as and when required.

	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		Each policy, procedure and guidance note is designed to ensure that surveillance is conducted appropriately with regards to equality impact i.e. each case on its own merit and appropriate scrutiny about decisions relating to conducting surveillance.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		
Environmental Impact:		x		
Health Impact:		x		
ICT or Digital Services Impact:		x		
PPP Priorities :		x		Surveillance is a key part of the PPP's overall toolkit to achieve its priorities.
Data Impact:		x		Data retention is an important feature of the surveillance process and there are appropriate controls within each policy, procedure and guidance note.
Consultation and Engagement:	Report will be presented to the Joint Public Protection Committee for information			
Other Options Considered:	None			

4. Introduction

- 4.1 Each Council has an individual Scheme of Delegation which identifies who is responsible for the legislative requirements placed upon them.
- 4.2 The PPP has many enforcement and investigative responsibilities and carries them out on behalf of all three partner authorities. They are all linked through the Inter-

Authority Agreement (IAA). Many of these require surveillance of some form, including noise monitoring, CCTV for flytipping, body worn cameras and investigations into on-line criminal activity.

- 4.3 The Regulation of Investigatory Powers Act 2000 (RIPA) was introduced to ensure that surveillance and other intelligence gathering complies with the European Convention on Human Rights ('The Convention'), importantly Article 8 (the right to a private and family life) and Article 6 (the right to a fair trial). Article 8 is a 'qualified right'. RIPA provides a framework by which covert surveillance can be undertaken lawfully, notwithstanding that it breaches Convention rights such as the right to privacy and family life. Where covert surveillance is proportionate and necessary, and is undertaken with the appropriate authorisation, the surveillance will be lawful.
- 4.4 The use of overt public space CCTV is governed by the Protection of Freedoms Act 2011 which requires this to be conducted in line with CCTV policy of the Council.
- 4.5 Where surveillance is undertaken in a lawful manner, the Council will not be liable for damages for interference with an individual's Convention rights. Further, evidence obtained in a manner that is lawful will be admissible in criminal proceedings.
- 4.6 The PPP engages in low levels of the types of activity which are covered by this legislation and where it is, there is liaison with the Councils Senior Responsible Officer to ensure appropriate records are kept, in line with each partner's individual policy.
- 4.7 The Investigatory Powers Commissioner's Office (IPCO) provide independent oversight of the use of investigative powers by intelligence agencies, the police and other public authorities. Monitoring takes place via annual returns and inspections, which take place approximately every three years. The PPP has supported each partner's Legal Services in the preparation and response to IPCO inspections which have taken place over the last few years. Oversight of public space CCTV is the responsibility of the Surveillance Camera Commissioner. All data must be handled in accordance with data protection legislation under the jurisdiction of the Information Commissioner.

5. What Situations Might Require the PPP to Conduct Surveillance?

5.1 Nuisance and Anti-Social Behaviour

When residents make complaints about nuisance (for example about noise, odour, light) it is sometimes necessary for PPP officers to monitor those that are being complained about. In these circumstances the investigating officer will always notify the relevant parties that they will be monitoring. This type of monitoring is considered to be outside the scope of RIPA but officers are encouraged to liaise with the Case Management Unit if they believe there are any risks of capturing personal or sensitive data as a result of their monitoring activity such as where a new noise source is identified but no one is on site to notify. In such circumstances any new monitoring is notified as soon as practically possible.

5.2 Fly Tipping

In locations which are considered to be vulnerable to fly-tipping or 'hotspots' it may be considered necessary to use CCTV. This work follows the Surveillance Camera Code which is issued by the Home Office. Officers will carefully assess the need and when

deployed they will follow a series of policies and checklists and the evidence collected is then considered by the Case Management Unit to determine whether an offence may have been committed under the Environmental Protection Act 1990. In most cases, the area under surveillance will be identified and signs will be put up to notify people of the CCTV and cameras will be deployed in accordance with the CCTV policy drawn up to meet the requirements of the Protection of Freedoms Act 2011.

5.3 Social Media

As has been identified elsewhere on this agenda eCrime is a cross-cutting service priority. Monitoring of any social media activity is a matter that is sometimes necessary for crime detection purposes but has to be handled carefully and in accordance with the law and IPCO guidance. The fact that an individual has 'open' or public settings on a social media account does not mean that they consent to any public authority accessing their data. Investigating officers discuss these risks with their manager and/or the Senior Investigating Officer to evaluate the risks and decide whether they are likely to need to conduct surveillance covered by RIPA.

Officers are aware that they must remain cognoscente of the impacts that their actions can have upon the rights and freedoms of third parties when using social media. Many steps have been taken to train relevant staff and to raise awareness of this issue in order to ensure that if officers access Social Media for work related purposes do so in an appropriate manner. Any specific operations are conducted by specially trained staff. Examples of situations where a social media account may be monitored include illegal sales of waste services, sales of counterfeit or smuggled goods, illegal sales of pets or fraud and unfair trading.

5.4 Use of Body Worn Cameras

Some of areas the work conducted by the PPP requires officers to wear body worn cameras. These include entering premises with or without warrant to search for evidence. The most common type of offence the PPP investigate which requires an entry warrant is unfair trading but others include counterfeiting and environmental protection matters. This work is governed by the requirements of the Police and Criminal Evidence Act 1984 (PACE) and the officer making the application must set out a precise set of information in a court hearing.

In executing a warrant, it is possible that officers may encounter suspects who present a risk to their health and safety and/or witness criminal activity. In these circumstances Body Worn Video (BWV) may be necessary.

Other occasions where body worn cameras may be worn include responding to doorstep crime activity. Again this for evidential and health and safety reasons.

Body worn cameras also protect those under investigation as they provide a contemporaneous record of events.

There is a specific Code of Practice for this type of work (BS 8593:2017) which addresses some of the differences between standard CCTV and the use of BWV and the service has a deployment policy which staff are required to adhere to. Officers will liaise with the Case Management Unit on their approach and engage Legal Services where necessary based on the individual Council surveillance policy.

5.5 Age Restricted Sales

As with the other examples cited, there is a Code of Practice for the regulatory delivery of age restricted products and services. When visiting businesses for proactive compliance the PPP takes account of all the relevant and available information (often referred to as Intelligence) and follows a set procedure and operational guidance to conduct the checks.

These checks include the assistance of young people, under the careful supervision of a PPP officer, for the purposes of observing whether the sale of an age restricted product will be sold to the young person. The implications of this activity is considered on a case by case basis

5.6 Concluding Observations

The use of surveillance can be an important tool in detecting and preventing crime. The Right to Privacy is fundamental Human Right and any infringement of that right has to be done for necessary and proportionate reasons. The default position is to avoid covert surveillance where at all possible. The mechanisms for doing so are set out in the examples above. Signage, prior notice and warning etc. are all part of those protections. Overt surveillance needs to be conducted against the same tests as covert surveillance namely that of necessity and proportionality. The assessment of these are fundamental to the investigating officer knowledge skillset. It is very important that those authorising applications for covert surveillance are trained and receive regular refresher training. Currently this can only be done by the PPP Service Manager or above.

We are satisfied that as a service we have in place the relevant safeguards, knowledge and competence to ensure the balance between individual rights and freedoms and the protection of the community and environment is struck.

6. Appendices

None.

7. Background Papers

None.

Wards affected: All Wards

Officer details:

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