

Notice of Meeting

Joint Public Protection Committee

A shared service provided by Bracknell Forest Council
and West Berkshire Council

Monday 6 October 2025 at 7.00pm

Venue: Council Chamber, Council Offices, Market Street,
Newbury

Note: This meeting will be streamed live here:

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

To: Councillors Tom McCann (West Berkshire Council), Iskandar Jefferies (Bracknell Forest Council), Nick Allen (Bracknell Forest Council), Jeremy Cottam (West Berkshire Council), Cherise Welch (Bracknell Forest Council) and Howard Woollaston (West Berkshire Council)

Part I

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|---|---|---------|
| 1 | Apologies
To receive any apologies for absence. | 1 - 2 |
| 2 | Minutes
To approve as a correct record the Minutes of the meeting of this Committee held on 9 June 2025 and the special meeting also held on 9 June 2025. | 3 - 10 |
| 3 | Outstanding actions from previous meetings
To consider any outstanding matters from previous meetings. | 11 - 12 |
| 4 | Declarations of Interest
Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration, and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members' Interests, the Monitoring Officer must be notified of the interest within 28 days. | 13 - 14 |

Public Protection Partnership Agenda - Monday 6 October 2025 *(continued)*

- 5 **Notice of Public Speaking and Questions** 15 - 16
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 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.
- 6 **Forward Plan** 17 - 20
To detail future items that the Committee will be considering.
- 7 **Public Protection Partnership Service Update and Q1 Report for 2025/26** 21 - 58
To inform the Committee of the performance of the Public Protection Partnership in line with the operating model and business plan, and provide an update setting out performance during the first quarter of 2025/26.
- 8 **Revenue Budget 2026/27 including proposed Fees and Charges Schedule** To Follow
- 9 **Environmental Health Housing Policy 2025 - 2028** 59 - 92
To provide the Joint Public Protection Committee with an update on the work of the Public Protection Partnership within Environmental Health Sector Housing and to highlight the high-level priorities which the Service will undertake over the next three years.

Contact Officer:

Stephen Chard, Legal and Democratic Services, West Berkshire Council, Council Offices, Market Street, Newbury RG14 5LD

Email: stephen.chard@westberks.gov.uk **Tel:** 01635 519462

JPPC – 6 October 2025

Item 1 – Apologies for absence

Verbal Item

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Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

JOINT PUBLIC PROTECTION COMMITTEE

Minutes of the meeting held on MONDAY 9 JUNE 2025

BRACKNELL FOREST COUNCIL, TIME SQUARE, MARKET STREET, BRACKNELL

Present: Nick Allen (Bracknell Forest Council), Jeremy Cottam (West Berkshire Council), Iskandar Jefferies (Vice-Chairman, Bracknell Forest Council), Tom McCann (Chairman, West Berkshire Council) and Cherise Welch (Bracknell Forest Council)

Also Present: Councillor Lou Timlin (Wokingham Borough Council), Rosalynd Gater (Team Manager - Commercial), Sean Murphy (Service Lead - Public Protection), April Peberdy (Service Director - Community Services), Moira Fraser (Principal Officer - Policy and Governance), Damian James (Bracknell Forest Council) and Sam Chiverton (Apprentice Democratic Services Officer)

Apologies for absence: Councillor Howard Woollaston (West Berkshire Council)

PART I

1 Election of the Chairman

Councillor Tom McCann was elected Chairman for the 2025/26 Municipal Year.

2 Appointment of the Vice Chairman

Councillor Iskander Jefferies was elected Vice-Chairman for the 2025/26 Municipal Year.

3 Minutes

The Minutes of the meeting held on 24 March 2025 were approved as a true and correct record and signed by the Chairman.

4 Outstanding Actions From Previous Meetings

Moira Fraser advised the data requested in respect of the annual vaping report was now being included in the annual report so this item could be closed.

5 Declarations of Interest

No declarations of interest were received.

6 Notice of Public Speaking and Questions

There were no public questions.

7 Forward Plan

The Special meeting that was due to take place in July had been bought forward to take place at the close of this meeting.

The JPPC Forward Plan was noted.

JOINT PUBLIC PROTECTION COMMITTEE - 9 JUNE 2025 - MINUTES

Following a vote it was resolved that Standing Orders would be suspended to allow Councillor Lou Timlin from Wokingham Borough Council to participate in the debate and ask questions on any items in the agenda.

8 JPPC Terms of Reference

Moira Fraser noted that as this was the first meeting of the Municipal Year the Terms of Reference of the Committee were included on the agenda for information only.

Councillor Nick Allen noted that during the special meeting that would immediately follow the current meeting there would be a vote on an item that would change the membership of the Committee were it to be approved. He queried whether voting on the Terms of Reference meant that they were unable to be changed again for the next six months. Moira Fraser advised that this item was to note only and that the six month rule could be overridden where there was a material change of circumstances, as would be the case later in the year if the partner councils agreed to accept the proposed recommendations set out in the report that would be discussed at the special meeting.

Councillor Tom McCann queried the earliest date that this could be brought before the Council at West Berkshire. Moira Fraser advised that officers were exploring decision pathways and the earliest Council meeting was likely to be October but this had to be actioned and agreed across all three Councils. Councillor McCann requested that all Members be kept updated on the progress.

ACTION: Moira Fraser to circulate the pathway for the changes to the Terms of Reference.

RESOLVED that the current Terms of Reference of the Joint Public Protection Committee be noted.

9 Public Protection Partnership Service Update and Q4 and Year End Report for 2024/25

Sean Murphy introduced the Public Protection Partnership Service Update and Q4 and Year End Report for 2024/25. He informed the Committee of the performance of the Public Protection Partnership (PPP) in line with the operating model and business plan, and provided an update setting out performance during the final quarter of 2024/25 and the year-end outturn. He also noted that the peer review had highlighted that the PPP's key performance indicators (KPIs) needed to be more meaningful and a set of proposed KPIs were therefore attached at Appendix D to the report.

Sean Murphy noted that an income shortfall of £179,000 had developed over a number of years. He noted the PPP had managed to achieve an end of year outturn position of a £129 underspend achieved largely by holding several vacancies open. He informed Members that the budget had been rebuilt, and unachievable income targets had been removed from the service. It was noted that a number of staff had achieved milestones in various training courses. He advised that a new website for the PPP had been launched which had seen an increased website viewership of 152,000 up from 87,000 the previous year.

Rosalynd Gater noted that a lot of work had been undertaken on improving the living environment. She advised that around 50% of the complaints that the housing service had received were about registered social landlords and that the main service requests they received were around damp and mould which were high all year round but particularly during the winter months. She advised that all of the caravan site visits had been carried out by the team. Rosalynd Gater noted that Officers had been using intelligence to target properties that they believed were acting as unlicensed Houses of

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Multiple Occupancy (HMOs) with the aim of taking them through either licensing or enforcement processes as appropriate.

Sean Murphy highlighted the figures in relation to doorstep crime, noting that the £1,371,743 that had been scammed from residents was only a portion of the money associated with those traders as they had often operated across multiple authority areas and many scams went unreported.

Sean Murphy advised an officer had been appointed to deal with age restricted products and as a result, since January 2025, there had been a significant increase in underage sales operations. He noted that across the authority, 1,137 food standards inspections had been carried out which had got the partnership back on track.

Rosalynd Gater advised that, in relation to food hygiene inspections, officers had spent the past few years trying to catch up from Covid and following a lot of work had managed to catch up on the high-risk sites. She noted that 93% of the outstanding Category D sites had received visits and 82% of the outstanding unrated sites had been inspected. She advised that over the forthcoming year, officers were hoping to get back to 100% of the outstanding sites having received visits.

Sean Murphy advised that the authority had 22 ongoing level two and three investigations, meaning investigations that crossed boundaries, with a further 22 going through the court system. He advised that the proceeds of crime team had a total of 19 active cases ongoing.

Moira Fraser noted that the peer review had suggested that existing KPIs and measures of volume needed a refresh so that they linked back better to the Corporate Plans across the partner authorities. Moira Fraser advised that the document intended to highlight links to these priorities and included a revised proposed set of KPIs as recommended by the peer review. Members needed to consider the proposed KPIs and identify any changes that they would like to make to the system.

Councillor Tom McCann queried how Members of the Committee would be able to report the work back to their Councils, he suggested that this be factored into the Key Performance Indicators. Councillor Iskander Jefferies agreed and advised that he was happy to deliver a report to his Council. Sean Murphy noted that this had been mentioned in the peer review, he noted that there were a number of proposals in the paper that were to be reviewed during the special meeting that was due to take place at the close of the regular meeting.

Councillor Nick Allen suggested the year end Q4 report was brought to the member authorities licensing committees.

Councillor Allen noted that the partnership had received funding for the two Level 6 Trading Standards Apprentices for four years and queried whether this meant that they were to be given four-year contracts. Sean Murphy advised that the funding was for a four-year period but over a four-year cycle there would be natural wastage as staff left the Service for these employees to slot into. He also noted that four years from the likely start date of the employees was likely to take the authority into October 2029 which was approximately when the proposed current Joint Partnership Agreement extension was due to end. He highlighted that through careful planning their team had always been able to hold jobs for staff at apprenticeship level.

Councillor Nick Allen highlighted the need for the statutory licensing fees to be increased and felt that licensing chairmen had to do everything possible to lobby Central Government. Councillor Jeremy Cottam advised that West Berkshire Council had written such a letter to Government. Sean Murphy agreed that an uplift in these fees based on historical inflation data would cover the income deficit faced by the partnership.

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Damian James advised that Bracknell Forest Council had allocated an additional £90,000 in order to balance the budget for 2024/25 with an additional £195,000 required for the 2025/26 financial year.

Councillor Cherise Welch queried how the team had been so successful in driving such significant additional traffic to the Partnership's website. Moira Fraser advised that the new website likely had some impact but felt that the team's persistent effort to put out communications directing members of the public to the website was key.

Councillor McCann queried whether Bracknell Forest Council felt as though the shared service was delivering good value for money. Councillor Iskander Jefferies advised that he felt the service was very valuable and only wished that they had the capacity to increase the service offering. Councillor Lou Timlin queried what provisions he would like to have added. Councillor Jefferies advised that 60% of all crime was now fraud related, and he wanted to see more investment put into tackling that.

ACTIONS:

- Portfolio Holders to deliver a report to their Councils to highlight the work done by the Public Protection Partnership.
- Q4 year-end report to be brought forward to member Council's Licensing Committees.

RESOLVED that:

- The Committee had been informed about the 2024/25 Q4 data for the Public Protection Service set out in Appendix A.
- The Committee had been informed about the update on service delivery.
- The revised Key Performance Indicators for the Service be agreed as set out in Appendix D.

10 PPP Communications and Engagement Plan 2025 to 2027

Moira Fraser introduced the PPP Communications and Engagement Plan 2025 to 2027 noting that the aim of this report was to review and update the existing strategy in line with the findings of the peer review. She noted that for the forthcoming year, officers were looking more at the engagement side of the strategy and not just the communications side. She also noted that officers were exploring ways that they could more fully engage with Members following the outcome of the peer review.

Sean Murphy advised that the Service had received funding to add an additional engagement officer role in the team. This had been funded from a joint application across the three authorities for Police and Crime Commissioner funding.

Councillor Nick Allen advised that he had heard from people who had lost out on money through a solar panel scheme promoted through the authorities. One of the companies the scheme recommended had lost their certification after they had taken the deposits from residents. He sought clarity on whether officers were aware and wanted assurance that there were protections in place for members of the public.

Sean Murphy highlighted that the partnership had dealt with a number of issues in the green energy sector. This included a recent large case that had been through the courts in which the defendants had received suspended prison sentences, and a significant sum of money had been recovered for clients. It was suggested that it was common for rogue traders to try and take advantage of people looking to do the right thing.

Damian James advised that the scheme that Bracknell Forest operated had been extended and that he had received no reports of issues from anybody using the scheme

JOINT PUBLIC PROTECTION COMMITTEE - 9 JUNE 2025 - MINUTES

within Bracknell Forest. He would discuss the individual case with Councillor Allen outside of the meeting.

Councillor Tom McCann highlighted the importance of ensuring that the correct providers were being recommended to residents.

RESOLVED that:

- The Communications and Engagement Strategy for 2025/26 to 2027/28 be approved.
- Officers were endorsed to set up street level pop up events to engage with the public.

11 AOB

Before closing the meeting, Councillor Tom McCann stated that concerns had been raised and fed back to him about service provision and decisions from West Berkshire that affected the JPPC and officers who supplied these services in Wokingham, Bracknell Forest and West Berkshire Councils. The Leader of West Berkshire had undertaken that there would be no service change, officer movements or indeed any service re-evaluation coming through the system.

He also stated that should Wokingham wish to rejoin the JPPC formally they would be welcomed with open arms, and he hoped that this statement would mean that any misunderstandings or miscommunications were brought to a conclusion. He hoped that this clarification would assist Members with any discussions with their colleagues when considering the future of the Shared Service.

(The meeting commenced at 7.00pm and closed at 8.05pm)

CHAIRMAN

Date of Signature

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Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

JOINT PUBLIC PROTECTION COMMITTEE

Minutes of the meeting held on MONDAY 9 JUNE 2025

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Present: Nick Allen (Bracknell Forest Council), Jeremy Cottam (West Berkshire Council), Iskandar Jefferies (Vice-Chairman, Bracknell Forest Council), Tom McCann (Chairman, West Berkshire Council) and Cherise Welch (Bracknell Forest Council)

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Apologies for absence: Councillor Howard Woollaston (West Berkshire Council)

PART I

1 Declarations of Interest

No declarations of interest were received.

2 Public Protection Partnership - Shared Service Proposals

The Committee noted the update on the implementation of the Peer Review recommendations and considered the proposals for the future of the shared public protection service.

RESOLVED that:

- The update on the Peer Review recommendations be noted.
- The following recommendations would be made to partner authorities:
 - That Wokingham Borough Council becomes a full member of the Joint Public Protection Committee, and all other governance arrangements and terms are those set out in the original shared service agreement of the 6 January 2017.
 - The partners enter into a new three authority agreement until the 31 March 2029.
 - The agreement includes an exit clause based on a minimum of twelve months' notice.
 - In line with the recommendations of the Peer Review, the host authority should remain with West Berkshire to avoid significant short term disruption.
 - The partners should not wait for the expiry of the existing agreements but enter into the new arrangement as soon as practically possible.

(The meeting commenced at 8.05pm and closed at 8.23pm)

JOINT PUBLIC PROTECTION COMMITTEE - 9 JUNE 2025 - MINUTES

CHAIRMAN

Date of Signature

Joint Public Protection Committee Actions Arising from Previous Meetings

Ref	Meeting Item	Action	Officer	Update
1.	09 June 2025 - JPPC Terms of Reference	The pathway for the changes to the terms of reference to be circulated to Members	MF	The timeline was circulated to all Members of the JPPC on the 19 June 2025. The report would be taken through the governance cycles in all three partner authorities, including Executive/Cabinet and Council and the outcome would be reported back to the December 2025 JPPC meeting.
2.	09 June 2025 – Public Protection Partnership Service Update and Q4 and Year End Report for 2024/25	<p>Portfolio holders to deliver a report to their Councils to highlight the work done by the Public Protection Partnership.</p> <p>Q4 year-end report to be brought forward to member Council's Licensing Committees.</p>	<p>TM, IJ, LT</p> <p>MF</p>	<p>Q4 report was circulated alongside the June BFC LSC agenda.</p>

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JPPC – 6 October 2025

Item 4 – Declarations of Interest

Verbal Item

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JPPC – 6 October 2025

Item 5 – Public Speaking and Questions

Verbal Item

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PPP Forward Plan December 2025 to December 2026

No.	Ref No	Item	Purpose	Lead Officer	Comments
JPPC 08 December 2025 – BFC					
1.		Public Protection Partnership Q2 2025/26 Performance Report	To consider the Quarter 2 Update and Performance Report.	Sean Murphy/Moira Fraser	
2.		Air Quality Reports	To set out the responses received from DEFRA for the Annual Status Reports and agree to consult on the revocation of the Crowthorne Air Quality Management Area.	Suzanne McLaughlin	
3.		Tackling Fraud and Unfair Trading	To provide the Committee with an update on the work of the Public Protection Service in tackling fraud and financial abuse.	Theresa Bashford	
4.		Workforce Planning Strategy 2026 - 2027	To update the existing strategy.	George Lawrence	
5.		Training and Development Plan 2026 - 2027	To update the existing Plan.	Moira Fraser	
6.		Update on the Implementation of the Tobacco and Vaping Bill	To provide Members with an update on implementation and delivery in respect of the new legislation.	Theresa Bashford	
7.		Update on the PPP shared service contract.	To consider options for the future of the partnership following the peer review of the Service.	Sean Murphy	
JPPC 09 March 2026 – WBC					
8.		Public Protection Partnership Q3 2025/26 Performance Report	To consider the Quarter 3 Update and Performance Report.	Sean Murphy/Moira Fraser	
9.		Water Safety Partnership	To provide an annual update of the work of the Partnership.	Jon Winstanley	

No.	Ref No	Item	Purpose	Lead Officer	Comments
10.		Young People and Vaping	Item for information to update Members on the work we are doing to promote smoking and vaping cessation for young people and update Members about any legislative changes.	Theresa Bashford	
11.		Refresh of the Strategic Assessment 2024 - 2027	To refresh the existing document in light of changes to the National Trading Standards Strategic Assessment and the review of local priorities.	George Lawrence	
12.		Crowthorne Air Quality Management Area Revocations Update	To consider the outcome of the consultation and if appropriate seek approval from the JPPC for the revocation of the Air Quality Management Area (AQMA) in Crowthorne following the decision of the Committee to consult on it at the December 2025 meeting.	Suzanne Mclaughlin	
13.		West Berkshire Air Quality Strategy	To consider a draft strategy and consultation process following the removal of all Air Quality Management Areas in West Berkshire.	Suzanne McLaughlin	
14.		AI and Digital Strategy	To consider how technology can be used to assist officers to streamline their work processes.	Maira Fraser	
JPPC June 2026 – BFC (Date TBC)					
15.		Election of the Chairman and Appointment of the Vice-Chairman for the 2026/27 Municipal Year.	To elect a Chairman from West Berkshire Council and a Vice-Chairman from Bracknell Forest Council for the 2025/26 Municipal Year, if necessary	Verbal Item	
16.		JPPC Terms of Reference	To note the terms of reference of the Committee.	Maira Fraser	
17.		Public Protection Partnership Q4 2025/26 Performance Report	To consider the Quarter 4 Update and Performance Report.	Sean Murphy/ Maira Fraser	
18.		PPP Enforcement Policy 2026-2029	To consider any updates to the existing policy	George Lawrence	

No.	Ref No	Item	Purpose	Lead Officer	Comments
19.		Business Plan	To update the existing plan.	Sean Murphy	
20.		West Berkshire Air Quality Strategy	To consider the consultation process and adopt a strategy following the removal of all Air Quality Management Areas in West Berkshire.	Suzanne McLaughlin	
JPPC October 2026 (Date TBC) – WBC					
21.		Public Protection Partnership Q1 2026/27 Performance Report	To consider the Quarter 1 Update and Performance Report including an update on the peer review action plan.	Maira Fraser	
22.		Revenue Budget 2027/28 Including Proposed Fees and Charges Schedule	To set out the draft revenue budget for 2027/2028 including fees and charges and to seek approval for the draft budget and draft fees and charges schedule prior to submission to Bracknell and West Berkshire Councils in accordance with the Inter-Authority Agreement (IAA).	Sean Murphy	
23.		Enforcement Approach to Sale of Age Restricted Products 2026-2028	To update the existing process	George Lawrence	
JPPC December 2026 (Date TBC) – BFC					
24.		Public Protection Partnership Q2 2026/27 Performance Report	To consider the Quarter 2 Update and Performance Report.	Sean Murphy/Maira Fraser	
25.		Air Quality Reports	To set out the response received from DEFRA	Suzanne McLaughlin	
26.		Tackling Fraud and Unfair Trading	To provide the Committee with an update on the work of the Public Protection Service in tackling fraud and financial abuse.	Theresa Bashford	

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Public Protection Partnership Service Update and Q1 Report for 2025/26

Committee considering report:	Joint Public Protection Committee
Date of Committee:	6 October 2025
Chair of Committee:	Councillor Tom McCann
Date JMB agreed report:	22 September 2025
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC

1. Purpose of the Report

- 1.1 To inform the Committee of the performance of the Public Protection Partnership (PPP) in line with the operating model and business plan and provide an update setting out performance during the first quarter of 2025/26.

2. Recommendations

That the Committee:

- 2.1 Be **INFORMED** about the 2025/26 Q1 data for the Public Protection Service set out in **Appendix A**.
- 2.2 Be **INFORMED** about the update on service delivery.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>At the end of Quarter 1 the Service is forecasting that it will come in on budget.</p> <p>Further detail can be found at Section 5 below.</p>
Human Resource:	<p>The current vacancy information and recruitment activity is set out within the body of the report. See Section 6.</p> <p>There is some very limited engagement of agency staff, but this is linked primarily to grant funded areas where there is not the resource to conduct the work. The only agency resource outside of grant funded work has been in the areas of case management (vacancy / long term absence cover) and food safety inspections.</p>
Legal:	<p>There are no direct legal implications arising from this report. The Inter-Authority Agreement (IAA) charges the Joint Public Protection Committee with the responsibility to oversee service delivery and performance including financial performance. This report discharges that responsibility.</p>

	The governance arrangements with Wokingham Borough Council are managed through the Joint Management Board in accordance with the current agreement.		
Risk Management:	<p>JMB and the management team meet regularly to consider the risks for the delivery of the service.</p> <p>The current key risks relate to operational and management capacity due to the nature of vacancies across the service and the inability to recruit to critical posts including a strategic manager leading the case management unit and senior Trading Standards and Environmental Health posts.</p> <p>To mitigate this, the service is continuing the 'grow your own' approach primarily through the apprenticeship route.</p> <p>Due to the finite resource, management are taking a risk-based approach in all its activities ranging from routine interventions to criminal investigations. The service is also maintaining its approach as being intelligence led in dealing with reactive requests and prioritising of risk. This does create additional risk around the perceptions of the level of response which require management of those expectations.</p>		
Property:	None		
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 to maintain oversight of performance. This report addresses that requirement.</p> <p>The revised service priorities were approved at the October 2024 JPPC meeting. The Strategic Assessment was adopted at the June 2024 meeting.</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?		✓	No implications

B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		✓		No implications
Environmental Impact:		✓		
Health Impact:		✓		
ICT or Digital Services Impact:		✓		
PPP Priorities:				<p>The report will impact on the following PPP Priorities</p> <ol style="list-style-type: none"> 1. Building Safer Communities 2. Improved Living Environment 3. Protecting Consumers from Fraud 4. Reducing Harm in Young People 5. Protecting and Informing Consumers 6. Protection of the Environment 7. Promoting Animal Welfare 8. Safety in the Workplace 9. Safe and Healthy Food Chain <p>Business as Usual Activity is supported too.</p>
Data Impact:		✓		None
Consultation and Engagement:	There is regular engagement with staff as well as senior officer and Member briefings in each of the authorities that form the PPP. A whole team away day took place on the 05 th March 2025 and further team briefing(s) took place on the 29 May 2025.			
Other Options Considered:	None. It is a requirement of the IAA to report on the performance of the service.			

4. Executive Summary

- 4.1 The Joint Public Protection Committee is mandated by the Inter-Authority Agreement (IAA) to keep under review the performance and activity of the Public Protection Service including the financial performance and outputs of the service.
- 4.2 Throughout the year the Committee receives updates on aspects of performance and any emerging issues, achievements, and priorities. This report also sets out progress and risks in key strategic areas of the business i.e. HR, ICT, Property and Legal. The report also provides the Committee with the current financial position and highlights any pressures arising in-year.
- 4.3 The key outturn measures of volume and data for Quarter 1 (April to June) is set out in Appendix A to the report. The narrative in this report sets out the steps and

interventions that the service performs across all partner authority areas to protect both residents and businesses.

- 4.4 Officers reviewed the previous Key Performance Indicators (KPIs) and Measures of Volume (MoV), and these were considered and agreed by the Committee at the June 2025 meeting. This report therefore reflects the amended reporting structure.

5. Finance

- 5.1 As at the end of quarter 1 the service is predicting that it will come in on budget. There is a pressure of around £90K arising from a shortfall in income, pressure arising from a housing matter in Bracknell and significantly from additional kennelling costs. These are being offset by holding posts vacant and in the case of the housing matter through a charge against the property. The holding of posts will be done on a risk-based approach with focus on retaining capacity in line with the agreed priorities.

6. Human Resources

Recruitment

- 6.1 Since the June 2025 meeting the Service has successfully recruited to the following posts:
- Licensing Enforcement Officer
 - Casual Licensing Enforcement Officer
 - 2 Public Protection Community Officers
 - 2 Investigators
 - 2 Externally Funded Level 6 Trading Standards Apprentices
 - Case Officer
 - Trading Standards Enforcement Officer
- 6.2 In terms of recruitment, we are currently recruiting to these posts:
- Senior Trading Standards Officer
 - Senior Environmental Health Officer
 - Strategic Manager: Case Management Unit
 - 0.6 fte Licensing Applications Officer
- 6.3 The following posts are now vacant:
- 0.4 FTE Enforcement Officer – Trading Standards
 - 1.0 FTE Customer Delivery Lead Officer
 - 1.0 FTE Animal Warden

Training and Development

- 6.4 There are two team members undertaking their MSc's in Environmental Health. A further member of staff has applied to enter the MSc programme.

- 6.5 The Environmental Health Graduate trainee is continuing to make good progress as is the Level 6 Environmental Health Apprentice. One of our Senior Trading Standards Officers is currently undertaking an ILM course through the apprenticeship programme. One of our Level 6 Trading Standards Apprentices are entering the final phase of their apprenticeship.
- 6.6 In-house training sessions on case file preparation for managers took place in May and in-house disclosure training took place on the 15th July and 16th September 2025. A whole team away day is due to take place on the 21st October 2025.
- 6.7 Regulation of Investigatory Powers training for relevant members of the team took place on the 09th September and training for affected Senior Managers will take place on the 15th October 2025.
- 6.8 One of our Enforcement Officers has completed the training to become a Mental Health First Aider.
- 6.9 Two Members of the Customer Delivery Team undertook the Dealing with Difficult People training delivered by West Berkshire Council.
- 6.10 One of our Trainee Regulatory Services Officers will be starting his Level 6 Food Control training after earning a distinction in his Level 5 Food Premise Inspection Qualification.
- 6.11 Further safeguarding training is being provided for new staff into the service. This is a mandatory requirement for PPP staff as set out in the Training and Development Plan. All new members of staff will be required to undertake induction training in both West Berkshire Council and Bracknell Forest Council.
- 6.12 Safeguarding training for Hackney Carriage and Private Hire Drivers as well as Private Hire Operators is now being delivered in-house. We are exploring if Disability Awareness training could be delivered as a new income stream.

7. ICT Update

- 7.1 An extension to the contract for the provision of the IT system for the Service (Idox Cloud) is currently being signed off.
- 7.2 The Service is in the process of producing an AI and Digital Strategy which will focus on harnessing emerging technologies to drive innovation, improve service delivery, and enhance operational efficiency across the Service where it is appropriate to do so. This strategy will be shaped by current digital capabilities and current and future needs of the Team while being mindful of any operational, ethical and legal restrictions and resource usage. It will outline a roadmap for integrating AI tools into core processes and building digital skills across the workforce. Training requirements will be reflected in the Training and Development Plan which will be coming to the December JPPC meeting for consideration.
- 7.3 The Strategy will set out how the Service can responsibly implement Artificial Intelligence (AI) technologies to enhance productivity, improve service delivery and support sustainable development while aligning with the Services existing priorities and objectives.

- 7.4 In advance of the Strategy being produced Officers are looking at ways that technology can be used to assist them with streamlining their work processes including making use of AI Minute to transcribe PACE interviews, making use of co-pilot to assist with communication activity and form compilation throughout the team and using Chatgpt to assist with analysis of documentation.
- 7.5 The Team are also investigating the use of tablets by field officers to expedite the processing of inspections and improve communication and access to Council information when undertaking engagement activity within the community.

8. Update on the Peer Review Recommendations

- 8.1 It was agreed at the June 2025 meeting that regular updates on progress being made with the Peer Review recommendations would be included in this report (See Appendix D)
- 8.2 A staff workshop took place on the 08th July 2025, a Duty Manager roster has been put in place to provide management visibility and oversight of office management at the Theale Gateway office. Joint Management Board are continuing to monitor progress with the recommendations.

9. Governance, Information Management and Communications

- 9.1 During Q1 Officers have dealt with six press enquiries, issued 20 press releases and published two articles on the website. The press release on a custodial sentence for a builder was featured on a segment on ITV News, BBC Radio Berkshire and BBC South today in June and our Service Lead appeared on a BBC Radio Berkshire to talk about courier fraud in July.
- 9.2 The Principal Officer - Policy and Governance continues to work closely with West Berkshire, Bracknell Forest and Wokingham Borough's Communication Teams and liaises with them on a regular basis regarding the PPP's campaigns. PPP press releases are shared for their distribution, as well as both continuing to share relevant posts on each other's social media platforms. The PPP also provides a weekly contribution to the West Berkshire Council Newsletter which is produced by the internal Communications Team and they have provided regular contributions to Wokingham Borough Connect (Community Safety and Enforcement) and Out and About in Bracknell Forest too.
- 9.3 In terms of social media activity Officers have supported a number of relevant national public campaigns including Meat and Dairy Products Banned from Entering GB from EU, Be Water Aware, Hoarding Awareness Week, Stop Loan Sharks week, Consumer Awareness Week, Clean Air Day, Microchip Your Pet Month and national Licensing Week. The Service has posted 201 posts on social media this quarter and has attracted another eight new followers.
- 9.4 During Q1 the team dealt with a total of 133 Freedom of Information requests which took around 111 hours to process (circa 3 weeks of officer time). The number of requests have increased when compared to the same period in 2024/25 where 102 Fols were processed and took significantly longer than the 71 hours to process.
- 9.5 The team also processed 64 enquiries from Councillors and the local MPs during quarter 1 which were split equally across West Berkshire and Bracknell Forest

Councils. This represented a slight increase when compared to the 59 that were dealt with in the same period of the previous year.

- 9.6 In terms of complaints, the service received five complaints which equates to 0.18% of the 2,707 service requests that the team has dealt with in Q1. Of these all five were stage 1 complaints. Of the five complaints received (0 in BFC and 5 in WBC) two were upheld in full, one was not upheld and two were upheld in part. The number of complaints received has decreased when compared to the 11 that were received in the same period in 2024/25.
- 9.7 As a new website was implemented on the 31 March 2025 we did not switch on the analytics in April to allow time for the work on the website to be completed. Data about website visits will be reported in quarter 2. Initial anecdotal comments are that the new look website is clearer and has been well received.
- 9.8 During Q1 we completed the consultation on the West Berkshire Hackney Carriage and Private Hire Policy and started the consultation on the Statement of Licensing Policy in Bracknell Forest Council.
- 9.9 The Team also supported seven events across Bracknell Forest, and West Berkshire including a District Parish Conference in West Berkshire, one pop up event in Newbury Town Centre, fun days and fetes in Pangbourne, Newbury and Thatcham and attended a careers day at Little Health School. Officers attended a series of summer of fun events in Bracknell Forest over the summer as well as some of the Lets Chat events in West Berkshire.
- 9.10 Film Classification Policies have now been agreed in both partner authorities and the West Berkshire Regulation of Investigatory Powers Policy was signed off as a Delegated Officer Decision on the 29 August 2025.

10. Building Safer Communities

- 10.1 The [national mosquito project](#), run by the UKHSA, which monitors for invasive mosquitoes that may increase the risks of disease transmission was conducted over the summer. Thankfully no invasive mosquitos have been detected to date. Monitoring along the M4 corridor will continue until the end of September.
- 10.2 The provision of the PPP stray dog service has been challenging in the first quarter created in part by the lack of available kennelling provision. This has been made even more challenging following the resignation of the existing animal warden. Working with the stray dog collection contractor, the wider team have stepped up with Partnership Support Team colleagues to cover authentication of ownership, re-uniting, and re-homing alongside other animal warden related enforcement work such as dog fouling complaints, dangerous dog complaints, and other animal welfare queries.
- 10.3 The Service has also managed to secure additional kennelling space, across two out of area sites bringing the number of kennel spaces available to 3 (and 4 depending on need) across the PPP, but this comes at a cost creating a budget pressure.
- 10.4 The Licensing Team have undertaken 13 inspections of premises licensed under the Licensing and Gambling regime during Q1. Officers have attended one joint operation with Immigration who have indicated they do not intend to call for a review of the premises at this time. Other planned visits to premises were cancelled due to

workload issues within the Immigration Service. Licensing Officers have accompanied colleagues from Trading Standards on several underage sales inspections and also attended any follow up interviews under caution. The Licensing Team have also licensed eight previously unlicensed ice cream vans in Q1. In addition three scrap metal sites and one scrap metal collector licences were issued.

- 10.5 Officers continue to attend pubwatch in both areas.
- 10.6 Licensing Officers have also been out to several outdoor events to ascertain whether licence conditions are being complied with and ensuring adherence to noise restriction requirements.
- 10.7 The police led operation with DVSA which Officers were due to attend was unfortunately cancelled in Q1 but took place in August where a number of taxis were checked.
- 10.8 The following licensing panel/subcommittee meetings have taken place in Q1:

Type of Application	Applicant	Outcome
Bracknell Forest		
New Premises Licence	Ascot Take-Away, 2 Warren Row, Ascot, Bracknell Forest, SL5 8HN	Granted subject to conditions
New Premises Licence	Musica Group Ltd, Musica, 6f Eagle Lane, Bracknell, Bracknell Forest, RG12 1BG	Granted subject to conditions
West Berkshire		
None		

- 10.9 During Q2 of 2025/26 to date the following applications have been heard:

Type of Application	Applicant	Outcome
Bracknell Forest		
New Premises Licence	Popeye's, 45 High Street, Bracknell, Bracknell Forest, RG12 1EA	Granted subject to conditions
New Premise Licence	Feta & Fig Limited, 3 Rectory Row, Bracknell, Bracknell Forest, RG12 7BN	The application was refused.
West Berkshire		
New Premises Licence	Best Buy Foods, 51 London Road, Newbury, West Berkshire, RG14 1JN	Granted subject to conditions

Licensing Hearings Data for last three years.			
Authority	2023/24	2024/25	2025/26 to date
Bracknell Forest	3	3 (and a further one was postponed)	4 (2 hearings were also postponed)

West Berkshire	8 (with a further five cancelled or adjourned after agenda publication)	1	2 (1 further hearing was cancelled)
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11. Improved Living Environment

- 11.1 The team successfully engaged with a hoarder in West Berkshire that we have been aware of for at least the last five years. They have now agreed to work with Social Services following professional meetings and the property is being cleared.
- 11.2 There has been a long-standing issue of waste deposits and sewage at Ringway Garages. The issues were brought to the attention of the team via the Bracknell Anti-Social Behaviour Team and the Neighbourhood Policing Team. The residents had complained to their local MP amongst others. After being visited by Community and Trading Standards officers with the property managers the dumped oil, waste in fire exits and drug paraphernalia have been removed, and work is ongoing to make the doors secure and address other issues like lighting and the sump pumps.
- 11.3 A resident with two small children with medical needs had been struggling to get any response from her housing association after discovering rats in her kitchen. Ordinarily, it would be for the occupier to address pest issues, but in this exceptional case, intervention by the team resulted in the housing association rehoming the resident whilst a new kitchen was installed, alongside a rewire of the property and new loft insulation. The housing association have also compensated the resident for lost items due to the infestation.
- 11.4 Working collaboratively, a new project to raise living standards in the private rented sector covering issues such as Energy Performance Certificates (EPC), safety of furnished lets, Minimum Energy Efficiency Standards (MEES) and ensuring businesses are complying with the Tenants Fees Act is underway. The project will see joint inspections and business advice being provided where appropriate.

11.5 In terms of service requests (SRs) relating to housing:

	Total request for service housing	Of these number of complaints regarding house condition	Of these number that were Registered Social Landlords
WB April to June 2024	90	71	32 (45%)
WB July to Sept 2024	68	59	21 (36%)
WB Oct to Dec 2024	92	62	31 (50%)
WB Jan to March 2025	84	56	29 (52%)
WB Apr to Jun 2025	61	37	19 (51%)
BF April to June 2024	78	49	20 (41%)
BF July to Sept 2024	87	55	25 (27%)
BF Oct to Dec 2024	95	69	35 (50%)
BF Jan to March 2025	86	51	29 (57%)
BF Apr to Jun 2025	54	21	7 (33%)

- 11.6 The majority of the housing condition SRs relate to leaks in the properties and other sources of damp and corresponding mould.

12. Protecting Consumers from Fraud

Scams and Fraud Victim Support

- 12.1 Over the past three years, scams and fraud victim support work has been funded by each of the three Local Authorities' Community Safety Partnership's (CSPs) Community Safety Funds, provided by the Office of the Police and Crime Commissioner. Funding for this work ceased on 31st March 2025, nevertheless, owing to the service's continued commitment to protecting residents from fraud and scams and supporting those residents who are victims of this type of crime, funding proposals have been successfully submitted to the three LA's CSPs to gain a further three year's funding for this work.
- 12.2 On 1st May 2025, the PPP's Fraud Victim Support Officer retired from this full time role, leaving a gap in service provision. Consequently during Q1, fraud and scams victim support has been limited. The Service is still supporting scam victims through home visits and advice and recovery of their monies lost by challenging the consumer's banks under the banking protocol.
- 12.3 During Q1 the scams team have achieved the following across Bracknell Forest, West Berkshire and Wokingham:
- Dealt with 22 Service Requests in respect of fraud and scams ahead of the holiday season to inform consumers of their rights and to alert them to current scam types.
 - Undertaken one presentation and one seasonal campaign around holiday scams
 - Supported the set-up of one new No Cold Calling Zone and fitted two new call blockers.
 - 25 complaints have been assessed and actioned.

Unfair Trading and Fraud

- 12.4 In terms of losses across the PPP area arising from unfair trading and fraud in Q1 2025/26:
- The total detriment identified from victims in the PPP area is ££303,662 (Bracknell Forest £43,510, Wokingham £107,012 and West Berkshire £153,410). This represents an increase on the £250,999 at the same period in 2024/25.
 - The total money saved or recovered is £23k which is broadly comparable with the same period last year.
 - The total number of alleged incidents is 56 (5 Bracknell Forest, 27 Wokingham and 24 West Berkshire) which is an increase when compared to the 38 in 2024/25.
 - The average loss is £5,422 per victim. The average loss in Wokingham is £3,963, in Bracknell Forest £8,702 and in West Berkshire £6,375.

13. Reducing Harm in Young People

Schools Work

- 13.1 There have been no requests from schools for presentations within West Berkshire during Q1. This may be owing to schools concentrating on exams and end of year academic events etc during the summer term. At present resource within PPP to deliver this piece of work remains limited, however following recent successful recruitment to the two Public Protection Community Engagement Officers, it is expected that now that they are in post they will be able to promote and undertake this work.
- 13.2 A discussion has taken place with Bracknell Forest's Director of Public Health regarding the funded provision delivered to West Berkshire Public Health by the PPP. Funding a similar provision for Bracknell Forest is being considered.

Attitudinal Survey

- 13.3 Owing to West Berkshire's Public Health Team completing their young people's survey at the beginning of this year, which includes similar questions to the PPP's attitudinal survey, this piece of work is yet to have taken place. A decision needs to be made whether the survey takes place during the school's Autumn or Spring Term. Moreover, consideration needs to be made regarding the widening of the survey to include nicotine pouches as well as alcohol, tobacco and vapes.

Tobacco Control Alliance

- 13.4 The Berkshire West Tobacco Control Alliance continues to meet on a six-weekly basis with representatives from West Berkshire, Reading and Wokingham Public Health, Trading Standards, NHS, BOB ICB, pharmacies and local stop smoking service provider. The alliance's Tobacco Control Plan is a 'live' document that is routinely reviewed and amended.
- 13.5 The PPP's Senior Programme and Community Officer leads on the commissioning of West Berkshire Public Health's jointly commissioned Local Stop Smoking Service provision, in addition, it ensures the effective spending of the Local Stop Smoking Service and Support Grant Funding. During Q1, following the submission of an exceptions report to West Berkshire Council's April Procurement Board to direct award via the Provider Service Regime, a service specification was agreed and contract awarded to Solutions 4 Health to deliver a targeted outreach stop smoking service to persons employed within routine and manual professions. This commenced on 1st July 2025 for a period of 12 months. Moreover, the officer is leading for West Berkshire on the joint commissioning with Reading Borough Council of an Integrated Healthy Lifestyle Service to commence in October 2026 which would include smoking cessation and weight management.

Community Alcohol Partnership (CAP)

- 13.6 On 2nd April the CAP Coordinator attended Westminster to receive the CAP's Spotlight Award for the work delivered in conjunction with Newbury College.
- 13.7 Following on from this work, Newbury College Health and Social Care students were asked to produce materials that could be used within secondary schools and by the young person's drug and alcohol behaviour change service to support health harm

campaigns. A poem written by one of the students was chosen and has been made into a poster by West Berkshire Graphic's team. Furthermore, the student was supported to record herself reading the poem, which has also been sent to West Berkshire Graphic's team to be made into a digital video to be posted on social media and included on websites. It is anticipated that these assets will be ready for the new academic year.

- 13.8 The national CAP has selected West Berkshire as one of six pilot areas for their new Parental Supply of Alcohol initiative. The PPP's CAP Co-ordinator attended Westminster in June for the official launch of the initiative and to seek cross party support. Insights work is currently underway within the six pilot areas. The campaign launch is expected in the Autumn.
- 13.9 A Responsible Retailer Scheme for independent retailers is in the process of being initiated across the three LAs with an initial focus on the responsible retailing of age restricted products. Nevertheless, if successful, the scheme could be extended to include other safe working practices. Documentation is being drafted for retailers detailing the nature and purpose of the scheme, expectations and benchmarking documents and sample documents such as a refusals register.

Age Restricted Products

- 13.10 The Age Restricted Products Enforcement officer has been undertaking many inspections in retail and other licensed premises to test compliance with the relevant age restrictions. These have resulted in several investigations which we are now pursuing. In addition, a recent operation was conducted at the Henley Regatta where we were accompanied by Wokingham Licensing Team checking underaged sales. No sales were offered.
- 13.11 During Q1 the following underage sales activity took place:

Vapes		Lottery		Alcohol		Knives		Tobacco	
Attempts	Sales	Attempts	Sales	Attempts	Sales	Attempts	Sales	Attempts	Sales
32	1	0	0	12	3	10	2	0	0

14. Protection of the Environment

- 14.1 **Air Quality** - the three Annual Status Reports 2025 (2024 data) for each of the partner authorities were completed and once signed off by the Directors of Public Health were submitted to DEFRA prior to the 30 June 2025 deadline. Feedback from DEFRA will be brought to the December meeting provided it is received in advance of the meeting. Social media messaging was posted to mark Clean Air Day on 17 June 2025.
- 14.2 **Environmental Permitting** - the new inspection programme for 2025/26 was set up with nine inspections due in Bracknell Forest and 24 in West Berkshire. The invoice for the annual subsistence fees has been raised.
- 14.3 **Private Water Supplies** – the single dwelling project commenced. Three new supplies have been found, and Risk Assessments have been carried out.
- 14.4 **Planning Consultations** – Officers attended the Kennet Centre Newbury appeal in respect of the impact of noise on proposed residents from existing noise sources.

The Team have seen an increase in noise complaints from padel courts and air source heat pumps, some of which require retrospective planning permission.

- 14.5 **Public Nuisance** - officers have been working with Licensing colleagues in dealing with complaints regarding noise and conditions which require updating.
- 14.6 **Contaminated Land** -. The project to transfer information from existing systems onto Idox Cloud continues.
- 14.7 **Weight Restrictions** - During Q1 86 checks were made in relation to potential breaches of weight restrictions and overloaded vehicles resulting in 66 breaches. A joint overladen operation was also undertaken with Thames Valley Police in Bracknell. Three vehicles were found to be overweight and are currently in the system.
- 14.8 **Waste Removal and Fly Tipping** - Great Hollands continues to experience misuse of the verges and kerbsides with skips. Following a request from the Ward Member to investigate a skip that had been in place for over a year, investigations took the officer to Horton where the company who originally deployed the skip had now moved to. The operator was spoken to and within two hours he had removed the skip, as well as the accumulated waste, others had left behind.
- 14.9 Collaboration with Runnymede Council has seen a joint investigation into a Fly Tipper from Chertsey, Surrey, who has been committing offences in Bracknell Forest and within the Chertsey area. Runnymede Council are progressing the prosecution to include a BFC offence from June 2024.
- 14.10 Following a complaint from a local business in Bracknell, landowners were eventually traced to an address in North London and served with a notice requiring them to clear the land of waste and they were instructed to secure the land. Working with the company and explaining the concerns and state of disrepair the perimeter boarding had fallen into over the years, the company replaced all the boarding surrounding the large plot which was greatly appreciated by the adjoining businesses.
- 14.11 Q1 has also been exceptionally busy, with 53 reported fly tipping incidents to investigate. CCTV has been deployed in Crown Row for a second time this year and is having a significant effect on the reduction of waste being left by members of the public.
- 14.12 **Single Use Vapes** - The banning of illegal single use vapes from 01 June 2025 was introduced under environmental protection legislation. Enforcement for these Regulations, sits with Trading Standards services. It is a legal requirement that the service undertakes a public consultation with interested parties to ensure it can enforce those regulations. This was carried out by contacting retailers, legal services, public health teams and waste management colleagues setting out the PPP's proposed enforcement guidance. Following the conclusion of the consultation the [document](#) has now been published on the PPP website.
- 14.13 Alongside this work officers have continued to prepare the formal notices, Fixed Penalty Notices and officer training has been undertaken. Plans are in place to carry out a number of inspections across the PPP area to ensure single use vapes (as prescribed by law) are not made available for sale.

15. Protecting and Informing Consumers

- 15.1 In this quarter the Trading Standards team has triaged/assessed and dealt with 1134 service requests across the three Local Authorities. The team have also dealt with several national product safety recalls either referred from local businesses or from the Office of Product and Safety Standards (OPSS) e.g. a baby's highchair, and a robotic lawnmower.
- 15.2 Complaints can originate from anywhere, leading to investigations needing to be carried out across the Country. Such a complaint was received by PPP from a European manufacturer with offices in Bracknell alerting us to an issue relating to the suspected supply of counterfeit gas boiler parts bearing their Trademark. This was reported to them by a registered Gas Safe Engineer who went to fit the part and realised it did not look right. This resulted in PPP officers seizing products out of area (Doncaster) and needing to visit the area to conduct interviews, which involved logistical planning and liaising with local police and Trading Standards services in that area.
- 15.3 A consumer complaint was received relating to baby's clothes and associated items which triggered several inspections which resulted in certain products being removed from sale due to safety concerns. The Service continues to provide information on its social media pages about recalled products.

16. Promoting Animal Welfare

- 16.1 Officers continue to undertake routine inspections for animal welfare on farms. No significant issues have arisen as a result, and advice is provided at the time of inspection.
- 16.2 Inspections continue to be undertaken over the whole range of animal activity licences, including ones which are as a result of complaints and a new zoo licence was issued.

17. Safety in the Workplace

- 17.1 The Team has dealt with 66 (30 in BFC and 36 WBC) health and safety at work service requests during Q1 and 20 (9 BFC and 11 WBC) workplace accidents were reported.
- 17.2 The Safety Advisory Group have been notified about and considered the documentation provided in respect of 54 events in Bracknell Forest and 76 in West Berkshire.

18. Safe and Healthy Food Chain

- 18.1 The Team have dealt with 143 (56 BFC and 87 WBC) food hygiene service requests during quarter 1. They have completed 206 (88 BFC and 118 WBC) food hygiene inspections. This includes both scheduled and reactive visits.
- 18.2 It should be noted that the inspection programme is not a flat profile and more inspections tend to take place in the latter part of the year.

- 18.3 Food hygiene cases of interest included an appeal lodged by a food importer against a Regulation 19 TARP Notice (The Trade in Animals and Related Products Regulations 2011) served by PPP in relation to a consignment of illegally imported caviar. It was dismissed at a hearing at Oxford Magistrates' Court on 25 April 2025. The Council was awarded costs of £2,721.80 and the Team are continuing to investigate possible offences related to this matter.
- 18.4 The team have also dealt with reactive and advisory work as standard business as usual and have had some interesting requests during Quarter 1. Certain food establishments require approval by the Council. These are food businesses that handle products of animal origin, such as meat, fish, egg, dairy products, and processed products of animal origin, which supply other establishments. Approval must be obtained by the food business operator before such activities commence, and the assessment process confirms that a business has adequate food hygiene arrangements in place to meet legal requirements. Establishments may be subject to approval, either by the Food standards Agency (FSA) or by the local authority depending on the nature of the business.
- 18.5 There are currently ten food business establishments approved by Public Protection Partnership operating across West Berkshire and Bracknell Forest local authority areas. Two of these premises (one in Bracknell Forest and one in West Berkshire) are cold stores handling products of animal origin and newly approved by Public Protection Partnership in Q1 of 2025.
- 18.6 The Service received 109 (46 BFC and 63 WBC) infectious disease notifications during Q1. This is a slight reduction when compared to the 126 during the same period last year. However, since the beginning of June the UKHSA has stopped reporting *Campylobacter* cases directly to local authorities and therefore the number of infectious disease notifications has reduced. The majority of cases reported now are in respect of *Salmonella* Enteritidis.
- 18.7 This is the first quarter the new food standards model has come into being. Inspections that are being carried out are being entered, and the system is providing quality data in terms of the residual risks and frequency for next inspection. However, it remains that data transfer has presented some historic data anomalies that requires further work to address and ensure that statutory returns can be completed with reliable data.
- 18.8 The food standards inspections have found a number of premises selling drinks with the ingredient EDTA (Calcium Disodium), this ingredient is permitted in foods in the UK but not in drinks. Action taken by officers has seen these items removed from sale and have advised local businesses to return them to their suppliers. On occasion, when supplier details have been sought, local food businesses have been reluctant, and in some instances, unable to provide details of their supplier. This has resulted in officers having to provide advice on traceability requirements under food legislation and having to have documents in place to show where their products have come from. This has then been reflected in the risk score for that inspection.
- 18.9 Where details have been given, these issues have been referred to the appropriate primary authority to take up with the supplier.
- 18.10 One food business was found to have most of its shop non-compliant with UK labelling legislation. This was due to lack of prepacked for direct sale labelling on

'pic n mix' sweets, lack of English labelling and lack of a UK name and address. The business was initially advised on action to be taken but on a revisit had failed to do so. Therefore, improvement notices were issued covering the three areas of improvement required. On a further revisit to check the store, a huge improvement had been made, all prepacked stock has been over-stickered to make it UK compliant including foods not originally labelled in English and prepacked for direct sale items had a name and ingredients list including allergens present. This was a huge improvement and means consumers are now more informed as to what they are purchasing.

- 18.11 Food Standards Officers have also been taking part in regional and national sampling projects over the past few months. This has involved purchasing takeaway meals and cakes, having them tested for undeclared allergens, buying spirits in pubs to check for alcohol content and authenticity, as well as checking for the amount of sugars present in low fat yoghurts, and more recently checking the water content of cooked meats. Results are pending.
- 18.11 Finally, A local convenience store with a history of underage sales is being investigated for the supply of dangerous counterfeit Glens Vodka, investigation ongoing and was picked up by the BBC. [Fake vodka warning issued by council trading standard teams - BBC News.](#) In the meantime, the businesses' alcohol licence has been revoked after a Licence review.

19. Investigations and Case Management

- 19.1 The Joint Case Management Unit continues to be busy working with new investigations commencing all the time across the PPP. Of these 68 are already in the case management / court system and most of the bigger more complex investigations are or are expected to be crown court disposals. A number are set for trial in late 2025 as well as in 2026. In addition, as anticipated and mentioned in the last report, there has been a big increase in the number of cases submitted for for e-cigarette, alcohol, offensive weapons and investigation prosecutions with the new officer dedicated to underage sales. The figure includes a number of road traffic prosecutions.
- 19.2 There was a significant case where a West Berkshire based trader pleaded guilty to multiple counts of unfair trading and supplying a forged electrical and building control certificate. He was sentenced to an immediate twelve month custodial sentence and a timetable for confiscation under the Proceeds of Crime Act was set.
- 19.3 The Investigations Team have seven cases going through the court process, two further cases are with Legal Services for a determination. There are also eight ongoing investigations in progress. It is anticipated that two of these will be completed by the end of August 2025. Further cases are awaiting allocation when the capacity is available.
- 19.4 The Accredited Financial Investigators have 21 active cases: six pertaining to confiscation of assets, fourteen money laundering/fraud cases and one money laundering/ counterfeit goods case. Of those cases seventeen are PPP, two are Reading BC, one is Wokingham BC Planning and one is Oxfordshire Trading Standards.

20. Concluding Observations

- 20.1 The report sets out a significant focus with respect to the priority areas. This is in addition to the large volume of other work undertaken on a day-to-day basis. There will inevitably need to be some re-prioritisation of other workstreams if we are going to continue to focus on the areas of highest risk and demand.
- 20.2 This continues to be an extremely busy period for the service. The work has covered a vast range of priority areas, and the balancing of priorities and risk has been a key focus whilst delivering savings to mitigate pressures. The Service would, as always, like to place on record our gratitude for the support of the partner authorities and for constructive oversight of this Committee.

21. Appendices

- 21.1 Appendix A – Q1 Performance Data
- 21.2 Appendix B – Compliments
- 21.3 Appendix C - Activity by Authority
- 21.4 Appendix D – Update on Peer Review Recommendations

22. Background Papers:

- 22.1 None

Subject to Call-In:

Yes: ☐ No: ☒

Report is to note only



Wards affected: All Wards

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PPP Priorities					BFC Priorities			WBC Priorities				Wok Priorities						P1		
Building Safer Communities		P1			Engaged and Healthy Communities	P1	Services we are Proud of			P1	Protecting and improving our places					P1				
Improved Living Environment		P2			Thriving and Connected Economy	P2	A Fairer West Berkshire with Opportunities for All			P2	easy for people to access the things they want/ need					P2				
Protecting Consumers from Fraud		P3			Green and Sustainable Environment	P3	Tackling the Climate and Ecological Emergency			P3	Building and maintaining great communities					P3				
Reducing Harm in Young People		P4					A Prosperous and Resilient West Berkshire			P4	Providing fair opportunities for everyone					P4				
Protecting and Informing Consumers		P5					Thriving Communities with a Strong Local Voice			P5	Economic success that everyone is part of					P5				
Protection of the Environment		P6									Living happy, healthy and independent lives					P6				
Promoting Animal Welfare		P7																		
Safety in the Workplace		P8																		
Safe and Healthy Food Chain		P9																		
Link to Council Priority																		Comments		
Category	Indicator	Target	Data Provider	Frequency	PPP Priority	BFC	WBC	Wok	2024/25 Outturn	Q1	Q2	Q3	Q4	On Target						
General	Relevant service requests received first response by officer within target date (Target date is 1 to 3 days dependant on the hazard)	90%	Rosalynd Gater	Quarterly		P1	P2	P2	N/a	Data not available										
Customer Satisfaction	% of victims advised on legal outcomes within 5 days of outcomes being notified to the Service	95%	CMU Mgr	Quarterly		P1	P2	P2	N/a	Data not available										
Finance	Management of budget to within 1% of baseline	see indicator	Sean Murphy	Year End		P2	P1	P5	Green	Report YE	Report YE	Report YE		Yes	Report at YE					
Finance	Management of income to within 5% of budget	see indicator	Sean Murphy	Year End		P2	P1	P5	£179k shortfall	Report YE	Report YE	Report YE		Yes	Report at YE					
Staffing	% of employees to have had an appraisal in the last 18 months	95%	Sean Murphy	Year End		P1	P1	P4	N/a	Report YE	Report YE	Report YE		Yes	Report at YE					
Priority	% of Temporary Event Notices responded to within 3 working days	100%	Julia O'Brien	Quarterly	P1	P2	P4	P5	N/a	225 /225 (100%)				Yes						
Priority	% of private hire operators inspected in each year	95%	Julia O'Brien	Year End	P1	P2	P4	P5	N/a	Report YE	Report YE	Report YE		Yes	Report at YE					
Priority	% of licensed caravan sites due an inspection inspected	100%	Deborah Vincent	Year End	P2	P2	P5	P3	N/a	BFC = 0 WBC = 0	BFC = WBC =	BFC = WBC =	BFC = WBC =		Report YE					
Priority	% and number of identified potential unregistered HMOs that are under investigation and subsequently determined as mandatory HMO's	N/a	Rosalynd Gater	Year End	P2	P2	P5	P3	BFC = 10/289 = 3.5% WBC = 2/28 = 7%	Report YE	Report YE	Report YE	BFC = WBC =		Report at YE					
Priority	% and number of identified potential unregistered HMOs that are under investigation and subsequently determined as not mandatory HMOs.	N/a	Rosalynd Gater	Year End	P2	P2	P5	P3	BFC = 131/289 = 45% WBC = 19/28 = 68%	Report YE	Report YE	Report YE	BFC = WBC =		Report at YE					
Priority	% of service request for housing condition that are Registered Social Landlords	N/a	Rosalynd Gater	Quarterly	P2	P2	P5	P3	N/a	BFC = 7/21 = 33% WBC = 19/37 = 51%	BFC = WBC =	BFC = WBC =	BFC = WBC =							
Priority	% of money recovered or not lost as a result of trading standards interventions as a proportion of the total value of loss resulting from unfair trading or fraud	N/a	Martin Woodley	Quarterly	P3	P2	P4	P5	N/a	£23,500 /£250,999					BFC = £0/£43,510 WBC = £14,500/£107,012 Wok = £8,500/£153,140					
Priority	Undertake and analyse the annual attitudinal survey data around alcohol and tobacco use by school pupils	31/03/2026	Jess Ryall-Spoor	Year End	P4	P1	P5	P6	GREEN	Report YE	Report YE	Report YE		Yes	Data will be available once attitudinal survey is completed.					
Priority	Reinitiate the 'Smokefree Homes' campaign by 31 March 2026	31/03/2026	Jess Ryall-Spoor	Year End	P4	P1	P5	P6	N/a	Report YE	Report YE	Report YE		Yes	To be taken to next Tobacco Control Alliance Meeting					
Priority	Scope and launch a Responsible Retailer initiative for independent retailers to sign up to across the Trading Standards footprint by 31st December 2025	31/12/2025	Jess Ryall-Spoor	Year End	P4	P1	P5	P6	N/a	Report Q3	Report Q3			Yes	Documents for launch being drafted					
Priority	% of Assured Care and Support Members subject to annual vetting	N/a	Jess Ryall-Spoor	Quarterly	P5	P1	P5	P2	N/a	100%				Yes	Each member renews annually and as part of that is vetted again					
Priority	% of Freedom of Information requests received in the quarter responded to within the prescribed deadline of each partner authority	80%	Moirra Fraser	Quarterly	P5	P1	P5	P2	N/a	22 /125 = 82.4%				Yes						
Priority	% of Stage 1 or 2 corporate complaints received in the quarter responded to within stated timescales of each partner authority	80%	Moirra Fraser	Quarterly	P5	P1	P5	P2	N/a	4/5 = 80%				Yes						
Priority	To attend and provide advice at 25 public engagement events per annum	25	Moirra Fraser	Quarterly	P5	P1	P5	P2	N/a	7				Yes						
Priority	% of annual air quality reports produced within the Defra time scale	100%	Suzanne McLaughlin	Year End	P6	P3	P3	P1	GREEN	100%	N/a	N/a	N/a	Yes	All 3 submitted by 30/06/2025 deadline					
Priority	% of local authority pollution prevention and control inspections carried out by Year End	100%	Suzanne McLaughlin	Year End	P6	P3	P3	P1	BFC = 13/13 WBC = 28/28	BFC = 0/9 WBC = 0/24	BFC = WBC =	BFC = WBC =	BFC = WBC =	Yes	Report at YE					
Priority	% of all fly tipping reports investigated or determined not for investigation	100%	Kevin Thompson	Quarterly	P6	P3	P3	P1	N/a	100%				Yes						

Priority	% of abandoned vehicles determined as abandoned removed within 60 days of report	100%	Kevin Thompson	Quarterly	P6	P3	P3	P1	N/a	100%				Yes			
Priority	% of programmed animal health (farm) visits undertaken within financial year.	75%	Kevin Thompson	Year End	P7	P3	P3	P1	N/a	89 /347				Yes	To meet target need to complete 260/ 347 visits		
Priority	% of high risk animal health (farm) inspections undertaken within financial year.	100%	Kevin Thompson	Year End	P7	P3	P3	P1	N/a	Report at YE	Report at YE	Report at YE		Yes	There are 4 visits to do and this will be reported at year end		
Priority	% of all Zoo Licence inspections that are due undertaken within the prescribed timescales	100%	Julia O'Brien	Year End	P7	P3	P3	P1	N/a	1/1 (100%)				Yes	Report at YE		
Priority	% of reportable accidents under RIDDOR that require an investigation (according to the definitions in the LAC) that have been investigated	100%	Andrew Burbridge	Quarterly	P8	P1	P2	P6	N/a	BFC = 2/2 WBC = 0/0							
Priority	% of premises that meet the Broadly Compliance standard for Food Hygiene (definition of Broadly Compliant by FSA is whether the food business has a rating equivalent to 3 score FHRS, including new premises not yet inspected) where these unrated premises are by definition by FSA non broadly compliant)	N/a	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	Data not available							
Priority	% of premises required to make improvements to food hygiene following a food hygiene inspection	N/a	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	Data not available							
Priority	% of food hygiene inspections (in risk category A-D) completed, that are due and overdue, as per Food Standards Agency Code of Practice	N/a	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	BFC 24/46 = 52% WBC 55/73 = 75%							
Priority	% of poorly performing premises (rated 0 or 1 on the FHRS) that meet satisfactory compliance by their next full inspection visit	N/a	Rosalynd Gater	Year End	P9	P1	P5	P6	N/a	Report at YE	Report at YE	Report at YE			Report at YE		
Priority	% of private water supply samples that are failures that have a notice served to achieve compliance	N/a	Suzanne McLaughlin	Quarterly	P9	P1	P5	P6	N/a	0%					No notices served		
Priority	NUMBER OF food establishment risk rated '1:1' INSPECTED for food standards within the month of being recognised as a '1:1'. (nb- 1:1 is the highest risk category requiring a visit within 1 month and continually until no longer a 1:1). TARGET IS 100%	100%	Kevin Thompson	Quarterly	P9	P1	P5	P6	N/a	100% or N/a				Yes			
Priority	% assessment of newly operating premises upon notification of food registration within 28 days	100%	Kevin Thompson	Quarterly	P9	P1	P5	P6	N/a	94.5				Yes			
Priority	% of programmed food standards inspections (1594 PREMISES ON FOOD PLAN) conducted from 1st April 2025 for that financial year	75%	Kevin Thompson	Year End	P9	P1	P5	P6	N/a	206/1594 = 13%				Yes	Report at YE		

PPP Priorities		BFC Priorities		WBC Priorities		Wok Priorities	
Building Safer Communities	P1	Engaged and Healthy Comm	P1	Services we are Proud of	P1	Protecting and improving our places	P1
Improved Living Environment	P2	Thriving and Connected Econ	P2	A Fairer West Berkshire with Opportunities for All	P2	easy for people to access the things they want/ need	P2
Protecting Consumers from Fraud	P3	Green and Sustainable Envir	P3	Tackling the Climate and Ecological Emergency	P3	Building and maintaining great communities	P3
Reducing Harm in Young People	P4			A Prosperous and Resilient West Berkshire	P4	Providing fair opportunities for everyone	P4
Protecting and Informing Consumers	P5			Thriving Communities with a Strong Local Voice	P5	Economic success that everyone is part of	P5
Protection of the Environment	P6					Living happy, healthy and independent lives	P6
Promoting Animal Welfare	P7						
Safety in the Workplace	P8						
Safe and Healthy Food Chain	P9						

Category		Indicator	Data Provider	Frequency	PPP Priority	Link to Council Priority			BFC	Q1				WBC	Q1				Total	Wok	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	PPP	Q1	Q2	Q3	Q4	Total
Priority		Number of valid new premises, variations, minor variations, transfers and DPS applications licensing applications received and granted under the Licensing Act 2003	Julia O'Brien	Quarterly	P1	P2	P4	P5	535	17 received, 1 invalid application, 16 granted - 2 Referred to committee and granted					17 rcd, 1 invalid, 16 grtd	33 received, 2 invalid applications, 31 granted - 1 referred to committee and granted									33 rcd, 2 invalid, 31 grtd-	N/a	N/a	N/a	N/a	N/a	50 rcd, 3 invalid, 47 grtd of which 3 referred to committee and all granted					50 rcd, 3 invalid, 47 grtd of which 3 referred to committee and all granted
		Number of valid TEN's and Late TENS applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5	632	57 received, 53 granted, 4 invalid applications					57 rcd, 4 invalid, 53 grtd	174 received, 165 granted, 8 invalid applications, 1 withdrawn									174 rcd, 8 invalid, 165 granted, 1 wtdwn	N/a	N/a	N/a	N/a	N/a	231 rcd, 218 granted, 12 invalid, 1 wdrwn					231 rcd, 218 granted, 12 invalid, 1 wdrwn
		Number of valid new drivers licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		8 received, 1 granted, 1 withdrawn, 6 in progress					8 rcd, 1 grtd, 1 wtdwn, 6 in progress	11 received, 3 granted, 8 in progress									11 rcd, 3 grtd, 8 in progress	N/a	N/a	N/a	N/a	N/a	19 rcd, 4 grtd, 1 wthdn, 14 in progress					19 rcd, 4 grtd, 1 wthdn, 14 in progress
		Number of valid renewed drivers licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		13 received, 10 granted, 3 in progress					13 rcd, 10 grtd, 3 in progress	8 received, 7 granted, 1 in progress									8 rcd, 7 grtd, 4 in progress	N/a	N/a	N/a	N/a	N/a	21 rcd, 17 grtd, 4 in progress					21 rcd, 17 grtd, 4 in progress
		Number of valid new operator licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		3 received, 1 granted, 2 in progress					3 rcd, 1 grtd, 2 in progress	2 received, 2 granted									2 rcd, 2 grtd	N/a	N/a	N/a	N/a	N/a	5 rcd, 4 grtd, 1 in progress					5 rcd, 4 grtd, 1 in progress
		Number of valid renewed operator licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		0 received					0 rcd	1 received, 1 granted									1 rcd, 1 grtd	N/a	N/a	N/a	N/a	N/a	1 rcd, 1 grtd					1 rcd, 1 grtd
		Number of valid new hackney carriage vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		0 received					0 rcd	2 received, 2 granted									2 rcd, 2 grtd	N/a	N/a	N/a	N/a	N/a	2 rcd, 2 grtd					2 rcd, 2 grtd
		Number of valid renewed hackney carriage vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		5 received, 5 granted					5 rcd, 5 grtd	21 received, 21 granted									21 rcd, 21 grtd	N/a	N/a	N/a	N/a	N/a	26 rcd, 26 grtd					26 rcd, 26 grtd
		Number of valid new private hire vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		5 received, 4 granted, 1 in progress					5 rcd, 4 grtd, 1 in progress	13 received, 12 granted, 1 withdrawn									13 rcd, 12 grtd, 1 wtdwn	N/a	N/a	N/a	N/a	N/a	18 rcd, 16 grtd, 1 wtdwn, 1 in progress					18 rcd, 16 grtd, 1 wtdwn, 1 in progress
		Number of valid renewed private hire vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		28 received, 27 granted, 1 invalid application					28 rcd 27 grtd, 1 invalid	26 received, 25 granted, 1 withdrawn									26 rcd, 25 grtd, 1 wtdwn	N/a	N/a	N/a	N/a	N/a	54 rcd, 52 grtd, 1 invalid, 1 wtdwn					54 rcd, 52 grtd, 1 invalid, 1 wtdwn
		Total number of taxi/private hire drivers trained in safeguarding	Jess Ryall-Spoor	Quarterly	P1	P2	P4	P5	N/a	8					8	15									15	N/a	N/a	N/a	N/a	N/a	23					23
		Number of partnership visits conducted under the reduction in Violence Against Women and Girls Project	Julia O'Brien	Quarterly	P1	P2	P4	P5		0					0	0									0	N/a	N/a	N/a	N/a	N/a	0					0
		Number of HMO's Granted	Rosalynd Gater	Year End	P2	P2	P5	P3	BF 112 plus 27 in renewal process WB 40 plus 2 in renewal process	Report YE	Report YE	Report YE			Report YE	Report YE	Report YE									N/a	N/a	N/a	N/a	N/a	Report YE	Report YE	Report YE		Report YE	
		% of all housing standard service requests that relate to damp and mould (RSL)	Rosalynd Gater	Quarterly	P2	P2	P5	P3	N/a	2/21 =9.5%					2/21 =9.5%	5/37 = 13.5%									5/37 = 13.5%	N/a	N/a	N/a	N/a	N/a	7/58 = 12%					7/58 = 12%
		% of all housing standard service requests that relate to damp and mould (Private Rented)	Rosalynd Gater	Quarterly	P2	P2	P5	P3	N/a	6/21 = 28.6%					6/21 = 28.6%	9/37 = 24%									9/37 = 24%	N/a	N/a	N/a	N/a	N/a	15/58 =26%					15/58 =26%
		Number of planning applications where PPP make comments / observations in order to prevent statutory nuisance, matters related to contaminated land or air quality	Suzanne McLaughlin	Quarterly	P2	P2	P5	P3	N/a	4/39					4/39	5/56									5/56	N/a	N/a	N/a	N/a	N/a	9/95					9/95
		Number of banks challenged under the Banking Protocol to obtain victims monies	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	0									0	0				0					0	
		Number of registered No Cold Calling Zones	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	75									75	202				202	277					277
		Number of reports of breaches of No Cold Calling Zones responded to	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	2									2	1				1	3					3

	Number of fraud prevention presentations delivered	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	0					0	1					1	1					1
	Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	18,400					18400	0					0	0					0	18400					18,400
	Number of scams awareness presentations to target audiences across the TS footprint	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	0					0	0					0	0					0
	Number of presentations delivered to West Berkshire primary and secondary school pupils focusing on the health harms associated with alcohol, tobacco and vaping	Jess Ryall-Spoor	Quarterly	P4	P1	P5	P6	N/a	N/a	N/a	N/a	N/a	N/a	0						0	N/a	N/a	N/a	N/a	N/a	0					0	
	Number of website visits	Moir Fraser	Quarterly	P5	P1	P5	P2	67,640	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0	0	0	0	0	0	0	0
	Number of FOIs received	Moir Fraser	Quarterly	P5	P1	P5	P2	399	68					68	54					54	11				11	133	0	0	0	0	133	
	Time Taken to process the Fols (in hours)	Moir Fraser	Quarterly	P5	P1	P5	P2	429.5	66.5					66.5	34.75					34.75	9.25				9.25	110.5	0	0	0	0	110.5	
	Number of MP and Councillors queries responded to	Moir Fraser	Quarterly	P5	P1	P5	P2	160	32					32	32					32	0				0	64	0	0	0	0	64	
	Number of service complaints (expressed as a number and a % of total no of SRs).	Moir Fraser	Quarterly	P5	P1	P5	P2	33 /10997 =0.3%	0/1047 =0%					0/ 1047	5/1248 =0.4%					5/1248	0/412 =0%				0/412	5/2707 =0.18%					5 /2707	
	Number of PPP articles and press releases published on the PPP website	Moir Fraser	Quarterly	P5	P1	P5	P2	61	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	22	0	0	0	0	22		
	Number of PPP Facebook posts	Moir Fraser	Quarterly	P5	P1	P5	P2	750	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	201	0	0	0	0	201		
	Number of Facebook Followers	Moir Fraser	Quarterly	P5	P1	P5	P2	2558	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	2566	0	0	0	0	2566		
	Number of Public Health Funerals conducted	Kevin Thompson	Quarterly	P5	P1	P5	P2	N/a	2					2	0					0	N/a	N/a	N/a	N/a	N/a	2	0	0	0	0	2	
	Total number of hybrids and EV hackney carriage and private hire vehicles licensed	Julia O'Brien	Quarterly	P6	P3	P3	P1	N/a	6					6	11					11	N/a	N/a	N/a	N/a	N/a	17					17	
	No of dog breeding licences issued	Julia O'Brien	Quarterly	P7	P3	P3	P1	N/a	0					0	1 received, 1 granted					1 rcd, 1 grtd	N/a	N/a	N/a	N/a	N/a	1 rcd, 1 grtd					1 rcd, 1 grtd	
	No of dog breeding licenses revoked or suspended	Julia O'Brien	Quarterly	P7	P3	P3	P1	N/a	0					0	0					0	N/a	N/a	N/a	N/a	N/a	0					0	
	No of dangerous animal consents issued	Julia O'Brien	Quarterly	P7	P3	P3	P1	2	0					0	0					0	N/a	N/a	N/a	N/a	N/a	0					0	
	Number of new food businesses registered	Rosalynd Gater / George Lawrewnce (Wok)	Quarterly	P9	P1	P5	P6	N/a	50					50	74					74	N/a	N/a	N/a	N/a	N/a	124					124	
	Number of Food premises	Rosalynd Gater / George Lawrewnce (Wok)	Quarterly	P9	P1	P5	P6	N/a	Data not available						Data not available						N/a	N/a	N/a	N/a	N/a	Data not available						
	Number of food Hygiene inspections carried out (includes those by alternative enforcement and unrated)	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	47					47	96					96	N/a	N/a	N/a	N/a	N/a	143					143	
	Percentage of Food Premises that have scored 0 following their food hygiene inspection (Urgent Improvement Necessary) in accordance with Food Hygiene Rating Scheme FHRS (shown as denominator and numerator	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	0/678 = 0%					0/678	0/1061 =0%					0/1061	N/a	N/a	N/a	N/a	N/a	0/1739 =0%					0/1739 =0%	
	Percentage of Food Premises that have scored 1 following their food hygiene inspection (Major Improvements Necessary in accordance with Food Hygiene Rating Scheme FHRS (shown as denominator and numerator)	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	1/678 = 0.1%					1/678	7/1061 =0.6%					7/1061	N/a	N/a	N/a	N/a	N/a	8/1739 = 0.46%					8/1739 =0.46%	
	Percentage of Food Premises that have scored 5 following their food hygiene inspection (Very Good) in accordance with Food Hygiene Rating Scheme FHRS (shown as denominator and numerator	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	572/678 = 84%					572/678	923/1061 =87%					923/1061	N/a	N/a	N/a	N/a	N/a	1495/ 1739 =86%					1495/ 1739 =86%	
	number of retailers visited as part of test purchase exercises for age restricted products identified as non-compliant	Theresa Bashford	Quarterly	P9	P1	P5	P6	N/a	5/24					5/24	0/14					0/14	1/16				1/16	6/54					6/54	
	number of breaches of weight restrictions over total number of observations made	Kevin Thompson	Quarterly	P6	P3	P5	P1	171 /293	4 /7					4 /7	52 /55					52 /55	10 /24				10 /24	66 /86					66 /86	

		BFC					West Berks					PPP														
	2024/25	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	Outturn									
EH&L	Outturn	Q1	Q2	Q3	Q4	Outturn	Q1	Q2	Q3	Q4	Outturn	Q1	Q2	Q3	Q4	Outturn										
Envirocrime	1016	233				233	0				0	233	0	0	0	233										
Flytipping	146	36				36	0				0	36	0	0	0	36										
Food Hygiene Related	607	56				56	87				87	143	0	0	0	143										
Health and Safety (including accidents reported)	201	16				16	22				22	38	0	0	0	38										
Housing	955	56				56	61				61	117	0	0	0	117										
Licensing	535	76				76	91				91	167	0	0	0	167										
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	225	17				17	37				37	54	0	0	0	54										
Planning	531	39				39	57				57	96	0	0	0	96										
Ukraine Accommodation Check	49	5				5	3				3	8	0	0	0	8										
Anti-Social Behaviour - Includes Accumulation, Rubbish at premises, Drainage, dog fouling, dangerous dogs, Pest Control, Graffiti etc	923	96				96	147				147	243	0	0	0	243										
Dog Warden (stray dog collection only)	63	2				2	8				8	10	0	0	0	10										
Noise - Non-commercial	666	76				76	148				148	224	0	0	0	224										
Noise - Commercial	301	27				27	38				38	65	0	0	0	65										
All Bonfire/Smoke	229	24				24	35				35	59	0	0	0	59										
Grand Total	6447	759				759	734				734	1493	0	0	0	1493										
		BFC					West Berks					Wok					PPP									
		2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26			
EH&L		Q1	Q2	Q3	Q4	Outturn	Q1	Q2	Q3	Q4	Outturn	Q1	Q2	Q3	Q4	Outturn	Q1	Q2	Q3	Q4	Outturn					
Animal Health	65	2				2	15				15	6				6	23					23				
Door Step/Scam/No cold calling zones	197	3				3	22				22	22				22	47					47				
Food Standards	280	17				17	18				18	18				18	53					53				
Misleading Description	72	1				1	7				7	1				1	9					9				
Other (e.g. counterfeit goods, under age sales)	255	25				25	27				27	25				25	77					77				
Unsafe goods	55	11				11	10				10	6				6	27					27				
What are my rights? (Business)	29	1				1	2				2	2				2	5					5				
What are my rights? (Consumer)	1022	81				81	104				104	119				119	304					304				
Trading Standards Notifications	2229	142				142	237				237	193				193	572					572				
Weight Restrictions	346	5				5	68				68	20				20	93					93				
Grand Total	4550	288				288	510				510	412				412	1210					1210				

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Quarter 1 Selection of Service Compliments

After one of our Trading Standards Officers assisted a new business owner:

"Hello Honor

I just wanted to say a huge thank you for your help on this - it has been a very daunting process, especially when I have no knowledge of the industry or the law.

I am feeling a huge sense of relief and wanted to express that I am very grateful for your efficiency, clarity and supportive communication. You. Are. Ace. This has been a drawn out and stressful process and you are currently being hailed as 'Queen Honor' in my girls WhatsApp group.

There's no need to reply to this email if you don't want to, but in a crazy world at the moment I thought you should know what a positive effect you have had today."

After one of our officers delivered a presentation on scams awareness to a Women's Institute group:

"Hi Mark

Thank you so much for your visit to us last evening. A very thought-provoking talk and the urgency for awareness of such situations."

A thank you to our Principal Officer for Trading Standards and our now retired Victim Support Officer who successfully managed to recover £6k for a resident from her bank after she was the victim of a scam

"I appreciate for all staff do wonderful work, helping very hard investigating 2 years. Really how many stress and anxiety, frustration and upsetting. Thank you for Malcolm Phillips he done wonderful job I not easy, Now you Theresa another lovely lady to my case I am appreciate for everything."

"Blessings you my dear and Malcom he did wonderful work.

I really appreciate Big Thanks 🙏 for everything.

You are amazing lady."

Two thank yous from residents after our Trading Standards Officers secured a custodial sentence for a builder:

"Thank you very much Mark, your kind words are reciprocated. You have been my strength and support the past 2 years to see me through to the finishing line and I will always be indebted to you for this and all your kindness towards me. Indeed, a great result for us all. "

"many thanks to you too for all your hard work. I'm sure there was a great deal of stuff to do. Like you say an excellent result. Pattie wanted to say thanks you too."

A thank you to one of our Environment Health Officers after she had assisted residents with a noise complaint:

"Good afternoon Mrs Mahlanya,

It seems that your letter has done the trick. There has been a trickle of work onsite, but so far, it is much quieter and no more noise than someone doing DIY type levels of work which of course is perfectly acceptable. The heavy machinery work is either being done during the week now, or they have finished that part of the project. If it starts up again, I will let you know.

On behalf of the nearby residents, thank you again for your support."

We had this thank you after one of our Environmental Health Officers assisted a resident with a noise complaint from a nearby licensed premise:

"Thank you, it was so much better!"

A thank you from a business after one of our Senior Trading Standards Enforcement Officers assisted them with getting Amazon to reinstate one of their products:

"I would like to sincerely thank you for your kind assistance. Thanks to your support, Amazon has now reinstated our selling privileges. We are truly grateful for your help throughout this process."

A thank you after one of our Officers assisted with a request to expedite a Health Certificate request:

"Hi Andrew,

Thank you for actioning this so quickly. I really appreciate this."

A thank you from a Councillor after one of our Officers in the Residential Housing Team assisted a veteran with getting a leak fixed in his housing association property:

"I really feel that without pressure from WBC barely any of this would have got done! Many thanks indeed."

A remarkable turnaround by one of our Principal Officers, what started out as a complaint had the following thank you submitted:

"Hi Deborah,

Thank you for your response. You are the most helpful person I have ever had dealings with in government. Not kidding."

A thank you from a group of residents after one of our Housing Officers worked with them to get a sewage pump installed in a group of properties:

"Hello Monique,

Thank you once more. It is reassuring to know that there is someone who can help if we are ever in trouble again."

A thank you from a councillor after one of our Environmental Health officers assisted with a statutory nuisance complaint.

"Dear Rachel

Thank you for your prompt and decisive response to this - I am impressed."

A thank you to one of our Housing Enforcement Officers after they spent a considerable amount of time assisting a resident with resolving a housing matter:

"Hi Graham,

Thank you so much for all your help and getting this finally sorted after 2 years!!!"

An email received after a Housing Enforcement Officer had completed the work around an HMO application:

"Hi Richard

Thank you for your email and for your very professional service. Much appreciated."

A thank you from a resident after one of our Enforcement Officers assisted a resident with an alleged fly tip of garden waste:

"Thank you so much, Alan, for the way you've handled what was clearly a very difficult situation. I really appreciate your calm, professional approach and the time you've taken to follow up so thoroughly. It's very reassuring to know we have your support."

A thank you to one of our Senior Scientific Officers who assisted a resident with some concerns with Thames Water:

"I did reply to your initial e mail thanking you for your efforts. But it must have gone to the bottom of a very large pile of messages awaiting your return from holiday.

To be honest with you, if you hadn't gone down to the site, I suspect the tankering would still be in place and we would still have all the noise and smell. The changes have made the whole thing much more manageable. Both the smell has gone and the noise is significantly reducedI really appreciate your help and support in this matter.

I hope you don't mind, but when I do see West Berks councillors, I will be letting them know how helpful you have all been. "

A thank you to Senior Scientific Officer who assisted a resident with a noise nuisance complaint.

"Hi Erica

Since the last alarm everything has been fine thank you very much for your attention and hard work to resolve this matter."



A shared service provided by
Bracknell Forest Council and
West Berkshire Council



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Appendix C Activity Undertaken by Authority

	BFC	WBC	WOK
Abandoned vehicles	•		
Air quality management	•	•	•
Animal warden	•	•	
Alcohol licensing and controls	•	•	
Assured Care and Support		•	•
Health and Safety at Work	•	•	
Health promotion		•	•
Animal welfare licensing	•	•	
Animal Health and Welfare on farms	•	•	•
Buy with Confidence	•		
Case Management	•	•	•
Contaminated land	•	•	
Communicable diseases	•	•	
Community education		•	
Community mediation	•	•	•
Consumer advice	•	•	•
Consumer credit	•	•	•
Criminal Litigation (non road traffic)	•	RTA	•
Doorstep crime	•	•	•
Environmental nuisance protection	•	•	
Explosives storage	•	•	
Fair trading	•	•	•
Financial investigations	•	•	•
Fraud and counterfeiting	•	•	•
Food Safety and Food Hygiene Rating Scheme	•	•	
Food Standards and Feed Standards	•	•	•
Fly Tipping and Enviro Crime	•		
Gambling	•	•	
Industrial pollution	•	•	
Licensing (alcohol and regulated activity)	•	•	
Metrology	•	•	
Money laundering and Confiscation (POCA)	•	•	•
Overloaded vehicles and weight restrictions	•	•	•
Offensive weapons controls	•	•	•
Pest and vermin enforcement	•	•	
Petroleum storage	•	•	
Planning advice	•	•	
Primary Authority	•		
Private sector housing	•	•	
Product safety	•	•	•
Private water supplies	•	•	
Public health funerals	•	•	
Scams and on-line fraud	•	•	•
Scrap metal dealers	•	•	
Smoking cessation oversight		•	
Street trading	•	•	
Taxi and private hire licensing	•	•	
Underage sales	•	•	•
Unfair trading	•	•	•
Workplace accidents	•	•	

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Progress with Peer Review Recommendations

Recommendations are prioritised as:

Priority 1 – the most important, crucial to the future of the Service

Priority 2 – high importance

Priority 3 – important in helping the Service to continue to improve

Governance – Recommendations - Joint Committee Arrangements			
	Recommendation		Progress/Update
1	The governance arrangements for the PPP need to be updated to ensure they meet the needs of the partner authorities. Wokingham should rejoin the partnership as a member of the JPPC for the range of services they currently commission. As a result, they would become a full voting member of the JPPC. This should be in place prior to or as part of any recommissioning of the shared service.	1	Reports are scheduled to go through the internal and public decision-making bodies in all three authorities and a final update will be brought to the December 2025 JPPC meeting.
2	Whilst not a member of the JPPC Wokingham should have a standing invitation to all JPPC meetings and have the ability to speak and contribute to any discussion or decisions impacting on the services that they directly commission via PPP, albeit the current contractual arrangements preclude the ability to vote on any issue.	1	Complete
3	Members and senior officers from the three partner authorities should have opportunities and space to meet informally for updates or briefings or to discuss issues outside of the formal JMB and JPPC meetings in order to build better mutual understanding and positive relationships.	3	Ongoing

Engagement of other Members, including Scrutiny Functions			
4	Further member engagement through training or member development sessions should be explored for all partner authorities. Members have varying degrees of awareness of the service currently but recognise that it has a major impact on the lives of residents and supports local council priorities. They have a limited awareness of the range of services delivered and of value for money.	2	Officers are seeking opportunities to attend member training and member development sessions to raise awareness of the service
5	The service should have a regular, at least annual, opportunity for scrutiny at the relevant committees in all partner authorities in addition to scrutiny via the JPPC.	1	A recommendation has been included on the reports on the future of the partnership requesting that the annual report is included on the forward plan of the relevant scrutiny committee in all three authorities.
6	Scrutiny reports should focus on evaluating the services' actions, performance and cost-effectiveness.	1	See above
7	The service annual report should be circulated to all Members.	1	Complete and recirculated with the licensing agendas as was agreed at the June 2025 JPPC meeting
8	Mechanisms should be used in all partner authorities for regular service updates on key issues.	2	See item 4
Host Authority			
9	The host authority should remain as West Berkshire. The practical challenges and financial costs of changing the host authority would be extremely disruptive and deliver no clear benefits.	1	This will be confirmed in the reports going through the governance mechanism in all three authorities.
Inputs and Support - Recommendations			
10	The budget setting process for the PPP would benefit from greater clarity	2	Additional information can be included in

	for the partners. Understanding amongst Executive members is inconsistent at present.		the budget report and meetings with portfolio holders are taking place to provide clarity.
11	Staff representatives should be brought together to review the key outcomes of the staff survey to help address and develop an action plan to address areas such as service culture, management communications, cross team working, as well as practical issues such as access to offices, office facilities, and IT.	2	First staff workshop took place on the 08 July 2025. Meetings are now being arranged on a quarterly basis.
12	The staff group should be cross cutting with good representations from the partners/services. There should be clear terms of reference and objectives to review the outcomes of the staff survey and identify the most important and most urgent issues to address, there should also be a clear route to inform management decisions and actions.	2	Terms of Reference agreed, reps from all teams invited to attend and outcomes reported to JMB.
13	Managers should be clear on expectations on how flexible/remote working should operate. They should respond to the concerns expressed about lack of presence in offices by staff and managers and the impact that has on service culture and delivery. Development of a “team” or “service” Charter would assist with that – engaging staff and managers on what works best for individuals, for the team, the service, the partner authorities and residents.	2	Duty Manager rota has been set up to improve visibility of managers in the Theale Gateway Office.
14	Review and update the service structure in the light of the service changes from 2022 and any new delivery arrangements post 2027. Ensuring that the management and service structure meets the needs of the new service and the partner local authorities and that it is affordable within the agreed service budget.	1	ongoing
Workforce Strategy			
15	Build on the existing workforce strategy which focuses on a “grow your own” approach, continuing the positive use of apprenticeships to also	2	The current workforce strategy is being reviewed and will be brought to the

	include a focus on management and leadership development, succession planning and EDI.		December JPPC meeting for adoption. We currently have 2 x L6 TS apprentices, 1 x L6 EH apprentice, 1 x ILM apprentice and have recently recruited 2 additional L6 TS apprentices and are seeking expressions of interest from members of staff to undertake further apprenticeships.
16	Consider creating a skills directory to help staff across the service know where expertise or skills can be found and used by others.	3	A competencies matrix has been drafted and has been circulated to all team members for updating.
Staff Recognition			
17	Review how the service currently recognises success and good performance to ensure a consistent approach using feedback from the staff working group.	3	Officers are reviewing the current corporate proposals in West Berkshire and will identify good practice arising from that and will provide feedback through the Employee Representative if any additional suggestions arise from the workshop.
One to Ones and Performance Management			
18	Ensure that expectations about how individual performance management, appraisals and One to Ones are clear to all managers and staff and ensure that they take place with the appropriate frequency.	1	This has been included as a KPI on the performance report. The new framework and methodology have been circulated to all members of the team.
Working Expectations – Flexible and Virtual Working			
19	Continue to support flexibility in working arrangements and the benefits of working remotely and from multiple locations whilst ensuring clarity of expectations on when managers and teams should physically be present and accessible in offices.	2	Duty Manager Rota has been put in place for Theale Gateway. Teams are arranging working together sessions across Market Street, Times Square and

			Theale Gateway offices.
20	Ensure an appropriate level of physical accessible presence to ensure managers are visible, accessible, and so that teams and individuals can build relationships, share knowledge and experience, and support each other.	2	Duty Manager Rota has been put in place for Theale Gateway. Teams are arranging working together sessions across Market Street, Times Square and Theale Gateway offices.
Information Technology			
21	Continue to build on the benefits of a new common IT platform to ensure systems and processes are more consistent and streamlined. To include improving access to management data for managers and staff.	2	Report building is being enhanced and work is underway to make more use of the portal to allow more self service by our customers.
22	Consider the scope for using the new database to link to corporate systems to publish performance data on a public facing dashboard.	3	This will be looked at once the new performance data is embedded.
23	Consider whether there is scope to defer a new procurement exercise for an IT system and if procurement does need to proceed, ensure that the terms are flexible to deal with future local government re-organisation.	2	Contract with current provider has been extended.
Communications and Branding			
24	Ensure adequate resource is available for development and delivery of a service communications strategy and communications programme. Use the strategy to target key stakeholders to increase awareness of service impacts and outcomes.	1	Updated communication and engagement strategy was adopted at the June 2025 meeting. New website launched on the 31 March 2025. While the Policy and Governance Principal Officer continues to work with the communications teams in the partner authorities it needs to be recognised that the only dedicated resource for communication activity was removed

			from the structure. It is anticipated that the Community Engagement Officers may be able to provide some additional resilience to some of the activity.
25	Within the branding of Public Protection Partnership ensure that the branding of the individual partner authorities is also clear. The service functions need to be seen as very much part of local authority delivery and not something separate.	3	Complete - The templates include the PPP logo and that of the partner authorities.
Support Services Relationships			
26	Ensure that clear links and referral mechanisms exist for all relevant corporate support functions, including IT, Property, HR and Legal and that appropriate escalation routes are in place to resolve issues.	2	Complete - These are in place
Outputs, Outcomes and Value for Money – Recommendations			
27	Review and update the KPIs used to manage the performance of the service ensuring that the KPIs used for the JMB and JPPC meet the needs of Members. Consideration should be given to the use of a KPI scorecard with clarity over what performance is good or not, on or off target, with comparisons to previous reporting periods and highlighting any trends. For key targets, a traffic light approach should be considered.	1	A revised set of KPIs, MOV were agreed at the June meeting and will be reported back as of Q1 of 2025/26. As of Q2 the presentation of this data will be reviewed.
28	Ensure there is a clearer more explicit link between service and corporate priorities for the three partner authorities, highlighted in presentation of KPIs Future iterations of the service plan and future Strategic Assessment should indicate which corporate priorities they help support.	2	The KPIs are linked to the Service's priorities and the individual authorities within the new document.
29	Undertake greater analysis of the customer survey data from residents and local businesses. Build an understanding of what the key messages from the survey feedback are; consider trends; and identify appropriate actions and responses to improve the experience of residents and local	2	Feedback to the service through customer survey data and the complaints process is used to drive forward service improvement within existing resources.

	businesses.		
30	Identify mechanisms across the partner local authorities to better understand the needs and priorities of residents to help inform business planning and resource allocation to supplement the current intelligence gathering approaches.	2	This will be reviewed later in the year albeit that the new KPIs and MoV have been linked to the priorities within the partner authorities.
31	Benchmarking should be explored, for example with the SE regional TS group (Trading Standards South East), use of CIPFA data sets or other statutory returns (e.g. FSA) ideally with a Near Neighbour group if that can be identified. This could include financial and/or performance data. Current available data does not provide useful benchmarking data so this may need to be a longer-term objective.	2	Due to the structure of the service it has proved difficult to find suitable benchmarking groups but officers will continue to explore opportunities to locate this data.
32	Continue to seek opportunities for additional funding to deliver service priorities and better protect residents. Build on the successes of funding from Public Health and National Trading Standards and ensuring that New Burdens funding for significant new duties such as those found in the Renters Rights Acts reaches the Service.	2	The service has continued to build on opportunities to secure additional funding. An example includes the funding from DoH for two additional Level 6 Trading Standards Apprentices for 4 years.
33	Budget contributions from the various partners should be reviewed prior to any recommissioning of the service. The process should be transparent to ensure that the partners are confident that they are achieving value for money.	2	This will be included in the annual budget report going to the October JPPC meeting.
34	The mechanism for agreeing budget and service variations should continue to be incorporated into future partnership agreements.	1	This will be included in the new IAAs being signed off later this year.
35	Review the current chargeable hourly rates for services to ensure they are at a level comparable with neighbours and competitors and also consider the scope for differential rates for different functions and hence increase income.	3	The support services recharges have been reviewed. Some comparator work will be undertaken.

36	Ensure systems are in place to maximise opportunities for income recovery created by the Renters Rights Bill/Act to drive up standards in the Private Sector Rented housing sector.	2	This will be explored in the EH Housing Policy which is being presented to the October JPPC for adoption.
37	The communications strategy should include a focus on maximising the reach and impact of sharing messages on service impacts and outcomes for residents.	2	This work has been concluded and officers are attending a number of outreach events.
The Future – Recommendations			
38	The service should be recommissioned by the partner local authorities with the full range of services currently being delivered.	1	This work is currently underway
39	The recommissioning should ideally be for a 10-year term and should include regular “refresh” reviews to ensure that it continues to meet the needs of the partner local authorities as those needs evolve.	2	The reports will seek an extension to 2029 in light of Central Government announcements around local government reorganisation.
40	The recommissioning would need to be subject to the impact of any local government re-organisation. The practicalities of re-organisation may mean that it may be more pragmatic to extend the current arrangements for a shorter period until the nature of any re-configuration of local authorities becomes clear.	2	See above
41	Consideration should be given to expanding the range of services provided, initially to Wokingham and then for other neighbouring authorities as and if opportunities arise. This will require a clear business case detailing what would be delivered at what cost and what benefits would arise for each potential partner.	3	Opportunities will continue to be explored.

Environmental Health Housing Policy 2025 - 2028

Committee considering report:	Joint Public Protection Committee
Date of Committee:	6 October 2025
Chair of Committee:	Councillor Tom McCann
Date JMB agreed report:	22 September 2025
Report Author:	Rosalynd Gater
Forward Plan Ref:	JPPC

1. Purpose of the Report

- 1.1 To provide the Joint Public Protection Committee (JPPC) with an update on the work of the Public Protection Partnership (PPP) within Environmental Health Sector Housing and to highlight the high-level priorities which the Service will undertake over the next three years.

2. Recommendations

The Committee:

- 2.1 **NOTES** the PPP's role in relation to Housing.
- 2.2 **APPROVES** the direction that PPP are taking in Environmental Health Sector Housing

3. Implications and Impact Assessment

Implication	Commentary
Financial:	The work of the Housing Team within the PPP is funded from within the existing budget.
Human Resource:	The staffing structure is set out in section 3 of the report.
Legal:	<p>The work undertaken by this Team is governed by a raft of legislation as set out in the policy including but not limited to:</p> <ul style="list-style-type: none"> • Housing Act 2004 • The Housing and Planning Act 2016 • The Housing Act 1988 • Eviction Act 1977 • The Criminal Law Act 1977 • Licensing of Housing in Multiple Occupation • Gas Safety (Installation and Use) Regulations 1998 • Regulatory Reform (Fire Safety) Order 2005 • The Supported Living (Regulatory Oversight) Act 2023 • The Caravan Sites and Control of Development Act 1960

	<ul style="list-style-type: none"> • The Local Government (Miscellaneous Provisions) Act 1982 • The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 • The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 			
Risk Management:	The Joint Management Board meet regularly to consider the risks for the delivery of the service.			
Property:	There are no direct property implications arising from these proposals.			
Policy:	As attached			
	Positive	Neutral	Negative	Commentary
Equity Impact Assessment:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?	✓			The policy set out steps taken to protect the vulnerable and address community need.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?	✓			The Environmental Health Housing Policy, by its nature, will have a positive effect on some vulnerable groups. By PPP targeting noncompliance in this sector we can improve living conditions and lives of our residents.
Environmental Impact:				
Health Impact:	✓			The proposals create no direct health impacts on staff. They do however set out community based health protection measures.
ICT or Digital Services Impact:		✓		The policy will be published on the PPP website
PPP Priorities :				<p>The report will impact on the following PPP Priorities (those that are not appropriate deleted)</p> <ol style="list-style-type: none"> 1. Building Safer Communities 2. Improved Living Environment 3. Protecting and Informing Consumers

				4. Protection of the Environment Business as Usual Activity is supported too.
Data Impact:		✓		Any personal information provided to the PPP will be handled in accordance with the Services Privacy Statement
Consultation and Engagement:	JMB and the Housing Team will be consulted on the Policy			
Other Options Considered:	None			

4. Executive Summary

- 4.1 The Policy sets out the context of the PPP's role in Environmental Health Sector Housing and where this fits with the PPP Vision and priorities.
- 4.2 The Policy provides a summary of the areas of work which the Service will prioritise in the coming three years; and sets direction on the approach to compliance.
- 4.3 The Service recognises the importance of ensuring that the priority of EH housing is increased as this affects many residents and businesses across the local authority areas. It is for this reason that the PPP has developed a dedicated team of officers and a Lead Principal Officer in Housing. The majority of landlords in the PPP area provide well maintained properties and let them responsibly. However, there are number of irresponsible landlords in the district who knowingly rent out accommodation that is unlicensed, sub-standard and/or unsafe.
- 4.4 The PPP aims to support the government's policy to support good landlords who provide decent well-maintained homes but will make use of the range of powers available to improve standards in the privately rented housing sector.
- 4.5 The Service is committed to working with our partners in LA Housing Teams and to that end joint meetings ensure a more cohesive, efficient and effective housing service.

5. Key Changes to the Existing Policy

- 5.1 The work of Trading Standards in relation to housing has been included in this work plan as we have realigned work streams and a Trading Standards Officer is now an intergal part of the housing team.
- 5.2 Due to major changes being introduced in the form of the Renters Rights Bill a section on horizon scanning has been included which details the changes that are due once the legislation is enacted.

6. Concluding Observations

- 6.1 This policy provides guidance to all stakeholders including Members, officers, proprietors, licence holders, employers, employees, statutory and voluntary agencies, partner agencies and members of the general public on the range of options that are available to achieve compliance with legislation enforced by the PPP on behalf of the partner authorities.

- 6.2 It aims to ensure that legally compliant standards of housing conditions are maintained in privately owned residential property and service will prioritise and target resources to improving the private rented sector.

7. Appendices

- 7.1 Appendix A – Environmental Health Housing Policy 2025 - 2028

8. Background Papers:

- 8.1 None

Subject to Call-In:

Yes: ☒ No: ☐

- | | |
|--|--------------------------|
| The item is due to be referred to Council for final approval | <input type="checkbox"/> |
| Delays in implementation could have serious financial implications for the Council | <input type="checkbox"/> |
| Delays in implementation could compromise the Council's position | <input type="checkbox"/> |
| Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months | <input type="checkbox"/> |
| Item is Urgent Key Decision | <input type="checkbox"/> |
| Report is to note only | <input type="checkbox"/> |

Wards affected: All Wards or State Specific Wards

Officer details:

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Job Title: Strategic Manager Compliance and Programme
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ENVIRONMENTAL HEALTH HOUSING POLICY 2025 - 2028

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1. INTRODUCTION TO THE SERVICE

Introduction

On 9th January 2017 Public Protection Partnership (PPP) was formed, this was a shared service covering Environmental Health, Licensing and Trading Standards provided for Bracknell Forest Council, West Berkshire Council and Wokingham Borough Council. On 31 March 2022 Wokingham Borough Council left the partnership. As such this plan will only cover the work of Bracknell Forest and West Berkshire Councils.

PPP governance arrangements have led to the PPP being directed by a separate committee of elected members representing each authority (Joint Public Protection Committee, JPPC) who are advised by a joint management board (JMB) made up of relevant Directors representing each authority and lead officers from PPP.

The PPP serves a rising population of almost 300,000 residents, comprising around 127,000 (BFBC) and 163,000 (WBDC). Whilst the two authorities share many similarities such as the types of businesses, their more modern industrial and historic towns and villages, political governance, and health demography, each area is also unique. For example, major retail, shopping and leisure facilities within the Lexicon can be found within BFBC, within West Berkshire, rural landscapes, farming and horse racing are commonplace.

Scope of the Compliance and Programme Team.

Environmental Health Housing sits within the Compliance and Programme (C&P) Team in within the PPP.

In addition, the C&P team enforces food hygiene and Infectious Disease Control; Health & Safety in all Local Authority enforced premises, and environmental protection such as commercial nuisance, air quality, contaminated land and private water supply.

Scope of the Environmental Health Housing Policy

This Environmental Health Housing Policy applies specifically to each Council's environmental health housing enforcement functions and duties. Local Authorities are required to keep under review the housing conditions in their areas with a view to identifying what courses of actions are necessary under the various Housing Acts. This includes the following:

- Regulating standards of repair, amenity and safety in the private rented sector and dealing with housing hazards.
- Investigating service requests from tenants of Registered Social Landlords.
- Carrying out investigations relating to vacant dwellings and dealing with issues they present.
- Regulating standards of management, repair, amenity and safety in houses in multiple occupation (HMOs).
- Administration of the Council's Houses in Multiple Occupation mandatory Licensing Scheme.

- The licensing of Caravan Sites and park home sites and camp sites.
- Regulating standards in the private rented sector in relation to immigration inspections.
- Homes for Ukraine (from March 2022) where officers carry out home safety checks on host homes, and welfare checks when guests arrived.
- Taking enforcement action including the use of civil penalties.
- Setting the civil penalty in respect of landlords' duties to install and maintain smoke and carbon monoxide detectors ([see appendix 1](#)).

Vision of PPP

To protect and support residents and legitimate business through the successful use of information and intelligence, delivering safe and healthy neighbourhoods.

Mission of PPP

- Provide people information to enable them to make informed decisions and understand their rights and responsibilities.
- Create an atmosphere where legitimate and compliant businesses can thrive and not have their interests undermined by those who choose not to comply.
- Preserve the health, wellbeing and safety of the communities we serve.

To enable a service the size of the Public Protection Partnership to achieve this vision we work to a set of values and an operating model which enables us to respond to changing demands.

Values of PPP

Our values have a major influence on the way we want to be seen:

- Objectivity in decision-making
- the desire to meet the needs of the community and
- an approach to service delivery which is professional on every level.

Inter Authority Agreement Overarching Priorities of PPP

In the Inter Authority Agreement the overarching priorities of PPP are:

- Community Protection.
- Protecting and Improving Health.
- Protection of the Environment.
- Supporting Prosperity and Economic Growth.
- Effective and Improving Service Delivery.

From these the Public Protection Partnership Priorities are developed. These are detailed in the [Strategic Assessment](#) which is presented each year to the Joint Public Protection Committee.

In 2024 we carried out a review of our strategic assessment and of the priorities of the service to bring themes together, to reorder priorities and to create a more cohesive grouping of

topics across the PPP remit. This has now been presented to the Joint Public Protection Committee and been approved and published as the Strategic Assessment 2024-2027.

Cross Cutting Priorities

The cross-cutting priorities set in PPP are those that cover all areas of the service, Environmental Health, Trading Standards and Licensing:

- eCrime.
- Climate Change and Environmental Protection.
- Protecting Vulnerable Adults and Children.
- Safeguarding (which includes modern slavery).
- Safer Streets.
- Protecting and Improving Health.

Operational Priorities

The Operational Priorities, in alphabetical order, set in the PPP strategic Assessment are as follows:

1. Building Safer Communities
2. **Improved Living Environment**
3. Protecting Consumers from Fraud
4. Reducing Harm in Young People
5. Protecting and Informing Consumers
6. Protection of the Environment
7. Promoting Animal Welfare
8. Safety in the Workplace
9. Safe and Healthy Food Chain

Business as Usual Activity is supported also.

In terms of Housing the operational priority 'Improved Living Environment' covers the work of the service.

Areas not deemed as the Strategic Priorities will be carried out but will not be given priority

Emerging Priorities

The work we carry out and the prioritisation we give to that work is dependent on circumstances. Should circumstances change then we adapt to meet those challenges. In recent years we have seen the impact of Covid on the prioritisation of our work. More recently we have had the prioritisation of the work of the team shifted to Homes for Ukraine.

2. HOUSING PRIORITIES

The Role of the Compliance and Programme Housing Team with regard to the Overarching Themes and Strategic Priorities

Community Protection	<p>The main role of the team is to ensure that premises for which we are the enforcing authority for private sector housing, including caravan and park homes sites (see appendix 2) are compliant with the legislation; the purpose of this legislation is to protect residents' health and safety, many of whom are vulnerable, from living in poor conditions.</p> <p>We provide safeguards to the community through an effective licensing service and will act as champions for the local area. We will deal with anti-social behaviour in identified problem areas and with aggressive and unreasonable landlords irrespective of whether they are Registered Social Landlords or those in private rental.</p> <p>Our work with commercial to residential conversion properties conversion project looks to ensure commercial buildings that are converted into residential accommodation are safe and fit for purpose from the planning stage (as part of the consultation process) to responding and investigating complaints of potentially unsafe living conditions.</p> <p>We work to identify and regularise unlicensed Houses of Multiple Occupation (HMOs) (see appendix 3). Mandatory HMOs are properties where there are five residents or more from two households sharing facilities, and these are required to be licenced with us.</p>
Protecting and Improving Health	<p>We enforce Housing legislation. Our role within this meets the requirement to protect health safety and wellbeing of residents within the PPP area irrespective of tenure; in doing so we will tackle the causes of health inequalities, both physical and mental. Note that we cannot enforce in Council owned housing.</p> <p>We will develop and deliver initiatives designed to improve and enhance health and wellbeing of individuals, for example. specific projects aimed at areas such as damp houses, cold dwellings.</p>

Protection of the Environment	<p>Enforcing within residential properties in connection with waste disposal and drainage and ensuring sources of contaminants are secure.</p> <p>We will ensure Private Sector Housing and Park Homes are energy efficient, through adequate heating and repair, and compliance with MEES Minimum Energy Efficiency Standards (see appendix 4).</p>
Supporting Prosperity and Economic Growth	<p>By enforcing the legislation consistently in all residential premises ensuring that landlords are not economically advantaged by non-compliance we will be supporting compliant local businesses to thrive through the provision of advice and guidance.</p> <p>By assessing all Relevant Protected Site owners using the Fit and Proper Person Regulations we will ensure owners are fit and proper to run their sites in a safe and well-maintained manner.</p> <p>Trading Standards has a range of responsibilities with respect to letting agents. These include the enforcement of the requirements on tenants' deposits and the legislation relating to tenants' fees. The service is also responsible for the regulation of property descriptions and wider fair / unfair trading legislation in so far as it relates to the sector.</p>
Effective and Improving Service Delivery	<p>Working on Quality Management Systems to ensure the service is consistent and streamlines feedback from landlord and residents with an ethos of continuous improvement.</p> <p>We will continue to develop PPP staff, to ensure a competent workforce that are committed to delivering and improving.</p> <p>We will work on improving PPP communication with the housing sector, through social media and Landlords Forum.</p> <p>By the implementation of the national intelligence model, we identify and effectively tackle priority areas.</p> <p>We will build effective working relationships with key partners within the Councils to deliver the key objectives of the Service and the partner Councils.</p>

	Building effective relationships with key external partners including Thames Valley Police, Royal Berkshire Fire and Rescue Service, housing providers, other local authorities, Immigration Service
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The Role of the Compliance and Programme Housing Team with regard to the Cross Cutting Themes

Climate Change and Environmental Protection	As part of our work with rented properties we look at energy efficiency in homes, we have extended this work in that we have recently moved a Senior Trading Standards officer into the team so that this work can progress and improve the links between our reactive work and programmed work with energy performance certificates.
Protecting Vulnerable Adults and Children	The number and complexity of investigations involving people from recognised vulnerable groups has driven the PPP to adapt its risk management approach. Skills in communication, safeguarding and partnership working have never been more important in the workloads of officers and managers. This will be a key consideration in any priorities and projects initiated.
Safeguarding/ Modern Day Slavery	Thames Valley Police continue to run a number of operations looking at the issue of exploitation where people are being kept in poor conditions and forced to work for limited financial reward. An anti-slavery network has been set up across the Thames Valley. The PPP must be alive to this risk, and all priorities and projects should be evaluated to consider how it may be able to improve the intelligence picture.
Safer Streets	This is an initiative to help people feel safer in their environment. Housing can help by tackling nuisance behaviour and empty homes (see appendix 5) and general disrepair.
Protecting and Improving Health	All of the work of the PPP Housing team aligns with protecting and improving health, none more so that our work to improve living conditions and our specific work on damp and mould

3. STRUCTURE AND PARTNERS

Compliance and Programme EH Housing Team Staffing (May 2025)

Category of staff	Acceptable Housing Related Qualification such as the HHSRS	Number of Officers in post May 2022/ FTE	Number of Officers in post May 2025	Full Time Equivalent for carrying out Housing work May 2025
Strategic Manager	BSc/ MSc in Environmental Health	0.81/0.1	0.81 Strategic Management	0.3 Strategic Management
Principal Environmental Health Officer¹	BSc /MSc in Environmental Health	1/1	1 operational management	1 operational management
Senior/Environmental Health Officers	BSc/ MSc in Environmental Health	1/1	1	1
Senior Trading Standards Officer²	TSP Diploma	-	1	1
Senior / Environmental Control Officers	HHSRS certificate BTec – housing or equivalent	2/2	3	3
Graduate EHO	BSc /MSc in Environmental Health and working towards Registration with CIEH	-	1	1
Regulatory Services Officer	Level 4 apprenticeship in Regulatory Services	-	1	1
Total		4.81/4.1 FTE	8.81	8.3 FTE

- ¹the Principal EHO post was vacant from May 2024 to February 2025 when successfully recruited to. The work of the post was covered by the Strategic Manager in the interim.

Staffing Changes

Within the PPP we are aware of the importance of EH Housing, and this has been echoed by the respective Councils who view this as a priority area. Funding was made available after 2022 which enabled two new officers to be recruited into the team. Additionally, the team

was extended by the placement of an officer who completed their level 4 apprenticeship with PPP into housing.

² In 2025 PPP, when reviewing and consolidating the priorities, the management team made the decision to move 1FTE Senior Trading Standards Officer into the EH Housing Team. This is to assist with joined up working on housing issues, the Trading Standards element of the housing workstream has been transferred under the Principal Environmental Health Officer for Housing. Trading Standards have a range of responsibilities with respect to letting agents. These include the enforcement of the requirements on tenants' deposits, the legislation relating to tenants' fees and the 'minimum energy efficiency standards' (MEES) for rented properties. The service is also responsible for the regulation of property descriptions and wider fair / unfair trading legislation in so far as it relates to the sector.

Staff Development Plan

- All staff are subject to a formal appraisal each year with interim monthly review meetings.
- Part of this appraisal process is the development of a training needs analysis for staff.
- Housing Officers must complete a competency matrix
- A matrix of the training needs of the team is compiled.
- 20 Hrs of 'Continuing Professional Development' (CPD) training is provided for all staff operating under the Chartered Institute of Environmental Health (CIEH) Membership; 30 hours for Chartered Members.
- Each officer is responsible for keeping a record of training undertaken and maintaining their own CPD records.
- A system of quality monitoring of work has been instigated as we are committed to continuous improvement

Key Service Partners and Partnerships

- LA Housing Departments, Planning Enforcement and Building Control; Bracknell Forest and West Berkshire Councils.
- Royal Berkshire Fire and Rescue Service.
- Thames Valley Police.
- HM Immigration Service.

4. PPP HOUSING WORK PLAN

In order to translate the service priorities into a work plan, PPP use the following as a framework:

- **P**revention – What action can PPP take that would stop a problem occurring
- **I**ntelligence – What information can the PPP gather to help make better decisions
- **E**nforcement – what action can the PPP take to ensure those breaking the law are taken to task.

In keeping with this, a summary of the work which will be progressed by the Compliance and Programme team in relation to Housing is as follows:

PREVENTION	To carry out each Council's statutory duties in relation to Private Sector Housing Standards (reactive and programmed work).
	To ensure unlicensed HMOs are brought to compliance; licence applications are processed, and that licensed HMOs maintain the required standard.
	To review existing Park Home licences to ensure fit for purpose; to work on unlicensed sites to bring them to compliance.
	We will ensure all relevant park home sites have their nomination Fit and Proper Person identified through the process of registration – and that this information is available to all.
	We will investigate complaints from tenants, and where referrals are made to us from other agencies.
	We will investigate complaints from residents in the Registered Social Landlord sector to ensure decent housing.
	Work with LA Housing Partners to carry out House Condition Surveys; and where these are carried out use of the surveys to address the needs demonstrated. The House Condition Survey for West Berkshire was commissioned and carried out in 2024.
	We will carry out projects aimed at assisting landlords and tenants to improve housing conditions with respect to damp and mould / cold homes.
	We will proactively look at commercial to residential conversion premises to ensure that they are suitable.
	We will work with our partners on the safety of those premises identified over 18m high, and 11 – 18m with cladding causing a fire risk.
	We will carry out visits and safeguarding checks in connection with Homes for Ukraine.
	We will investigate complaints from residents and businesses regarding trading standards housing issues.
	We will respond to requests for service concerning trading standards regarding letting agents and the regulation of property descriptions and

	wider fair / unfair trading legislation in so far as it relates to the sector, including the enforcement of the requirements on tenants' deposits, the legislation relating to tenants' fees.
	We will work reactively and proactively on ensuring properties rented out in the private rented sector have a minimum energy rating of E on an Energy Performance Certificate (EPC).
	We will work to ensure that estate and letting agents that operate within our area are complying with the necessary regulation around tenant fees and redress schemes.
	We will monitor emerging issues, such as Air BnB use and short term lets to establish compliance.
	We will link the Furniture and furnishings guidance enforced by trading standards with the HMO licensing regime.
INTELLIGENCE	Active media and social media campaigns on high-risk areas and emerging issues.
	Hold Landlord Forums in partnership with the LA Housing Departments and the Royal Berkshire Fire and Rescue Service RBFRS.
	Work with landlords to raise standards.
	Where there is funding, we will commission a LA House Condition Survey and we use the information to target our work.
	Liaise with RBFRS to understand high risk areas and target work in these areas.
	Use of information from MHCLG National Remediation Safety for resident safety in higher risk buildings.
	Ensure that we keep up to date with the progression of the Renters Rights Bill through Parliament and action plan its implementation.
ENFORCEMENT	Develop staff to undertake complex housing and licensing investigations and knowledge about property tribunals.
	We have dedicated case management support for housing and site licence investigations.
	Training in housing topics and legislation so we can determine breaches and ensure competency in line with relevant legislation and associate regulations.
	Training of officers in private sector housing investigation, evidence gathering, decision making and production of case file and Court proceedings to optimise success rates.
	Ensuring competency of Authorised Officers using a competency assessment toolkit to ensure that the action taken by Authorised Officers is correct and does not cause unlawful economic implications to the businesses or put the public at risk.

	Clear inspection program of targeted residential properties, including mobile home and caravan sites, and ensure non-compliance is actioned.

The PPP recognises the importance of EH Housing, and this has been echoed by the respective Councils who view this as a priority area. Therefore, funding was made available to enable two new officers to be recruited into the team over the period up to 2025. This allowed areas of added value to be carried out, specifically:

Unlicensed HMO	Project – Identify unlicensed HMOs as part of the House Condition Survey and active Borough Surveillance and to let adverts, and monitoring of reactive work. Education regarding definition of HMO – landlords and tenants
Conversions of Commercial to Residential premises	Project – to Identify conversion premises commercial to residential and ensure that these meet housing standards – in conjunction with RBFRS and Building Control.

5. SECURING COMPLIANCE

Securing Action by Relevant Duty Holders

Health and Safety Rating System (HHSRS) provided by the Housing Act 2004 and the associated guidance.

Whilst the HHSRS is fundamental, housing legislation also covers matters such as the provision of smoke and carbon monoxide alarms in rented housing, energy efficiency, overcrowding, and the management of Houses in Multiple Occupation and caravan sites.

Where unsatisfactory or unsuitable housing conditions have been identified, the Council will aim to address the situation through a combination of:

- Giving advice and assistance; and/or
- Operation of licensing schemes (applicable to Houses in Multiple Occupation and Caravan Sites); and/or
- Enforcement action.

The approach taken will depend on the individual circumstances of each case and this policy sets out the factors that are taken into account when determining the course of action that it is appropriate to take. The Council are not bound by the policy and may deviate where there are unusual circumstances that warrant that.

The purpose of the intervention programmes we carry out is to improve housing outcomes by:

- Securing actions by relevant duty holders
- Targeting those that influence risk reduction
- Dealing with serious risk and least controlled hazards
- Enforcing on those that seek economic advantage from non-compliance

We are committed to ensuring compliance and will make this a focus over the coming years, to tackle non-compliance.

Enforcement Action

Enforcement action will be appropriate in some cases where there is a breach of a statutory obligation, most notably where a property owner has failed to provide to his/her tenants conditions and facilities that are safe and satisfactory. Enforcement action is usually discretionary but is mandatory in some prescribed circumstances, for example where a serious or imminent risk of harm exists.

It is recognised that some contraventions of housing law may be minor and/or inadvertent and appropriately tackled on an informal basis. With regard to decision-making, the Council will apply the principles of good enforcement practice set out in the Regulators' Code (April 2014). In this context, the Council aims to:

- carry out its activities in a way that supports those that it regulates.
- Provide simple and straightforward ways to interact with those it regulates.
- Target resources based on risk and the risk will be considered when making decisions about enforcement.
- Share information about compliance and risk where appropriate to avoid duplication of regulatory effort.
- Make available clear information, guidance and advice to help those it regulates to meet their responsibilities to comply with legal requirements.
- Ensure that the Council's approach to regulatory activities is transparent.

In the first instance the Council will generally seek to resolve situations by agreement in an informal manner and without recourse to formal enforcement action. This may involve giving advice to residents (tenants and owner-occupiers) and property owners.

Where properties are rented, the Council seeks to work in partnership with landlords to ensure properties are improved such that they meet required standards. Where possible, the landlord will be given an opportunity to carry out works within a reasonable timescale. This approach may not, however, be possible in some circumstances, for example, where:

- The situation requires urgent remedial action.
- Serious or imminent risk of harm exists.
- The legislation dictates other actions.
- The person responsible is not contactable.
- The proposed timescale for works is considered too long.
- The person responsible appears uncooperative and/or has a history of non-compliance.

At all interactions the Council will seek to ensure that there are no vulnerable occupants exposed to serious hazards.

The Council will normally seek occupants' views, where possible, and take these into account when deciding what action to take in relation to hazards.

When deciding whether to take enforcement action, all circumstances will be taken into account, including the following (where known):

- The nature and severity of the defects.
- The risks to the occupants and/or people visiting the property.
- The tenure of the property.
- The views of the occupant(s).
- The number of occupants, their ages and whether they are vulnerable.
- The willingness and ability of the responsible person to carry out repairs within a reasonable time frame.
- The management record of the owner and the number of other properties they control.
- Whether the owner has been convicted of relevant offences previously and/or is listed on any database of rogue landlords (taking into account the Rogue Landlord Enforcement Guidance for Local Authorities).
- The use of any management agent and the number of properties they control.

There are a number of options for formal action, ranging from formal Notices to Civil Penalties and Prosecution. The decision as to which may be the most appropriate will depend on the circumstances of the case, the relevant legislation and guidance, the risk to health and safety, and the required tests relevant to each option.

In all cases the Council seeks to provide clear advice in plain language.

Civil Penalties for Housing Offences

The Housing and Planning Act 2016 amends the Housing Act 2004 to allow financial penalties, up to a maximum of £30,000, to be imposed as an alternative to prosecution for certain relevant housing offences. Various procedures and statutory guidance have to be followed when issuing such penalties.

Where an offence has been committed under the relevant legislation and the Council is satisfied that there would be a reasonable prospect of conviction, the Council will then consider whether to proceed with a prosecution or issue a civil penalty.

The level and seriousness of offence will be taken into account along with any aggravating factors.

The decision as to which is the most appropriate and effective sanction will be taken on a case-by-case basis taking into account all relevant factors in each case.

At the [Joint Public Protection Committee October 2022](#), the Committee approved the direction that the PPP are taking in Environmental Health Sector Housing with regards to the use of Civil Penalty Notices.

Charging for Enforcement Action

Section 49 of the Housing Act 2004 gives the Council's the power to make a reasonable charge as a means of recovering certain expenses incurred in:

- serving an improvement notice.
- making a prohibition order.
- serving a hazard awareness notice.
- taking emergency remedial action.
- making an emergency prohibition order.
- making a demolition order

The expenses are in connection with inspection of the premises, subsequent consideration of action and the service of notices. A charge will be made for all eligible enforcement action where works are not commenced by the specified date, unless there are extenuating circumstances. This charge will reflect the costs incurred by the authority. The charges are detailed in the Fees and Charges Policy that is set each year.

The charge set is the hourly rate.

Works in Default

Where a notice, order or licence has not been complied with this PPP will consider where the legislation makes provision, carrying out works to secure compliance with the notice. Except in urgent cases the owner/person responsible must be served with:

- a) The relevant notice of intention; and
- b) Information which clearly states the effect of the proposed action, and its subsequent costs including administration charges and details of how such sums may be recovered or made a charge on the property. Immediate action: this includes the power to take emergency action by entry to premises, if necessary, and make safe areas or articles which are causes of imminent danger of serious harm under section 40 and 43 of the Housing Act 2004. Attempts will always be made to contact the responsible person to carry out these works themselves before resorting to this action.

It will be an offence if that persons tries to obstruct the PPP or any contractors working on behalf of the PPP once works have started.

The complete costs will be recovered in accordance with the relevant statutory provisions.

It should also be noted that carrying out works in default does not prevent prosecution which may also be appropriate.

Rent Repayment Orders

Rent Repayment Orders (RRO) ([appendix 6](#)) can be made by the First Tier Tribunal where they are satisfied beyond reasonable doubt that a landlord has committed certain offences (whether a landlord has been convicted of that offence or not).

Rogue Landlord Data Base

The majority of landlords in the private rented sector provide decent and well managed accommodation, but there are a small number of rogue landlords and property agents who knowingly flout their legal obligations and rent out accommodation, which is substandard, frequently to vulnerable tenants.

PPP will make an entry on to the National Rogue Landlord's database where a person has been prosecuted or has received a civil penalty for offences occurring within PPP Council's area; and also, where a successful banning order has been made on application by PPP.

Details can be found at [Appendix 7](#)

Banning Orders for Housing Offences

A "banning order" means an order, made by the First-tier Tribunal, banning a person from:

- letting housing in England,
- engaging in English letting agency work,
- engaging in English property management work, or
- doing two or more of those things.

Section 18 of the Act which enables a banning order to include a ban on involvement in certain bodies corporate.

PPP will consider applying for a Banning Order where a landlord has been convicted of a relevant serious offence. In most instances this will be where landlords have committed other banning order offences, regardless of location, and the latest offence was particularly serious and caused or had the potential to cause severe harm for the tenant. Regard will be given to the circumstances of each case and the Government guidance in force at the time.

[See appendix 8.](#)

6. HORIZON SCANNING

Renters Rights Bill

The Renters Rights Bill started life under the previous Conservative Government as the Renters Reform Bill which fell away prior to the election in 2024. An updated 'Rights' Bill was published in the autumn of 2024 which significantly extended previous proposals to take account of manifesto commitments of the incoming Labour Government. The Bill seeks to introduce a whole range of new protections for tenants, strengthen enforcement and embed improved housing standards in the rented sector. Specifically, it proposes:

- Abolition of section 21 ‘no fault’ (no reason) evictions and moving to a new tenancy structure where all assured tenancies are periodic – providing more security for tenants and empowering them to challenge poor practice and unfair rent increases without fear of eviction.
- Steps to equalise the fairness of possession grounds for both parties, giving tenants more security, while ensuring landlords can recover their property when it’s reasonable to do so. The Bill introduces new safeguards for tenants, giving them more time to find a home if landlords evict to move in or sell, and ensuring unscrupulous landlords cannot misuse grounds. Section 8 of the Housing Act 1988 is being extended with a range of updated mandatory and discretionary grounds for eviction.
- Provide stronger protections against so called ‘backdoor evictions’ by ensuring tenants are able to appeal excessive above-market rents which are purely designed to force them out. Landlords will still be able to increase rents to market price for their properties, and an independent tribunal will make a judgement on whether they are excessive if needed.
- Make it illegal for landlords and agents to discriminate against prospective tenants in receipt of benefits or with children.
- End the practice of rental bidding by prohibiting landlords and agents from asking for or accepting offers above the advertised rent. Landlords and agents will be required to publish an asking rent for their property, and it will be illegal to accept offers made above this rate.
- Introduce a new Private Rented Sector Landlord Ombudsman that will provide binding resolutions for tenants’ complaints about their landlord. This will bring tenant-landlord complaint resolution on par with established redress practices for tenants in social housing and consumers of property agent services.
- Create a Private Rented Sector Database providing advice to landlords. This will also support local authorities – helping them target enforcement activity where it is needed most. Landlords will need to be registered on the database in order to use certain possession grounds.
- Tenants will be given the right to request a pet in the property which the landlord must consider and cannot unreasonably refuse. Landlords will be able to require pet insurance to cover any damage to their property
- Apply the Decent Homes Standard to the private rented sector to give renters safer, better value homes and remove the blight of poor-quality homes in local communities. The Decent Homes Standard covers issues such as repair, living standards e.g. kitchens must be under 20 years old as well as protections from cold homes through insulation etc.
- Apply ‘Awaab’s Law’ to the sector, setting clear legal expectations about the timeframes within which landlords in the private rented sector must take action to make homes safe where they contain serious hazards.
- Strengthen local authority enforcement by expanding civil penalties, introducing a package of investigatory powers and bringing in a new requirement for local authorities to report on enforcement activity.
- Strengthening of rent repayment orders by extending them to superior landlords, doubling the maximum penalty and ensuring repeat offenders have to repay the maximum amount.

In relation to new powers for local authorities and their authorised officers. These include:

- An extension of civil penalties and rent repayment orders, placing a new duty on the council to take enforcement action. The Government are looking at introducing a national framework for setting civil penalties based on clear culpability and harm considerations, supporting a consistent approach to civil penalty setting and reducing the likelihood of reductions on appeal.
- Currently officers work with Justice for Tenants who provide a framework for the correct processing and drafting of the civil penalties.
- Enhanced powers of investigation to give environmental health housing staff similar powers to trading standards for these purposes. These will include new enhanced investigatory powers that will make it easier for local councils to obtain financial information from landlords and third parties when seeking to build a case for suspected breaches of the Act. This will also include the power to enter business premises and – in more limited circumstances – residential premises to obtain on-site evidence.
- A power to issue civil penalties against landlords who fail to comply with the provisions of the Act e.g. if they fail to register on the Private Rented Sector Database or with the Ombudsman or abuse the new grounds of possession or against landlords who evict their tenants illegally.
- The penalty levels will be raised with a minor breach incurring a civil penalty of up to £7,000 and serious or repeat non-compliance civil penalty of up to £40,000. Alternatively, officers will be able to pursue a criminal prosecution with an unlimited fine.
- Extension of the rent repayment order system to some of the new offences in the bill, increasing the maximum penalty to two years' rent and requiring repeat offenders to repay the maximum amount of rent.

In terms of timing the Bill has passed all stages in the House of Commons and the House of Lords and is, at time of writing, in the final stages of Consideration of Amendments. It is likely to receive Royal Assent in the Autumn of 2025 and then be introduced in stages by commencement order.

The Government have indicated that the first package of measures to be introduced will be those relating to evictions (including the revocation of Section 21 and updating of Section 8) and enforcement of matters relating to breaches of these provisions.

The areas that will most impact the PPP Housing Team will follow, possibly enacted later in 2026, as secondary legislation will be required for their implementation.

PPP Housing will be working with the LA Housing Departments of West Berkshire and Bracknell Forest to look at the detail and division of the work under the Bill.

Supported Living (Regulatory Oversight) Act 2023

[The Supported Living \(Regulatory Oversight\) Act 2023](#) came into force on the 29th August 2023 having started life as a Private Members Bill. The aim of the Act is to address concerns over the level of care provided in ‘exempt accommodation’. Previously the National Audit Office had looked at the sector and identified a regulatory deficit.

Supported accommodation provides residents with care, supervision or support. It is usually managed by a local authority, housing association, charity or voluntary organisation. ‘Exempt accommodation’ is accommodation where the normal cap on housing benefit does not apply allowing for payment for some degree of care or support.

The Act itself allows the Government to set up the ‘Supported Housing Advisory Panel’. Applications for panel membership closed in December 2024. The panel will have representatives from local authorities, charities, social service, social landlords and residents. The Act also allows the Government to put in place new National Supported Housing Standards and licensing powers. These could include the type or condition of accommodation, as well as the care or support provided.

The proposed licensing regime would be administered by local authorities and is described as being akin to the existing HMO licensing scheme. However, this will not be introduced until such time as the National Supported Housing Standards are in place.

Local authorities are also tasked with carrying out a review of supported housing accommodation in their areas and producing a ‘supported housing strategy’. The strategy will be cognisant of the demand in the coming five years. Once the strategy has been published the social services and the statutory housing services of an authority must have regard to it.

In terms of implementation timing there is still a fair degree of uncertainty. The next stages are the formation of the advisory panel and there will be a consultation on the standards and licensing regime. More should be known in the near future.

It is clear that both pieces of legislation will have impacts for the PPP, and this will include resource impacts. The government have stated that new burdens funding will be available but at this stage the amount is not known.

7. REVIEW

This Policy will be reviewed to respond to any changes at least every three years and will consider any changes to legislation, legal challenges and any discrepancies raised.

8. APPENDICES

APPENDIX 1 Smoke and Carbon Monoxide Detectors in Rented Housing

[The Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#) introduced new legal duties on private sector landlords, most notably to install at least one smoke alarm on every storey of their properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance (e.g. a coal fire, or wood burning stove).

The Council must serve a Remedial Notice where the Council has reasonable grounds to believe that there is a breach of a landlord's duty and, if that Remedial Notice is breached, the Council may impose a civil penalty charge. This is subject to procedures for review of the penalty charge if requested by the landlord and an appeals procedure to a tribunal which may quash or confirm the penalty charge notice or may reduce (but not increase) the amount of the penalty charge. The amount of the penalty charge is left to the discretion of the Council but must not exceed £5000. The Council is required to prepare and publish a statement of principles which sets out how it will determine the amount of a penalty charge.

The Council's statement of principles in respect of penalty charges is as follows:

The provision of smoke detectors and carbon monoxide alarms does not place an excessive burden on a landlord and a penalty charge only applies if, following discovery of the breach, the landlord does not comply with a subsequent Remedial Notice. In addition, the penalty charge is subject to an appeals process. Whereas the maximum potential penalty may present an excessive financial burden in some circumstances, it is also recognised that the charge serves as a deterrent against non-compliance and the penalty charge ought to be higher for repeat offenders. In the interests of simplicity and clarity for what landlords may expect, the scheme of penalty charges will be as follows:

- £3,000 (the standard penalty charge) in the case of a first breach by the landlord;
- £5,000 for any second or subsequent breach.

APPENDIX 2 Caravan Site Licensing Scheme

[The Caravan Sites and Control of Development Act 1960](#) requires the licensing of certain caravan sites which includes most mobile home parks. Such licences will attach suitable conditions which are based on a set of national model standards relating to the standards of facilities that ought to be provided.

To cover regulatory costs, an annual licence fee may be charged, and the applicable charges will be reviewed each year and set out in the PPP's fees and charges scheme. In accordance with Section 10A(2) of the Caravan Sites and Control of Development Act 1960, the Council is obliged to prepare and publish a fees policy. This policy, which sets out the principle by which the fees will be determined, is provided by the JPPC (Joint Public Protection Committee) papers 13th September 2021 which are published on the West Berkshire Council Website. The PPP annual fees and charges scheme will then provide annual updates of that policy.

A site owner, or nominated manager, must be a fit and proper person to lawfully operate a park home site. The Council will carry out checks as appropriate and necessary on application. Fees are payable with the application, and the application will not be considered until the appropriate fee has been received by the Council.

The methodology associated with the policy, processes and fee setting associated with The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 was agreed at the Joint Public Protection Committee meeting on the 14 June 2021. It was however recognised that each of the local authorities covered by the partnership had their own constitutional requirements associated with the setting of fees that would need to be adhered to. For West Berkshire this was passed at West Berkshire Committee 8th July 2021. For Bracknell Forest this was passed at the Executive Meeting 8th July 2021.

The PPP annual fees and charges scheme will then provide annual updates of that policy.

PPP maintains and publishes the Fit and Proper Persons Register. Entries on the register will last for up to 5 years. A person's status on the register may be reviewed at any time.

If a person is deemed not to be fit and proper, the site licence holder will be able to find a more appropriate person. The Council may nominate a manager on request. In certain circumstances the Council may apply to the Courts for the licence to be revoked.

APPENDIX 3 Houses in Multiple Occupation Licensing Scheme

[The Housing Act 2004](#) covers licensing of certain rented properties. In general (at the time of publication), mandatory licensing is required for all Houses in Multiple Occupation (HMOs) that have five or more occupants, comprising two or more separate households, but living within the same property and sharing some of the facilities.

There are discretionary licensing schemes that local authorities may choose to bring into force. The Additional HMO licensing scheme would apply in cases where it is expected that an especially high number of HMOs concentrated in any area would give rise to additional problems. Selective licensing can require any private rented property to have a licence where there is a particular need to control specific issues arising, for example in relation to housing conditions or crime. The adoption of such additional schemes is not considered in the PPP areas at this time.

Accordingly, at present PPP will operate the mandatory HMO licensing scheme only.

Appendix 4 Minimum Energy Efficiency Standards (MEES)

It is unlawful to rent a property which breaches the requirement for a minimum E rating, unless there is an applicable exemption.

A civil penalty will be imposed for breaches.

Officers consider the availability of wider grant-funded aid when dealing with properties not achieving the required standard and support households accordingly.

The requirement to have an EPC (Energy Performance Certificate) is not just looked at in respect of the property itself which is being let out. It also applies where there has been a requirement for the building, of which the property itself being let is part, to also have an EPC. This is particularly relevant to non-self-contained units such as bedsits and the position regarding these is explained further.

It should be noted that if the letting is not legally an assured tenancy (shorthold or not) or one of the other tenancy types within the scope of the Regulations then the MEES does not apply.

Where a landlord obtains an EPC, but is not legally required to have one, the landlord will not be required to meet the MEES. A voluntary MEES of this type may be registered on the official EPC database but there is no requirement to do so.

Flats and Bedsits

Flats and houses are subject the Regulations. Flats within the meaning of 'self-contained' units require their own individual EPC at the point of letting or sale.

If a bedsit is within a property that does have an EPC, then the Regulations will need to be complied with before the bedsit can be rented out if its F or G (or an exemption is registered). Although normally bedsits do not need an EPC, where the house containing the bedsit has been sold the whole property needs to have an EPC. In those cases, the Regulations will apply.

Improvements which can be required

Improvement work which can be required is any energy efficiency improvement work which qualifies for Green Deal and installation of gas for an off-gas property so long as the mains are within 23 metres from the property. The landlord can choose what work needs to be carried out as long as the minimum E rating is obtained. A higher rating can also be achieved where the landlord chooses to carry out additional works.

Prohibition on Letting

A domestic private rented property is substandard if the EPC rating is F or G, unless an exemption applies. The legislation prohibits a landlord from letting out a substandard property. Where F or G properties are let the landlord is liable to penalties.

Registration of Exceptions

All exemptions (including temporary exemptions) will be required to be notified to the PRS Exemption Register. It is a database of exemptions and is open to public inspection. Failure to register the exemption will render the exemption ineffective and will amount to non-compliance with the Regulations.

The Enforcement Authority will be entitled to require landlords to furnish them with evidence supporting a claim for an exemption. Landlords will be in breach of the Regulations if they claim an exemption to which they are not entitled.

Enforcement

Local authorities will enforce compliance with the Regulations. Where a local authority suspects non-compliance the local authority can serve a compliance notice on the landlord requesting further information it considers necessary to confirm compliance. If provided but insufficient to provide compliance the local authority may proceed to issuing a penalty notice.

Penalties for a single offence may be cumulative, up to a maximum of £5,000. Further penalties may be awarded for non-compliance with the original penalty notice where a landlord continues to rent out a non-compliant property. Penalties are again cumulative up to a maximum of £5,000.

Appeals

Appeals are heard at the First-Tier Tribunal (General Regulatory Chamber).

Appendix 5 Empty Homes

Empty properties will be investigated where such properties are brought to the attention of PPP in terms of complaints relating to the state of the property affecting the community in terms of nuisance for example verminous.

Where empty properties are assessed to be a public health and safety concern officers will use [The Local Government \(Miscellaneous Provisions\) Act 1982](#) Section 29 which gives powers to serve a Notice of intended works for the prevention of unauthorised entry or danger to public health. This is usually by way of boarding up to prevent unauthorised access.

Appendix 6 Rent Repayment Orders

Under the [Housing and Planning Act 2016](#) a Rent Repayment Order occurs when a tribunal order a landlord or agent to repay rent to tenant(s) because they have broken the law. This is usually between 6 months and 1 year of rent

The same Act also introduces the option of applying for a Rent Repayment Order (RRO) in respect of the following offences:

- Failure to comply with an Improvement Notice
- Failure to comply with a Prohibition Order
- Breaching of a Banning Order
- Using violence to secure entry to a property
- Illegal eviction or harassment of the occupiers of a property
- Having control of an unlicensed house in multiple occupation
- Having control of an unlicensed property

Where rent is paid by the Council, an RRO award is retained by the Council, whilst an award to tenants paying their own rent is due to the tenant considering using RRO's as a sanction, or responding to a tenant who wishes to utilise this route should first discuss this with their the line manager as this course of action seeks to recover a monetary value that sits with the host authority (namely the housing services).

Similarly, tenants paying their own rent could apply to the (First Tier Property Tribunal) FTPT for an RRO, once an offence has been secured by the Local Authority.

PPP officers should support this course of actions by assisting the tenant accordingly.

Appendix 7 Rogue Landlord Database

The measures introduced by the Government to tackle rogue landlords include the Rogue Landlord Database

Local Authorities are responsible for entering names on the database and maintaining the contents which includes adding details if a banning order has been imposed.

All local authorities have access to the database for the purposes of identifying landlords, agents and owners with properties in more than one borough. This national database has been set up by Housing Communities & Local Government (HCLG) using a DELTA platform for the purpose of listing rogue landlords and property agents convicted of certain offences, including immigration offences.

Officers use the register as part of their usual checks regarding 'fit and proper' tests.

Appendix 8 Banning Orders

Under the Housing and Planning Act 2016 a local housing authority in England may apply for a banning order against a person who has been convicted of a banning order offence.

If a local housing authority in England applies for a banning order against a body corporate that has been convicted of a banning order offence, it must also apply for a banning order against any officer who has been convicted of the same offence in respect of the same conduct.

A Relevant Housing Offence includes:

- Illegally evicting or harassing a residential occupier in contravention of the protection from Eviction Act 1977 or the Criminal Law Act 1977 or;
- Any of the following offences with an Improvement Notice (section 30).
- Offences in relation to Licensing of Housing in Multiple Occupation (HMOs) (section 72).
- Offences in relation to licensing of houses under Part 3 of the Act (section 95).
- Allowing an HMO that is not subject to licensing become overcrowded.
- Failure to comply with management regulations in respect of HMOs (section 234)

A relevant offence also includes:

- An offence under section 36 of the Gas Safety (Installation and Use) Regulations 1998.
- Failure to comply with a Prohibition or Emergency Order under sections 20, 21, and 32 of the Regulatory Reform (Fire Safety) Order 2005 provided it relates to a property that is being rented out or managed by a landlord or property agent.

NB: Banning Order offences also apply to Immigration Offences, Serious Criminal offences, and Other Criminal offences.

The First-tier Tribunal may make a banning order against a person who:

- has been convicted of a banning order offence, and
- Was a residential landlord or a property agent at the time the offence was committed (but see subsection (3) of the Act).
- A banning order may only be made on an application by a local housing authority in England that has complied with section 15.
- Where an application is made under section 15(1) against an officer of a body corporate, the First-tier Tribunal may make a banning order against the officer even if the condition in subsection (1) (b) of the Act of this section is not met.

In deciding whether to make a banning order against a person, and in deciding what order to make, the Tribunal must consider:

- the seriousness of the offence of which the person has been convicted,
- any previous convictions that the person has for a banning order offence,
- whether the person is or has at any time been included in the database of rogue landlords and property agents, and

- The likely effect of the banning order on the person and anyone else who may be affected by the order.
- Duration and effect of banning order
- A banning order must specify the length of each ban imposed by the order.
- A ban must last at least 12 months.

A banning order may contain exceptions to a ban for some or all of the period to which the ban relates, and the exceptions may be subject to conditions.