
Public Protection Partnership Q3 of 2021/22 Performance and Service Update

Committee considering report:	Joint Public Protection Committee
Date of Committee:	14 March 2022
Chair of Committee:	John Harrison
Date JMB agreed report:	28 February 2022
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4073

1. Purpose of the Report

- 1.1 To inform the Committee of the current performance of the Public Protection Partnership in line with the operating model and business plan, provide an update on the work of the Case Management Unit and communication activity and inform Members about the Service's ongoing response to the Covid19 pandemic.
- 1.2 To inform the Committee about any current activity within the Service.

2. Recommendations

The Committee:

- 2.1 **NOTES** the 2021/22 Q3 data for the Public Protection Service.
- 2.2 **NOTES** the update on service delivery.
- 2.3 **NOTES** the continued role the Public Protection Service are playing across the Councils with respect to Covid19 response.
- 2.4 **RESOLVES** to make any adjustments to service priorities for the coming period.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>During Q3 the service continued to receive additional grant funding (circa £300k for the year) to support its response to the pandemic. The funding was to support work around business advice, local tracing, outbreak management and investigation and events as well as support for various licence holders through the engagement of the licensing liaison officers.</p> <p>As at the end of December 2021 Officers are predicting an underspend of the PPP revenue budget of circa £100k which is largely due to staff redeployed to Covid grant funded work and the difficulty recruiting professionally qualified agency staff combined with maintaining vacancies to mitigate risks associated with the Wokingham exit.</p>

Human Resource:	<p>There are no direct personnel implications arising from this paper.</p> <p>The Joint Management Board continues to review staff vacancies and appointments at its biweekly meetings.</p>			
Legal:	<p>There are no direct legal implications arising from this report. The Inter-Authority Agreement charges the Joint Public Protection Committee with the responsibility to oversee service delivery and performance including financial performance. This report addresses this responsibility.</p> <p>With respect to Covid19 the Service is the primary enforcement body for all three councils with respect to legal controls regulating businesses and events.</p>			
Risk Management:	<p>We will continue to manage risk in line with the prevailing situation and corporate policies. The risk register is regularly scrutinised by the Joint Management Board (JMB) which meets fortnightly. The JMB considers the red risk action plans at these meetings. The service maintains both a Strategic and Operational Risk Register.</p> <p>In terms of operational delivery risks, the most significant risk arises from the decision by Wokingham Borough Council to leave the shared service arrangement. These risks have largely been mitigated through effective joint working to deliver the transfer of services and to develop the new commissioned services. This information is set out in a further report to this meeting.</p>			
Property:	There are no direct property implications arising from this report.			
Policy:	<p>There are no direct policy implications arising from this paper. It should be noted that the Inter-Authority Agreement (IAA) places a responsibility on the Joint Public Protection Committee (JPPC) to determine service policies and priorities and also to maintain oversight of performance. This report addresses that requirement by setting out the current performance levels and the approach to ongoing service recovery.</p> <p>The Committee received an update on the Delivery Plan against the agreed objectives at the December 2021 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:	✓			There has been an unquantifiable environmental impact from the new service arrangements as travel has been significantly reduced. Longer term it is anticipated that this impact will be maintained as new ways of working are embedded in service delivery.
Health Impact:	✓			The proposals create no direct health impacts on staff. They do however set out community based health protection measures.
ICT or Digital Services Impact:	✓			<p>The use of ICT on service delivery has been transformational. Telephone conferencing, MS Teams and Zoom have all been employed in the day today running of the service.</p> <p>Following the expiry of the emergency Coronavirus regulations that permitted remote meetings, Council's decision making public meetings must now take place in person at a single, specified, geographical location, with a physical presence at that location. This has led to the introduction of hybrid meetings with decision makers being present in the physical venue while still permitting other attendees to join remotely.</p> <p>The JPPC will continue to meet in accordance with the decisions made by West Berkshire Council, as the host authority, about meeting arrangements. The Licensing Committees will be conducted under the meeting arrangements of their individual authorities.</p>

PPP Priorities :	✓			These set out how the Service has maximised the use of resource to deliver against the JPPC priorities particularly around health protection, protection of vulnerable people and environmental protection on a risk led basis. The priority relating to effective and efficient service delivery has been at the core of arrangements.
Data Impact:		✓		None
Consultation and Engagement:	There is regular engagement with staff as well as senior officer and Member briefings in each of the three authorities that form the PPP.			

4. Executive Summary

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

5. 2021/22 Quarter 3 (October to December) Performance Summary

- 5.1 This report shows progress against key strategic areas of the business; Finance, HR, ICT, Property, Legal and Risk. The Quarter 3 measures of volume summary can be found at Appendix A to this report.

Finance

- 5.2 With respect to the Covid19 response for 2021/22 grant support has been secured in the order of £300K to cover compliance, outbreaks, local contact tracing and events and gatherings assessment and compliance.
- 5.3 As at the end of December 2021 the Service is predicting an under-spend of circa £100K which is largely due to staff redeployed to grant funded work and the difficulty recruiting professionally qualified agency staff combined with maintaining vacancies to mitigate risks associated with the Wokingham exit.
- 5.4 As the Committee is aware the Service received a grant of £259K for a two year air quality project with aims of engaging the public with a view to reducing vehicle emissions and the monitoring of PM2.5 across the PPP areas. Procurement of equipment is now complete and monitoring equipment is being deployed in line with the terms of the grant funding. An application has been made for funding to take the project into phase two.

Customer and Business Satisfaction Rates

- 5.5 The Inter Authority Agreement requires the PPP to maintain high levels of customer and business satisfaction. The Service has been looking at a number of ways to improve data capture on customer satisfaction for businesses and residents interacting with the service. Work is ongoing to make improvements to the way customers are surveyed.
- 5.6 Once the methodology is embedded it will be used to inform processes and procedures. The satisfaction levels for those areas surveyed during Quarter 3 are set out below. A selection of compliments received by the Service are set out in Appendix C.

PPP CUSTOMER SATISFACTION FEEDBACK 21/22 Q3	Strongly Agree %	Agree %	Neither Agree nor Disagree %	Total % of Satisfied Customers
Combined PPP Customer Delivery	88.24	11.70	0.00	99.94
Commercial Premises	49.31	36.11	2.78	85.42
Trading Standards	77.27	17.05	4.55	94.32

Human Resources:

- 5.7 The key staffing updates are:
- The Service currently has a number of funded vacancies. It has been agreed that these vacancies will be considered on a case by case basis pending the exit of Wokingham Borough Council from the Partnership in order to minimise the financial risk for all parties.
 - Since the last Committee meeting the following posts have been recruited to: a vacant Environmental Health Officer post to conduct Food Safety work and also a Customer Services Technical Officer.
 - The ongoing work associated with the Covid pandemic has meant that a number of Officers have had to undertake a significant number of out of hours work this year around local contact tracing, outbreak response and compliance. At the time of writing these services are under review as the government has announced an end to the last remaining Covid restrictions.
 - There are a number of temporary staff currently engaged by the service. These are either grant funded for Covid19 response including events, local contact tracing, licensed sectors support, isolation support calls (West Berkshire) and events. These roles will now
 - end with the end of restrictions and withdrawal of funding. It is planned to maintain some support for events and some community hub support in West Berkshire.
 - There are also additional temporary staff covering vacancies / recovery in a range of areas including food safety, licensing, investigations, case management and management support.

ICT

- 5.8 There have been some unforeseen delays in the migration to the new system. Issues have been experienced by the contractors in respect of the second data transfer. The PPP has had to invoke the failure clause in the contract. It is now anticipated that the go live date will be pushed back to the third week in April. The issues are being closely monitored by JMB. This will impact on external users for example the Taxi Trade who will be kept informed of progress.
- 5.9 Contractual arrangements have been put in place for the retention of the premise database for use by officers for the Wokingham BC element of the commissioned service. This data will be transferred to the new PPP single system in 2022/23.
- 5.10 A regular staff bulletin on the move to the single system is distributed and 14 days of training on the new system have been set up to train different groups of staff on the various aspects of the system. These are being delivered through February and March 2022.

Property

- 5.11 The key property highlights are as follows:
- Both Bracknell Forest and West Berkshire Councils are currently developing their post pandemic office and working arrangements. The service is effectively operating from its office in Theale which has been rearranged to create a more flexible workspace.
 - Staff that were based at Shute End who are not transferring to Wokingham are having their bases moved to either Times Square or Theale Gateway. Some PPP staff who are engaged in the delivery of 'commissioned services' will remain based at Shute End.

Risk Management

- 5.12 The Committee is asked to note that:
- The Joint Management Board which meets fortnightly, maintains both a Strategic and an Operational Risk Register which is reviewed during these meetings.
 - Subject to the final sign off of the new arrangements for the 'commissioned services and settlement arrangements with Wokingham the operational and financial risks have now been largely mitigated. This is dealt with elsewhere on this agenda.
 - During the process of Wokingham bringing environmental health and licensing services in-house a number of staff have agreed to take up roles with Wokingham (in addition to the posts transferring under TUPE). This has led to some gaps and imbalances within the PPP Mk2 service. JMB and Service Managers are working to re-balance the service to ensure it is structured to deliver against the Strategic Assessment priorities and Work Plan approved by this Committee. A report will be brought to the June 2022 Committee.

6. Service Delivery Update

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

Covid Response and Impact

- 6.2 As the Committee will be aware the service has played a significant role in the operational response to Covid since March 2020. In July of 2021 the vast majority of controls enforced by the service were removed leaving us with an advisory role as well as role with respect to outbreaks, local contact tracing and isolation calls and community support hub (West Berkshire).
- 6.3 However in December 2021 we saw the significant emergence of a new strain of Covid in the form of Omicron. With this came a significant increase in infections leading to a rise in contact tracing and outbreak work and ultimately led to the implementation of Plan B bringing the service back into the realm of compliance work.

Since the last report to Committee the Service has:

- Carried out seven day per week contact tracing in West Berkshire and weekend contact tracing in Bracknell and Wokingham tracing handling up to 300 cases per week.
 - Monitored and responding to the CV19 risk setting notifications working with other subject area specialists on a seven day per week basis including Christmas and New Year.
 - Carried out monitoring checks on premises affected by Plan B measures including provision of signage and advice.
 - Advised relevant settings on the implementation of rules on Covid Certification.
 - Advised on a large number of pre-Christmas events and attended a number of events to monitor compliance and advise accordingly.
 - Provided the Community Hub Service and conducted isolation calls for West Berkshire.
 - Attended and advising incident management team meetings in response to outbreaks.
 - Attending internal monitoring meetings and regular attendance at Local Outbreak Board in West Berkshire.
 - Provided Plan B implementation guidance for member of Berkshire East Health Protection Board.
- 6.4 Following the announcements about the cessation of restrictions Officers are making the necessary changes to resourcing levels to reflect the current requirements.

Communication and Engagement

6.5 Since the last report to Committee:

- 123 Facebook posts were generated in Quarter 3 (a slight reduction when compared to the 132 in Quarter 2). The top post related to Abandoned Puppies which had a reach of 21,753.
- There has been a slight increase in the number of tweets put out from 96 in Quarter 2 to 104 in Quarter 3. The top post related to joint working with TVP in Bracknell which had a reach of 7,116.
- 34 new articles were put onto the website which was visited 19,560 times. The number of visits has remained relatively static over the first three quarters of the year.
- A number of team members attended Media Training in December 2021 and this should ensure that more staff will have the skills to start generating press releases and to conduct media interviews as the service focusses its communication output on priority areas.
- Member's Bulletin No10 (Appendix D) has been produced and shared with all Members of the three PPP authorities.
- There has also been a strong focus on internal communication especially around the changes driven by the Wokingham departure. This has included joint communication with Wokingham colleagues.
- The service is also supporting the West Berkshire Water Safety Partnership to organise a series of events across 2022. This work is covered elsewhere on the agenda. We are looking to organise similar events in Bracknell Forest if this is deemed appropriate.

Community and Trading Standards (including Customer Services)

6.6 During Quarter 3 the Team has been very busy and some of the highlights are set out below.

- Successful operation in detecting and seizing illegal tobacco, involving a sniffer dog and officers across the team.
- Roll out of the new out of hour's stray dog collection service across the Partnership.
- Ongoing delivery of Operation Poplar, (an operation scoping out the extent of unlicensed puppy trading) resulting in several ongoing investigations.
- Food standards inspections underway in line with Food Standards Agency (FSA) recovery plan.
- Animal Health and Welfare inspections continuing with on farm visits.
- Warrant executed in December resulting in a significant seizure of counterfeit laptop batteries and other PC accessories for trademark investigation.

- Age restricted products test purchasing exercises continuing with a focus on alcohol. Further test purchasing planned.
- Scams work/fraud prevention continuing with more money recovered on behalf of the victims. Work also includes a significant number of public warnings through a range of media including web, radio and television.
- National initiative identifying emerging issues with illegal disposable vape project completed – 19 premises visited across PPP leading to seizures at two premises. Both currently under investigation.
- Revised procedures around the use of the noise 'app' and training for officers involved in noise nuisance investigations implemented.
- Hundreds of community based service requests, including assisted burials, smoke and odour complaints, pest control advice & enforcement, fly tipping, derelict buildings complaints, noise pollution and other community reports being responded to and resolved as business as usual by the team across PPP.
- Completed six months of local community larder in Thatcham.
- The focus on enviro-crime continues with a significant number of fly-tipping investigations in Bracknell and case management support for West Berkshire. In Q3 there was an operation in each of both Bracknell and West Berkshire to identify illegal waste transit and overloaded vehicles. More are planned for 2022.

Commercial (Food Safety and Health and Safety)

6.7 In addition to delivering much of the Covid response set out above the Commercial Team have:

- Been delivering the recovery plan for food hygiene inspection work which is underway but still hampered by the loss of two Environmental Health Officers, and two Food Contractors; we have managed to replace the food contractors and with a reduced input day to day into Covid compliance work we have redeployed officers back to inspection work. There are officers from this team still dealing with Covid work.
- Throughout the many lockdowns the PPP has still been receiving reports of accidents in the workplace which we investigate to ascertain if there were breaches of the Health and Safety at Work Etc. Act 1974, and whether we need to take formal action against those responsible. Now that premises are reopening we are seeing more accident notifications coming through and this has resulted in some complex investigations. Some of these ultimately end in Court as prosecutions, others will be actioned by taking formal notices (for example Improvement Notices) or information action with the premises.
- Officers have been heavily involved with the health and safety risks posed by the use of hotels across the areas as asylum and bridging facilities. This is a change of the use of the hotels and it presents specific risks, both to staff and to the occupants. The team have been working with the hotels, and with the Royal Berkshire Fire and Rescue Service and the Home Officer to control the health and safety risks.

Licensing (Including Applications and Licensing Governance)

6.8 Licensing application numbers are beginning to increase following the opening up of this sector. There has also been an increase in applications to vary licences in order to diversify the nature of business to future proof them. Officers continue to participate in the Safety Advisory Group (SAG) and review and attend a range of events along with the Commercial Team and EQ colleagues. In addition to the business as usual activity the team has undertaken the following:

- The fees, including the taxi vehicle and operator fees were considered in all of the Authorities. It was agreed, save for the fees that had to be consulted on, that they would be recommended to full Council for approval as part of the budget setting process.
- Statutory consultation on taxi vehicle and operator fees were undertaken during quarter three in Bracknell Forest and West Berkshire and the outcomes reported back to the January and February Licensing Committee meetings.
- The revised Statement of Gambling Principles which had been consulted on in each of the three authorities were brought back to the Committees for final sign off before being put before Full Council for approval. All have now been adopted and published as was required prior to the end of January 2022.
- Revised Hackney Carriage Tariffs (increase of circa 5%) in West Berkshire have now been implemented with members of the trade sent notification and tariff boards put up on ranks.
- A request to review the Hackney Carriage Tariffs in Wokingham was submitted in December 2021. A proposal was taken to the January Licensing and Appeals Committee meeting and the outcome of the ensuing consultation will be reported back in the Quarter 4 report.
- The Taxi and Private Hire Liaison Groups have continued to meet to discuss items of concern to the trade and is showing an improvement in the relationship between the authorities and the trade.
- Licensing Officers and the Applications Team Technical Officers are working together to ensure a more streamlined service with better customer delivery –it is envisaged that the new IT system will bring further benefits for all elements of the trade to help with this including an online facility to apply check and upload documents.
- Licensing Liaison Officers (LLOs) continue to work across the Authorities as the first point of contact for the trade-hospitality and taxi/private hire, answering queries or feeding these back to obtain answers as well as checking statutory notices, assisting in monitoring events, and will continue to do this until the end March 2022.
- LLOs also assisted Officers with the late night safety project by handing out posters in relation to drink spiking and other risk areas which is part of a community safety, police and PPP 'safer streets' initiative across the three authorities. These were well received by the hospitality industry in the run up to Christmas and this partnership work will continue in the new year.

- A major joint initiative with Thames Valley Police around Child Sexual Exploitation has been undertaken in hotels in Newbury whereby officers went out with police to see if the licencees had any concerns over a young person being with an older individual wishing to book a room etc. In addition this initiative was extended to testing under age sales at the bar.
- A joint partnership operation with TVP, WBC road safety and PPP, Operation Holly, was conducted before Christmas in relation to drink driving, including checking vehicles for compliance in various areas for example- road worthiness, overweight, correctly licensed etc.
- Meetings in relation to home to school transport were initiated to ensure closer working relationships to protect the safety of vulnerable children.
- The following licensing panel meetings have taken place in quarter 3:

Type of Application	Premise	Outcome
Bracknell Forest		
New Club Premises Certificate	Crowthorne Rugby Football Club, The Nest, Lower Broadmoor Road, Crowthorne, RG45 7HA	Certificate Granted
West Berkshire		
Vary an Existing Premise Licence	Aldi Foodstores, London Road, Newbury, RG14 1LA	Variation Granted
Review of Premise Licence	Pinchington Hall, Crookham Hill Crookham Common Thatcham RG19 8DQ	Licence Revoked
Review of Premise Licence	Newbury Real Ale Festival, Land between Northcroft Leisure Centre& Newbury Cricket Club, Northcroft Lane, RG14 1RS	New Additional Conditions Imposed
Wokingham		
None		

Private Sector Housing

6.9 In addition to business as usual activity the team has also undertaken the following work during Quarter 3.

- The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 introduced a fit and proper person test for mobile home site owners or the person appointed to manage the site. The purpose of the fit and proper person test is to improve the standards of park home site management. Officers have been working with the sector to ensure that applications are made, and are processing the applications prior to putting onto the register. Work will also be done with those sites who have not applied to ascertain if they are one of the properties exempted, and if not to ensure they comply.

- The team are working on the recovery plan for HMO (Houses of Multiple Occupancy) inspections. Due to Covid restrictions, we are dealing with a backlog of visits. We are working on a plan to regularise this over the next few months.
- The team recently organised and co-hosted the first of a new series of West Berkshire Landlord Forums. These will be extended to Bracknell where a new Landlord Forum is also being developed and will be launched shortly.
- The team has launched a major project to look at commercial to residential conversions. The working group looking at this also includes colleagues from Building Control and Royal Berkshire Fire and Rescue Service.

Environmental Quality

6.10 The team have continued to undertake work to protect the health and wellbeing of our residents through focused projects, planned inspection programmes and responding to complaints. Some key activity undertaken during Quarter 3 included:

- The Defra funded air quality project is now underway. The PM2.5 monitoring tender process was carried out in Q3 and the monitoring will commence in early Q4.
- The anti-vehicle idling behavioural change work tender preparation commenced in Q3 with this work due to commence in Q4. In Q3 the bumper sticker competition was carried out with primary schools and the winning entry will be announced and printed in early Q4.
- Another application for DEFRA Air Quality grant was submitted in Q3 for the three authorities for PM2.5 monitoring within our Air Quality Management Areas. The outcome should be known by the end of Q4.
- The air quality monitoring programme was reviewed in Q3 for the commencement of the 2022 (calendar year) programme.
- Pollution Prevention and Control compliance inspection programme is progressing very well in Q3 and the remainder to be completed in early Q4.
- Private Water Supply Risk Assessment work is progressing well as well as re-risk assessments. In addition two team members are now certified following successful accreditation in private water supply training.
- Q3 saw an increase in sampling due to the decrease in Q2 when other team work (reactive nuisance complaints and licensing consultations) took a priority.
- The team continue to deal with an increase in complex and/or high profile nuisance cases. Abatement notices have been served, breaches investigated and ensuing Licensing Reviews were attended as Responsible Authority for the prevention of public nuisance.
- We continue to use agency staff to assist the team with some Development Control application work and in Q3 this support also covered the commencement of the Contaminated Land Strategy Reviews.

- Significant progress has been made in the Pollution Prevention and Control inspections for 2021/22 with over 80% completed by end of Q3.

Joint Case Management Unit (CMU)

6.11 The unit continues to be busy working across PPP, Oxfordshire Trading Standards & Fire Service and Royal Berkshire Fire and Rescue Service. Cases are now moving through the Courts as the backlog of cases starts to ease in both the Magistrates Court and the Crown Court. The financial investigation team is extremely busy working on a number of level 2 and 3 cases for PPP and Reading Borough Council.

Recent PPP cases –

- **Statutory nuisance case** connected to breaches of an abatement notice served in relation to the burning of various waste materials. The burning caused smoke resulting in a nuisance to residents in the nearby vicinity and two breaches of the abatement notice were witnessed by PPP Officers and a nearby resident. The defendant was found guilty in absence after a trial at Reading Magistrates Court and was fined £1000 for each offence and ordered to pay the full costs of bringing the case.
- **Garden Work case** - Two week trial at Reading Crown Court was listed to start on 17/1/2022. Guilty pleas were entered to fraud offences and offences relating to aggressive practices under the Consumer Protection from Unfair Trading Regulations 2008 on day 1 of the trial. Rogue trader case involving a father and son cold calling and offering garden works. The works were either not fully completed or money was taken and no work was done. This case involved 15 consumers, some of which were vulnerable. Both defendants will be sentenced in March 2022.
- **Local builder** received a sentence of 10 months imprisonment suspended for 12 months, 120 hours unpaid work and ordered to pay compensation of £24,480 to homeowner. The defendant entered guilty pleas at Reading Crown Court to three counts contrary to the Consumer Protection from Unfair Trading Regulations 2008. Specifically the prosecution case alleged that the amount charged in relation to work carried out at the home of a vulnerable consumer was excessive, it was charged twice in some circumstances, some of the work was unnecessary, and the actual work undertaken was not to a professional standard.
- **Local builder** sentenced to a community order consisting of an unpaid work condition of 40 hours and is ordered to pay compensation of £12,000. Following an investigation by the PPP the defendant pleaded guilty to one count of knowingly or recklessly engaging in a commercial practice that contravened the requirements of professional diligence contrary to the Consumer Protection from Unfair Trading Regulations 2008 at Reading Crown Court. The defendants company undertook to build a loft conversion at the home of a consumer. The Company failed to complete the build, despite having been paid by the homeowner. Preparatory work was completed, such as demolition of the roof structure, installation of new structural steel beams and new roof timbers. Attendance at site was erratic followed by no attendance on site at all for over a month resulting in the homeowner having to make the decision to engage alternative contractors to finish the work at further expense.

PPE Case Company entered guilty pleas at Reading Magistrates Court to offences under the Consumer Protection from Unfair Trading Regulations and offences under the Personal Protective Equipment (Enforcement) Regulations 2018. This was in relation to selling facemasks which did not comply with the requirements they had to meet and were advertised in a manner which was misleading. Facemasks were being offered for sale described as providing 'ultimate protection', as 'medical surgical masks' or being 'bacterial filter masks' with 'excellent filtration properties' The company had imported the masks and could not provide any form of conformity assessments to support these claims. The company were fined a total of £2400 and ordered to pay £3000 towards the cost of the case within 28 days.

7.0 CONCLUDING OBSERVATIONS

- 7.1 This has been another busy period for the Service against a backdrop of a fourth Covid wave and the project to deliver the Wokingham in-house service and build the PPP Mk2. The service request levels have now started to fall back to more normal levels and the work has shifted to recovery and a more pro-active approach to deliver against the priorities of the Committee and the Councils.
- 7.2 At the time of writing the Government has announced the ending of nearly all remaining covid controls and restrictions with the final restrictions around travel to be removed later in the spring. The impact of this will be the removal of many of the covid work streams the service has led on or delivered over nearly two years. We will continue to support event organisers and businesses where they seek support and will have some limited involvement in managing outbreaks in risk settings.
- 7.3 Looking ahead the concentration will be on embedding the PPP Mk2 service delivery arrangements and recovery. The next report to the Committee will update on these important matters.

APPENDIX A – 2021/22 Measures of Volume Summary

APPENDIX B – PPP Digital Update up until December 2021

APPENDIX C - Service Compliments

APPENDIX D – Members Bulletin No 10
