

## PPP Quarter 4 Measures of Volume for the 2021/22 Financial Year

Service Requests	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	YE 2021/22	Comments
Covid – Advice	1906*	131	33	10	3	177	In line with changes to restrictions
Covid - Enforcement	-	89	13	7	10	119	In line with changes to restrictions
Bonfire	1016	142	90	43	58	333	
Dogs	386	90	70	75	70	305	
Envirocrime (Incabandoned vehicles)	372	89	92	60	81	322	
Food Related	884	316	273	267	236	1092	
Health and Safety	227	52	44	44	41	181	
Housing	690	267	177	301	272	1017	
Licensing	848	312	353	348	257	1270	
Noise	1929	560	556	272	268	1656	
Other	1393	286	288	220	204	998	
Pest	509	199	144	109	112	564	
Planning	854	226	220	229	194	869	
Public Health Funeral	30	7	10	6	14	37	
Fly Tipping	140	27	20	14	21	82	
Animal Health	144	23	27	17	17	84	
Door Step/Scam/No cold calling zones	405	57	42	29	43	171	
Food Standards	103	29	32	13	26	100	
Misleading Description	58	7	15	1	10	33	
Other	224	29	29	9	4	71	
Unsafe goods	87	11	11	14	9	45	
What are my rights? (Business)	120	35	19	26	21	101	
What are my rights? (Consumer)	978	292	248	186	198	924	
Trading Standards Notifications of civil issues	5553	1271	1284	741	1084	4380	
Weight Restrictions	388	68	60	44	47	219	
<b>Grand Total (Inc Covid)</b>	<b>19017</b>	<b>4694</b>	<b>4206</b>	<b>3085</b>	<b>3300</b>	<b>15285</b>	

\* Advice and Enforcement not reported separately in 2020/21

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### FOI's, Service Complaints / Comments, Member / MP enquiries

Authority	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	FOI	Service Complaint / comments	Cllr/MP/ Board	FOI	Service Complaint / comments	Cllr/MP/ Board	FOI	Service Complaint / Comments	Cllr/MP/ Board	FOI	Service Complaint / Comments	Cllr/MP/ Board
Bracknell Forest	41	6	7	29	3	5	24	2	5	37	2	11
West Berkshire	38	7	25	42	7	11	33	5	2	41	4	7
Wokingham	16	4	10	23	13	6	24	3	4	27	1	8
<b>Total</b>	<b>95</b>	<b>17</b>	<b>42</b>	<b>94</b>	<b>23</b>	<b>22</b>	<b>81</b>	<b>10</b>	<b>11</b>	<b>105</b>	<b>7</b>	<b>26</b>

### Three Year Comparison of Year End Data

Authority	2019/20			2020/21			2021/22		
	FOI	Service Complaint / comments	Cllr/MP/ Board	FOI	Service Complaint / comments	Cllr/MP/ Board	FOI	Service Complaint / Comments	Cllr/MP/ Board
Bracknell Forest	181	10	23	172	24	26	131	13	28
West Berkshire	191	10	25	202	26	49	154	23	45
Wokingham	94	8	43	94	10	48	90	21	28
<b>Total</b>	<b>466</b>	<b>28</b>	<b>91</b>	<b>468</b>	<b>60</b>	<b>123</b>	<b>375</b>	<b>57</b>	<b>101</b>