


## Draft Document

Service Requests Data – Info attached for information to quarterly reports to establish trends – issued monthly to JMB

Table 1: Environmental Health and Licensing for PPP

| Public Protection Partnership   Bracknell Forest West Berkshire                             | Bracknell | West Berkshire | PPP      |          |
|---|-----------|----------------|----------|----------|
|   | Q1        | Q1             | Q1       | Comments |
| Housing   |           |                |          |          |
| Dog Warden  |           |                |          |          |
| Food Related  |           |                |          |          |
| Health and Safety   |           |                |          |          |
| Licensing   |           |                |          |          |
| Planning  |           |                |          |          |
| Pest  |           |                |          |          |
| Noise - Commercial  |           |                |          |          |
| Noise - Non-commercial  |           |                |          |          |
| All Bonfire/Smoke   |           |                |          |          |
| Anti-Social Behaviour   |           |                |          |          |
| Envirocrime   |           |                |          |          |
| Flytipping  |           |                |          |          |
| Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking) |           |                |          |          |
| <b>Grand Total</b>  | <b>0</b>  | <b>0</b>       | <b>0</b> |          |

**Table 2: Trading Standards only, including commissioned services.**

|  Bracknell Forest<br>West Berkshire<br>Wokingham | Bracknell | West Berkshire | Wokingham | PPP      |          |
|---|-----------|----------------|-----------|----------|----------|
|   | Q1        | Q1             | Q1        | Q1       | Comments |
| Door Step/Scam/No cold calling zones  |           |                |           |          |          |
| What are my rights? (Business)  |           |                |           |          |          |
| What are my rights? (Consumer)  |           |                |           |          |          |
| Trading Standards Notifications   |           |                |           |          |          |
| Misleading Description  |           |                |           |          |          |
| Unsafe goods  |           |                |           |          |          |
| Food Standards  |           |                |           |          |          |
| Animal Health   |           |                |           |          |          |
| Weight Restrictions   |           |                |           |          |          |
| Other (e.g. counterfeit goods, under age sales)   |           |                |           |          |          |
| <b>Grand Total</b>  | <b>0</b>  | <b>0</b>       | <b>0</b>  | <b>0</b> |          |




**Measures of Volume – No targets as they are cumulative measures of volume (include trend information)**

| Measure  | 2021/22<br>Outturn | Q1 | Q2 | Q3 | Q4 | 2022/23<br>Outturn |
|--|--------------------|----|----|----|----|--------------------|
| Number of Fols Received*   |                    |    |    |    |    |                    |
| Number of Service Complaints/Comments*   |                    |    |    |    |    |                    |
| Number of Councillor and MP Enquiries*   |                    |    |    |    |    |                    |
| Number of operations conducted based on intelligence relating to age restricted products*                        |                    |    |    |    |    |                    |
| Number of PPP articles and press releases published on the PPP website   |                    |    |    |    |    |                    |
| Number of page views on PPP Website  |                    |    |    |    |    |                    |
| Number of PPP Facebook posts   |                    |    |    |    |    |                    |
| Number of PPP Twitter posts  |                    |    |    |    |    |                    |
| Number of new PPP Twitter followers  |                    |    |    |    |    |                    |
| Number of Facebook New Followers   |                    |    |    |    |    |                    |
| Number of licensed caravan site visits (programmed and reactive) *   |                    |    |    |    |    |                    |
| Number of food inspections carried out (includes those by alternative enforcement strategy) *                    |                    |    |    |    |    |                    |
| Number of new food businesses registered*  |                    |    |    |    |    |                    |
| Number of New HMO licenses issued*   |                    |    |    |    |    |                    |
| Number of Renewal HMO licenses issued * (issued every 5 years)   |                    |    |    |    |    |                    |
| Number of housing visits (including Park Homes) carried out (excl Ukraine)*                                      |                    |    |    |    |    |                    |
| Percentage of Food Premises that have scored 0 in accordance with FHRS<br>* (shown as denominator and numerator) |                    |    |    |    |    |                    |
| Percentage of Food Premises that have scored 1 in accordance with FHRS<br>* (shown as denominator and numerator) |                    |    |    |    |    |                    |
| Percentage of Food Premises that have scored 5 in accordance with FHRS<br>* (shown as denominator and numerator) |                    |    |    |    |    |                    |
| Percentage of Licensing Applications under the Licensing Act 2003 that proceed to a hearing                      |                    |    |    |    |    |                    |

\* will be reported by authority

| Key |                                  |
|-----|----------------------------------|
| ▲   | Increased since previous quarter |
| ▶   | Same as previous quarter         |
| ▼   | Decreased since previous quarter |

## Key Performance Indicators Public

| Type                      | Measure  | 2021/22<br>Outturn | Q1  | Q2  | Q3  | Q4 | 2022/23<br>Outturn |
|---------------------------|--|--------------------|---|---|---|----|--------------------|
| Statutory<br>IAA<br>Local | Key  |                    |  |  |  |    |                    |
| IAA                       | % of service users satisfied with the Public Protection Partnership  |                    |   |   |   |    |                    |
| Local                     | % of Trading Standards requests for advice from business responded to within 3 working days                                |                    |   |   |   |    |                    |
| IAA                       | Management of budget to within 1% of baseline  |                    |   |   |   |    |                    |
| IAA                       | Management of income to within 5% of budget  |                    |   |   |   |    |                    |
| Statutory                 | % of valid TEN's processed for consultation within 3 working days  |                    |   |   |   |    |                    |
| Statutory                 | % of valid Late TEN's processed for consultation within 3 working days   |                    |   |   |   |    |                    |
| Local                     | % of Premise licensing applications (New and Variations) processed within 28 days or 56 days if they proceed to a hearing  |                    |   |   |   |    |                    |
| Local                     | % of valid Taxi licensing applications and renewals (Hackney/Private Hire Drivers and Vehicles) processed within five days |                    |   |   |   |    |                    |

| Type      | Measure   | 2021/22<br>Outturn | Q1 | Q2 | Q3 | Q4 | 2022/23<br>Outturn |
|-----------|---|--------------------|----|----|----|----|--------------------|
| Local     | % of valid general licensing applications and renewals processed within five days                             |                    |    |    |    |    |                    |
| Statutory | % of local authority pollution prevention and control (LAPPC) inspections, that are due, carried out          |                    |    |    |    |    |                    |
| Local     | % of inspected food businesses that score at least 3 on the food hygiene rating scale during reporting period |                    |    |    |    |    |                    |
| Local     | % of licensed premise inspections, that are due by risk rating schedule, completed                            |                    |    |    |    |    |                    |

## Annual Key Performance Indicators Public

|           | Measure  | 2021/22 Outturn | 2022/23 Outturn                        |  |
|-----------|--|-----------------|--|--|
| Statutory | Submit Annual Air Quality Reports to DEFRA by 30 June  |                 |  |  |
| Statutory | Submit to JMB the Annual Food Safety, Food Standards and Feed Service Plan in accordance with the Food Standard Agency Code of Practice by September |                 |  |  |
| Local     | Four During Performance Inspections carried out on high profile events per annum   |                 |  |  |
| Local     | % of inspected food businesses on each score of the food hygiene rating scale  |                 | 0 =<br>1 =<br>2 =<br>3 =<br>4 =<br>5 = |  |
| Local     | % of caravan sites due an inspection inspected within the reporting period   |                 |  |  |
| Local     | % of food hygiene inspections completed, that are due, as per FSA recovery plan  |                 |  |  |
| Local     | % of food standards inspections completed, that are due, as per FSA recovery plan  |                 |  |  |
| Local     | % of food premises rated as 0 or 1 on the FHRS at  |                 |  |  |

|  | Measure   | 2021/22 Outturn | 2022/23 Outturn |  |
|--|---|-----------------|-----------------|--|
|  | the start of the year that are broadly compliant (3 score or above) by their next full inspection visit (subject to pending enforcement action) for premises with inspections due in reporting period |                 |                 |  |