

## Service Requests Data


Table 1: Environmental Health and Licensing for PPP

|   | 2022/23    |                |             | 2021/22 | 2020/21 | Comments  |
|---|------------|----------------|-------------|---------|---------|---|
|   | Bracknell  | West Berkshire | PPP         | PPP     | PPP     |   |
|   | Q1         | Q1             | Q1          | Q1 *    | Q1 *    |   |
| Housing   | 72         | 46             | 118         | 117     | 267     | ↑ 0.1%  |
| Ukraine Accommodation Check   | 78         | 181            | 259         | N/a     | N/a     |   |
| Dog Warden  | 3          | 24             | 27          | 90      | 113     | ↓ 70%   |
| Food Hygiene Related  | 47         | 84             | 131         | 193     | 316     | ↓ 32%   |
| Health and Safety (including accidents reported)  | 35         | 32             | 67          | 51      | 52      | ↑ 31%   |
| Licensing   | 80         | 77             | 157         | 206     | 312     | ↓ 24%   |
| Planning  | 49         | 71             | 120         | 187     | 226     | ↓ 36%   |
| Pest  | 25         | 70             | 95          | 144     | 199     | ↓ 34%   |
| Noise - Commercial  | 35         | 55             | 90          | 630     | 560     | ↓ 57% 2021/22 and 2020/2021 data is for commercial and non-commercial   |
| Noise - Non-commercial  | 76         | 102            | 178         | -       | -       |   |
| All Bonfire/Smoke   | 15         | 30             | 45          | 142     | 543     | ↓ 68%   |
| Anti-Social Behaviour   | 39         | 70             | 109         | -       | -       | For both areas Accumulation & Rubbish at Premises were the highest SR type in this category for Q1. Followed by Dangerous Dogs and High Hedges. |
| Envirocrime   | 74         | 0              | 74          | 89      | 62      | ↓ 17%   |
| Flytipping  | 12         | 0              | 12          | 33      | 27      | ↓ 64%   |
| Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking) | 29         | 48             | 77          | -       | -       |   |
| <b>Grand Total</b>  | <b>650</b> | <b>882</b>     | <b>1532</b> | -       | -       |   |

\* The previous two years' data includes figures for Wokingham too

**Public Protection Partnership** | Bracknell Forest West Berkshire

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

| <br>Bracknell Forest<br>West Berkshire<br>Wokingham | 2022/23    |                |            | 2021/22     | 2020/21 | Comments |        |
|--|------------|----------------|------------|-------------|---------|----------|--------|
|  | Bracknell  | West Berkshire | Wokingham  | PPP         | PPP     |          | PPP    |
|  | Q1         | Q1             | Q1         | Q1          | Q1      |          | Q1     |
| Door Step/Scam/No cold calling zones   | 4          | 15             | 9          | 28          | 57      | 66       | ↓ 51%  |
| What are my rights? (Consumer)   | 56         | 175            | 130        | 361         | 292     | 213      | ↑ 24%  |
| What are my rights? (Business)   | 11         | 14             | 4          | 29          | 35      | 17       | ↓ 17%  |
| Trading Standards Notifications  | 258 **     | 522*           | 385        | 1165        | 1271    | 1099     | ↓ 8%   |
| Misleading Description   | 0          | 0              | 2          | 2           | 7       | 20       | ↓ 71%  |
| Unsafe goods   | 6          | 1              | 3          | 10          | 11      | 20       | ↓ 9%   |
| Food Standards   | 6          | 13             | 6          | 25          | 29      | 10       | ↓ 14%  |
| Animal Health  | 1          | 16             | 3          | 20          | 23      | 27       | ↓ 13%  |
| Weight Restrictions  | 0          | 0              | 0          | 0           | 68      | 90       | ↓ 100% |
| Other (e.g. counterfeit goods, under age sales)  | 4          | 6              | 5          | 15          | 29      | 56       | ↓ 48%  |
| <b>Grand Total</b>   | <b>346</b> | <b>762</b>     | <b>547</b> | <b>1655</b> | -       | -        |        |

\* West Berkshire figure includes 86 for Vodafone.

\*\* figures from CAB

**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 |     |
|--|----------------------|-----------------------|----------------------|-----------------------|-----|-----|-----|-----|-----|-----|--------------------|-----|
|  | BFC                  | WBC                   | BFC                  | WBC                   | BFC | WBC | BFC | WBC | BFC | WBC | BFC                | WBC |
| Number of Fols Received*   | 131                  | 154                   | 34                   | 40                    |     |     |     |     |     |     |                    |     |
| Number of Service Complaints/Comments*   | 13                   | 23                    | 3                    | 4                     |     |     |     |     |     |     |                    |     |
| Number of Councillor and MP Enquiries*   | 28                   | 45                    | 5                    | 9                     |     |     |     |     |     |     |                    |     |
| Number of operations conducted based on intelligence relating to age restricted products*  |                      |                       | 0                    | 0                     |     |     |     |     |     |     |                    |     |
| Number of PPP articles and press releases published on the PPP website   | 129                  |                       | 29                   |                       |     |     |     |     |     |     |                    |     |
| Number of page views on PPP Website  | 85,293               |                       | 30,887               |                       |     |     |     |     |     |     |                    |     |
| Number of PPP Facebook posts   | 467                  |                       | 89                   |                       |     |     |     |     |     |     |                    |     |
| Number of PPP Twitter Tweets   | 391                  |                       | 65                   |                       |     |     |     |     |     |     |                    |     |
| Number of new PPP Twitter followers  | 67                   |                       | 7                    |                       |     |     |     |     |     |     |                    |     |
| Number of Facebook New Followers   | -                    |                       | 53                   |                       |     |     |     |     |     |     |                    |     |
| Number of caravan site visits (programmed and reactive) *  | NK                   |                       | None required        |                       |     |     |     |     |     |     |                    |     |
| Number of food inspections carried out (includes those by alternative enforcement strategy) *  | 182                  | 523                   | 37                   | 82                    |     |     |     |     |     |     |                    |     |
| Number of new food businesses registered*  | 107                  | 179                   | 42                   | 49                    |     |     |     |     |     |     |                    |     |
| Number of HMO licenses issued*   | 20                   | 7                     | 3                    | 4                     |     |     |     |     |     |     |                    |     |
| Number of housing visits carried out (excl Ukraine)*   | NK                   | NK                    | 24                   | 21                    |     |     |     |     |     |     |                    |     |
| Percentage of Food Premises that have scored 0 (Urgent Improvement Necessary) in accordance with FHRS * (shown as denominator and numerator) | 0/<br>764<br>(0%)    | 0/<br>1274<br>(0%)    | 0/<br>771<br>(0%)    | 0/<br>1273<br>(0%)    |     |     |     |     |     |     |                    |     |
| Percentage of Food Premises that have scored 1 (Major Improvements Necessary) in accordance with FHRS * (shown as denominator and numerator) | 8/<br>764<br>(1%)    | 8/<br>1274<br>(0.6%)  | 8/<br>764<br>(1%)    | 9/<br>1273<br>(0.7%)  |     |     |     |     |     |     |                    |     |
| Percentage of Food Premises that have scored 5 (Very Good) in accordance with FHRS * (shown as denominator and numerator)                    | 504/<br>764<br>(66%) | 884/<br>1274<br>(69%) | 499/<br>771<br>(64%) | 888/<br>1273<br>(70%) |     |     |     |     |     |     |                    |     |
| Percentage of Licensing Applications under the Licensing Act 2003 that proceed to a hearing* (shown as denominator and numerator)            |                      |                       | 0/<br>35<br>(0%)     | 0/<br>56<br>(0%)      |     |     |     |     |     |     |                    |     |

\* will be reported by authority



| Type      | Measure   | 2021/22<br>Outturn   |                        | Q1  |                        | Q2  |     | Q3  |     | Q4  |     | 2022/23<br>Outturn |     |
|-----------|---|----------------------|------------------------|---|------------------------|-----|-----|-----|-----|-----|-----|--------------------|-----|
|           |   | BFC                  | WBC                    | BFC   | WBC                    | BFC | WBC | BFC | WBC | BFC | WBC | BFC                | WBC |
| Statutory | % of local authority pollution prevention and control (LAPPC) inspections, that are due, carried out          |                      |                        | 14 due over 13 premises. 0 completed. Work will start in Q2 |                        |     |     |     |     |     |     |                    |     |
| Local     | % of inspected food businesses that score at least 3 on the food hygiene rating scale during reporting period | 590/<br>602<br>(98%) | 1008/<br>1030<br>(98%) | 588/<br>602<br>(98%)  | 1013/<br>1030<br>(98%) |     |     |     |     |     |     |                    |     |

\* This would not include caravans or HMOs

## Annual Key Performance Indicators Public

|           | Measure  | 2021/22 Outturn | 2022/23 Outturn                              |  |
|-----------|--|-----------------|--|--|
| IAA       | Management of budget to within 1% of baseline                                    |                 | Q1 £100k underspend                          |  |
| Statutory | Submit Annual Air Quality Reports to DEFRA by 30 June                            | Green           | All 3 submitted to DeFRA on the 27 June 2022 |  |
| Local     | Four During Performance Inspections carried out on high profile events per annum |                 | 6  |  |

## Local Indicators for Bracknell Forest Council

| Measure of Volume  | 2021/22 Outturn | Q1  | Q2 | Q3 | Q4 | 2022/23 Outturn |
|--|-----------------|-----|----|----|----|-----------------|
| <b>Fly Tipping / Waste Duty of Care Incidents</b>                      |                 |     |    |    |    |                 |
| Number of fly tipping / waste 'duty of care' incidents referred to PPP |                 | 12  |    |    |    |                 |
| Number investigated  |                 | 12  |    |    |    |                 |
| Number of warnings issued  |                 | 7   |    |    |    |                 |
| Number of formal cautions issued                                       |                 | 2   |    |    |    |                 |
| Number of Fixed Penalty Notices issued                                 |                 | 4   |    |    |    |                 |
| Number of Prosecutions   |                 | 2   |    |    |    |                 |
| <b>Waste Carriers</b>  |                 |     |    |    |    |                 |
| Number of vehicles checked for waste carriers licence                  |                 | 105 |    |    |    |                 |
| Number of compliant waste carriers                                     |                 | 100 |    |    |    |                 |
| Number of non-compliant waste carriers                                 |                 | 5   |    |    |    |                 |
| Number of non-compliant waste carriers brought into compliance         |                 | 0   |    |    |    |                 |
| <b>Abandoned Vehicles</b>  |                 |     |    |    |    |                 |
| Number of abandoned vehicles reported                                  |                 | 74  |    |    |    |                 |
| Number of abandoned vehicles traced                                    |                 | 6   |    |    |    |                 |
| Number of abandoned vehicles removed                                   |                 | 3   |    |    |    |                 |

## Local Indicators for West Berkshire Council

| Measure of Volume                              | 2021/22<br>Outturn | Q1 | Q2 | Q3 | Q4 | 2022/23<br>Outturn | Comments   |
|--|--------------------|----|----|----|----|--------------------|--|
| <b>Weight Restrictions</b>                     |                    |    |    |    |    |                    | <b>Long term sickness absence has meant this work not done during this quarter</b> |
| Number of observations made                    |                    | 0  |    |    |    |                    |  |
| Number of breaches of restrictions observed    |                    | 0  |    |    |    |                    |  |
| Number of warnings issued                      |                    | 0  |    |    |    |                    |  |
| Number of cautions issued                      |                    | 0  |    |    |    |                    |  |
| Number of Prosecutions with guilty verdict     |                    | 0  |    |    |    |                    |  |
| Number of Prosecutions with not guilty verdict |                    | 0  |    |    |    |                    |  |
| Number of fines                                |                    | 0  |    |    |    |                    |  |
| Value of fines                                 |                    | 0  |    |    |    |                    |  |

