
Public Protection Partnership Service Update and Q1 Report for 2022/23

Committee considering report:	Joint Public Protection Committee
Date of Committee:	5 October 2022
Chair of Committee:	Thomas Marino
Date JMB agreed report:	30 August 2022
Report Author:	Sean Murphy
Forward Plan Ref:	JPPC4070

1. Purpose of the Report

- 1.1 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 2022/23.

2. Recommendations

The Committee:

- 2.1 **NOTES** the 2022/23 Q1 performance for the Public Protection Service.
- 2.2 **NOTES** the Service Update since the last meeting.

3. Implications and Impact Assessment

Implication	Commentary
Financial:	<p>The 2022/23 budget for the Public Protection Partnership was agreed at the September 2021 meeting.</p> <p>The service continues to receive additional grant funding arising from the Homes for Ukraine Scheme as well as support for investigations.</p> <p>In addition the service carried forward approximately £145K underspend from 2021/22 following agreement at the June 2022 meeting.</p> <p>As at the end of Quarter 1 the service is predicting an under spend of £100K.</p>
Human Resource:	<p>There are no direct personnel implications arising from this paper other than to note the Service started the year with a number of vacancies at all levels of the service. Three areas are a particular priority for recruitment namely trading standards, licensing and private sector housing.</p>

	<p>The Joint Management Board recently met to discuss the issues of recruitment and recruitment priorities were agreed along with a decision to significantly step up our own in-house training and apprenticeship programme. This took place in the context of the Training and Development Plan approved by this Committee in December 2021.</p> <p>Advertisements for four apprentice roles were placed during Q2 and the interviewing processes has now been concluded. Two level 4 Trainee Regulatory Compliance Officers will be joining the Service in October. A further recruitment exercise to fill the remaining two apprenticeships will be undertaken in Q3.</p> <p>This will form part of a rolling recruitment programme providing that funding is in place. Work has begun in quarter 2 to provide ongoing professional development to existing officers in line with the strategic needs of the Service. Six existing officers have now applied to join apprenticeship courses at level 4 and level 6.</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 discharges this responsibility.</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>Successful recruitment, and in particular those to permanent professionally qualified posts remains the greatest risk across PPP.</p> <p>The PPP is continuing to monitor the impact that the cost of living crisis will have on residents and the knock on effect that will have on the PPPs workload.</p>
Property:	<p>There are no direct property implications arising from this report.</p>
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. The Strategic Assessment for 2021-23 was updated following discussions at the June 2022 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:	✓			<p>It is anticipated that the new ways of working will continue to deliver reductions in travel for the team.</p> <p>In addition one of the aims of the Partnership is to deliver better outcomes, including environmental ones, for people living and working in Bracknell Forest and West Berkshire</p>
Health Impact:	✓			The proposals create no direct health impacts on staff. They do however set out progress against community based health protection measures and initiatives.
ICT or Digital Services Impact:	✓			<p>The use of ICT on service delivery has been transformational. Telephone conferencing, MS Teams and Zoom continue to be employed in the day today running of the service.</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> <p>The Service will continue to make use of the website and social media platforms to improve</p>

				the customer journey and keep residents and businesses informed.
PPP Priorities :	✓			This information sets out how the Service has maximised the use of resources 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 authorities that form the PPP. Further Member engagement sessions are planned in the coming months. Taxi Licensing Liaison meetings are also conducted with the taxi trade.			
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 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 emerging issues, achievements and priorities.
- 4.2 This report sets out the quarter 1 (April to June) performance information for the 2022/23 financial year. The report also highlights the key risks to the Service and the steps that are being taken to mitigate those risks.

5. 2022/23 Quarter 1 (April to June) Performance Summary

- 5.1 This report shows progress against key strategic areas of the business; Finance, HR, ICT, Property, Legal and Risk. The newly agreed performance framework is attached as Appendix A to this report. The framework was signed off by the Public Protection Manager as a Delegated Officer Decision on the 24 June 2022 following consultation with the Chairman and Vice Chairman of this Committee. The framework will be kept under review and amended and updated where appropriate to ensure that it remains fit for purpose.
- 5.2 It should be noted that a direct comparison with 2021/22 data will be skewed by the fact that Wokingham exited the partnership in March 2022 albeit that they have bought back services for a number of areas. Where possible the 2021/22 data has been adjusted to remove the Wokingham data but this has not been possible in all areas.

6. Finances and Resources

- 6.1 At the Joint Public Protection Committee meeting in September 2018 it was resolved that only two of the original Key Performance Indicators (KPIs) set out in the Inter Authority agreement would be retained. The first being 'Effective budget management and use of resources'. By using Project Methodology and the National Intelligence Model the Strategic Tasking Group and Joint Management Board have the ability to scrutinise resources to ensure the delivery is in the highest priority areas.
- 6.2 As at June 2022 the Service is reporting an under spend of £100k which is largely due to staffing vacancies.

7. Customer and Business Satisfaction Rates

- 7.1 The second KPI that was retained following discussions at the September 2018 meeting was that the PPP was required 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. All paperwork issued by the service now comes with a QR code that links to a short on-line survey.
- 7.2 During Q1 100% of respondents to these surveys confirmed that that they were fairly, very or exceptionally satisfied with the service that they had received.
- 7.3 During Q1 the team dealt with a total of 74 Freedom of Information requests which took around 62 hours to process. The number of requests is similar to the same period in 2021/22 where 79 Fols were processed. The team also processed 14 queries from councillors, and the local MPs which took around 18 hours to process. This represented a significant reduction when compared to the 32 that were dealt with in quarter 1 of the previous year.
- 7.4 Seven service complaints were received. The number of complaints has almost halved when compared to the same period in 2021/22 where 13 were received.

8. Human Resources:

- 8.1 The key staffing updates are:
 - A whole service meeting was held on the 24 June 2022 to look at the priorities of the service over the next municipal year and identify potential factors such as the impact that the financial down turn could have on the workload of the team.
 - Successful recruitment, and in particular those to permanent professionally qualified posts remains the greatest risk across PPP. In order to address this the service is putting together a program to recruit apprentices to assist with filling some of these vacant posts.
 - New recruitment for vacancies and agency staff is now subject to approval the West Berkshire Recruitment and Agency Panel.
 - Adverts for four apprenticeship roles were placed in late July 2022. The first round of recruitment has now been concluded and two Trainee Regulatory Compliance Officers will join the Service in late October. A recruitment exercise to fill the remaining positions will be conducted during Q3

- We have also received applications from six applications from existing staff to be considered for apprenticeships. These consist of two at level 4 and four at level 6.

9. ICT

- 9.1 A series of meetings were held with the provider's senior management team to resolve the outstanding issues with data migration that have led to a delay in the implementation of the new single system.
- 9.2 We have now entered the UAT6 period (as of 3rd August). The issues are being assessed and feedback is being regularly provided to the providers and, as needed, discussed at the weekly meetings. A new go live date of the 31st October 2022 has now been set.
- 9.3 A number of training sessions have been arranged for October for officers who will be using the new system.

10. Property

- 10.1 The key property highlights are as follows:
- Both Bracknell Forest and West Berkshire Councils have implemented more flexible working arrangements.
 - West Berkshire has now commenced its return to the office programme.
 - The Service is effectively operating from its office in Theale which has been rearranged to maximise the flexible workspace. Local delivery will always remain a key focus in-line with the partner Councils requirements.

11. Risk Management

- 11.1 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.
 - Recruitment generally and to professionally designated posts is proving extremely challenging across PPP. Back-fill delivery arrangements are via agency staff, of which costs have increased substantially. This is the biggest single risk to the Service identified at the time of writing.

12. Operational Delivery – Measures of Volume

- 12.1 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.

13. PPP – Additional Programme Work

Homes for Ukraine

- 13.1 In West Berkshire the PPP is managing the Ukraine Support Hub which came together at the end of March, to help meet the needs of hosts sponsoring Ukraine guests that are coming over to the UK under the Homes for Ukraine Scheme. Within the hub the Team have built strong relationships with the local community groups helping to assist the Ukraine guests settling in to their new environment. The Team provide a number of roles including DBS checks, updating data, organising accommodation checks, being a single point of contact for all queries, confirming residency, community engagement and welfare. The team has recently engaged temporary resource to assist with housing / re-hosting matters as we approach the end of the initial six month period. Knowledge and learning with regularly shared with the relevant leads at Bracknell Forest and other Councils.
- 13.2 In both Bracknell and West Berkshire PPP Officers have been undertaking accommodation checks to confirm that the accommodation is suitable to house the number of guests being accommodated. At the time of writing around 260 inspections had been completed.

Cost of Living

- 13.3 The Public Protection Service has been leading on the strategy to respond to the Cost of Living rises for West Berkshire. Again we will look to share knowledge, ideas and learning with colleagues from Bracknell Forest.

14. Communication and Engagement

- 14.1 Since the last report to Committee:
- Officers have dealt with 13 press enquiries and the PPP has been mentioned in 21 online articles.
 - Officers have issued 13 press releases and conducted one radio interview relating to the first anniversary of the Community Larder.
 - Work has been ongoing to update the website pages following withdrawal of Wokingham from the partnership and as a result of the ongoing audit of the PPP website pages.
 - The Communication Team has supported the consultation on taxi tariffs in Bracknell Forest through a social media campaign.

Target	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn
Facebook – No of New Followers *		53				
Facebook – No of Posts	464	89				
Twitter – No of New Followers	67	7				
Twitter – No of Tweets	451	65				

Target	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn
Website – No of Visits	85,293	30,887				
Website – No of Articles	142	29				

14.2 During the first quarter of the 2022/23 Municipal Year the team worked with colleagues from Thames Valley Police and the Royal Berkshire Fire and Rescue Service to support Water Safety Partnership events as set out below:

- Sunday, 12th June Victoria Park, Newbury
- Saturday, 18th June Pangbourne Meadows, Pangbourne

14.3 Further events are planned in quarter 2 as follows:

- Wednesday 10 August Locks Ride Recreation Ground, Winkfield
- Tuesday, 16 August Crowthorne
- Wednesday, 24 August Bracknell Town
- Wednesday, 31 August Binfield

14.4 The Communication Officer in PPP continues to work closely with West Berkshire and Bracknell Forest communication teams and liaises with them on a regular basis regarding our campaigns. For example Water Safety Partnership in West Berkshire and Anti Fly Tipping Campaigns in Bracknell Forest. We also share our press releases for their distribution, as well as both continuing to share relevant posts on each other's social media platforms.

15. Community and Trading Standards (including Customer Services)

15.1 During Q1 the Team has been very busy and some of the highlights are set out below.

15.2 The team have been involved in creating awareness podcasts. To date, a total of 14 podcasts have been released, three of which were completed during quarter 1.

15.3 We are providing hand-wash sessions to key stage 3 pupils across Berkshire West using disclosure cream and a UV lightbox to visually identify parts of the hands pupils miss when hand washing. During quarter 1, ten sessions were carried out, and feedback has been extremely positive so far.

15.4 The team undertakes a schools attitudinal survey. This year the data suggests that smoking and drinking prevalence has increased in 2022, bucking a reduction trend since 2012. Also, the use of e-cigarettes has increased from 3.7% in 2020 to 8.5% this year. Vaping by young people is being looked at further this summer and we will be providing advice packs to schools, parents and guardians in September. The service has developed a programme of test purchases to ensure vaping products are not being sold illegally during quarter 2.

15.5 Smokefree sidelines has seen the team working with the Football Association as well as colleagues in Oxon and Bucks in supporting youth grassroots football clubs with going smokefree at the side-lines during matches. To date 14 clubs have joined this

project, with more expected as the new season opens. These clubs have received resources such as promotional A-frames, selfie boards, teardrop flags, posters, corner flags and car stickers.

- 15.6 Smokefree Homes has been running for a year, we are continuing to work with housing associations and private landlords advising on getting properties smokefree and have devised a booklet for them to provide to tenants around this. An evaluation report is expected at the end of quarter 2.
- 15.7 The team continue to operate as part of the Community Alcohol Partnership (CAP) in West Berkshire and Wokingham and are working closely with Berkshire Youth and neighbourhood police teams. This quarter CAP have launched an initiative in Wokingham town centre.
- 15.8 The annual food standards and feed delivery plan has been agreed at JMB. This is aimed at prioritising over 1300 programmed food standards inspections as well as around 250 animal health and feed standards visits taking into account over 1300 food businesses. This is in addition to all reactive work in this area.
- 15.9 Officers undertake weights and measures compliance checks as well as sampling exercises as part of their food standards inspections. During quarter 1, sampling in food premises included testing for allergens at market stalls, restaurants and pubs took place. This overall plan remains on track for the year.
- 15.10 The team have a dedicated officer working on envirocrime matters in Bracknell Forest. To date, four fixed penalty notices have been issued, and a formal caution has been issued. As well as a number of written warnings being sent, formal interviews are continuing to be conducted and a number of investigations of varied complexity are underway. A number of cases are currently within the court system too.
- 15.11 39 recycling sites within Bracknell were visited to assess signage and CCTV is being deployed in one particular site due to high repetition of fly-tipping. In recent weeks the emphasis on householder duty of care has been increased.
- 15.12 Service requests across the whole team remains in-line with expectations. During Q1, environmental health related work across Bracknell Forest and West Berkshire has been around 600 service requests ranging from pest control, nuisance neighbours, stray dogs, and hazardous sites. Trading standards notifications across the three areas numbers around 1600.
- 15.13 The support with confidence programme continues with around 60 members across West Berkshire and Wokingham. Assessments are ongoing for an additional six members.
- 15.14 Finally, in partnership with charities Fairshare and SOFEA, team members continue to support community ladders within the district. The ladder provides food to residents, supplied by SOFEA, and has become a real community hub, providing advice and support related to fair trading, scam and illegal money lenders amongst other things. The ladder has recently initiated a second hand school uniform swap, a weekly chair aerobic session and a book swap. Thatcham ladder is one of three in West Berkshire and presently supports 87 families.

16. Commercial (Food Safety and Health and Safety)

- 16.1 The Team continues to investigate accidents at work under the Health and Safety at Work etc Act 1974.
- 16.2 There continues to be a large number of service requests from businesses and the public that the team work on to ensure safe food and workplaces across the Borough.
- 16.3 An example of this activity was a service request regarding a sports shop in a large chain where a parent observed several unattended step ladders on the shop floor which were not closed when not in use and not safely secured as stored upright. Following an investigation which involved unannounced visits, it was determined that the correct course of action was to serve Prohibition Notices to stop this method of storage. The ladders are heavy and presented an imminent risk of serious personal injury should they fall, especially compounded by poor housekeeping which restricted movement in the aisles which was noted.
- 16.4 Officers are continuing to work on the food inspection plan which was severely disrupted during Covid. They are working to the timeline set down by the FSA which prioritises high risk premises.
- 16.5 Officers continue to assist in the whole-team effort to support home checks under the Homes for Ukraine Scheme for Bracknell and West Berkshire. The team also conduct welfare checks in setting where the only guests are adults.
- 16.6 Officers have also been working with other agencies to ensure that the hotels housing refugees are safe for that purpose as well as looking at any public health related issues such as Covid cases.
- 16.7 We work with event organisers – through the SAG process (Safety Advisory Group) – to ensure that the events are run safely for the public and event staff. During the Queen’s Platinum Jubilee we assisted a larger than normal number of events. So far this year we have considered over 120 SAG notifications / vent plans etc.
- 16.8 Officers worked with the owner of a street food company who transformed her African Caribbean food van into a multi-national catering company supported by celebrity chefs. Her business required official approval for food hygiene due to the type of food produced and where and how it was being sold (as opposed to the usual Registration and inspection regime that the majority of food premises require). This business got their Approval and subsequently supplied food at the Commonwealth Games in Birmingham.

17. Licensing (Including Applications and Licensing Governance)

- 17.1 The team are facing significant challenges with vacancies and this is being addressed through our workforce strategy. Two temporary members of staff have been employed. To assist with recruitment we have revisited the current job descriptions and they are currently being evaluated. We hope to be able to go out to recruit permanent Licensing Officers in the near future.

- 17.2 In addition to the business as usual activity the team have visited premises with colleagues from the Environment Quality Team where noise nuisance complaints have been received. Officers are working with Trading Standards Officers on underage sales operations.
- 17.3 Funding was obtained to retain the Licensing Liaison Officers until September 2022 who continue to provide a valuable resource, visible presence and acting as a link between licensed premises and the authority.
- 17.4 During quarter 1 the team undertook a consultation on variations to the taxi tariffs in Bracknell. The revised tariffs came into effect on the 16 June 2022 and a drop in day was set up with the meter agents to recalibrate the meters on the 18 July 2022.
- 17.5 A cross authority Member Development Session to discuss the revised Draft Hackney Carriage and Private Hire Licensing Policy was held on the 17 May 2022 which received positive feedback from those Members that attended. The draft policies for both authorities were prepared and presented to the licensing committees on the 23 June (BFC) and 04 July 2022 (WBC). Twelve week consultations will be undertaken in both areas during quarter 2.
- 17.6 The Bracknell Forest Council consultation is scheduled to run from the 08 July to the 30 September 2022 and the West Berkshire Council consultation will run from the 13 July 2022 to the 04 October 2022. West Berkshire Members, Officers and the Trade have invested a significant amount of time working through the policy to ensure accuracy and that it is fit for purpose. Meetings have also been conducted with the trade and Home to School Transport Officers in Bracknell Forest.
- 17.7 The following licensing panel/subcommittee meetings have taken place in quarter 1:

Type of Application	Applicant	Outcome
Bracknell Forest		
15 June 2022 Appeals Against the Refusal of a Home to School Transport Driver's Licence	Confidential Information	This matter has been appealed to the magistrates and is therefore ongoing
West Berkshire		
None		

18. Private Sector Housing

- 18.1 In addition to business as usual activity the team has also undertaken the following work during Q1:
- Additional funding was provided for Housing, so that non statutory activities which would benefit residents and landlords could be carried out in addition to our business as usual activities.

- Continuing the work on Commercial to Residential Conversion premises. These can present issues such as heat problems, noise, and fire risk to the occupier. Officers are working to proactively survey these premises on a risk basis in order that any issues are rectified before they manifest as safety risks.
- Through a series of Landlord Forums we are connection with residential landlords across the Boroughs to ensure there is two way communication. To date we have run a forum in West Berkshire and one in Bracknell.
- A case referral from child protective services led to a private sector landlord being served formal notices to resolve a lack of working fire alarms, faulty electrics, some bullying and harassing behaviour as well as an abatement notice to resolve a substantial fly problem at the address which was prejudicial to health for the occupants. EH secured compliance via enforcement and attended a Team around a Family meeting which was held to safeguard the family in question.
- An abatement notice was served on a property posing electrical and excess cold risks to potential tenants due to unsuitable heating, insulation and an unsuitable electrical meter and configuration from a main house on site
- Multiple residents' consumer rights and public health effects were protected in an office to residential block of flats conversion exhibiting excess heat problems during the Summer heatwave.
- A complex block of flats without power to its communal areas problem was resolved after joint working between EH, RBFRS, a residents association and the management company. After a prolonged period of stakeholder engagement between many parties power was restored protecting residents from fire and falls on stairs hazards.

19. Environmental Quality

19.1 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 1 included:

- WSP awarded behavioural change and anti-idling project work, survey sent out 6/5/22, workshop on 11/5/22
- AECOM PM2.5 monitoring – first sets of monitoring completed and reports received
- Annual Status Reports for all three local authorities completed and submitted to DEFRA within deadline
- Commencement of air quality work for Wokingham under the Service Level Agreement
- BF Public Health £80k awarded for air quality improvements and work commenced to plan the project
- Supported BF in the London Road Landfill contract procurement
- Contaminated Land Strategy review for BF underway and revised policy included on this agenda.

- Formal Caution accepted by Woodstock (BF) for breach of EPA Abatement Notice
- Withdrawal of appeal against EPA Abatement Notice for Pinchington Hall (WB)
- Review of noise monitoring equipment and purchase of two additional Cirrus Trojan noise meters
- Commenced a team Duty Officer rota to deal with incoming reactive work to improve response time to clients, assist with triage of complaints and the allocation of work within the team
- Carried out three in-house face to face training sessions for team on Noise, Air Quality and Planning Application consultations to ensure consistency and also continued professional development

20. Legal Update

- 20.1 Bracknell Forest Council and West Berkshire Council were jointly inspected by the Investigatory Powers Commissioners Office (IPCO). One of the matters for considered during the course of that inspection was the issue of Member oversight of the measures in place and actions being taken by the Councils. It is proposed to bring a report to the December meeting of this Committee with proposals this matter.
- 20.2 The Case Management Unit has continued to see a steady flow of new cases coming through and has dealt with a number of matters before both the Magistrates Courts and the Crown Court. Although the Court system has been running at a more normal pace during this quarter, there is the potential for disruption once again with strike action taking place by the Criminal Bar and also possible strike action to be taken by Magistrates Court staff. The team will keep this situation under review and deal with cases in the best way possible going forwards.

Recent case examples –

Bracknell Forest –

- **Trader sentenced to 38 months imprisonment for Fraud and Unfair Trading** at Reading Crown Court. Between July 2018 and April 2020, the trader cold called fourteen properties offering free camera surveys of their drains and sewer pipes. In each case the trader said he had found problems like cracks in the pipes or tree roots growing into the pipes and in some instances he claimed that failure to have work carried out to fix these problems would result in much bigger problems in the future. In some cases the trader would offer to line the pipes with a resin using a stent, quoting high prices which consumers felt obliged to pay. In most cases, the work was either not needed or poorly executed and more than one case the work actually blocked the pipes. The trader entered guilty pleas to 14 offences with a total consumer loss of approximately £44k.

- **Bracknell shopkeeper convicted of selling cigarettes to under 18 year old** the seller was convicted at Reading Magistrates' Court in his absence as he did not attend the Court. The Defendant was ordered to pay a £1,000 fine and £396.50 towards prosecution costs.
- **Bracknell shopkeeper and seller convicted for selling alcohol to 15 year old.** The shopkeeper was convicted at Reading Magistrates' Court together with his employee after both pleaded guilty of the offence. The shopkeeper was ordered to pay £616 in fines, victim's surcharges and prosecution costs. The seller was fined £73 though also had to pay towards prosecution costs.

Wokingham –

- **Trader receives sentence of 15 months imprisonment suspended for 18 months, and is ordered to pay compensation of £7,200 to homeowners.** The trader entered guilty pleas at Reading Crown Court to five counts contrary to the Consumer Protection from Unfair Trading Regulations 2008. Specifically the prosecution case alleged that gardening work which had been paid for by a number of consumers was not completed, and the actual work undertaken was not to a professional standard. This case was the second prosecution of the same trader in relation to the same type of offending. The trader was sentenced to 15 months imprisonment to be suspended for 12 months, he was ordered to take part in the Thinking Skills Programme and to pay compensation in the sum of £7200.
- **Owner of a property management company convicted.** This prosecution concerned the business activities of a property management and letting company. The offending related to issues such as rental monies not being paid, maintenance not being done, failures to communicate, dishonesty in communication, and on some occasions making threats to customers. The individual entered guilty pleas to seven offences contrary to the Consumer Protection from Unfair Trading Regulations 2008. The Court sentenced the offender by way of a Compensation Order of £10,856 and a Community Order for 12 months with 15 days RAR (rehabilitation activity requirement).
- **Manager of a locksmith company convicted** after being found guilty of three consumer protection offences following a trial at Reading Magistrates Court. The defendant was charged as a manager of the business and convicted of two offences of aggressive practice and one offence of misleading action under the Consumer Protection from Unfair Trading Regulations 2008. The defendant was fined £4,500 and ordered to pay £510.61 in compensation, £190 in surcharges and £4,000 towards prosecution costs.
- **Puppy seller convicted** – in relation to the unlicensed sale of three litters of puppies between April and October 2021. The defendant was convicted in absence and sentenced by way of a £1000 fine, £1121 towards the prosecution costs.

West Berkshire –

- **Trader ordered to pay over £4000 by Reading Crown Court.** A trader offering fencing work entered guilty pleas at Reading Crown Court to three offences contrary to the Consumer Protection from Unfair Trading Regulations 2008. The trader engaged in a course of conduct between June 2020 and May 2021 where they advertised, quoted and made various representations in relation to fencing work. Three consumers made a complaint about this trader to Trading Standards after providing quotes for fencing work to be carried out, requesting and receiving large deposits and then never actually carrying out the work following continuous excuses or not responding to calls or messages. The Court fined the trader £300 and ordered £1,000 as a contribution towards the prosecution costs and compensation to the consumers of £2,740.

Appendices

APPENDIX A – 2022/23 Performance Framework

APPENDIX B – PPP Digital Update up until June 2022

APPENDIX C - Service Compliments

APPENDIX D – Water Safety Partnership Events Update

Background Papers:

None

Subject to Call-In:

Yes: No:

Wards affected: All Wards

Officer details:

Name:	Sean Murphy
Job Title:	Public Protection Partnership Manager
Tel No:	01635 519840
E-mail:	sean.murphy@westberks.gov.uk
