


## APPENDIX 3 – Performance Indicators and Measures of Volume

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**

<b>Public Protection Partnership</b>   Bracknell Forest West Berkshire	Bracknell	West Berkshire	PPP	
	Q1	Q1	Q1	Comments
Housing				
Dog Warden				
Food Hygiene Related				
Health and Safety (including accidents reported)				
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 West Berkshire 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 Outturn	Q1	Q2	Q3	Q4	2022/23 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 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 HMO licenses issued*						
Number of housing visits carried out (excl Ukraine)*						
Percentage of Food Premises that have scored 0 (Urgent Improvement Necessary) in accordance with FHRS * (shown as denominator and numerator)						
Percentage of Food Premises that have scored 1 (Major Improvements Necessary) in accordance with FHRS * (shown as denominator and numerator)						
Percentage of Food Premises that have scored 5 (Very Good) in accordance with FHRS * (shown as denominator and numerator)						



## Key Performance Indicators Public

Type	Measure	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn
Statutory IAA 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 and Late TENS 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						
Local	% of valid general licensing applications and renewals processed within five days						
Statutory	% of local authority pollution prevention and control (LAPPC)						

Type	Measure	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn
	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						

\* This would not include caravans or HMOs

## 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			
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 = 1 = 2 = 3 = 4 = 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 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			

## 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						
Number investigated						
Number of warnings issued						
Number of formal cautions issued						
Number of Fixed Penalty Notices issued						
Number of Prosecutions						
<b>Waste Carriers</b>						
Number of vehicles checked for waste carriers licence						
Number of compliant waste carriers						
Number of non-compliant waste carriers						
Number of non-compliant waste carriers brought into compliance						
<b>Abandoned Vehicles</b>						
Number of abandoned vehicles reported						
Number of abandoned vehicles traced						
Number of abandoned vehicles removed						



## Local Indicators for West Berkshire Council

Measure of Volume	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn	Comments
<b>Weight Restrictions</b>							
Number of observations made							
Number of breaches of restrictions observed							
Number of warnings issued							
Number of cautions issued							
Number of Prosecutions with guilty verdict							
Number of Prosecutions with not guilty verdict							
Number of fines							
Value of fines							

## Key Performance Indicators Private

Measure	2021/22 Outturn	Target	Comments
% of service users satisfied with the Public Protection Partnership		N/a	
% of employees to have had an appraisal in last 18 months		90%	
% of reported envirocrime incidents appropriately responded to in 3 working days		75%	
% of reported door step crime incidents appropriately responded to within 1 working day		90%	
% of reported noise cases (non Commercial) appropriately responded to in 3 working days		75%	
% of reported commercial noise incidents responded to within 3 working days		75%	
% of general Trading Standards requests responded to within 3 working days		75%	
% of licensing complaints/requests for advice that are responded to within 3 working days		90%	
% of planning consultations responded to within the local planning authority's timescales (15 Days)		90%	
% of reported enquiries regarding air pollution appropriately responded to in 3 working days		75%	