


Service Requests Data

Table 1: Environmental Health and Licensing for PPP

Public Protection Partnership Bracknell Forest West Berkshire	Bracknell	West Berkshire	PPP	PPP	Comments
	Q4	Q4	Q4	Year End	
Envirocrime	167	0	167	409	
Flytipping	24	1	25	57	
Food Hygiene Related	62	68	130	593	
Health and Safety (including accidents reported)	15	16	31	177	
Housing	115	69	184	635	
Licensing	74	64	138	594	
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	21	48	69	399	
Pest	25	46	71	340	
Planning	57	63	120	478	
Ukraine Accommodation Check	0	53	53	400	
Anti-Social Behaviour	45	49	94	370	
Dog Warden	3	5	8	77	
Noise - Non-commercial	52	95	147	720	
Noise - Commercial	16	31	47	351	
All Bonfire/Smoke	13	18	31	152	
Grand Total	689	626	1315	5752	

Table 2: Trading Standards only, including commissioned services.

 Bracknell Forest West Berkshire Wokingham	Bracknell	West Berkshire	Wokingham	PPP	PPP	Comments
	Q4	Q4	Q4	2021/22 Year End	2022/23 Year End	
Animal Health	0	13	8	49	84	
Door Step/Scam/No cold calling zones	27	25	8	159	171	
Food Standards	4	15	10	99	100	
Misleading Description	1	6	1	21	33	
Other (e.g. counterfeit goods, under age sales)	7	10	1	68	71	
Unsafe goods	5	7	1	41	45	
What are my rights? (Consumer)	91	114	108	1428	924	
What are my rights? (Business)	1	4	0	59	101	
Trading Standards Notifications	242	399	350	4169	4380	
Weight Restrictions	13	54	8	298	219	
Grand Total				6391	6128	

Measures of Volume

Measure	2021/22 Outturn		Q1		Q2		Q3		Q4		2022/23 Outturn	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Number of Fols Received*	131	154	34	40	35	42	32	39	43	51	145	172
Number of Service Complaints *	13	23	3	4	1	1	0	5	5	3	9	13
Number of Councillor and MP Enquiries*	28	45	5	9	8	13	7	15	11	11	30	50
Number of Cost of Living Hub Individual / Families Supported											N/A	703
Number of operations conducted based on intelligence relating to age restricted products*	N/a	N/a	0	0	0	2	1	1	0	0	1	3
Number of PPP articles and press releases published on the PPP website	129		29		15		38		28		110	
Number of page views on PPP Website	85,293		30,887		23540		16942		17503		88,872	
Number of PPP Facebook posts	467		89		73		98		98		358	
Number of PPP Twitter Tweets	391		65		46		95		105		311	
Number of new PPP Twitter followers	67		7		11		4		7		29	
Number of Facebook New Followers	N/a		53		48		90		74		265	
Number of caravan site visits (programmed and reactive) *	N/a		7		1		15		16		39 (5 reactive)	
Number of food hygiene inspections carried out (includes those by alternative enforcement strategy) *	182	523	37	82	79	103	Data N/a	Data N/a	Data/ Na	Data N/a		
Number of new food businesses registered*	107	179	42	49	30	37	26	24	Data/ Na	Data N/a		
Number of HMO licenses issued*	20	7	3	4	1	4	Data/ Na	Data N/a	Data/ Na	Data N/a		
Number of housing visits carried out (excl Ukraine)*	NA	NA	24	21	45	23	52	9	Data N/a	Data N/a		
Number of Homes for Ukraine Housing Visits Conducted											99	241
Number of Homes for Ukraine Welfare Visits											N/A	31
Percentage of Food Premises that have scored 0 (Urgent Improvement Necessary) in accordance with FHRS * (shown as denominator and numerator)	0/ 764 (0%)	0/ 1274 (0%)	0/ 771 (0%)	0/ 1273 (0%)	0/ 767 (0%)	0/ 1250 (0%)	0/ 737 (0%)	0/ 1213 (0%)	Data N/a	Data N/a		

Measure	2021/22 Outturn		Q1		Q2		Q3		Q4		2022/23 Outturn	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Percentage of Food Premises that have scored 1 (Major Improvements Necessary) in accordance with FHRS * (shown as denominator and numerator)	8/ 764 (1%)	8/ 1274 (0.6%)	8/ 764 (1%)	9/ 1273 (0.7%)	7/ 767 (0.9%)	9/ 1250 (0.7%)	3/ 737 (0.4%)	7/ 1213 (0.5%)	Data N/a	Data N/a		
Percentage of Food Premises that have scored 5 (Very Good) in accordance with FHRS * (shown as denominator and numerator)	504/ 764 (66%)	884/ 1274 (69%)	499/ 771 (64%)	888/ 1273 (70%)	518/ 767 (67%)	919/ 1250 (73%)	550/ 737 (75%)	949/ 1213 (78%)	Data N/a	Data N/a		
Percentage of Licensing Applications under the Licensing Act 2003 that proceed to a hearing* (shown as denominator and numerator)			0/ 35 (0%)	0/ 56 (0%)	0/ 4 (0%)	0/ 55 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0	0

* will be reported by authority

Trading Standards Data

Product	Q1		Q2		Q3		Wok	Q4		Outturn
	BFC	WBC	BFC	WBC	BFC	WBC		BFC	WBC	PPP
	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits	Passes/ Visits
Alcohol Test Purchase	0	0	0	4/5	0	0	8/8	0	0	12/13
Knives Test Purchase	0	0	0	0	0	8/8	0	0	0	8/8
E-Cigs Test Purchase	0	0	0	3/5	7/7	0	0	0	0	10/12

Key Performance Indicators Public

Type	Measure	2021/22 Outturn		Q1		Q2		Q3		Q4		2022/23 Outturn	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Local	% of Trading Standards requests for advice from business responded to within 3 working days			98%		Data unavailable – Duty officer in place to ensure timely response.		Data unavailable – Duty officer in place to ensure timely response.		Data unavailable – Duty officer in place to ensure timely response.		Data unavailable due to challenges in migrating CAB connector to IC – Duty officer in place to ensure timely response.	
IAA	Management of budget (indicative 1%)			£100k underspend		£100K Underpend		£80k underspend		£148K Underspend		£148K underspend	
IAA	Management of income (indicative 5%)					£170K Shortfall		£150K Shortfall		£98K shortfall		£98K shortfall	
Statutory	% of valid TEN's and Late TENS processed for consultation within 3 working days			63/63 (100%)	155/159 (97%)	36/36 (100%)	75/75 (100%)	Data N/a	Data N/a	Data N/a	Data N/a		
Local	% of Premise licensing applications (New and Variations) processed within 28 days or 56 days if they proceed to a hearing			1/3 (33%)	32/32 (100%)	2/4 (50%)	40/55 (73%)	Data N/a	Data N/a	Data N/a	Data N/a		
Local	% of valid Taxi licensing applications and renewals processed within five days			72/80 (90%)	62/69 (90%)	77/86 (90%)	102/110 (93%)	Data N/a	Data N/a	Data N/a	Data N/a		
Local	% of valid general licensing applications and renewals processed within five days			27/31 (87%)	25/30 (83%)	66/72 (92%)	37/40 (93%)	Data N/a	Data N/a	Data N/a	Data N/a		
Statutory	% of local authority pollution prevention and control *(LAPPC) inspections, that are due, carried out	BFC- 21/21 WB – 43/43 Wok – 9/9		14 due over 13 premises. 0 /14 completed. Work will start in Q2		2/14 completed		2/14 completed		14/14 completed		100% completed	
Local	% of inspected food businesses that score at least	590/602 (98%)	1008/1030 (98%)	588/602 (98%)	1013/1030 (98%)	614/624 (98%)	1043/1061 (98%)	648/652 (99%)	1081/1101 (98%)	Data N/a	Data N/a		

Type	Measure	2021/22 Outturn		Q1		Q2		Q3		Q4		2022/23 Outturn	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
	3 on the food hygiene rating scale during reporting period												

* This would not include caravans or HMOs

** there will be different numbers each year as the inspection frequency is due to process type and risk assessment, so some require two inspections per year, some require one per year, some one every 2 years and the rest one every 3 years)

Annual Key Performance Indicators Public

	Measure	2021/22 Outturn	2022/23 Outturn	Comments
Statutory	Submit Annual Air Quality Reports to DEFRA by 30 June	Green	All 3 submitted to DeFRA on the 27 June 2022	
Statutory	Submit to JMB the Annual Food Safety, Food Standards and Feed Service Plan in accordance with the Food Standard Agency Code of Practice	Green	Annual Food Standards and Feed Service Plan have been submitted to JMB by August 2022	
Local	Four During Performance Inspections carried out on high profile events per annum		6	
Local	% of caravan sites due an inspection inspected within the reporting period	BF 100% WB 100%	BF 100% WB 100 %	
Local	% of food hygiene inspections completed, that are due, as per FSA recovery plan	FSA RECOVERY for 21 22; report on inspections required A rated – 100% High risk unrated – all assessed ADDITIONAL (additional inspections carried out prioritising highest risk) A – C BF – 67% inspected WB – 66% inspected	FSA RECOVERY PLAN 22 23 All A, B, C and non Broadly Compliant D to be done All unrated to be prioritised and high Priority inspected. A premises – 100% (3 premises) B premises – 100% (24 Premises) C premises – 100% (155 premises) In addition, over and above the FSA targets D 131 visits done Unrated – all prioritised and 226 visits done (8 high risk to be carried out	Food Standards Agency Recovery Plan measures all exceeded
Local	% of food standards inspections completed, that are due, as per FSA recovery plan	Complete.	BF High risk - 100%	Data issues are ongoing resulting in estimated return & intervention

	Measure	2021/22 Outturn	2022/23 Outturn	Comments
			<p>Med risk – 75% Low – Response only/AES *Unrated – 78 premises assessed, prioritised & Inspected as necessary (2 new high risk programmed for inspection carried over)</p> <p>WB High Risk – 100% Med Risk – 74% Low – Response only/AES *Unrated – 348 premises assessed, prioritised & inspected as necessary (3 new high risk programmed for inspection carried over)</p>	<p>data. FSA changes to scoring profiling under review with expected implementation Oct. 2023</p> <p>*Unrated premises are ongoing with a view to bringing into line each areas for planned risk profile change and to manage return. Note; FSA requirement exceeded as only require outstanding high risk to be assessed.</p>
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	NA	<p>WB 7 premises in scope 3 of these ceased trading 4 of these improved One remained a 1 score Therefore 50% reached score 3 or more</p> <p>BF 6 premises in scope 1 of these ceased trading 4 improved to BC One remained a 1</p> <p>Therefore 80% reached score 3 or more</p>	
Local	Food Samples Passed/Failed	N/A	<p>BFC 42 samples tested. 14 unsatisfactory for composition and/or labelling.</p> <p>WB</p>	All unsatisfactory samples are followed up with either advice and/or enforcement and re-sampled as necessary.

	Measure	2021/22 Outturn	2022/23 Outturn	Comments
			50 samples tested. 13 unsatisfactory for composition and/or labelling.	
Local	No of Counterfeit and Unsafe Good Sampled/Seized	N/A	<ul style="list-style-type: none"> • 7 cars (unsafe goods) • 1104 vapes units – unsafe goods) • 171 phone chargers and cases (counterfeit) • 1 unsafe garage door (investigating not seized) • 118 items of clothes seized by east midlands airport under investigation by PPP (counterfeit). • A number of 'marvel children's tattoos' seized by east midlands airport under PPP investigation (counterfeit) • A number of watches seized by TVP under investigation by PPP. (counterfeit) 	<p>Further vape testing expected to be carried out as part of Operation Tanoak 23/24.</p> <p>Items seized elsewhere were destined to be sent to addresses located within the PPP area.</p>
Local	Amount of Money Recovered for Victims		Circa: £450K	
Local	% of service users satisfied with the Public Protection Partnership		80% good or excellent	

Local Indicators for Bracknell Forest Council

Measure of Volume	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn
Fly Tipping / Waste Duty of Care Incidents						
Number of fly tipping / waste 'duty of care' incidents referred to PPP		12	34	27	28	101
Number investigated		12	34	27	28	101
Number of warnings issued		7	5	1	1	14
Number of formal cautions issued		2	0	0	0	2
Number of Fixed Penalty Notices issued		4	1	2	9	16
Number of Prosecutions		2	1	2	1	6
Waste Carriers						
Number of vehicles checked for waste carriers licence		105	0	4	3	112
Number of compliant waste carriers		100	0	3	2	105
Number of non-compliant waste carriers		5	0	1	1	7
Abandoned Vehicles						
Number of abandoned vehicles reported and actioned		74	112	126	179	491
Number of abandoned vehicles traced		6	9	9	6	30
Number of abandoned vehicles removed from highway		3	1	0	0	4

Local Indicators for West Berkshire Council

Measure of Volume	2021/22 Outturn	Q1	Q2	Q3	Q4	2022/23 Outturn	Comments
Weight Restrictions							
Number of observations made		0	69	68	60	197	
Number of breaches of restrictions observed		0	64	59	46	169	
Number of warnings issued		0	5	5	1	11	
Number of Prosecutions Concluded		11	2	0	12	25	Many still being processed