Service Requests Data
Table 1: Environmental Health and Licensing for PPP

		2023/24		2022/23	2021/22	
	Bracknell	West	PPP	PPP	PPP	Comments
Public Protection Bracknell Forest		Berkshire				
Partnership West Berkshire	Q1	Q1	Q1	Q1	Q1 *	
Farthership West berkshille						
	252	-	252	73	89	247 related to Abandoned
						Vehicles. New system records
Envirocrime						multiple SR's where multiple
	19	-	19	13	33	complainants exist.
Flytipping Food Ungions Polated	58	73	131	131	193	
Food Hygiene Related Health and Safety (including accidents	12	14	26	40	51	
reported)	12	14	20	40	31	
Housing	98	55	153	124	117	
Licensing	38	53	91	157	206	
Other (e.g. other nuisances, cont. Land, private	15	30	45	77	-	
water supplies, burials, enclosed smoking)						
Planning	36	76	112	120	187	
Ukraine Accommodation Check	0	1	1	259	N/a	
Anti-Social Behaviour	73	159	232	204	144	
Dog Warden (stray dog collection only)	1	7	8	27	90	
Noise - Non-commercial	60	139	199	179	-	2021/22 data is for commercial and non-
Noise - Commercial	37	68	105	90	-	commercial combined. It is likely that some of the increase in numbers relates to the new IT system which logs each complaint about a premises eparately whereas previously this would be logged as a single complaint with multiple complainants
All Bonfire/Smoke	22	27	49	45	142	
Grand Total	714	702	1416	1539	1882	

^{*} The 2021/22 data includes figures for Wokingham too

Table 2: Trading Standards Service Requests (includes) commissioned services (Wokingham).

Public Protection Bracknell Forest	Bracknell	202 West Berkshire	23/24 Wokingham	PPP	2022/23 PPP	2021/22 PPP	Comments
Partnership West Berkshire Wokingham	Q1	Q1	Q1	Q1	Q1	Q1	
Animal Health	1	5	2	8	20	23	
Door Step/Scam/No cold calling zones	11	24	12	47	28	57	
Food Standards	9	11	3	23	25	29	
Misleading Description	10	7	1	18	2	7	
Other (e.g. counterfeit goods, under age sales)	7	26	6	39	15	29	
Unsafe goods	15	9	14	38	10	11	
What are my rights? (Business)	3	0	2	5	29	35	
What are my rights? (Consumer)	96	80	106	282	361	292	
Trading Standards Notifications	152	271	152	575	1037	1271	
							Increased activity due to staff member being off sick
Weight Restrictions	6	76	11	93	0	68	in same period last year
Grand Total	310	509	309	1128	1527	1882	

Measures of Volume – No targets as they are cumulative measures of volume

Measure	2022/23 Q1 Outturn		Q2			Q4		2023/24 Outturn				
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Number of Fols Processed*	145	172	43	43								
Time Taken to Process Fols to nearest hour	112	113	31	27								
Number of Service Complaints *	9	13	2	5								
Number of Councillor and MP Enquiries*	30	50	14	24								
Number of operations conducted based on intelligence relating	1	3	3									
to age restricted products*												
Number of PPP articles and press releases published on the PPP	110		21									
website												
Number of page views on PPP Website	88,872		22307									
Number of PPP Facebook posts	358		101									
Number of PPP Twitter Tweets	311		58									
Number of new PPP Twitter followers	29		0									
Number of Facebook New Followers	265		47									
Number of caravan site visits (programmed and reactive) *	39 (5 re	eactive)	1	1								
Number of food inspections carried out (includes those by	Data N/	'a	36	43								
alternative enforcement strategy) *												
Number of new food businesses registered*	Data N/		23	58								
Number of HMO licenses issued*	Data N/		2	0								
Number of housing visits carried out (excl Ukraine)*	Data N/	'a	38	18								
Percentage of Food Premises that have scored 0 (Urgent	Data N/	'a	Data	Data								
Improvement Necessary) in accordance with FHRS * (shown as			N/	N/a								
denominator and numerator)												
Percentage of Food Premises that have scored 1 (Major	Data N/	'a	Data	Data								
Improvements Necessary) in accordance with FHRS * (shown as			N/a	N/a								
denominator and numerator)												
Percentage of Food Premises that have scored 5 (Very Good) in	Data N/	'a	Data	Data								
accordance with FHRS * (shown as denominator and numerator)			N/a	N/a								

Measure	2022 Outtu		Q1		Q2		Q3		Q4		2023 Outtu	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Number of Licensing Applications under the Licensing Act 2003 that proceed to a hearing	0	0	0	1								
SAG Events Processed		easure in 51 at year	64									

^{*} will be reported by authority

Trading Standards Data

	22/23 Outturn		Q1			Q2			Q3			Q4		23/24 Outturn
Product	PPP	Wok	BFC	WBC	Wok	BFC	WBC	Wok	BFC	WBC	Wok	BFC	WBC	PPP
	Passes/ Visits	Pass/ Visit	Pass/ Visit	Pass/ Visits	Pass/ Visit	Pass/ Visits	Pass/ Visits							
Alcohol	12/13	11/11	3/4	0/0										
Tobacco	0	0	0	0										
Spray Paint	0	0	0	0										
Knives	8/8	0	0	0										
Fireworks	0	0	0	0										
Solvents	0	0	0	0										
E-Cigs	10/12	0	0	0										
	22/23 Outturn		Quarte	er 1		Quarte	r 2		Quarte	er 3	Quarte	er 4	23/24 Outturn	
Food Samples Passed/Failed	BFC 42 samples tested. 14 unsatisfactory for composition and/or labelling.		10 (alco sample submiti awaitin	S										

23/24 Outturn		Q4			Q3			Q2		Q1		22/23 Outturn		
PPP	WBC	BFC	Wok	WBC	BFC	Wok	WBC	BFC	Wok	WBC	BFC	Wok	PPP	Product
s/ Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Passes/	
s Visits	Visits	Visits	Visits	Visits	Visits	Visits	Visits	Visits	Visit	Visits	Visit	Visit	Visits	
													WB	
													50 samples	
													tested. 13	
													unsatisfactory	
ļ													for	
													composition	
													and/or	
											14/-/		labelling.	N C
										eceived 3	compla		7 cars (unsafe goods)	No of Counterfeit
ļ										feits, food,			goods)	and Unsafe
										es and gas			1104 vapes	Good Seized
										alves but	_		units – unsafe	Good Seized
											none se		goods)	
													80003/	
										aints of	4 comp		171 phone	
ļ														
ļ													cases	
											(1 from		(counterfeit)	
											about u			
													unsafe garage	
ļ													door	
										•			not seized)	
											_			
										_	_			
													I .	
										• •				
										_			investigation	
										OPSS nsafe s/buggies - g unsafe a baby bottle ve are	(1 from about u strollers ongoing 1 about teats or feeding which winvestig 1 re Leid TS have consign 500 USE		(counterfeit) unsafe garage	

	22/23 Outturn		Q1			Q2 Q3		Q4			23/24 Outturn			
Product	PPP	Wok	BFC	WBC	Wok	BFC	WBC	Wok	BFC	WBC	Wok	BFC	WBC	PPP
	Passes/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/	Pass/
	Visits	Visit	Visit	Visits	Visit	Visits	Visits	Visits	Visits	Visits	Visits	Visits	Visits	Visits
	by PPP		Wireles	s Phone &										
	(counterfeit).			Chargers at										
			East Mid											
	A number of		•	, Leics TS is										
	'marvel		havingt											
	children's		testeda											
	tattoos'			ack to us										
	seized by east			afe vapes-										
	midlands			plaint not										
	airport under PPP		justified	d)										
	investigation		Reques	tfor										
	(counterfeit)		advice: grows	1 re baby										
	A number of													
	watches													
	seized by TVP													
	under													
	investigation													
	by PPP.													
	(counterfeit)													
Amount of	Circa £450k			reported										
Money			in Q4											
Recovered														
for Victims														

Key Performance Indicators Public

Туре	Measure	2022/23 Outturn	Q1		Q2		Q3		Q4		2023/ Outtur	
		BFC WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
IAA	% of service users satisfied with the Public Protection Partnership	80% good or excellent	13/15 = 87%	ó								
Local	% of Trading Standards requests for advice from business responded to within 3 working days	Data unavailable due to challenges in migrating CAB connector to IC – Duty officer in place to ensure timely response.	Data unavailab challenges in r connector to IO in place to ens response	migrating CAB C – Duty officer								
IAA	Management of income to within 5% of budget	£98k shortfall	Predicted under £200k**	erspend of								
Statutory	% of valid TEN's and Late TENS processed for consultation within 3 working days	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	Data N/a	Data N/a	Data N/a								
Local	% of valid Taxi licensing applications and renewals processed within five days	Data N/a	Data N/a	Data N/a								
Local	% of valid general licensing applications and renewals processed within five days	Data N/a	Data N/a	Data N/a								
Statutory	% of local authority pollution prevention and	14/14 completed	0/5 completed	2/21 completed								

Туре	Measure	2022/ Outtur		Q1		Q2		Q3		Q4		2023/ Outtur	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
	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	Data N/a		Data N/a	Data N/a								

 $[\]begin{tabular}{ll} ** See financial implications in the covering report \\ \end{tabular}$

Annual Key Performance Indicators Public

	Measure	2022/23 Outturn	2023/24 Outturn	
IAA	Management of budget to	£148k underspend	Will be reported in Q4	
	within 1% of baseline			
Statutory	Submit Annual Air Quality	All 3 submitted to DeFRA on	All 3 submitted to DeFRA on the 15	Green
	Reports to DEFRA by 30 June	the 27 June 2022	June 2023	
Statutory	Submit to JMB the Annual Food	Annual Food Standards and	Will be reported in Q2	
	Safety, Food Standards and	Feed Service Plan have been		
	Feed Service Plan in accordance	submitted to JMB by August		
	with the Food Standard Agency	2022		
	Code of Practice			
Local	Four During Performance	6	Q1 = Noise monitoring of 3 of The	
	Inspections carried out on high		Mount events at Wasing carried out	
	profile events per annum			
Local	% of caravan sites due an	BF 100%	Will be reported in Q4	
	inspection inspected within the	WB 100 %		
	reporting period			
Local	% of food hygiene inspections	FSA RECOVERY PLAN 22 23	Will be reported in Q4	
	completed, that are due, as per	All A, B, C and non Broadly		
	FSA recovery plan	Compliant D to be done		
		All unrated to be prioritised and		
		high Priority inspected.		

	Measure	2022/23 Outturn	2023/24 Outturn	
		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		
Local	% of food standards inspections completed, that are due, as per FSA recovery plan	High risk - 100% Med risk - 75% Low - Response only/AES *Unrated - 78 premises assessed, prioritised & Inspected as necessary (2 new high risk programmed for inspection carried over) 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)	Will be reported in Q4	
Local	% of food premises rated as 0 or 1 on the FHRS at the start of the	WB 7 premises in scope 3 of these ceased trading	Will be reported in Q4	

Measure	2022/23 Outturn	2023/24 Outturn	
year that are broad	ly compliant 4 of these improved		
(3 score or above) I	oy their next One remained a 1 score	2	
full inspection visit	(subject to Therefore 50% reached	score 3	
pendingenforceme	ent action) or more		
for premises with i	nspections BF 6 premises in scope		
due in reporting pe	riod 1 of these ceased tradir	ng	
	4 improved to BC		
	One remained a 1		
	Therefore 80% reached	score 3	
	or more		

Local Indicators for Bracknell Forest Council

Measure of Volume	2022/23 Outturn	Q1	Q2	Q3	Q4	2023/24 Outturn
Fly Tipping / Waste Duty of Care Incidents						
Number of fly tipping / waste 'duty of care' incidents	101	18				
referred to PPP						
Numberinvestigated	101	18				
Number of warnings issued	14	3				
Number of formal cautions issued	2	0				
Number of Fixed Penalty Notices issued	16	13				
Number of Prosecutions	6	0*				
Waste Carriers						
Number of vehicles checked for waste carriers' licence	112	0				
Number of compliant waste carriers	105	0				
Number of non-compliant waste carriers	7	0				
Abandoned Vehicles						
Number of abandoned vehicles reported and actioned	491	247				
Number of abandoned vehicles traced	30	28				
Number of abandoned vehicles removed from highway	4	3				

^{*} files are with legal for processing

Local Indicators for West Berkshire Council

Measure of Volume	2022/23 Outturn	Q1	Q2	Q3	Q4	2023/24 Outturn	Comments
Weight Restrictions							
Number of observations made	197	67					
Number of breaches of restrictions observed	169	71					
Number of warnings issued	11	Reported Q4					
Number of Prosecutions concluded	25	Reported Q4					