


Service Requests Data

Table 1: Environmental Health and Licensing for PPP

| Public Protection Partnership Bracknell Forest West Berkshire | 2023/24 | | | Comments |
|---|------------|----------------|-------------|----------|
| | Bracknell | West Berkshire | PPP | |
| | Q2 | Q2 | Q2 | |
| Envirocrime | 227 | 0 | 227 | |
| Flytipping | 22 | 0 | 22 | |
| Food Hygiene Related | 59 | 85 | 144 | |
| Health and Safety (including accidents reported) | 17 | 31 | 48 | |
| Housing | 74 | 62 | 136 | |
| Licensing | 41 | 52 | 93 | |
| Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking) | 12 | 27 | 39 | |
| Planning | 55 | 85 | 140 | |
| Ukraine Accommodation Check | 1 | 6 | 7 | |
| Anti-Social Behaviour | 103 | 139 | 242 | |
| Dog Warden (stray dog collection only) | 5 | 13 | 18 | |
| Noise - Non-commercial | 61 | 145 | 206 | |
| Noise - Commercial | 32 | 86 | 118 | |
| All Bonfire/Smoke | 36 | 23 | 59 | |
| Grand Total | 745 | 754 | 1499 | |

* The 2021/22 data includes figures for Wokingham too

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

|  Bracknell Forest West Berkshire Wokingham | 2023/24 | | | | Comments |
|--|------------|----------------|------------|-------------|--|
| | Bracknell | West Berkshire | Wokingham | PPP | |
| | Q2 | Q2 | Q2 | Q2 | |
| Animal Health | 2 | 5 | 3 | 10 | |
| Door Step/Scam/No cold calling zones | 8 | 15 | 14 | 37 | |
| Food Standards | 11 | 6 | 10 | 17 | |
| Misleading Description | 5 | 7 | 7 | 17 | |
| Other (e.g. counterfeit goods, under age sales) | 15 | 39 | 21 | 75 | |
| Unsafe goods | 4 | 6 | 8 | 18 | |
| What are my rights? (Business) | 3 | 3 | 1 | 7 | |
| What are my rights? (Consumer) | 58 | 77 | 101 | 236 | |
| Trading Standards Notifications | 160 | 248 | 199 | 607 | 52 Vodafone notifications for West Berkshire |
| Weight Restrictions | 2 | 68 | 14 | 84 | |
| Grand Total | 268 | 474 | 376 | 1118 | |

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

| Measure | Q1 | | Q2 | | Q3 | | Q4 | | 2023/24 Outturn | | |
|--|----------|----------|-------------|---------------------|-----|-----|-----|-----|--------------------|-----|-----|
| | BFC | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC |
| Number of Fols Processed* | 145 | 43 | 43 | 43 | 44 | | | | | | |
| Time Taken to Process Fols to nearest hour | 112 | 31 | 27 | 37 | 28 | | | | | | |
| Number of Service Complaints * | 9 | 2 | 5 | 3 | 0 | | | | | | |
| Number of Councillor and MP Enquiries* | 30 | 14 | 24 | 10 | 27 | | | | | | |
| Number of operations conducted based on intelligence relating to age restricted products* | 1 | 3 | | 3 (1 per authority) | | | | | | | |
| Number of PPP articles and press releases published on the PPP website | 21 | | 36 | | | | | | | | |
| Number of page views on PPP Website | 22307 | | 24150 | | | | | | | | |
| Number of PPP Facebook posts | 101 | | 118 | | | | | | | | |
| Number of PPP Twitter Tweets | 58 | | 84 | | | | | | | | |
| Number of new PPP Twitter followers | 0 | | 7 | | | | | | | | |
| Number of Facebook New Followers | 47 | | 57 | | | | | | | | |
| Number of caravan site visits (programmed and reactive) * | 1 | 1 | 2 | 3 | | | | | | | |
| Number of food inspections carried out (includes those by alternative enforcement strategy) * | 47 | 51 | 59 | 37 | | | | | | | |
| Number of new food businesses registered* | 23 | 58 | 30 | 56 | | | | | | | |
| Number of HMO licenses issued* | 2 | 0 | 9 | 6 | | | | | | | |
| Number of housing visits carried out (excl Ukraine)* | 38 | 18 | Data N/a | Data N/a | | | | | | | |
| Percentage of Food Premises that have scored 0 (Urgent Improvement Necessary) in accordance with FHRS * (shown as denominator and numerator) | Data N/a | Data N/a | 0/674 (0%) | 0/1116 (0%) | | | | | | | |
| Percentage of Food Premises that have scored 1 (Major Improvements Necessary) in accordance with FHRS * (shown as denominator and numerator) | Data N/a | Data N/a | 5/674 0.7% | 7/1116 0.6% | | | | | | | |
| Percentage of Food Premises that have scored 5 (Very Good) in accordance with FHRS * (shown as denominator and numerator) | Data N/a | Data N/a | 549/674 82% | 960/1116 86% | | | | | | | |

| Measure | Q1 | | Q2 | | Q3 | | Q4 | | 2023/24 Outturn | | |
|---|-------------------|-----------|-----------|-----------|-----------|-----|-----|-----|-----------------|-----|-----|
| | BFC | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC |
| Percentage of Licensing Applications under the Licensing Act 2003 that proceed to a hearing* (shown as denominator and numerator) | 0/ Data N/a | 0/ TBC | 1/ TBC | 0/ TBC | 2/ TBC | | | | | | |
| SAG Events Processes | 64 | | 33 | 49 | | | | | | | |

* will be reported by authority

Trading Standards Data

| Product | Q1 | | | Q2 | | | Q3 | | | Q4 | | | 23/24 Outturn |
|----------------------------|----------------|----------------------------------|-----------------|----------------|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Wok | BFC | WBC | Wok | BFC | WBC | Wok | BFC | WBC | Wok | BFC | WBC | PPP |
| | Pass/ Visit | Pass/ Visit | Pass/ Visits | Pass/ Visit | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits |
| Alcohol | 11/11 | 3/4 | 0/0 | 0 | 0 | 0 | | | | | | | |
| Tobacco | - | - | - | 0 | 0 | 0 | | | | | | | |
| Spray Paint | - | - | - | 0 | 0 | 0 | | | | | | | |
| Knives | - | - | - | 0 | 0 | 0 | | | | | | | |
| Fireworks | - | - | - | 0 | 0 | 0 | | | | | | | |
| Solvents | - | - | - | 0 | 0 | 0 | | | | | | | |
| E-Cigs | - | - | - | 6/7 | 9/9 | 7/8 | | | | | | | |
| | | | | | | | | | | | | | |
| | | Quarter 1 | | | Quarter 2 | | | Quarter 3 | | Quarter 4 | | 23/24 Outturn | |
| Food Samples Passed/Failed | | 10 (alcohol) - 5 unsatisfactory. | | | 15 (glazed meats) - 6 unsatisfactory. 8 (chocolate desserts) – all satisfactory. | | | | | | | | |

| | Q1 | | | Q2 | | | Q3 | | | Q4 | | | 23/24 Outturn |
|---------------------------------------|----------------|---|-----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------------------|
| Product | Wok | BFC | WBC | Wok | BFC | WBC | Wok | BFC | WBC | Wok | BFC | WBC | PPP |
| | Pass/ Visit | Pass/ Visit | Pass/ Visits | Pass/ Visit | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits | Pass/ Visits |
| | | tested and will come back to us 1 re Unsafe vapes- but complaint not justified) | | | | | | | | | | | |
| | | Request for advice: 1 re baby grows | | | | | | | | | | | |
| Amount of Money Recovered for Victims | | | | | | | | | | | | | Will be reported at year end |

Key Performance Indicators Public

| Type | Measure | 2022/23 Outturn | | Q1 | | Q2 | | Q3 | | Q4 | | 2023/24 Outturn | |
|-----------|---|--|-----|---|----------|---|----------|-----|-----|-----|-----|-----------------|-----|
| | | 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% | | 17/21 = 81% | | | | | | | |
| 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 unavailable due to challenges in migrating CAB connector to IC – 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 income to within 5% of budget | £98k shortfall | | -£200k used to mitigate budget pressures in partner authorities | | See Budget comments in report | | | | | | | |
| Statutory | % of valid TEN's and Late TENS processed for consultation within 3 working days | Data N/a | | 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 | Data N/a | | Data N/a | Data N/a | Data N/a | Data N/a | | | | | | |
| Local | % of valid Taxi licensing applications and renewals | Data N/a | | Data N/a | Data N/a | Data N/a | Data N/a | | | | | | |

| Type | Measure | 2022/23 Outturn | | Q1 | | Q2 | | Q3 | | Q4 | | 2023/24 Outturn | |
|-----------|---|-----------------|-----|---------------|-----|----------------|-----|----------------|-----|--------------------|-----|-----------------|-----|
| | | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC | BFC | WBC |
| | processed within five days | | | | | | | | | | | | |
| Local | % of valid general licensing applications and renewals processed within five days | 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 | 14/14 completed | | 0/5 completed | | 2/21 completed | | 1/5 completed | | 7/21 completed | | | |
| 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 | | 663/674 98% | | 1092/1116 97.8% | | | |

* This would not include caravans or HMOs

Annual Key Performance Indicators Public

| | Measure | 2022/23 Outturn | 2023/24 Outturn | |
|-----------|---|---|--|-------|
| IAA | Management of budget to within 1% of baseline | £148k underspend | Will be reported in Q4 | |
| Statutory | Submit Annual Air Quality Reports to DEFRA by 30 June | All 3 submitted to DeFRA on the 27 June 2022 | All 3 submitted to DeFRA on the 15 June 2023 | Green |
| Statutory | Submit to JMB the Annual Food Safety, Food Standards and Feed Service Plan in accordance with the Food Standard Agency Code of Practice | Annual Food Standards and Feed Service Plan have been submitted to JMB by August 2022 | Agreed by JMB and Published on the website in October 2023 | Green |

| | Measure | 2022/23 Outturn | 2023/24 Outturn | |
|-------|---|---|------------------------|--|
| Local | Four During Performance Inspections carried out on high profile events per annum | 6 | Q1 = 3 Q2 = 8 | |
| Local | % of caravan sites due an inspection inspected within the reporting period | BF 100% WB 100 % | Will be reported in Q4 | |
| Local | % of food hygiene inspections completed, that are due, as per FSA recovery plan | 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 | Will be reported in Q4 | |
| Local | % of food standards inspections completed, that are due, as per FSA recovery plan | BF 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) | Will be reported in Q4 | |

| | Measure | 2022/23 Outturn | 2023/24 Outturn | |
|-------|---|---|------------------------|--|
| | | 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) | | |
| 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 | 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 BF 6 premises in scope 1 of these ceased trading 4 improved to BC One remained a 1 Therefore 80% reached score 3 or more | Will be reported in Q4 | |