


Service Requests Data

Table 1: Environmental Health and Licensing for PPP

Public Protection Partnership Bracknell Forest West Berkshire	2023/24			2023/24	2023/24	Comments
	Bracknell	West Berkshire	PPP	PPP	PPP	
	Q3	Q3	Q3	Q2	Q1	
Envirocrime	232	0	232	227	252	
Flytipping	61	0	61	22	19	
Food Hygiene Related	44	72	116	144	131	
Health and Safety (including accidents reported)	18	26	44	48	26	
Housing	101	78	179	136	153	
Licensing	62	57	119	93	91	
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	24	50	74	39	45	
Planning	39	63	102	140	112	
Ukraine Accommodation Check	0	7	7	7	1	
Anti-Social Behaviour	56	115	171	242	232	Includes Accumulation, Rubbish at premises, Drainage, dog fouling, dangerous dogs, Pest Control etc
Dog Warden (stray dog collection only)	5	6	11	18	8	
Noise - Non-commercial	46	68	114	206	199	
Noise - Commercial	22	26	48	118	105	
All Bonfire/Smoke	10	18	28	59	49	
Grand Total	720	586	1306	1499	1416	

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

 Bracknell Forest West Berkshire Wokingham	2023/24				2023/24	2023/24	Comments
	Bracknell	West Berkshire	Wokingham	PPP	PPP	PPP	
	Q3	Q3	Q3	Q3	Q2	Q1	
Animal Health	0	8	3	11	10	8	
Door Step/Scam/No cold calling zones	16	16	23	55	37	47	
Food Standards	18	11	24	53	17	23	
Misleading Description	4	12	2	18	17	18	
Other (e.g. counterfeit goods, under age sales)	26	29	16	71	75	39	
Unsafe goods	3	7	4	14	18	38	
What are my rights? (Business)	2	2	3	7	7	5	
What are my rights? (Consumer)	41	97	96	234	236	282	
Trading Standards Notifications	125	258	197	580	607	575	
Weight Restrictions	4	84	17	105	84	93	
Grand Total	239	524	385	1148	1118	1128	

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

Measure	2022/23 Outturn		Q1		Q2		Q3		Q4		2023/24 Outturn To date	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Number of Fols Processed*	145	172	43	43	43	44	51	34			137	121
Time Taken to Process Fols to nearest hour	112	113	31	27	37	28	29	24			97	79
Number of Service Complaints *	9	13	2	5	3	0	0	1			5	6
Number of Councillor and MP Enquiries*	30	50	14	24	7	28	5	25			26	77
Number of operations conducted based on intelligence relating to age restricted products*	4		3		3 (1 per authority)		2	0			8	
Number of PPP articles and press releases published on the PPP website	110		21		36		18				75	
Number of page views on PPP Website	88,872		22307		24150		19017				65 474	
Number of PPP Facebook posts	358		101		118		100				329	
Number of PPP Twitter Tweets	311		58		84		15				147	
Number of new PPP Twitter followers	29		0		7		12				19	
Number of Facebook New Followers	265		47		57		-6				98	
Number of caravan site visits (programmed and reactive) *	39 (5 reactive)		1	1	2	3	5	5			8	9
Number of food inspections carried out (includes those by alternative enforcement strategy) *	Data N/a		36	43	59	37	48	56			143	136
Number of new food businesses registered*	Data N/a		23	58	30	56	26	42			79	156
Number of HMO licenses issued*	Data N/a		2	0	9	6	3	1			14	7
Number of housing visits carried out (excl Ukraine)*	Data N/a		38	18	19	24	13	18			70	60
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	Data N/a	0/ 674 (0%)	0/ 1116 (0%)	0/ 668 (0%)	2/ 1102 (0.18%)			0%	0.18%
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	Data N/a	5/ 674 0.7%	7/ 1116 0.6%	1/ 668 (0.15%)	7/ 1102 (0.6%)			0.15 %	0.6%

Measure	2022/23 Outturn		Q1		Q2		Q3		Q4		2023/24 Outturn To date	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
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	Data N/a	549/674 82%	960/1116 86%	551/668 (82.4%)	942/1102 (85.5%)			82.5%	85.5%
Number of Licensing Applications under the Licensing Act 2003 that proceed to a hearing*	0/ Data N/a	0/ Data N/a	0	1	0	2	0	4	2**	1	2	8
SAG Events Processes	New measure in Q4 = 151 at year end		64		33	49	29	69			244	

* will be reported by authority

** to date

Trading Standards Data

Product	22/23 Outturn	Q1			Q2			Q3			Q4			23/24 Outturn	
	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	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	
Alcohol	12/13	11/11	3/4	0/0	0	0	0	0	0	0					
Tobacco	0	0	0	0	0	0	0	0	0	0					
Spray Paint	0	0	0	0	0	0	0	0	0	0					
Knives	8/8	0	0	0	0	0	0	0	0	0					
Fireworks	0	0	0	0	0	0	0	0	7/7	0					
Solvents	0	0	0	0	0	0	0	0	0	0					
E-Cigs	10/12	0	0	0	6/7	9/9	7/8	4/5	5/5	0					
	22/23 Outturn		Quarter 1				Quarter 2				Quarter 3			Quarter 4	23/24 Outturn
Food Samples Passed/Failed	BFC 42 samples tested. 14 unsatisfactory for composition		10 (alcohol) samples submitted - awaiting results				15 (glazed meats) - 6 unsatisfactory.				9 samples (chicken tikka masala take-away) – Awaiting results				

	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	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits
	and/or labelling. WB 50 samples tested. 13 unsatisfactory for composition and/or labelling.					8 (chocolate desserts) – all satisfactory. 8 (frozen Chicken) – 2 unsatisfactory (labelling claims)		23 inspections undertaken for foreign labelling. 10 premises with non-compliant food items due to foreign labelling. All followed up with advice.						
No of Counterfeit and Unsafe Good Seized	7 cars (unsafe goods) 1104 vapes units – unsafe goods) 171 phone chargers and cases (counterfeit) unsafe garage door (investigating not seized) 118 items of clothes seized by east midlands		We've received 3 complaints re counterfeits, food, cigarettes and gas safety valves but none seized 4 complaints of unsafe goods. (1 from OPSS about unsafe strollers/buggies - ongoing 1 about unsafe teats on a baby feeding bottle which we are investigating 1 re Leicestershire TS have stopped a		Counterfeit Goods WBC – 0 seizures but 10 complaints dealt with Bracknell 0 seizures or complaints WOK – 10 test purchases made (clothing/footwear - not seized) 7 items confirmed counterfeit Investigations ongoing. 6 complaints dealt with		Unsafe Goods We've received 8 complaints about unsafe consumer goods. (Including 1 – x OPSS referral dangerous levels of cadmium and Nickel in bracelets sold by local trader on Amazon) Counterfeit Goods 8 complaints about counterfeiting							

	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	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits	Pass/ Visits
	<p>airport under investigation by PPP (counterfeit).</p> <p>A number of 'marvel children's tattoos' seized by east midlands airport under PPP investigation (counterfeit)</p> <p>A number of watches seized by TVP under investigation by PPP. (counterfeit)</p>		<p>consignment of 500 USB Chargers, unbranded Apple Wireless Phone & Watch Chargers at East Midlands Airport, Leics TS is having them tested and will come back to us</p> <p>1 re Unsafe vapes- but complaint not justified)</p> <p>Request for advice: 1 re baby grows</p>		<p>Unsafe Goods</p> <p>WBC 1074 disposable vapes seized and 4 safety complaints dealt with</p> <p>Bracknell 88 disposable vapes seized and 2 safety complaints dealt with</p> <p>WOK = 406 disposable vapes seized and 6 safety complaints dealt with</p>		<p>No seizures</p>							
Amount of Money Recovered for Victims	Circa £450k		Will be reported in Q4		Will be reported in Q4		Will be reported in Q4							

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	75% good or excellent		13/15 = 87%		17/21 = 81%		11/21 = 52%					
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		Data unavailable from IDOX reporting – Duty officer in place to ensure timely response					
IAA	Management of income to within 5% of budget	£98k shortfall		£140k shortfall		£80k shortfall		£90k shortfall					
Statutory	% of valid TEN's and Late TENS processed for consultation within 3 working days	Data N/a						Will be reported in Q4	Will be reported in Q4				
Local	% of Premise licensing applications (New and Variations)	Data N/a						Will be reported in Q4	Will be reported in Q4				

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 28 days or 56 days if they proceed to a hearing												
Local	% of valid Taxi licensing applications and renewals processed within five days	Data N/a						Will be reported in Q4	Will be reported in Q4				
Local	% of valid general licensing applications and renewals processed within five days	Data N/a						Will be reported in Q4	Will be reported in Q4				
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	4/5 completed	14/21 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%	664/668 (99%)	1078/1102 (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	Taken to the 09 September JMB	Green
Local	Four During Performance Inspections carried out on high profile events per annum	6	Q1 = 3 Q2 = 11 Q3 = 0	In Q3 no events took place that needed noise monitoring
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)	Will be reported in Q4	

	Measure	2022/23 Outturn	2023/24 Outturn	
		<p>In addition, over and above the FSA targets D 131 visits done</p> <p>Unrated – all prioritised and 226 visits done (8 high risk to be carried out)</p>		
Local	% of food standards inspections completed, that are due, as per FSA recovery plan	<p>BF</p> <p>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)</p> <p>WB</p> <p>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>	Will be reported in Q4	
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	<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>	Will be reported in Q4	

	Measure	2022/23 Outturn	2023/24 Outturn	
		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 To Date
Fly Tipping / Waste Duty of Care Incidents						
Number of fly tipping / waste 'duty of care' incidents referred to PPP	101	18	22	61		103
Number investigated	101	18	22	47		87
Number of warnings issued	14	3	0	2		5
Number of formal cautions issued	2	0	0	0		0
Number of Fixed Penalty Notices issued	16	13	0	8		21
Number of Prosecutions	6	0*	0	1		1
Waste Carriers						
Number of vehicles checked for waste carriers licence	112	0	0	40		40
Number of compliant waste carriers	105	0	0	15		15
Number of non-compliant waste carriers	7	0	0	2		2
Abandoned Vehicles						
Number of abandoned vehicles reported and actioned	491	247	220	212		679
Number of abandoned vehicles traced	30	28	20	36		84
Number of abandoned vehicles removed from highway	4	3	3	12		18

* 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	48	79		194 to date	57 WB, 17 BFC, 5 Wok
Number of breaches of restrictions observed	169	71	50	65		186 to date	54 WB, 7 BFC, 4 Wok
Number of warnings issued	11	Reported Q4	Reported Q4	Reported Q4			
Number of Prosecutions concluded	25	Reported Q4	Reported Q4	Reported Q4			