


Service Requests Data

Table 1: Environmental Health and Licensing for PPP

Public Protection Partnership Bracknell Forest West Berkshire	2023/24			2023/24	2023/24	2023/24	Comments
	Bracknell	West Berkshire	PPP	PPP	PPP	PPP	
	Q4	Q4	Q4	Q3	Q2	Q1	
Enviocrime	252	N/a	252	232	227	252	
Flytipping	24	N/a	24	61	22	19	
Food Hygiene Related	42	106	148	116	144	131	
Health and Safety (including accidents reported)	31	35	66	44	48	26	
Housing	93	95	188	179	136	153	
Licensing	29	62	91	119	93	91	
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	29	64	93	74	39	45	Also 4 pieces of project work in Wokingham
Planning	42	70	112	102	140	112	
Ukraine Accommodation Check	0	10	10	7	7	1	
Anti-Social Behaviour	88	146	234	171	242	232	Includes Accumulation, Rubbish at premises, Drainage, dog fouling, dangerous dogs etc
Dog Warden (stray dog collection only)	5	15	20	11	18	8	
Noise - Non-commercial	53	72	125	114	206	199	
Noise - Commercial	14	44	58	48	118	105	
All Bonfire/Smoke	20	17	37	28	59	49	
Grand Total	722	736	1462	1306	1499	1416	Includes 4 pieces of work for Wokingham see other above.

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

 Bracknell Forest West Berkshire Wokingham	2023/24				2023/24	2023/24	2023/24	Comments
	BFC	West Berks	Wok	PPP	PPP	PPP	PPP	
	Q4	Q4	Q4	Q4	Q3	Q2	Q1	
Animal Health	1	7	2	10	11	10	8	
Door Step/Scam/No cold calling zones	15	36	18	69	55	37	47	
Food Standards	11	13	27	51	53	17	23	
Misleading Description	3	10	2	15	18	17	18	
Other (e.g. counterfeit goods, under age sales)	10	27	8	45	71	75	39	
Unsafe goods	6	3	3	12	14	18	38	
What are my rights? (Business)	0	4	2	6	7	7	5	
What are my rights? (Consumer)	71	111	85	267	234	236	282	
Trading Standards Notifications	189	302	236	727	580	607	575	
Weight Restrictions	5	104	19	128	105	84	93	
Grand Total	311	617	402	1330	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	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Number of Fols Processed*	145	172	43	43	43	44	51	34	51	49	188	170
Time Taken to Process Fols to nearest hour	112	113	31	27	37	28	29	24	31.5	25	129	103
Number of Service Complaints *	9	13	2	5	3	0	0	1	1	5	6	11
Number of Councillor and MP Enquiries*	30	50	14	24	7	28	5	25	10	23	36	100
Number of operations conducted based on intelligence relating to age restricted products*	4		3		3 (1 per authority)		2		3 (1 per authority)		11 in total	
Number of PPP articles and press releases published on the PPP website	110		21		36		18		19		94	
Number of page views on PPP Website	88,872		22307		24150		19017		21 649		87. 123	
Number of PPP Facebook posts	358		101		118		100		283		602	
Number of PPP X (Twitter) Tweets	311		58		84		15		256		497	
Number of new PPP Twitter followers	29		0		7		12		18		37	
Number of Facebook New Followers	265		47		57		-6		64		162	
Number of caravan site visits (programmed and reactive) *	39 (5 reactive)		1	1	2	3	5	5	11	12	19	21
Number of food inspections carried out (includes those by alternative enforcement strategy) *	Data N/a		36	43	59	37	48	56	91	110	234	246
Number of new food businesses registered*	Data N/a		23	58	30	56	26	42	44	56	123	212
Number of HMO licenses issued*	Data N/a		2	0	9	6	3	1	0	1	14	8
Number of housing visits carried out (excl Ukraine)*	Data N/a		38	18	19	24	13	18	23	16	93	76
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/ 673 (0%)	2/ 1081 (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%)	2/ 673 (0.3%)	7/ 1081 (0.6%)	0.3%	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	Data N/a	549/ 674 82%	960/ 1116 86%	551/ 668 (82.4%)	942/ 1102 (85.5%)	559/ 673 (83%)	924/ 1081 (85%)	83%	85%
Number of Licensing Applications under the Licensing Act 2003 that proceed to a hearing* 7	1	0	0	1	0	2	0	4	3	1	3	8

Measure	2022/23 Outturn		Q1		Q2		Q3		Q4		2023/24 Outturn	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
SAG Events Processes	New measure in Q4 = 151 at year end		21	43	33	49	29	69	7	34	90	195

* will be reported by authority

** to date

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	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	0	1/1	1/1	16/17
Fireworks	0	0	0	0	0	0	0	0	7/7	0	0	0	0	7/7
Solvents	0	0	0	0	0	0	0	0	0	0	0	0	0	0/0
Vapes	10/12	0	0	0	6/7	9/9	7/8	4/5	5/5	0	1/1	8/9	3/3	43/47
Lottery	Data N/a	0	0	0	0	0	0	0	0	0	1/1	0	0	1/1
	22/23 Outturn		Quarter 1			Quarter 2			Quarter 3		Quarter 4		23/24 Outturn	
Food Standards Sampling	92 samples tested. 27 unsatisfactory for composition and/or labelling.		10 (alcohol) samples submitted			15 (glazed meats) - 6 unsatisfactory. 8 (chocolate desserts) – all satisfactory. 8 (frozen Chicken) – 2 unsatisfactory)			9 samples (take-away dishes) – Awaiting results 23 inspections undertaken for foreign labelling. 10 premises with non-compliant food items due to foreign labelling. All followed up with advice.		16 take-away fish items. 2 Unsatisfactory (labelling, incorrect species). 14 bakery products (Gluten)2 Unsatisfactory. (labelling). 16 Tinned fish. Awaiting results.		118 sampling exercises across PPP. 33 Unsatisfactory Remaining either satisfactory, spoilt or results pending	

	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
No of Counterfeit and Unsafe Good Seized	<p>7 cars (unsafe goods) seized</p> <p>1104 vapes units – unsafe goods)</p> <p>171 phone chargers and cases (counterfeit)</p> <p>unsafe garage door (investigating not seized)</p> <p>118 items of clothes seized by east midlands airport under investigation by PPP (counterfeit).</p> <p>A number of 'marvel children's tattoos' seized by east midlands</p>		<p>Counterfeit Goods 3 complaints received regarding counterfeit food, cigarettes and gas safety valves investigated.</p> <p>Unsafe Goods 4 complaints of unsafe goods investigated. (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 consignment of 500 USB Chargers, unbranded Apple Wireless Phone & Watch Chargers at East Midlands</p>		<p>Counterfeit Goods WBC – 10 complaints dealt with Bracknell 0 seizures or complaints WOK – 10 test purchases made 7 items confirmed counterfeit Investigations ongoing. 6 complaints dealt with Unsafe Goods WBC 1074 disposable vapes seized and 4 safety complaints dealt with Bracknell 88 disposable vapes seized and 2 safety</p>		<p>Counterfeit Goods 8 complaints about counterfeiting Unsafe Goods 8 complaints about unsafe consumer goods investigated including 1– x OPSS referral dangerous levels of cadmium and Nickel in bracelets sold by local trader on Amazon)</p>		<p>Counterfeit Goods 1 complaint received and dealt with within Bracknell Forest for illicit tobacco and 1 within West Berkshire for illicit Vapes. Unsafe goods 3 (Wokingham) complaints investigated and 6 complaints within Bracknell Forest also dealt with. 3 complaints received in West Berkshire.</p>					

	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
	airport under PPP investigation (counterfeit) A number of watches seized by TVP passed to TS (counterfeit)		Airport , Leics TS is having them tested and will come back to us 1 re Unsafe vapes- but complaint not justified) Request for advice: 1 re baby grows			complaints dealt with WOK - 406 disposable vapes seized and 6 safety complaints dealt with								
Amount of Money Recovered for Victims	£450k (including 300K from one case)		Will be reported in Q4			Will be reported in Q4			Will be reported in Q4					£255,597

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%		13/15 = 87%		18/21 = 86%		14/21 = 67%		49/78 = 63%		94/135 = 70%	
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		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		£95k shortfall		£98k shortfall			
Statutory	No of valid TEN's and Late TENS processed	Data N/a		65 received 2 withdrawn	185 received 6 refused 1 rejected	50 received 1 invalid	109 received 1 withdrawn 1 refused	82 received 1 rejected	144 received 5 refused 2 cancelled by applicant	42 received 2 rejected 2 refused	129 received 5 cancelled by applicant 1 refused	239 rec 2 w drwn 1 inv alid 3 rejtcd 2 rfsd	567 rec 1 w drwn 0 inv alid 1 rejctd 13 rfsd 7 cxd by applicant
Local	Number of licensing applications (New and	Data N/a		10 received and granted	65 received and granted	7 received and granted	29 received and granted	11 received and granted	44 received and granted	8 received and granted	54 received and granted	35 rcd & granted	192 rcd & granted

Type	Measure	2022/23 Outturn		Q1		Q2		Q3		Q4		2023/24 Outturn	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
	Variations) processed												
Local	Number of valid Taxi licensing applications and renewals processed	Data N/a		136 received 7 withdrawn 4 invalid 125 valid 125 granted	107 received 3 withdrawn 104 valid 104 granted	88 received 2 withdrawn 7 invalid 79 valid 78 granted 1 refused	153 received 1 withdrawn 1 invalid 149 valid 148 granted 1 refused	95 received 1 withdrawn 6 invalid 88 valid 88 granted	115 received 1 withdrawn 2 invalid 112 valid 112 granted	69 received 1 withdrawn 6 in progress 62 valid 62 granted	128 received 1 withdrawn 10 in progress 117 valid 117 granted	388 Rcd 11 Wdwn 17 ivld 6 in prgs 354 vld 353 gtd 1 rfsd	503 Rcd 6 Wdwn 3 ivld 10 in prgs 482 vld 482 gtd 1 rfsd
Local	No of valid general licensing applications and renewals processed	Data N/a		51 received and granted	42 received and granted	31 received and granted	54 received and granted	56 received and granted	67 received and granted	27 received and granted	49 received and granted	165 rcd & grtd	212 rcd & grtd
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	21/21 completed		100%	
Local	% of inspected food	Data N/a		Data N/a	Data N/a	663/674 98%	1092/1116 97.8%	664/668 (99%)	1078/1102 (97.8%)	667/673 (99%)	1059/1081 (98%)	99%	98%

Type	Measure	2022/23 Outturn		Q1		Q2		Q3		Q4		2023/24 Outturn	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
	businesses that score at least 3 on the food hygiene rating scale during reporting period												

* 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	£61.96k underspend	Green
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 Q4 = 0 Total = 14	In Q4 no events took place that needed noise monitoring
Local	% of caravan sites due an inspection inspected within the reporting period	BF 100% WB 100 %	BF 100% WB 100 %	

	Measure	2022/23 Outturn	2023/24 Outturn	
Local	% of food hygiene inspections completed, that are due, as per FSA recovery plan	<p>FSA RECOVERY PLAN 22 23 All A, B, C and non Broadly Compliant D to be done</p> <p>All unrated to be prioritised and high Priority inspected.</p> <p>A premises – 100% (3 premises) B premises – 100% (24 Premises) C premises – 100% (155 premises)</p> <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>	<p>A premises – 100% (5 premises) B premises – 100% (37 Premises) C premises – 100% (157 premises) D premises - 44% (270 premises)</p> <p>Unrated – all prioritised and 210 visits done (47%)</p>	
Local	% of food standards inspections completed, that are due, as per FSA recovery plan	<p>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)</p> <p>WB High Risk – 100% Med Risk – 74% Low – Response only/AES *Unrated – 348 premises assessed, prioritised &</p>	<p>BF High risk – 100% (4) Others - 185</p> <p>WB High risk – 100% (13) Others – 281</p> <p>Note – IDOX dataset not currently compatible with in-year FSA delivery. Changes to delivery model during transition which will alter risk profile for all FS related inspectable premises. Inspection carried out on risk basis with priority on high risk, and unrated.</p>	

	Measure	2022/23 Outturn	2023/24 Outturn	
		inspected as necessary (3 new high risk programmed for inspection carried over)		
Local	% of food premises rated as 0 or 1 on the FHS 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> <p>Therefore 80% reached score 3 or more</p>	<p>WB 4 premises in scope 1 of these ceased trading 3 of these improved Therefore 100% still trading reached score 3 or more</p> <p>BF 3 premises in scope 1 of these ceased trading 2 improved to BC Therefore all reached score 3 or more</p>	

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 referred to PPP	101	18	22	61	25	126
Number investigated	101	18	22	47	25	112
Number of warnings issued	14	3	0	2	0	5
Number of formal cautions issued	2	0	0	0	0	0
Number of Fixed Penalty Notices issued	16	13	0	8	2	23
Number of Prosecutions	6	0*	0	1	0	7
Waste Carriers						
Number of vehicles checked for waste carriers licence	112	0	0	40	25	65
Number of compliant waste carriers	105	0	0	15	24	39
Number of non-compliant waste carriers	7	0	0	2	1	3
Abandoned Vehicles						
Number of abandoned vehicles reported and actioned	491	247	220	212	252	931*
Number of abandoned vehicles traced	30	28	20	36	84	168
Number of abandoned vehicles removed from highway	4	3	3	12	7	25

* increase due to implementation of new IT system and the way they are reported by incident rather than location

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	79	273	59 WB, 5 BFC, 15 Wok
Number of breaches of restrictions observed	169	71	50	65	83	269	76 WB, 0 BFC, 7 Wok
Number of warnings issued	11	Reported Q4	Reported Q4	Reported Q4	See outturn	7	
Number of Prosecutions concluded	25	Reported Q4	Reported Q4	Reported Q4	See outturn	83	