



## Service Requests Data

Table 1: Environmental Health and Licensing for PPP

Public Protection Partnership   Bracknell Forest West Berkshire	2023/24	2024/25			2023/24			2024/25
	PPP	Bracknell	West Berkshire	PPP	Bracknell	West Berkshire	PPP	PPP YTD
	Outturn	Q1	Q1	Q1	Q1	Q1	Q1	
Envirocrime	963	247	0	247	252	0	252	
Flytipping	126	51	0	51	19	0	19	
Food Hygiene Related	539	54	89	143	58	73	131	
Health and Safety (including accidents reported)	184	21	33	54	12	14	26	
Housing	656	336	86	422	98	55	153	
Licensing	394	36	77	113	38	53	91	
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	251	24	30	54	15	30	45	
Planning	466	53	93	146	36	76	112	
Ukraine Accommodation Check	25	0	9	9	0	1	1	
Anti-Social Behaviour	879	114	162	276	73	159	232	
Dog Warden (stray dog collection only)	57	10	13	23	1	7	8	
Noise - Non-commercial	644	79	110	189	60	139	199	
Noise - Commercial	329	30	51	81	37	68	105	
All Bonfire/Smoke	173	38	43	81	22	27	49	
<b>Grand Total</b>	<b>5683</b>	<b>1098</b>	<b>791</b>	<b>1889</b>	<b>714</b>	<b>702</b>	<b>1416</b>	

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

 	2023/24	2024/25				2023/24				2024/25
	PPP	BFC	West Berks	Wok	PPP	BFC	West Berks	Wok	PPP	PPP YTD
	Outturn	Q1	Q1	Q1	Q1	Q1	Q1	Q1	Q1	
Animal Health	39	0	8	2	10	1	5	2	8	
Door Step/Scam/No cold calling zones	208	8	23	8	39	11	24	12	47	
Food Standards	144	15	16	23	54	9	11	3	23	
Misleading Description	68	4	14	4	22	10	7	1	18	
Other (e.g. counterfeit goods, under age sales)	230	10	32	6	48	7	26	6	39	
Unsafe goods	82	2	5	2	9	15	9	14	38	
What are my rights? (Business)	25	0	2	1	3	3	0	2	5	
What are my rights? (Consumer)	1019	63	97	94	254	96	80	106	282	
Trading Standards Notifications	2489	165	297	169	631	152	271	152	575	
Weight Restrictions	410	1	35	14	50	6	76	11	93	
<b>Grand Total</b>	<b>4724</b>	<b>268</b>	<b>529</b>	<b>323</b>	<b>1120</b>	<b>310</b>	<b>509</b>	<b>309</b>	<b>1128</b>	



Measure	2023/24 Outturn		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2024/25 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)	559/ 673 (83%)	924/ 1081 (85%)	578/68 8 (84%)	908// 1066 (85%)								
Number of Licensing Applications under the Licensing Act 2003 that proceed to a hearing*	1	8	0	1								
Number of Licensing Applications under the Gambling Act 2005 that proceed to a hearing*	0	0	0	0								
Number of Other Licensing Applications that proceed to a hearing*	0	0	0	0								
Number of Hackney Carriage/ Private Hire/ Operator/ Home to School matters that proceed to a hearing*	1	0	0	0								
SAG Events Processes	90	195	42	66								

\* will be reported by authority





## Key Performance Indicators Public

Type	Measure	2023/24 Outturn		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
IAA	75% of service users satisfied with the Public Protection Partnership	94/135 = 70%		26/47 = 54%							
IAA	Management of income to within 5% of budget	£98k shortfall		£196k shortfall							
Statutory	No of valid TEN's and Late TENS processed	239 rec 2 wdrwn 1 invald 3 rejctd 2 rfsd	567 rec 1 wdrwn 0 invald 1 rejctd 13 rfsd 7 cxd by applicant	85 received  2 invalid 1 refused	171 received  1 invalid 3 rejected 1 refused 1 withdrawn						
Local	Number of licensing applications (New and Variations) processed	35 rcd & granted	192 rcd & granted	10 received  1 in progress	40 received & granted						
Local	Number of valid Taxi licensing applications and renewals processed	388 Rcd  11 Wdwn  17 ivld	503 Rcd  6 Wdwn  3 ivld	72 received  18 in progress	103 received  18 in progress						

Type	Measure	2023/24 Outturn		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
		BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
		6 in prgs 354 vld	10 in prgs 482 vld								
		353 gtd 1 rfsd	482 gtd 1 rfsd								
Local	No of valid general licensing applications and renewals processed	165 rcd & grtd	212 rcd & grtd	43 received 9 in progress	41 received 6 in progress						
Statutory	% of local authority pollution prevention and control (LAPPC) inspections, that are due, carried out	21/21 100% completed		4/12	3/28						
Local	% of inspected food businesses that score at least 3 on the food hygiene rating scale during reporting period	667 /673 (99%)	1059/1081 (98%)	684/688 (99%)	1046/1066 (98%)						

\* This would not include caravans or HMOs



## Annual Key Performance Indicators Public

	Measure	2023/24 Outturn	2024/25 Outturn	Comments
IAA	Management of budget to within 1% of baseline	£61.96k underspend	Will be reported in Q4	
Statutory	Submit Annual Air Quality Reports to DEFRA by 30 June	All 3 submitted to DeFRA on the 15 June 2023	All 3 reports submitted by 14/6/24	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	Taken to the 09 September JMB	Will be reported in Q2	
Local	Four During Performance Inspections carried out on high profile events per annum	Q1 = 3 Q2 = 11 Q3 = 0 Q4 = 0	Q1 = 1 (noise) Q2 = Q3 = Q4 =	
Local	% of caravan sites due an inspection inspected within the reporting period	BF 100% WB 100%	Will be reported at year end	
Local	% of food hygiene inspections completed, that are due, as per Food Standards Agency Code of Practice	A premises – 100% (5 premises) B premises – 100% (37 Premises) C premises – 100% (157 premises) D premises - 44% (270 premises)  Unrated – all prioritised and 210 visits done (47%)	Q1 = 205 Food hygiene inspections completed	
Local	% of food standards inspections completed, that are due, as per	BF High risk – 100% (4) Others - 185  WB	Will be reported at year end	

	Measure	2023/24 Outturn	2024/25 Outturn	Comments
		High risk – 100% (13) Others – 281		
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	<b>WB</b> 4 premises in scope 1 of these ceased trading 3 of these improved Therefore 100% still trading reached score 3 or more  <b>BF</b> 3 premises in scope 1 of these ceased trading 2 improved to BC Therefore all reached score 3 or more	Will be reported at year end	

### Local Indicators for Bracknell Forest Council

Measure of Volume	2023/24 Outturn	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	Comments
<b>Fly Tipping / Waste Duty of Care Incidents</b>						
Number of fly tipping / waste 'duty of care' incidents referred to PPP	126	50				
Number investigated	112	26				
Number of warnings issued	5	3				
Number of formal cautions issued	0	1				
Number of Fixed Penalty Notices issued	23	6				
Number of Prosecutions	7	0*				
<b>Waste Carriers</b>						
Number of vehicles checked for waste carriers licence	65	0				
Number of compliant waste carriers	39	0				
Number of non-compliant waste carriers	3	0				
<b>Abandoned Vehicles</b>						

Measure of Volume	2023/24 Outturn	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	Comments
Number of abandoned vehicles reported and actioned	931*	236				Of which 197 not deemed abandoned **
Number of abandoned vehicles traced	168	123				
Number of abandoned vehicles removed from highway	25	5				
Number of vehicles gone	N/a	31				

\* 2 files being prepared for S33 cases

\*\* in order for a vehicle to be abandoned it usually has to be the following: out of road tax, remained in the same place for in excess of 28 days, no obvious owner, flat tyres, vandalised, insecure, contains waste, burnt out. If a DVLA trace shows the vehicle has a local keeper then it cannot be considered as abandoned.

### Local Indicators for West Berkshire Council

Measure of Volume	2023/24 Outturn	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	2024/25 Outturn to date	Comments
<b>Weight Restrictions</b>							
Number of observations made	273 59 WB, 5 BFC, 15 Wok	41 28 WB, 6 BFC, 7Wok					
Number of breaches of restrictions observed	269 76 WB, 0 BFC, 7 Wok	30 27 WB, 1 BFC, 2 Wok					
Number of warnings issued	7	0					
Number of Prosecutions concluded	83	12					