



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	Q2	Q2	Q2	Q2	Q2	Q2	
Envirocrime	963	278	2	280	227	0	227	
Flytipping	126	26	0	26	22	0	22	
Food Hygiene Related	539	67	90	157	59	85	144	
Health and Safety (including accidents reported)	184	15	29	44	17	31	48	
Housing	656	99	68	167	74	62	136	
Licensing	394	40	66	106	41	52	93	
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	251	23	49	72	12	27	39	
Planning	466	68	91	159	55	85	140	
Ukraine Accommodation Check	25	1	4	5	1	6	7	
Anti-Social Behaviour	879	80	133	213	103	139	242	
Dog Warden (stray dog collection only)	57	3	9	12	5	13	18	
Noise - Non-commercial	644	83	132	215	61	145	206	
Noise - Commercial	329	37	74	111	32	86	118	
All Bonfire/Smoke	173	30	22	52	36	23	59	
Grand Total	5683	850	769	1619	745	754	1499	

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	Q2	Q2	Q2	Q2	Q2	Q2	Q2	Q2	
Animal Health	39	4	5	5	14	2	5	3	10	
Door Step/Scam/No cold calling zones	208	9	26	21	56	8	15	14	37	
Food Standards	144	29	18	28	75	11	6	10	17	
Misleading Description	68	1	7	5	13	5	7	7	17	
Other (e.g. counterfeit goods, under age sales)	230	13	45	33	91	15	39	21	75	
Unsafe goods	82	7	6	6	19	4	6	8	18	
What are my rights? (Business)	25	1	4	1	6	3	3	1	7	
What are my rights? (Consumer)	1019	70	93	90	253	58	77	101	236	
Trading Standards Notifications	2489	124	228	147	499	160	248	199	607	62 Vodafone notifications for WB
Weight Restrictions	410	3	62	19	84	2	68	14	84	
Grand Total	4724	261	494	355	1110	268	474	376	1118	

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

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
Number of Fols Processed*	188	170	47	52	37	55					84	107
Time Taken to Process Fols to nearest hour	129	103	25	44	39	49					64	93
Number of Service Complaints *	6	11	2	9	5	2					7	11
Number of Councillor and MP Enquiries*	36	100	31	29	9	20					40	49
Number of operations conducted based on intelligence relating to age restricted products*	11 in total		23		9							
Number of PPP articles and press releases published on the PPP website	94		10		18						28	
Number of page views on PPP Website	87,123		39,559		38,261						77,820	
Number of PPP Facebook posts	602		232		140						372	
Number of PPP Twitter Tweets	497		0		0						0	
Number of new PPP Twitter followers	37		0		0						0	
Number of Facebook New Followers	162		36		8						44	
Number of caravan site visits (programmed and reactive) *	19	21	0	1	1	0						
Number of food inspections carried out (includes those by alternative enforcement strategy) *	234	246	88	90	61	138						
Number of new food businesses registered*	123	212	34	51	46	50						
Number of HMO licenses issued*	14	8	0	0	0	0						
Number of housing visits carried out (excl Ukraine)*	93	76	50	25	31	13						
Percentage of Food Premises that have scored 0 (Urgent Improvement Necessary) in accordance with FHRS * (shown as denominator and numerator)	0/ 673 (0%)	2/ 1081 (0.18 %)	0/ 688 (0%)	2/ 1066 (0.19%)	0/ 670 (0%)	0/ 1059 (0%)						
Percentage of Food Premises that have scored 1 (Major Improvements Necessary) in accordance with FHRS * (shown as denominator and numerator)	2/ 673 (0.3%)	7/ 1081 (0.6%)	1/ 688 (0.1%)	7/ 1066 (0.66%)	3/ 670 (0.15%)	5/ 1059 (0.5%)						

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/ 688 (84%)	908/ 1066 (85%)	559 /670 (83%)	903/ 1059 (85%)						
Number of Licensing Applications under the Licensing Act 2003 that proceed to a hearing*	1	8	0	1	1	0						
Number of Licensing Applications under the Gambling Act 2005 that proceed to a hearing*	0	0	0	0	0	0						
Number of Other Licensing Applications that proceed to a hearing*	0	0	0	0	1	0						
Number of Hackney Carriage/ Private Hire/ Operator/ Home to School matters that proceed to a hearing*	1	0	0	0	0	0						
SAG Events Processes	90	195	42	66	29	87						

* will be reported by authority

Trading Standards Data

	23/24 Outturn	2024/25 Q1			2024/25 Q2			2024/25 Q3			2024/25 Q4			24/25 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	16/17			1/1	1/2	1/1	7/7							10/11 to date
Tobacco	0/0													0/0 to date
Spray Paint	0/0													0/0 to date
Knives	0/0													0/0 to date
Fireworks	7/7													0/0 to date
Solvents	0/0													0/0 to date
E-Cigs	43/47	2/2	4/4	10/10	3/3	1/2	7/7							27/28 to date
	23/24 Outturn		2024/25 Q 1			2024/25 Q 2			2024/25 Q 3		2024/25 Q 4		23/24 Outturn	
Food Samples Passed/Failed	118 sampling exercises across PPP. 33 Unsatisfactory Remaining either satisfactory, spoilt or results pending		3 samples (1 from each area) for coffee in June Results pending			37 samples taken across each of the 3 areas. Of the 37 food samples taken, these were part of regional food sampling projects and were for meat products (species/fat/protei n), oils and fats (substitution), herbs and spices (mycotoxins), bakery and cereal products (allergens). Results are pending								

	23/24 Outturn	2024/25 Q1			2024/25 Q2			2024/25 Q3			2024/25 Q4			24/25 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	Counterfeit Unsafe		Counterfeit = 0 Unsafe = 0			Counterfeit = 480 items seized (clothing from Wokingham car boot) Unsafe = 17 vapes seized from car boot			Counterfeit Unsafe		Counterfeit Unsafe		Counterfeit Unsafe	
Amount of Money Recovered for Victims	£255,597		£23,050 TS have recovered Wok = £10519.12 Newbury £1000 Awaiting data from Bracknell			£159,890 Bracknell £17,000 Wokingham £45,900 West Berks £96,990								

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%		32/59 = 54%					
IAA	Management of income to within 5% of budget	£98k shortfall		£196k shortfall		Sean					
Statutory	No of valid TEN's and Late TENS processed	239 rec 2 w drwn 1 invald 3 rejctd 2 rfsd	567 rec 1 w drwn 0 invald 1 rejctd 13 rfsd 7 cx d by applicant	85 received 2 invalid 1 refused	171 received 1 invalid 3 rejected 1 refused 1 withdrawn	44 received 1 invalid	129 received 2 invalid				
Local	Number of licensing applications (New and Variations) processed	35 rcd & granted	192 rcd & granted	10 received 1 in progress	40 received & granted	15 received & granted	32 received 4 in progress				
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	71 received 3 in progress	104 received 1 invalid				

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 353 gtd 1 rfsd	10 in prgs 482 vld 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	64 received 9 awaiting inspection 1 in consultation 4 in progress 1 surrendered	52 received 5 in progress 3 awaiting inspection				
Statutory	% of local authority pollution prevention and control (LAPPC) inspections, that are due, carried out	21/21 100% completed		4/12	3/28	6/12	5/28				
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%)	662/670 (99%)	1044/1059 (98.5%)				

* 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 Q3 Food and Feed Plan signed off at JMB in September 2024	
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 = 5 (noise) plus 5 (H&S/Food) 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 Q2 = 199 Food hygiene inspections completed	
Local	% of food standards inspections completed, that are due, as per	BF High risk – 100% (4)	Will be reported at year end	

	Measure	2023/24 Outturn	2024/25 Outturn	Comments
		Others - 185 WB 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	WB 4 premises in scope 1 of these ceased trading 3 of these improved Therefore 100% still trading reached score 3 or more BF 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
Fly Tipping / Waste Duty of Care Incidents						
Number of fly tipping / waste 'duty of care' incidents referred to PPP	126	50	27			5 additional reports of littering
Number investigated	112	26	32			
Number of warnings issued	5	3	1			
Number of formal cautions issued	0	1	0			
Number of Fixed Penalty Notices issued	23	6	3			
Number of Prosecutions	7	0*	1			
Waste Carriers						
Number of vehicles checked for waste carriers licence	65	0	0			
Number of compliant waste carriers	39	0	0			
Number of non-compliant waste carriers	3	0	0			
Abandoned Vehicles						
Number of abandoned vehicles reported and actioned	931*	236	278			Of which 161 not deemed abandoned **
Number of abandoned vehicles traced	168	123	238			
Number of abandoned vehicles removed from highway	25	5	2			4 referred to other agency
Number of vehicles gone	N/a	31	29			

** 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
Weight Restrictions							
Number of observations made	273 59 WB, 5 BFC, 15 Wok	41 28 WB, 6 BFC, 7 Wok	61 48 WB, 2 BFC, 11 Wok				
Number of breaches of restrictions observed	269 76 WB, 0 BFC, 7 Wok	30 27 WB, 1 BFC, 2 Wok	43 39 WB, 1 BFC, 3 Wok				
Number of warnings issued	7	0	0				
Number of Prosecutions concluded	83	12	22				