

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	BFC	West Berkshire	PPP	BFC	West Berkshire	PPP	PPP Year End
	Outturn	Q4	Q4	Q4	Q4	Q4	Q4	
Envirocrime	963	282	0	282	252	N/a	252	1016
Flytipping	126	29	0	29	24	N/a	24	146
Food Hygiene Related	539	53	104	157	42	106	148	607
Health and Safety (including accidents reported)	184	22	27	49	31	35	66	201
Housing	656	82	80	162	93	95	188	955
Licensing	394	61	151	212	29	62	91	535
Other (e.g. other nuisances, cont. Land, private water supplies, burials, enclosed smoking)	251	16	47	63	29	64	93	225
Planning	466	45	75	120	42	70	112	531
Ukraine Accommodation Check	25	16	9	25	0	10	10	49
Anti-Social Behaviour - Includes Accumulation, Rubbish at premises, Drainage, dog fouling, dangerous dogs, Pest Control, Graffiti etc	879	81	149	230	88	146	234	923
Dog Warden (stray dog collection only)	57	6	7	13	5	15	20	63
Noise - Non-commercial	644	47	89	136	53	72	125	666
Noise - Commercial	329	16	48	64	14	44	58	301
All Bonfire/Smoke	173	17	31	48	20	17	37	229
Grand Total	5683	773	817	1590	722	736	1462	6447

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

 Bracknell Forest West Berkshire Wokingham	2023/24	2024/25				2023/24				2024/25
	PPP	BFC	West Berks	Wok	PPP	BFC	West Berks	Wok	PPP	PPP Year End
	Outturn	Q4	Q4	Q4	Q4	Q4	Q4	Q4	Q4	
Animal Health	39	6	16	8	30	1	7	2	10	65
Door Step/Scam/No cold calling zones	208	14	35	14	63	15	36	18	69	197
Food Standards	144	33	24	29	86	11	13	27	51	280
Misleading Description	68	8	12	3	23	3	10	2	15	72
Other (e.g. counterfeit goods, under age sales)	230	27	30	14	71	10	27	8	45	255
Unsafe goods	82	5	1	5	11	6	3	3	12	55
What are my rights? (Business)	25	0	3	1	4	0	4	2	6	29
What are my rights? (Consumer)	1019	61	93	92	246	71	111	85	267	1022
Trading Standards Notifications	2489	175	199	194	568	189	302	236	727	2229
Weight Restrictions	410	4	96	29	129	5	104	19	128	346
Grand Total	4724	333	509	389	1231	311	617	402	1330	4550

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

[illegible]

Measure	2023/24 Outturn		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2024/25 Year End	
	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC	BFC	WBC
Number of Other Licensing Applications that proceed to a hearing*	0	0	0	0	1	0	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	0	0	1	0	1	0
SAG Events Processes	90	195	42	66	29	87	31	92	27	73	129	318

* 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				11/12	10/12	7/10	38/45
Tobacco	0/0												0/1	0/1
Spray Paint	0/0													0/0
Knives	0/0										7/8	10/10		17/18
Fireworks	7/7							2/3	4/4	3/5				9/12
Solvents	0/0													0/0
E-Cigs	43/47	2/2	4/4	10/10	3/3	1/2	7/7				16/18	11/11	25/29	79/86
Lottery	0/0												4/5	4/5
	23/24 Outturn		2024/25 Q 1			2024/25 Q 2			2024/25 Q 3		2024/25 Q 4		24/25 Outturn	
Food Samples Passed/Failed	118 sampling exercises across PPP. 33 Unsatisfactory Remaining either satisfactory, spoilt or results pending		9 samples (7 in West Berks 1 in Wokingham, 1 in Bracknell Forest) including beverages, herbs and spices, and meat and game.			38 samples (13 in West Berks 13 in Wokingham 12 in Bracknell Forest) Including meat products (species/fat/protei n), oils and fats (substitution), herbs and spices (mycotoxins), bakery and cereal products (allergens).			25 samples taken (7 in West Berks, 10 in Wokingham, 8 in Bracknell Forest). Including herbs and spices and prepared dishes (take-aways)		22 samples taken (3 in West Berks, 13 in Wokingham, 6 in Bracknell Forest)		94 samples taken across the PPP area.	

	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
No of Counterfeit and Unsafe Good Seized	Counterfeit		Counterfeit = 0			Counterfeit = 480 items seized (clothing from Wokingham car boot)			Counterfeit = Approximately - £500K retail value.		Counterfeit = 0		Counterfeit = 480 items seized and Approximately - £500K retail value.	
	Unsafe		Unsafe = 0			Unsafe = 17 vapes seized from car boot			Unsafe = 0		Unsafe = 2 (robotic lawnmower and babies high chair)		Unsafe = 19 items	
Amount of Money Saved /Recovered for Victims (Running Total)	£255,597		£23,050			£159,890 BF £17,000 Wok £45,900 WB £96,990			£227,627 BF £32,200 Wok £83,250 WB £112,177		£227,627 BF £32,200 Wok £83,250 WB £112,177		£227,627 BF £32,200 Wok £83,250 WB £112,177	

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%		26/46 = 57%		16/19 = 84%	
IAA	Management of income to within 5% of budget	£98k shortfall		£196k shortfall		£180k shortfall		£180k shortfall		£179k shortfall	
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 cxd 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	86 rcvd 4 Invalid 1 cxd	193 Rcvd 9 Invalid 2 W/drawn	40 received 1 invalid	140 received 4 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	19 rcvd & granted	34 rcvd 32 granted 1 refused 1 invalid	46 received 1 invalid 1 in consultation 3 in progress	73 received 2 invalid 2 in consultation 1 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 rcd 18 in progress	103 received 18 in progress	71 received 3 in progress	104 rcd 1 invalid	74 rcvd 10 in progress	110 rcvd 11 in progress 2 w/drawn	50 received 1 cancelled 7 on hold 1 in progress	111 Rcd 1 w/drawn 13 on hold

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 rcd 9 in progress	41 received 6 in progress	64 received 9 awaiting inspection 1 in consultation 4 in progress 1 surrendered	52 rcd 5 in progress 3 awaiting inspection	79 rcvd 6 awaiting inspection 15 in progress 1 referred to cmte 1 w/drawn	94 rcvd 10 awaiting inspection 2 cancelled 11 in progress	62 received 9 in progress 18 awaiting inspection 1 on hold	58 received 5 in progress 11 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	7/12	6/28	13/13	28/28
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%)	663/ 670 (99%)	1062/ 1078 (99%)	697/ 699 (99%)	1067/ 1078 (99%)

* 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	£128 underspend	Green
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	Food and Feed Plan signed off at JMB in September 2024 Food Hygiene Enforcement Service Plan 2024 -2025 signed off at JMB in December 2024	Green
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 = 1 (noise) plus 12 (H&S/Food) Q4 = 0 (noise)	
Local	% of caravan sites due an inspection inspected within the reporting period	BF 100% WB 100%	BF 100% WB 100%	
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%)	A premises –100% (4 premises) B premises –100% (43 Premises) C premises –100% (156 premises) D premises - 93% (523 premises; 485 done) Unrated – all prioritised and 506 unrated completed (82%) (620 premises overdue and registered in 24 25, and as of 1 4 25 114 unrated overdue)	

	Measure	2023/24 Outturn	2024/25 Outturn	Comments
Local	% of food standards inspections completed, that are due	<p>BF High risk – 100% (4) Others - 185</p> <p>WB High risk – 100% (13) Others – 281</p>	<p>Total – 1342</p> <p>Bracknell Forest - 387</p> <p>West Berks - 601</p> <p>Wokingham- 354</p> <p>+ an additional 163 (without custodian code) totalling 1505.</p>	A new delivery model has been introduced (as set out in the Code of Practice). Database systems remains under review with fixes planned in place to address data anomalies experienced in data transfer. Risk profile for 24/25 is no longer applicable, however all high risk during 24/25 were completed. *163 unassigned a custodian code and/or data anomaly.
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 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>	<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 2 premises in scope 2 improved to BC Therefore 100% reached score 3 or more</p>	

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	40	41	
Number investigated	112	26	32	34	41	
Number of warnings issued	5	3	1	1	6	
Number of formal cautions issued	0	1	0	0	0	
Number of Fixed Penalty Notices issued	23	6	3	7	14	
Number of Prosecutions	7	0	1	0	1	(2 incidents but one prosecution)
Waste Carriers						
Number of vehicles checked for waste carriers licence	65	0	0	14	0	Q4 OP cancelled by TVP due to resourcing
Number of compliant waste carriers	39	0	0	13	0	
Number of non-compliant waste carriers	3	0	0	1	0	
Abandoned Vehicles						
Number of abandoned vehicles reported and actioned	931	236	278	203	273	Its common to have multiple reports for same vehicle – usually around 25% of the total.
Number of abandoned vehicles traced	168	123	238	189	178	
Number of abandoned vehicles removed from highway	25	5	2	0	1	5 referred to other agencies
Number of vehicles gone	N/a	31	29	29	23	

** 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: West Berkshire Council Priority

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	79 59 WB, 5 BFC, 15 Wok	41 28 WB, 6 BFC, 7 Wok	61 48 WB, 2 BFC, 11 Wok	61 44 WB, 5 BFC, 12 Wok	130 97 WB, 4 BFC, 29 Wok	293 217 WB, 17 BFC, 59 Wok	Q4 One overladen Op with TVP at Membury, two found to be overweight
Number of breaches of restrictions observed	83 76 WB, 0 BFC, 7 Wok	30 27 WB, 1 BFC, 2 Wok	43 39 WB, 1 BFC, 3 Wok	33 26 WB, 3 BFC, 4 Wok	65 56 WB, 0 BFC, 9 Wok	171 148 WB, 5 BFC, 18 Wok	
Number of warnings issued	7	0	0	0	1	1	
Number of Prosecutions concluded	83	12	22	14	11	59	