

Proposed 2025/26 KPIs for the PPP Service

| GENERAL | |
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| For All SRs | <ul style="list-style-type: none"> • % of all service requests receiving an initial response within 10 days (Target 80%). |
| Customer Satisfaction | <ul style="list-style-type: none"> • % of service users satisfied with service received from the Public Protection Partnership (Target 75%) • % of victims advised on legal outcomes within 5 days of outcomes being notified to the Service (Target 95%) • % of all Trading Standards referrals receiving an initial response within 5 days of receipt of referral to the service (Target 75%) |
| Finance | <ul style="list-style-type: none"> • Management of budget to within 1% of baseline • Management of income to within 5% of budget |
| Staffing | <ul style="list-style-type: none"> • % of employees to have had an appraisal in the last 18 months (Target 95%) |
| MoV | <ul style="list-style-type: none"> • No of Service requests broken down by service and local authority area |

| Priority 1: Building Safer Communities | |
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| Priorities: | <ul style="list-style-type: none"> • Licensing including Reducing Violence against Women and Girls • Offensive Weapons and Corrosives • Unfair Trading and Doorstep Crime |
| BAU | Street collections, scrap metal dealers, gambling, house to house collections, small lotteries, street trading, animal wardens, pest control enforcement, empty homes and public health risks. |
| What do we want to achieve | To protect and support residents and legitimate businesses through the successful use of information and intelligence. |
| KPIs | <ul style="list-style-type: none"> • % of Temporary Event Notices responded to within 3 working days (Target 100%) • % of reported doorstep crime incidents appropriately responded to in one working day (Target 95%) |

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| | <ul style="list-style-type: none"> • % of private hire operators inspected in each year (Target 95%) |
| MoV | <ul style="list-style-type: none"> • Number of valid new licensing applications received and granted under the Licensing Act 2003 • Number of valid variations or transfer of licence applications received and granted under the Licensing Act 2003 • Number of valid TEN's and Late TENS applications received and processed • Number of valid new and renewal taxi licensing applications received and processed broken down by driver, vehicle and operator for hackney carriage and private hire • Total number of taxi/private hire drivers trained in safeguarding • Number of partnership visits conducted under the reduction in Violence Against Women and Girls Project |
| Identified Member Priorities | Community Matters: With the emphasis on ASB, domestic and commercial nuisance, licensing, dog fouling, pests related issues etc. |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Thriving and Connected Economy |
| WBC | <ul style="list-style-type: none"> • Services we are Proud of • A Fairer West Berkshire with Opportunities for All • A Prosperous and Resilient West Berkshire |
| Wok | <ul style="list-style-type: none"> • Protecting and improving our places • Making it easy for people to access the things they want and need • Providing fair opportunities for everyone • Economic success that everyone is part of |

Priority 2: Improved Living Environment

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| What do we do: | <ul style="list-style-type: none"> • Unlicensed Houses in Multiple Occupation (HMOs) • Unfit Private Rented Sector and Registered Social Landlords • Unfit Park Homes Operators • Housing Safety (HHSRS) • Energy Efficiency Non-Compliance • Tenant's Rights and Letting Agents |
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| | <ul style="list-style-type: none"> Commercial to Residential Conversion Compliance Programme |
| BAU | Statutory Nuisance, HMOs, Caravan Sites, Homes for Ukraine, Flexible Home Improvement Loans |
| What do we want to achieve | To assist partner authorities and organisations with the delivery of safe and healthy neighbourhoods while supporting prosperity and economic growth. |
| KPIs | <ul style="list-style-type: none"> The new Renter Rights Bill is introducing a number of performance indicators which will be reported to central government – these should be determined shortly and we will then ensure that systems are set up to record and report. Going forward we will use the main of these as internal KPIs % of licensed caravan sites due an inspection inspected (Target 100%) % HMOs that are under brought into compliance following inspection (100%) % of service request for housing condition that are Registered Social Landlords % of all service requests indicating a category 1 or 2 hazard that are responded to within 2 days. % of statutory nuisance complaints receiving an initial response within 5 working days |
| MoV | <ul style="list-style-type: none"> Number of HMO's % of all housing standard service requests that relate to damp and mould (this can be broken down to private rented and RSL) Number of planning applications where PPP make comments / observations in order to prevent of statutory nuisance, matters related to contaminated land or air quality etc. |
| Identified Member Priorities | Private Sector Housing: with focus on Houses in Multiple Occupation (HMO), poor housing standards, unlicensed HMO's, damp and mould, registered providers and caravan site standards. |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> Thriving and Connected Economy Green and Sustainable Environment |
| WBC | <ul style="list-style-type: none"> Services we are Proud of Tackling the Climate and Ecological Emergency Thriving Communities with a Strong Local Voice |
| Wok | <ul style="list-style-type: none"> Protecting and improving our places Building and maintaining great communities Living happy, healthy and independent lives |

| Priority 3: Protecting Consumers from Fraud | |
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| What do we do: | <ul style="list-style-type: none"> • Scams and Victim Support • Food Fraud • Metrology – Short Weight / Measure • Intellectual Property/ Counterfeiting • Illegal Money Lending • Proceeds of Crime / Asset Recovery • Illicit Products and Excise Breaches • Level 1-3 Fraud and Unfair Trading Investigations |
| BAU | No additional areas |
| What do we want to achieve | To protect and support residents and legitimate businesses from fraudulent activity through the successful use of information and intelligence. |
| KPIs | <ul style="list-style-type: none"> • % of reported product safety concerns appropriately responded to in 5 working days (Target 90%), • % of money recovered or not lost as a result of trading standards interventions as a proportion of the total value of loss resulting from unfair trading or fraud. |
| MoV | <ul style="list-style-type: none"> • Number of banks challenged under the Banking Protocol to obtain victims monies. • Number of registered No Cold Calling Zones. • Number of reports of breaches of No Cold Calling Zones responded to. • Number of fraud prevention presentations delivered. • Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities • Number of scams awareness presentations to target audiences across the TS footprint |
| Identified Member Priorities | Protecting Consumers from Unfair Trading and Fraud: with focus on high value and prevalent crime prevention and detection as well interventions to support victims using the cross-cutting safeguarding theme. |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Thriving and Connected Economy |
| WBC | <ul style="list-style-type: none"> • A Prosperous and Resilient West Berkshire • Thriving Communities with a Strong Local Voice |
| Wok | <ul style="list-style-type: none"> • Providing fair opportunities for everyone • Economic success that everyone is part of |

| Priority 4: Reducing Harm in Young People | |
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| What do we do: | <ul style="list-style-type: none"> • Underage Sales • West Berkshire Projects Funded by Public Health <ul style="list-style-type: none"> - Life education - Illegal Tobacco |

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| | <ul style="list-style-type: none"> - Attitudinal Survey - Smokefree Homes - Smokefree Sidelines - Tobacco Control Alliance - Community Alcohol Partnership (CAP) Activity |
| BAU | None listed. |
| What do we want to achieve | To protect and improve the health of young people through education, under age sales operations and the dissemination of information. |
| KPIs | <ul style="list-style-type: none"> • Undertaking and analysis of the annual attitudinal survey data around alcohol and tobacco use by school pupils. • Reinitiate the 'Smokefree Homes' campaign by 31 March 2026. • Play an active role in the Tobacco Control Alliance and deliver upon actions within the Tobacco Control Plan. • Scope and launch a Responsible Retailer initiative for independent retailers to sign up to across the Trading Standards footprint by 31st December 2025. • % of retailers visited as part of test purchase exercises for age restricted products identified as non-compliant broken down by product (No Target). • % of retailers who have previously failed passing on the next test purchase following intervention. |
| MoV | <ul style="list-style-type: none"> • Number of presentations delivered to West Berkshire primary and secondary school pupils focusing on the health harms associated with alcohol, tobacco and vaping. • Number of Licensing Inspections for Underage sales complaints with/without Trading Standards in each partner authority. |
| Identified Member Priorities | Protection of Young People and Communities: with emphasis on the sale of age restricted products such as alcohol, fireworks, knives and vapes etc. |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Engaged and Healthy Communities |
| WBC | <ul style="list-style-type: none"> • Thriving Communities with a Strong Local Voice |
| Wok | <ul style="list-style-type: none"> • Living happy, healthy and independent lives |

Priority 5: Protecting and Informing Consumers

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| What do we do: | <ul style="list-style-type: none"> • Product Safety Standards • Unsafe Goods • Buy With Confidence • Assured Care and Support • Public engagement and awareness raising • Intelligence gathering and analysis |
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| BAU | Weights and Measure Inspections |
| What do we want to achieve | To identify and protect individuals at risk of abuse or neglect, contribute to making the streets of West Berkshire, Bracknell Forest and Wokingham safer and to make use of various communication and engagement channels to keep our residents, members, parishes and businesses informed. |
| KPIs | <ul style="list-style-type: none"> • % of Assured care and Support Members subject to annual vetting • % of Freedom of Information requests responded to within the prescribed deadline of each partner authority. • % of corporate complaints within stated timescales of each partner authority. • % of allegations of unsafe goods or unsafe food allegations responded to within 2 working days • To attend and provide advice at 25 public engagement events per annum. |
| MoVs | <ul style="list-style-type: none"> • Number of website visits and visitors. • Number of FOIs received, and time taken to process them. • Number of MP and Councillors queries responded to. • Number of service complaints (expressed as a number and a % of total no of SRs). • Number of PPP articles and press releases published on the PPP website. • Number of PPP Facebook posts. • Number of Facebook Followers. • Number of Public Health Funerals conducted. |
| Identified Member Priorities | None specifically |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Engaged and Healthy Communities |
| WBC | <ul style="list-style-type: none"> • Thriving Communities with a Strong Local Voice |
| Wok | <ul style="list-style-type: none"> • Making it easy for people to access the things they want and need • Providing fair opportunities for everyone |

Priority 6: Protection of the Environment

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| What do we do: | <ul style="list-style-type: none"> • Air Quality • Anti-Idling |
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| | <ul style="list-style-type: none"> • Energy Efficiency (EPC) • Single-use Plastics • Environmental Crime/Fly Tipping/Abandoned Vehicles |
| BAU | Planning Consultations, Statutory Nuisance (Commercial), COPA (Control of Pollution Act), LAPPC Inspections (Local Authority Pollution Prevention & Control), Contaminated Land, Weight Restrictions and Overloaded Vehicles |
| What do we want to achieve | To contribute to our partner authorities' plans to tackle climate change through the enforcement of climate change legislation (relating to matters such as energy performance of buildings and goods and single use plastics) to the links with the housing functions to cold homes, energy efficiency and environmental high standards in private rented accommodation |
| KPIs | <ul style="list-style-type: none"> • % of annual air quality reports produced within the Defra time scale. (Target 100%) • % of local authority pollution prevention and control inspections carried out by Year End (Target 100%) • 100% of all fly tipping reports investigated or determined not for investigation • 100% of abandoned vehicles determined as abandoned removed within 60 days of report. |
| MoV | <ul style="list-style-type: none"> • Number of hybrids and EV hackney carriage and private hire vehicles licensed |
| Identified Member Priorities | Environmental Crime (Bracknell Priority): Including fly tipping, fly posting etc. Note in West Berkshire this work is not undertaken by PPP. |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Green and Sustainable Environment |
| WBC | <ul style="list-style-type: none"> • Tackling the Climate and Ecological Emergency |
| Wok | <ul style="list-style-type: none"> • Protecting and improving our place |

| Priority 7: Promoting Animal Welfare | |
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| What do we do: | <ul style="list-style-type: none"> • Licensable Activity (Breeding/Boarding etc) • Animal Welfare on Farms |
| BAU | None listed |
| What do we want to achieve | To work with communities to safeguard the farming industry, help prevent animal disease, protect public health and promote the welfare of animals. |
| KPIs | <ul style="list-style-type: none"> • 75 % of programmed Animal health (farm) from 1st April 2025 for that financial year. (Year End) • 100% of high risk Animal health (farm) inspections from 1st April for that financial year. (Year End) |

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| | <ul style="list-style-type: none"> • 100% of all Zoo Licence inspections that are due undertaken within the prescribed timescales. • % of all any establishment inspections falling due conducted (target 90%) |
| MoVs | No of dog breeding licences issued. No of dog breeding licenses revoked or suspended. No of dangerous animal consents issued. |
| Identified Member Priorities | None specifically identified. |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Green and Sustainable Environment |
| WBC | <ul style="list-style-type: none"> • Tackling the Climate and Ecological Emergency |
| Wok | <ul style="list-style-type: none"> • Protecting and improving our places |

Priority 8: Safety in the Workplace

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| What do we do: | <ul style="list-style-type: none"> • Health and Safety • Topic Based Health and Safety Interventions |
| BAU | None listed |
| What do we want to achieve | To carry out proactive inspections of specified high-risk premises according to Health and Safety Executive criteria and undertake reactive inspection visits following complaints or accident notifications where the local authority is the enforcing body. |
| KPIs | <ul style="list-style-type: none"> • % of reportable accidents under RIDDOR that require an investigation (according to the definitions in the LAC) that have been investigated. (Target 100%) |
| MoV | No of improvement notices issued No of prohibition notices issued. |
| Identified Member Priorities | None specifically identified |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> • Engaged and Healthy Communities • Thriving and Connected Economy |
| WBC | <ul style="list-style-type: none"> • A Fairer West Berkshire with Opportunities for All • A Prosperous and Resilient West Berkshire |
| Wok | <ul style="list-style-type: none"> • Economic success that everyone is part of • Living happy, healthy and independent lives |

Priority 9: Safe and Healthy Food Chain

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| What do we do: | <ul style="list-style-type: none"> • Food Premises Inspections • Primary Production and Animal Feed • Foodborne / Waterborne Outbreaks • Labelling and Health Claims • Target Food Sampling |
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| BAU | Programmed Inspections as per Food Standards Agency Code of Practice, Food Hygiene Rating Scheme, Infectious Diseases, Private Water Supply Sampling and Risk Assessments, Allergens, Routine Labelling & Health Claims, Routine Food Sampling |
| What do we want to achieve | To work with businesses to ensure compliance with food safety and hygiene standards by conducting routine audits and responding to food safety incidents and responding to complaints from residents. |
| KPIs | <ul style="list-style-type: none"> • % of premises that meet the Broadly Compliance standard for Food Hygiene (definition of Broadly Compliant by FSA is whether the food business has a rating equivalent to 3 score FHRS, including new premises not yet inspected (where these unrated premises are by definition by FSA non broadly compliant) • % of premises required to make improvements to food hygiene following a food hygiene inspection • % of food hygiene inspections completed, that are due, as per Food Standards Agency Code of Practice • % of poorly performing premises (rated 0 or 1 on the FHRS) that meet satisfactory compliance by their next full inspection visit • % of private water supply samples that are failures that have a notice served to achieve compliance • 100% of food establishment risk rated '1:1' for food standards within the month of being recognised as a '1:1'. (nb- 1:1 is the highest risk category requiring a visit within 1 month and continually until no longer a 1:1). • 100% assessment of newly operating premises upon notification of food registration within 28 days. • 75 % of programmed food standards inspections conducted from 1st April 2025 for that financial year. |
| MoV | <ul style="list-style-type: none"> • Number of new food businesses registered • Number of Food premises • Number of food inspections carried out (includes those by alternative enforcement) • Percentage of Food Premises that have scored 0 following their food hygiene inspection (Urgent Improvement Necessary) in accordance with Food Hygiene Rating Scheme FHRS (shown as denominator and numerator) • Percentage of Food Premises that have scored 1 following their food hygiene inspection (Major Improvements Necessary in accordance with Food |

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| | <p>Hygiene Rating Scheme FHRS (shown as denominator and numerator)</p> <ul style="list-style-type: none"> Percentage of Food Premises that have scored 5 following their food hygiene inspection (Very Good) in accordance with Food Hygiene Rating Scheme FHRS (shown as denominator and numerator) |
| Identified Member Priorities | None specifically identified |
| Links to Corporate Priorities | |
| BFC | <ul style="list-style-type: none"> Engaged and Healthy Communities Thriving and Connected Economy |
| WBC | <ul style="list-style-type: none"> Services we are Proud of Thriving Communities with a Strong Local Voice |
| Wok | <ul style="list-style-type: none"> Protecting and improving our places Economic success that everyone is part of Living happy, healthy and independent lives |