

PPP Priorities			BFC Priorities			WBC Priorities			Wok Priorities								
Building Safer Communities	P1		Engaged and Healthy Communities	P1		Services we are Proud of	P1		Protecting and improving our places	P1				P1			
Improved Living Environment	P2		Thriving and Connected Economy	P2		A Fairer West Berkshire with Opportunities for All	P2		easy for people to access the things they want/ need	P2				P2			
Protecting Consumers from Fraud	P3		Green and Sustainable Environment	P3		Tackling the Climate and Ecological Emergency	P3		Building and maintaining great communities	P3				P3			
Reducing Harm in Young People	P4					A Prosperous and Resilient West Berkshire			Providing fair opportunities for everyone	P4				P4			
Protecting and Informing Consumers	P5					Thriving Communities with a Strong Local Voice			Economic success that everyone is part of	P5				P5			
Protection of the Environment	P6								Living happy, healthy and independent lives					P6			
Promoting Animal Welfare	P7																
Safety in the Workplace	P8																
Safe and Healthy Food Chain	P9																
Link to Council Priority															Comments		
Category	Indicator	Target	Data Provider	Frequency	PPP Priority	BFC	WBC	Wok	2024/25 Outturn	Q1	Q2	Q3	Q4	On Target			
General	Relevant service requests received first response by officer within target date (Target date is 1 to 3 days dependant on the hazard)	90%	Rosalynd Gater	Quarterly		P1	P2	P2	N/a	Data not available							
Customer Satisfaction	% of victims advised on legal outcomes within 5 days of outcomes being notified to the Service	95%	CMU Mgr	Quarterly		P1	P2	P2	N/a	Data not available							
Finance	Management of budget to within 1% of baseline	see indicator	Sean Murphy	Year End		P2	P1	P5	Green	Report YE	Report YE	Report YE		Yes	Report at YE		
Finance	Management of income to within 5% of budget	see indicator	Sean Murphy	Year End		P2	P1	P5	£179k shortfall	Report YE	Report YE	Report YE		Yes	Report at YE		
Staffing	% of employees to have had an appraisal in the last 18 months	95%	Sean Murphy	Year End		P1	P1	P4	N/a	Report YE	Report YE	Report YE		Yes	Report at YE		
Priority	% of Temporary Event Notices responded to within 3 working days	100%	Julia O'Brien	Quarterly	P1	P2	P4	P5	N/a	225 /225 (100%)				Yes			
Priority	% of private hire operators inspected in each year	95%	Julia O'Brien	Year End	P1	P2	P4	P5	N/a	Report YE	Report YE	Report YE		Yes	Report at YE		
Priority	% of licensed caravan sites due an inspection inspected	100%	Deborah Vincent	Year End	P2	P2	P5	P3	N/a	BFC = 0 WBC = 0	BFC = WBC =	BFC = WBC =	BFC = WBC =		Report YE		
Priority	% and number of identified potential unregistered HMOs that are under investigation and subsequently determined as mandatory HMO's	N/a	Rosalynd Gater	Year End	P2	P2	P5	P3	BFC = 10/289 = 3.5% WBC = 2/28 =7%	Report YE	Report YE	Report YE	BFC = WBC =		Report at YE		
Priority	% and number of identified potential unregistered HMOs that are under investigation and subsequently determined as not mandatory HMOs.	N/a	Rosalynd Gater	Year End	P2	P2	P5	P3	BFC = 131/289 = 45% WBC = 19/28 =68%	Report YE	Report YE	Report YE	BFC = WBC =		Report at YE		
Priority	% of service request for housing condition that are Registered Social Landlords	N/a	Rosalynd Gater	Quarterly	P2	P2	P5	P3	N/a	BFC = 7/21 = 33% WBC =19/37 = 51%	BFC = WBC =	BFC = WBC =	BFC = WBC =				
Priority	% 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	N/a	Martin Woodley	Quarterly	P3	P2	P4	P5	N/a	£23,500 /£250,999					BFC = £0/£43,510 WBC = £14,500/£107,012 Wok = £8,500/£153,140		
Priority	Undertake and analyse the annual attitudinal survey data around alcohol and tobacco use by school pupils	31/03/2026	Jess Ryall-Spoor	Year End	P4	P1	P5	P6	GREEN	Report YE	Report YE	Report YE		Yes	Data will be available once attitudinal survey is completed.		
Priority	Reinitiate the 'Smokefree Homes' campaign by 31 March 2026	31/03/2026	Jess Ryall-Spoor	Year End	P4	P1	P5	P6	N/a	Report YE	Report YE	Report YE		Yes	To be taken to next Tobacco Control Alliance Meeting		
Priority	Scope and launch a Responsible Retailer initiative for independent retailers to sign up to across the Trading Standards footprint by 31st December 2025	31/12/2025	Jess Ryall-Spoor	Year End	P4	P1	P5	P6	N/a	Report Q3	Report Q3			Yes	Documents for launch being drafted		
Priority	% of Assured Care and Support Members subject to annual vetting	N/a	Jess Ryall-Spoor	Quarterly	P5	P1	P5	P2	N/a	100%				Yes	Each member renews annually and as part of that is vetted again		
Priority	% of Freedom of Information requests received in the quarter responded to within the prescribed deadline of each partner authority	80%	Moirra Fraser	Quarterly	P5	P1	P5	P2	N/a	22 /125 = 82.4%				Yes			
Priority	% of Stage 1 or 2 corporate complaints received in the quarter responded to within stated timescales of each partner authority	80%	Moirra Fraser	Quarterly	P5	P1	P5	P2	N/a	4/5 = 80%				Yes			
Priority	To attend and provide advice at 25 public engagement events per annum	25	Moirra Fraser	Quarterly	P5	P1	P5	P2	N/a	7				Yes			
Priority	% of annual air quality reports produced within the Defra time scale	100%	Suzanne McLaughlin	Year End	P6	P3	P3	P1	GREEN	100%	N/a	N/a	N/a	Yes	All 3 submitted by 30/06/2025 deadline		
Priority	% of local authority pollution prevention and control inspections carried out by Year End	100%	Suzanne McLaughlin	Year End	P6	P3	P3	P1	BFC = 13/13 WBC = 28/28	BFC = 0/9 WBC = 0/24	BFC = WBC =	BFC = WBC =	BFC = WBC =	Yes	Report at YE		
Priority	% of all fly tipping reports investigated or determined not for investigation	100%	Kevin Thompson	Quarterly	P6	P3	P3	P1	N/a	100%				Yes			

Priority	% of abandoned vehicles determined as abandoned removed within 60 days of report	100%	Kevin Thompson	Quarterly	P6	P3	P3	P1	N/a	100%				Yes			
Priority	% of programmed animal health (farm) visits undertaken within financial year.	75%	Kevin Thompson	Year End	P7	P3	P3	P1	N/a	89 /347				Yes	To meet target need to complete 260/ 347 visits		
Priority	% of high risk animal health (farm) inspections undertaken within financial year.	100%	Kevin Thompson	Year End	P7	P3	P3	P1	N/a	Report at YE	Report at YE	Report at YE		Yes	There are 4 visits to do and this will be reported at year end		
Priority	% of all Zoo Licence inspections that are due undertaken within the prescribed timescales	100%	Julia O'Brien	Year End	P7	P3	P3	P1	N/a	1/1 (100%)				Yes	Report at YE		
Priority	% of reportable accidents under RIDDOR that require an investigation (according to the definitions in the LAC) that have been investigated	100%	Andrew Burbridge	Quarterly	P8	P1	P2	P6	N/a	BFC = 2/2 WBC = 0/0							
Priority	% 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)	N/a	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	Data not available							
Priority	% of premises required to make improvements to food hygiene following a food hygiene inspection	N/a	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	Data not available							
Priority	% of food hygiene inspections (in risk category A-D) completed, that are due and overdue, as per Food Standards Agency Code of Practice	N/a	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	BFC 24/46 = 52% WBC 55/73 = 75%							
Priority	% of poorly performing premises (rated 0 or 1 on the FHRS) that meet satisfactory compliance by their next full inspection visit	N/a	Rosalynd Gater	Year End	P9	P1	P5	P6	N/a	Report at YE	Report at YE	Report at YE			Report at YE		
Priority	% of private water supply samples that are failures that have a notice served to achieve compliance	N/a	Suzanne McLaughlin	Quarterly	P9	P1	P5	P6	N/a	0%					No notices served		
Priority	NUMBER OF food establishment risk rated '1:1' INSPECTED 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). TARGET IS 100%	100%	Kevin Thompson	Quarterly	P9	P1	P5	P6	N/a	100% or N/a				Yes			
Priority	% assessment of newly operating premises upon notification of food registration within 28 days	100%	Kevin Thompson	Quarterly	P9	P1	P5	P6	N/a	94.5				Yes			
Priority	% of programmed food standards inspections (1594 PREMISES ON FOOD PLAN) conducted from 1st April 2025 for that financial year	75%	Kevin Thompson	Year End	P9	P1	P5	P6	N/a	206/1594 = 13%				Yes	Report at YE		

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Improved Living Environment	P2	Thriving and Connected Econ	P2	A Fairer West Berkshire with Opportunities for All	P2	easy for people to access the things they want/ need	P2
Protecting Consumers from Fraud	P3	Green and Sustainable Envir	P3	Tackling the Climate and Ecological Emergency	P3	Building and maintaining great communities	P3
Reducing Harm in Young People	P4			A Prosperous and Resilient West Berkshire	P4	Providing fair opportunities for everyone	P4
Protecting and Informing Consumers	P5			Thriving Communities with a Strong Local Voice	P5	Economic success that everyone is part of	P5
Protection of the Environment	P6					Living happy, healthy and independent lives	P6
Promoting Animal Welfare	P7						
Safety in the Workplace	P8						
Safe and Healthy Food Chain	P9						

			Link to Council Priority						BFC	WBC										Wok										PPP									
Category	Indicator	Data Provider	Frequency	PPP Priority	BFC	WBC	Wok	2024/25 Outturn	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total						
Priority	Number of valid new premises, variations, minor variations, transfers and DPS applications licensing applications received and granted under the Licensing Act 2003	Julia O'Brien	Quarterly	P1	P2	P4	P5	535	17 received, 1 invalid application, 16 granted - 2 Referred to committee and granted					17 rcd, 1 invalid, 16 grtd	33 received, 2 invalid applications, 31 granted - 1 referred to committee and granted				33 rcd, 2 invalid, 31 grtd-	N/a	N/a	N/a	N/a	N/a	50 rcd, 3 invalid, 47 grtd of which 3 referred to committee and all granted					50 rcd, 3 invalid, 47 grtd of which 3 referred to committee and all granted									
	Number of valid TEN's and Late TENS applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5	632	57 received, 53 granted, 4 invalid applications					57 rcd, 4 invalid, 53 grtd	174 received, 165 granted, 8 invalid applications, 1 withdrawn				174 rcd, 8 invalid, 165 granted, 1 wtdwn	N/a	N/a	N/a	N/a	N/a	231 rcd, 218 granted, 12 invalid, 1 wtdwn					231 rcd, 218 granted, 12 invalid, 1 wtdwn									
	Number of valid new drivers licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		8 received, 1 granted, 1 withdrawn, 6 in progress					8 rcd, 1 grtd, 1 wtdwn, 6 in progress	11 received, 3 granted, 8 in progress				11 rcd, 3 grtd, 8 in progress	N/a	N/a	N/a	N/a	N/a	19 rcd, 4 grtd, 1 wtdwn, 14 in progress					19 rcd, 4 grtd, 1 wtdwn, 14 in progress									
	Number of valid renewed drivers licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		13 received, 10 granted, 3 in progress					13 rcd, 10 grtd, 3 in progress	8 received, 7 granted, 1 in progress				8 rcd, 7 grtd, 1 in progress	N/a	N/a	N/a	N/a	N/a	21 rcd, 17 grtd, 4 in progress					21 rcd, 17 grtd, 4 in progress									
	Number of valid new operator licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		3 received, 1 granted, 2 in progress					3 rcd, 1 grtd, 2 in progress	2 received, 2 granted				2 rcd, 2 grtd	N/a	N/a	N/a	N/a	N/a	5 rcd, 4 grtd, 1 in progress					5 rcd, 4 grtd, 1 in progress									
	Number of valid renewed operator licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		0 received					0 rcd	1 received, 1 granted				1 rcd, 1 grtd	N/a	N/a	N/a	N/a	N/a	1 rcd, 1 grtd					1 rcd, 1 grtd									
	Number of valid new hackney carriage vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		0 received					0 rcd	2 received, 2 granted				2 rcd, 2 grtd	N/a	N/a	N/a	N/a	N/a	2 rcd, 2 grtd					2 rcd, 2 grtd									
	Number of valid renewed hackney carriage vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		5 received, 5 granted					5 rcd, 5 grtd	21 received, 21 granted				21 rcd, 21 grtd	N/a	N/a	N/a	N/a	N/a	26 rcd, 26 grtd					26 rcd, 26 grtd									
	Number of valid new private hire vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		5 received, 4 granted, 1 in progress					5 rcd, 4 grtd, 1 in progress	13 received, 12 granted, 1 withdrawn				13 rcd, 12 grtd, 1 wtdwn	N/a	N/a	N/a	N/a	N/a	18 rcd, 16 grtd, 1 wtdwn, 1 in progress					18 rcd, 16 grtd, 1 wtdwn, 1 in progress									
	Number of valid renewed private hire vehicle licences applications received and processed	Julia O'Brien	Quarterly	P1	P2	P4	P5		28 received, 27 granted, 1 invalid application					28 rcd 27 grtd, 1 invalid	26 received, 25 granted, 1 withdrawn				26 rcd, 25 grtd, 1 wtdwn	N/a	N/a	N/a	N/a	N/a	54 rcd, 52 grtd, 1 invalid, 1 wtdwn					54 rcd, 52 grtd, 1 invalid, 1 wtdwn									
	Total number of taxi/private hire drivers trained in safeguarding	Jess Ryall-Spoor	Quarterly	P1	P2	P4	P5	N/a	8					8	15				15	N/a	N/a	N/a	N/a	N/a	23					23									
	Number of partnership visits conducted under the reduction in Violence Against Women and Girls Project	Julia O'Brien	Quarterly	P1	P2	P4	P5		0					0	0				0	N/a	N/a	N/a	N/a	N/a	0					0									
	Number of HMO's Granted	Rosalynd Gater	Year End	P2	P2	P5	P3	BF 112 plus 27 in renewal process WB 40 plus 2 in renewal process	Report YE	Report YE	Report YE			Report YE	Report YE	Report YE				N/a	N/a	N/a	N/a	N/a	Report YE	Report YE	Report YE			Report YE									
	% of all housing standard service requests that relate to damp and mould (RSL)	Rosalynd Gater	Quarterly	P2	P2	P5	P3	N/a	2/21 =9.5%					2/21 =9.5%	5/37 = 13.5%				5/37 = 13.5%	N/a	N/a	N/a	N/a	N/a	7/58 = 12%					7/58 = 12%									
	% of all housing standard service requests that relate to damp and mould (Private Rented)	Rosalynd Gater	Quarterly	P2	P2	P5	P3	N/a	6/21 = 28.6%					6/21 = 28.6%	9/37 = 24%				9/37 = 24%	N/a	N/a	N/a	N/a	N/a	15/58 =26%					15/58 =26%									
	Number of planning applications where PPP make comments / observations in order to prevent statutory nuisance, matters related to contaminated land or air quality	Suzanne McLaughlin	Quarterly	P2	P2	P5	P3	N/a	4/39					4/39	5/56				5/56	N/a	N/a	N/a	N/a	N/a	9/95					9/95									
	Number of banks challenged under the Banking Protocol to obtain victims monies	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	0				0	0				0	0					0									
	Number of registered No Cold Calling Zones	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	75				75	202				202	277					277									
	Number of reports of breaches of No Cold Calling Zones responded to	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	2				2	1				1	3					3									

	Number of fraud prevention presentations delivered	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	0				0	1				1	1					1	
	Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	18,400					18400	0				0	0				0	18400					18,400	
	Number of scams awareness presentations to target audiences across the TS footprint	Jess Ryall-Spoor	Quarterly	P3	P2	P4	P5	N/a	0					0	0				0	0				0	0					0	
	Number of presentations delivered to West Berkshire primary and secondary school pupils focusing on the health harms associated with alcohol, tobacco and vaping	Jess Ryall-Spoor	Quarterly	P4	P1	P5	P6	N/a	N/a	N/a	N/a	N/a	N/a	0				0	N/a	N/a	N/a	N/a	N/a	N/a	0					0	
	Number of website visits	Moir Fraser	Quarterly	P5	P1	P5	P2	67,640	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0	0	0	0	0	0	
	Number of FOIs received	Moir Fraser	Quarterly	P5	P1	P5	P2	399	68					68	54				54	11				11	133	0	0	0	0	133	
	Time Taken to process the Fols (in hours)	Moir Fraser	Quarterly	P5	P1	P5	P2	429.5	66.5					66.5	34.75				34.75	9.25				9.25	110.5	0	0	0	0	110.5	
	Number of MP and Councillors queries responded to	Moir Fraser	Quarterly	P5	P1	P5	P2	160	32					32	32				32	0				0	64	0	0	0	0	64	
	Number of service complaints (expressed as a number and a % of total no of SRs).	Moir Fraser	Quarterly	P5	P1	P5	P2	33 /10997 =0.3%	0/1047 =0%					0/ 1047	5/1248 =0.4%				5/1248	0/412 =0%				0/412	5/2707 =0.18%					5 /2707	
	Number of PPP articles and press releases published on the PPP website	Moir Fraser	Quarterly	P5	P1	P5	P2	61	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	22	0	0	0	0	22		
	Number of PPP Facebook posts	Moir Fraser	Quarterly	P5	P1	P5	P2	750	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	201	0	0	0	0	201		
	Number of Facebook Followers	Moir Fraser	Quarterly	P5	P1	P5	P2	2558	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	2566	0	0	0	0	2566		
	Number of Public Health Funerals conducted	Kevin Thompson	Quarterly	P5	P1	P5	P2	N/a	2					2	0				0	N/a	N/a	N/a	N/a	N/a	2	0	0	0	0	2	
	Total number of hybrids and EV hackney carriage and private hire vehicles licensed	Julia O'Brien	Quarterly	P6	P3	P3	P1	N/a	6					6	11				11	N/a	N/a	N/a	N/a	N/a	17					17	
	No of dog breeding licences issued	Julia O'Brien	Quarterly	P7	P3	P3	P1	N/a	0					0	1 received, 1 granted				1 rcd, 1 grtd	N/a	N/a	N/a	N/a	N/a	1 rcd, 1 grtd					1 rcd, 1 grtd	
	No of dog breeding licenses revoked or suspended	Julia O'Brien	Quarterly	P7	P3	P3	P1	N/a	0					0	0				0	N/a	N/a	N/a	N/a	N/a	0					0	
	No of dangerous animal consents issued	Julia O'Brien	Quarterly	P7	P3	P3	P1	2	0					0	0				0	N/a	N/a	N/a	N/a	N/a	0					0	
	Number of new food businesses registered	Rosalynd Gater / George Lawrewnce (Wok)	Quarterly	P9	P1	P5	P6	N/a	50					50	74				74	N/a	N/a	N/a	N/a	N/a	124					124	
	Number of Food premises	Rosalynd Gater / George Lawrewnce (Wok)	Quarterly	P9	P1	P5	P6	N/a	Data not available					Data not available					N/a	N/a	N/a	N/a	N/a	N/a	Data not available						
	Number of food Hygiene inspections carried out (includes those by alternative enforcement and unrated)	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	47					47	96				96	N/a	N/a	N/a	N/a	N/a	143					143	
	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	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	0/678 = 0%					0/678	0/1061 =0%				0/1061	N/a	N/a	N/a	N/a	N/a	0/1739 =0%					0/1739 =0%	
	Percentage of Food Premises that have scored 1 following their food hygiene inspection (Major Improvements Necessary in accordance with Food Hygiene Rating Scheme FHRS (shown as denominator and numerator)	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	1/678 = 0.1%					1/678	7/1061 =0.6%				7/1061	N/a	N/a	N/a	N/a	N/a	8/1739 = 0.46%					8/1739 =0.46%	
	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	Rosalynd Gater	Quarterly	P9	P1	P5	P6	N/a	572/678 = 84%					572/678	923/1061 =87%				923/1061	N/a	N/a	N/a	N/a	N/a	1495/ 1739 =86%					1495/ 1739 =86%	
	number of retailers visited as part of test purchase exercises for age restricted products identified as non-compliant	Theresa Bashford	Quarterly	P9	P1	P5	P6	N/a	5/24					5/24	0/14				0/14	1/16					1/16	6/54					6/54
	number of breaches of weight restrictions over total number of observations made	Kevin Thompson	Quarterly	P6	P3	P5	P1	171 /293	4 /7					4 /7	52 /55				52 /55	10 /24					10 /24	66 /86					66 /86