

PPP Quarter 2 Measures of Volume for the 2021/22 Financial Year

	Q1 2021/22	Q2 2020/21	Q2 2021/22	Comments
Covid – Advice	131	265	33	
Covid - Enforcement	89	173	13	
Bonfire	142	221	90	Bonfires were exceptionally high in 2020/21
Dogs	90	93	70	
Envirocrime (Inc abandoned vehicles)	89	138	92	
Food Related	316	226	273	
Health and Safety	52	87	44	
Housing	267	159	177	
Licensing	312	200	353	Lots of enquiries and advice around existing and potential licences rather than operational complaints
Noise	560	606	556	
Other	286	402	288	
Pest	199	140	144	
Planning	226	202	220	
Public Health Funeral	7	5	10	
Licensing Consultation Responses	14	11	56	
Fly Tipping	27	53	20	
Animal Health	23	47	27	
Door Step/Scam/No cold calling zones	57	103	42	
Food Standards	29	22	32	
Misleading Description	7	17	15	
Other	29	63	29	
Unsafe goods	11	29	11	
What are my rights? (Business)	35	42	19	
What are my rights? (Consumer)	292	294	248	
Trading Standards Notifications of civil issues	1271	1682	1284	

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Weight Restrictions	68	128	60	Fewer repeat or updates on existing cases as the changes in guidance on covid and travel are more stable. In some instances we are now able to deal with more complaints directly due to resources
Grand Total (Inc Covid)	4694	5408	4206	

FOI's, Service Complaints and Member / MP enquiries

Authority	Quarter 1			Quarter 2			Comments
	FOI	Service Complaints	Clr/MP/Board	FOI	Service Complaints	Clr/MP/Board	
Bracknell Forest	41	6	7	29	3	5	
West Berkshire	38	7	25	42	7	11	
Wokingham	16	4	10	23	13	6	
Total	95	17	42	94	23	22	