

**Report of the Chief Executive****PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN  
PROGRESS – COMMUNITY SAFETY****1. Purpose of report**

To report progress against outcome targets identified in the Community Safety Business Plan, linked to Corporate Plan priorities and objectives, and to provide an update as to the latest key performance indicators therein.

**2. Background**

The Corporate Plan 2020-2024 was approved by Council on 4 March 2020. Business Plans linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety are subsequently approved by the respective Committees each year.

**3. Performance management**

As part of the performance management framework, each Committee receives regular reports during the year which review progress against their respective Business Plans. This will include a detailed annual report where performance management is considered following the year-end.

This report is intended to provide this Committee with an overview of progress towards Corporate Plan priorities from the perspective of the Community Safety Business Plan. It provides a summary of the progress made to date on key tasks and priorities for improvement in 2020/21 and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in the appendix.

The content of this report is based upon data required to demonstrate progress with the Business Plan. The Council is currently reviewing its corporate performance reporting arrangements, including the content of regular reports to Committees. Members are invited to comment upon the format, level and content of data provided for future reports.

**Recommendation**

**The Committee is asked to consider the progress made in achieving the Key Tasks and Actions in the Community Safety Business Plan 2020-23, and to NOTE performance in relation to the current CSI and KPI for 2020/21.**

**Background papers**

Nil.

## APPENDIX

## PERFORMANCE MANAGEMENT

1. Background - Corporate Plan

The Corporate Plan for 2020-2024 was approved by Cabinet on 4 March 2020. This plan sets out the Council's priorities to achieve its vision to make "A Greener, Safer and Healthier Broxtowe where everyone prospers." Over the period, the Council will focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

2. Business Plans

Business Plans linked to the five corporate priority areas, including Housing, were approved by Full Council on 4 March 2020, following recommendations from the respective Committees in January and February 2020.

The Council's priority for Community Safety is "a safe place for everyone". Its objectives are to:

- Work with partners to reduce knife crime (CS1)
- Work with partners to reduced domestic abuse and support survivors (CS2)
- Reduce anti-social behaviour (CS3)

The Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period and are revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken regularly by the relevant Committee. This will include a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.






3. Performance Management

As part of the Council's performance management framework, this Committee receives regular reports of progress against the Community Safety Business Plan. This report provides a summary of the progress made to date on key tasks and priorities for improvement in 2020/21 (as extracted from the Pentana Risk performance management system). It also provides the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI).






The Council monitors its performance using the Pentana Risk performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the Pentana Risk performance reports is as follows:







Action Status Key





Icon	Status	Description
	Completed	The action/task has been completed
	In Progress	The action/task is in progress and is currently expected to meet the due date
	Warning	The action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	The action/task has passed its due date
	Cancelled	This action/task has been cancelled or postponed

Performance Indicator Key







Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only

## Community Safety Tasks and Priorities for Improvement 2020/21








Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS 1922_01	Develop and Deliver a Neighbourhood Action Plan for Stapleford	Reduction in all crime types and improvements in community confidence	25%	Mar-2021	An Action Plan for 2020/21 was submitted to Office of the Police and Crime Commissioner for approval in March 2020. Delivery of costed actions commenced from August 2020.
In Progress 	COMS 2023_01	Produce a Knife Crime Action Plan for Broxtowe	Reduce levels of knife crime in the borough	100%	Mar-2021	Action plan approved by Community Safety Committee on 4 June 2020.
In Progress 	COMS 2023_02	Produce an updated Neighbourhood Action Plan for Eastwood South	Reduction in all crime types and improvements in community confidence	10%	Mar-2021	A mainstream funded action plan for 2020/21 has been developed and delivery has commenced.
Overdue 	COMS 2023_03	Produce an updated Health and Older People Partnership Action Plan	Improvement in the health and wellbeing (including mental health) of people in the borough, particularly older people	0%	Jul-2020	Officer delivering this action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March to 31 July 2020. Work on preparing the Action Plan is underway to be presented to the Leisure and Health Committee at a future date.
In Progress 	COMS 2023_05	Produce an updated cross departmental Anti-social Behaviour Action Plan	Reduction in anti-social behaviour in the borough	75%	Nov-2020	Report presented to this Committee.
In Progress 	COMS 2023_07	Produce an updated Children and Young Persons Partnership Action Plan	Improved wellbeing of people in the borough, particularly children and young people	0%	Nov-2020	Officer delivering this action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March to 31 July 2020. Actions from the 2019/20 plan expected to conclude by October 2020, subject to COVID-19 restrictions. A revised plan is being developed and will be presented to this Committee at a future date.


Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS 2023_08	Review Corporate ASB Policy	Production of up to date policy on the Authority's approach to ASB	15%	Mar-2021	A report is to be presented to Community Safety Committee on 26 January 2021.
In Progress 	COMS 2023_09	Review the Broxtowe Hackney Carriage and Private Hire Licensing Policy	Produce an up to date policy on the Council's approach to licensing, enforcement, and appeals for taxi matters	10%	Dec-2020	The policy is being reviewed following publication of the latest Statutory Taxi and Private Hire Vehicle Standards in July 2020. Countywide meeting being arranged to discuss amendments. The review is expected to be concluded by December 2020.
In Progress 	COMS 2023_10	Review the Council's Enforcement Policy	Produce an up to date policy, setting out the way the Council will undertake its enforcement activities.	20%	Mar-2021	A report is to be presented to Community Safety Committee on 26 January 2021.
In Progress 	COMS 2023_11	Renew existing Public Spaces Protection Orders (PSPOs) where appropriate	Reduction of crime and disorder	90%	Mar-2021	Existing PSPOs have been consolidated and will be taken, along with new PSPO for vehicle nuisance, to this Committee.

## **Community Safety Critical Success Indicators 2020/21**

Status	Code / Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q2	2020/21 Target	Notes
Data Only 	ComS_012 ASB cases received by Environmental Health	Quarterly	480	386	154	-	Increase in reports of noise and bonfires during the pandemic lockdown contributing to an increasing trend.
Data Only 	ComS_013 ASB cases received by Housing (General)	Quarterly	191	126	28	-	The number of cases is comparable to previous year.
Data Only 	ComS_014 ASB cases received by Community Services	Quarterly	40	22	27	-	Increase on previous year as a result of impact of COVID-19.
Data Only 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	Quarterly	2,011	tbc	809	-	2019/20 Q3 = 1,500 (Cumulative) Data for Q4 is not available due to technical issues during the changeover of Police recording systems. Increase in neighbour complaints due to the COVID-19 lockdown.
Data Only 	ComS_024 High risk domestic abuse cases re-referred to the Multi Agency Risk Assessment Conference [expressed as a % of the total referrals]	Quarterly	24%	14%	15%	-	2018/19 = 20 cases from 85 re-referred 2019/20 = 18 cases from 129 re-referred 2020/21 = 4 cases from 26 in Q2 re-referred
Data Only 	ComS_025 Domestic Crimes reported in the Borough	Half Year	834	749	297	-	Domestic crime increased during the pandemic lockdown due to families being together more often and tensions being created.

### **Community Safety Key Performance Indicators 2020/21**

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q2	2020/21 Target	Notes
Data Only 	ComS_012 ASB cases Environmental Health closed in 3 months	Quarterly	480	386	111	-	154 new cases received.
Data Only 	ComS_012d ASB related cases received by Environmental Health closed in less than 3 months (%)	Quarterly	79.2%	86.5%	72%	-	154 new cases received. 111 cases closed in Q2.
Data Only 	ComS_013 ASB cases Housing closed in 3 months	Quarterly	191	126	28	-	28 new cases received.
Data Only 	ComS_013d ASB related cases received by Housing (General) closed in less than 3 months (%)	Quarterly	81.7%	84.9%	64%	-	28 new cases received. 18 cases closed in Q2.
Data Only 	Coms_014 ASB Cases Community Services closed in 3 months	Quarterly	40	22	18	-	27 new cases received.
Data Only 	ComS_014d ASB related cases received by Community Safety closed in less than 3 months (%)	Quarterly	77.5%	73.9%	67%	-	27 new cases received. 18 cases closed in Q2.
Red 	Coms_048 Food Inspections: High Risk	Quarterly	100%	98%	1%	100%	Government guidance being followed about interventions to prioritise. The team have focused on dealing with new businesses, higher risk business interventions and COVID-19 response.

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q2	2020/21 Target	Notes
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	69%	96%	0%	100%	Due to pandemic lockdown and following government direction, no proactive inspections conducted due to prioritising new businesses and higher risk premises and the COVID-19 response.