

## Joint report of the Chief Executive and the Deputy Chief Executive

**PERFORMANCE MANAGEMENT REVIEW OF BUSINESS PLAN –  
COMMUNITY SAFETY – OUTTURN REPORT**1. Purpose of Report

To report progress against outcome targets identified in the Community Safety and Health 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 Council's performance management framework, each Committee receives regular reports during the year which review progress against their respective Business Plans. This includes the annual outturn report where performance management is considered following the year-end.

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

The Health elements within the Community Safety and Health Business Plan are now considered by the Leisure and Health Committee.

**Recommendation**

**The Committee is asked to NOTE the progress made in achieving the Business Plan for Community Safety and Health and the outturn Key Performance Indicators for 2020/21.**

Background papers

Nil

## APPENDIX

## PERFORMANCE MANAGEMENT

1. Background - Corporate Plan

The Corporate Plan 2020-2024 was approved by Council on 4 March 2020. This plan sets out the Council's priorities to achieve its vision to make "A greener, safer, 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 Community Safety and Health, were approved by the Council on 4 March 2020, following recommendations from the respective Committees in January/February 2020.

The Council's priority for Community Safety is that Broxtowe will be 'A Safe place for everyone'. Its objectives are to:

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

The 'Health' elements within the Business Plan are now considered by the Leisure and Health Committee.

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 includes the annual outturn report where performance management is considered following the year-end.

3. Performance Management






As part of the Council's performance management framework, this Committee receives regular reports of progress against the Community Safety elements of the Community Safety and Health 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 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 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

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








Status / Icon	Action Code	Action Title	Action Description	Progress	Due Date	Comments
Completed 	COMS 1821_13	Produce Food Service Action Plan 2020	Council has a fit for purpose Food Service Plan which informs activity in this area	100%	30-Jun-20	Approved in June 2020 by the Community Safety Committee.
Completed 	COMS 1922_01	Produce an updated Neighbourhood Action Plan for Stapleford	Reduction in all crime types and improvements in community confidence	100%	31-Mar-21	Completed on 24 February 2021.
Completed 	COMS 2023_01	Produce a Knife Crime Action Plan for Broxtowe	Reduce levels of knife crime in the borough	100%	31-Mar-21	Action plan presented to Community Safety Committee on 4 June 2020.
Completed 	COMS 2023_02	Produce an updated Neighbourhood Action Plan for Eastwood South	Reduction in all crime types and improvements in community confidence	100%	31-Mar-21	Completed on 14 April 2021.
In Progress 	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	90%	31-Dec-20	Officer delivering this action was redeployed from their substantive role to deliver the COVID-19 report to be presented to Leisure and Health Committee on 9 June 2021.
Completed 	COMS 2023_05	Produce an updated cross departmental Anti-social Behaviour Action Plan	Reduction in anti-social behaviour in the borough	100%	30-Nov-20	Approved by Community Safety Committee on 12 November 2020.
Completed 	COMS 2023_06	Produce an updated Child Poverty Action Plan	Reduction of child poverty levels in the borough	100%	31-Mar-20	A new Child Poverty Action Plan was approved by Policy and Performance Committee on 1 October 2020.



Status / Icon	Action Code	Action Title	Action Description	Progress	Due Date	Comments
Completed 	COMS 2023_07	Produce an updated Children and Young Persons Partnership Action Plan	Improvement in the wellbeing of people in the borough, particularly children and young people	100%	30-Nov-20	Plan approved by Leisure and Health Committee on 20 January 2021.
Completed 	COMS 2023_08	Review Corporate ASB Policy	Production of up to date policy on the Authority's approach to ASB	100%	31-Mar-21	A report was presented to Community Safety Committee on 26 January 2021.
Overdue 	COMS 2023_09	Review the Broxtowe Hackney Carriage and Private Hire Licensing Policy	Production of an up to date policy on the Council's approach to licensing, enforcement, and appeals for all taxi matters	90%	31-Dec-20	Consultation on the draft revised policy, following the publication of the latest Statutory Taxi and Private Hire Vehicle Standards, is now complete. The revised policy will be presented to Licensing and Appeals Committee for approval on 8 June 2021.
Completed 	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.	100%	31-Mar-21	A report was presented to Community Safety Committee on 26 January 2021.
Completed 	COMS 2023_11	Renew existing Public Spaces Protection Orders (PSPOs) where appropriate	Reduction of crime and disorder	100%	31-Mar-21	Existing PSPOs were consolidated and presented to Community Safety Committee for approval. A new PSPO for Vehicle Nuisance as also been approved.
Completed 	COMS 2023_12	Training for front line staff working on complex ASB cases to embed the Problem Solving method of ASB resolution	Front line staff able to resolve ASB cases with resulting decrease in ASB.	100%	31-Mar-21	The training was completed in early 2020.

## Critical Success Performance Indicators 2020/21 – Community Safety

Status / Icon	Code & Short Name	Frequency	Outturn 2018/19	Outturn 2019/20	Achieved 2020/21	Target 2020/21	Latest Note
Data Only 	ComS_012 No. of ASB cases received by Environmental Health	Quarterly	480	386	561	-	Increase in reports of noise and bonfires during the pandemic lockdown contributing to an increasing trend.
Data Only 	ComS_013 No. of ASB cases received by Housing (General)	Quarterly	191	126	118	-	Number of cases is comparable to previous year.
Data Only 	ComS_014 No. of ASB cases received by Community Services	Quarterly	40	22	67	-	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	1,500*	2,881	483	*Three quarters only. Q4 data not available due to technical issues during changeover of Police recording systems. Increase in 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 [% of the total referrals]	Quarterly	24%	14%	25%	-	2018/19 = 20 cases from 85 re-referred 2019/20 = 18 cases from 129 re-referred 2020/21 = 27 cases from 107 re-referred
Data Only 	ComS_025 Domestic Crime reported in the Borough	Quarterly	834	749	786	809	Domestic crime increased during lockdown due to families being together more often and tensions being created.
Not known 	ComS_033 Residents Surveyed who feel safe outside in the local area after dark	Yearly	72%	66%	Not yet available	100%	

## Key Performance Indicators 2020/21 - Community Safety

Status / Icon	Code & Short Name	Frequency	Outturn 2018/19	Outturn 2019/20	Achieved 2020/21	Target 2020/21	Latest Note
Data Only 	ComS_012 ASB cases Environmental Health closed in 3 months	Quarterly	380	334	399	-	561 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%	71.1%	-	561 cases received. 399 cases closed in <3 months in 2020/21.
Data Only 	ComS_013 ASB cases Housing closed in 3 months	Quarterly	156	107	92	-	118 cases received.
Data Only 	ComS_013d ASB related cases received by Housing (General) closed in less than 3 months (%)	Quarterly	81.7%	84.9%	78.0%	-	118 cases received. 92 cases closed in <3 months in 2020/21.
Data Only 	Coms_014 ASB Cases Community Services closed in 3 months	Quarterly	31	17	68	-	66 cases received.
Data Only 	ComS_014d ASB related cases received by Community Safety closed in less than 3 months (%)	Quarterly	77.5%	73.9%	103.0%	-	66 cases received. 68 cases closed in <3 months in 2020/21.
Red 	Coms_048 Food Inspections: High Risk	Quarterly	100%	98%	5%	100%	Government guidance being followed about interventions to prioritise. Team has focused on dealing with new businesses, higher risk business interventions and Covid-19 response.

Status / Icon	Code & Short Name	Frequency	Outturn 2018/19	Outturn 2019/20	Achieved 2020/21	Target 2020/21	Latest Note
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	69%	96%	0.5%	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.
Not known 	ComS_032 Residents Surveyed who feel safe outside in the local area during the day (%)	Yearly	96%	94%	Not yet available	100%	