

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 Housing 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 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 2021/22 and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in the appendix.

Recommendation

The Committee is asked to NOTE the performance and progress made in achieving the Community Safety Business Plan 2021-24.

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 the Council on 3 March 2021, following recommendations from the respective Committees in January/February 2021.

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 2021/22 (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	Action/task has been completed
	In Progress	Action/task is in progress and is currently expected to meet the due date
	Warning	Action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	Action/task has passed its due date
	Cancelled	Action/task has been cancelled or postponed

Performance Indicator Key







Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only

Community Safety Key Tasks and Priorities for Improvement 2021/22







Status	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS1922_01.2 Produce an updated Neighbourhood Action Plan for Stapleford	Reduction in all crime types and improvements in community confidence	25%	Mar-2022	New Action plan (2021/22) produced in delivery phase.
In Progress 	COMS2023_02.1 Produce an updated Neighbourhood Action Plan for Eastwood South	Reduction in all crime types and improvements in community confidence	25%	Mar-2022	New Action plan (2021/22) produced in delivery phase.
Completed 	COMS2023_05.1 Monitor and update cross departmental Anti-social Behaviour Action Plan	Reduction in anti-social behaviour in the Borough	75% (Delivered)	Mar-2022	The 2020/21 ASB Action Plan has been completed However, 25% of actions the ASB Action Plan 2020/22 were unable to be delivered due to: <ul style="list-style-type: none"> • Building closures • Vacant posts • Officer redeployment to support COVID-19 response • Lack of capacity in NHS for training. New ASB Action Plan for 2021/23 is being presented to this Committee. Post is currently vacant.
In Progress 	COMS2124_01 Review the Council's Gambling Licensing Statement	A fit for purpose policy on the Council's duties under the Gambling Act 2005	50%	Dec-2021	Report presented to Licensing and Appeals Committee on 7 September 2021. Consultation on the Licensing Statement began in September 2021 and closed on 29 October 2021. Responses being analysed.
In Progress 	COMS2124_02 Review the Council's Sex Establishment Policy	A fit for purpose policy on the Council's duties in respect of sex establishments	10%	Mar-2022	A report will be presented to the Licensing and Appeals Committee will now be presented in March 2022.



Status	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS2124_03 Produce DEFRA Annual Air Quality Status Report	Council has a fit for purpose Air Quality Status Report highlighting current status and potential actions.	95%	Jun-2021	Report submitted to DEFRA in June 2021 – awaiting approval.
Completed 	COMS2124_09 Update Knife Crime Action Plan	Reduce levels of knife crime in the Borough	80% (Delivered)	Mar-2022	20% of actions in the Violence and Knife Crime Action Plan 2020/22 were unable to be delivered due to: <ul style="list-style-type: none"> • Building closures • Vacant posts • Officer redeployment to support COVID-19 response • Lack of capacity in NHS for training. A new 2022-24 Action plan is being presented to Committee in January
Completed 	COMS2124_10 Produce a Domestic Abuse Action Plan	Raise awareness and reduce levels of domestic abuse in the Borough	100%	Mar-2022	The Domestic Abuse Action plan was presented to Community Safety Committee on 9 September 2021.

Community Safety Critical Success Indicators 2021/22

Status	Code / Name	Frequency	2019/20 Achieved	2020/21 Achieved	2021/22 Q2	2021/22 Target	Notes
Data Only 	ComS_012 ASB cases received by Environmental Health	Quarterly	386	561	133	-	2021/22 Quarter 1 = 142
Data Only 	ComS_013 ASB cases received by Housing (General)	Quarterly	126	118	14	-	2021/22 Quarter 1 = 20
Data Only 	ComS_014 ASB cases received by Community Services	Quarterly	22	67	15	-	2021/22 Quarter 1 = 19
Red 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	Quarterly	1,500 to Q3	2,881	378	483	Q3 2019/20 = 1,500 Data for Q4 2019/20 is not available due to technical issues during the changeover of Police recording systems. Increase in neighbour complaints due to the COVID-19 lockdown. Neighbour nuisance noise complaints have increased significantly
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	14%	25%	10%	-	2019/20 = 18 cases from 129 re-referred 2020/21 = 27 cases from 107 re-referred 2021/22 = 9 cases from 43 in Q1 = 4 cases from 40 in Q2
Red 	ComS_025 Domestic Crimes reported in the Borough	Annual	749	786	TBC	801	Domestic crime has increased during lockdown due to families being together more often and tensions being created.

Community Safety Key Performance Indicators 2021/22

Status	Code & Short Name	Frequency	2019/20 Achieved	2020/21 Achieved	2021/22 Q2	2021/22 Target	Notes
Data Only 	ComS_012 ASB cases Environmental Health closed in 3 months	Quarterly	386	561	133	-	133 new cases received.
Amber 	ComS_012d ASB related cases received by Environmental Health closed in less than 3 months (%)	Quarterly	86.5%	71.1%	68.4%	-	133 new cases received. 91 cases closed in Quarter 2.
Data Only 	ComS_013 ASB cases Housing closed in 3 months	Quarterly	126	118	14	-	14 new cases received.
Green 	ComS_013d ASB related cases received by Housing (General) closed in less than 3 months (%)	Quarterly	84.9%	78.0%	128.6%	-	14 new cases received. 18 cases closed in Quarter 2.
Data Only 	Coms_014 ASB Cases Community Services closed in 3 months	Quarterly	22	67	15	-	15 new cases received.
Green 	ComS_014d ASB related cases received by Community Safety closed in less than 3 months (%)	Quarterly	73.9%	103%	113.3%	-	15 new cases received. 17 cases closed in Quarter 2.

Status	Code & Short Name	Frequency	2019/20 Achieved	2020/21 Achieved	2021/22 Q2	2021/22 Target	Notes
Red 	Coms_048 Food Inspections: High Risk	Quarterly	98%	5%	16%	100%	Proactive inspections commenced in July 2021 following Food Standards Agency guidelines. The service is under pressure due to: <ul style="list-style-type: none"> • A backlog of overdue and new premises inspections. A contractor has been engaged to address the backlog • The service is targeting some categories of higher risk inspections first • Staff absences and Vacant post are impacting on work. • Significant compliance issues are being identified on visits. • Ongoing restrictions on accessing some types of premises.
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	96%	0.5%	29%	100%	Significant compliance issues being identified. Service is concentrating on overdue inspections and high risk issues rather than low risk. A review is being undertaken to asses if the need for additional resource to deal with significant backlog of inspections.