

Community Safety Business Plan 2025–2028

Introduction

An extract of the proposed Community Safety Business Plan is provided below includes the relevant critical success indicators (CSI), key performance indicators (KPI) and the key tasks and priorities for improvement (actions) that are required to be approved by this Committee.

In an attempt to streamline the reporting process, the extract does not include the regular information and data relating to:

- published strategy and policy documents supporting the delivery of priorities and objectives;
- service level objectives;
- contextual baseline service data;
- management performance indicators (MPI); and
- summary of key risks.

This information will be added to the extract below and included in the full Business Plan that will be published on the Council's website in advance of the financial year.

Background

The Business Plan details the projects and activity undertaken in support of the Corporate Plan priority of **Community Safety**.

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 the Corporate Plan are realistic and achievable.

The Business Plan covers a three-year period but will be revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures is undertaken regularly by General Management Team and reported to Cabinet on a quarterly basis. In addition, Cabinet and the Overview and Scrutiny Committee will also occasionally receive high level reports on progress against Corporate Plan priorities as required and as part of action planning, target setting and outturn reporting.

Business Plan – Performance Indicators and Key Tasks for Improvement

The critical success indicators (CSI), key performance indicators (KPI) and the key tasks and priorities for improvement (actions) are considered in detail below for approval.

MEASURES OF PERFORMANCE (Extract)

CRITICAL SUCCESS INDICATORS (CSI)

Priority leaders work corporately to **define** the **outcome objective** for each priority area and have **identified outcome indicator(s)** which will be **Critical Success Indicators**. There will be a maximum of two CSI for each corporate priority.

Reduce anti-social behaviour in Broxtowe (CS1)

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit) (ComS_011)	2,185	2,139	1,975	1,900	1,850	1,800	Head of Communities and Community Safety Incidents of ASB reported by multiple persons are recorded as separate incidents Incidents of ASB reported to the Police and Council are recorded as separate incidents
Reduction in ASB cases reported in the Borough to Environmental Health (ComS_012)	433	438	412	400	400	400	Head of Environmental Health, Licensing and Private Sector Housing
Reduction in ASB cases reported in the Borough to Housing (ComS_013)	84	92	134	100	100	100	Housing Operations Manager Previously Housing cases only included General Needs but from 2024/25 Independent Living is also be included, which may see an increase in cases.

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
Reduction in ASB cases reported in the Borough to: Communities (ComS_014)	46	60	103	60	60	60	Head of Communities The ASB team take referrals of neighbour nuisance where no crimes are being committed from the Police so numbers will remain high.

Work with partners to reduce violence and improve public safety (CS2)

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
High risk domestic abuse cases re-referred to the Multi Agency Risk Assessment Conference [expressed as a % of the total number of referrals] (ComS_24)	18%	37%	24%	22%	20%	20%	Head of Communities and Community Safety
Domestic abuse reported in the Borough (ComS_025)	789	1,150	1,060	1,100	1,100	1,100	From 2022 data includes domestic related criminal damage, arson, theft, robbery, stalking, malicious communication, sexual offences, harassment, controlling or coercive behaviour and racially or religiously aggravated harm so will remain high. Target includes encouraging reporting

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
Residents surveyed who feel safe when outside in the local area after dark (%) (ComS_032)	60.4%	57.7%	62.2%	80%	80%	80%	Head of Communities and Community Safety Nottinghamshire Police and Crime Commissioner Resident's Survey – this is for the county area Anxiety within the population is increasing which will have an impact on the result

Reduce Drug and Alcohol Use (CS3)

Indicator Description (Pentana Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner and Comments (incl. benchmarking)
Number of residents referred to Substance Misuse Support Services (CGL) ComS_100 (New)	304	341	383	400	420	450	Head of Communities and Community Safety New performance indicator 2025/26 - increasing target
All crime (ComS_001)	6,358	7,162	7,123	7,000	7,000	7,000	Head of Communities and Community Safety Performance measure previously recorded as Service Data measure prior to 2025/26

KEY PERFORMANCE INDICATORS (KPI)

Priority leaders identify two sets of performance indicators namely; **Key Performance Indicators (KPI)** for reporting to GMT and Members; and **Management Performance Indicators (MPI)** for use in business planning and performance monitoring at a service level.

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
Environmental Health related ASB cases closed in less than three months No. received (ComS_012) Closed in 3mths % (ComS_012d)	433 79%	438 75%	412 79%	400 82%	400 82%	400 82%	Head of Environmental Health, Licensing and Private Sector Housing
Council Housing related ASB cases closed in less than three months No. received (ComS_013) Closed in 3mths % (ComS_013d)	84 87%	92 72%	134 69%	100 85%	100 85%	100 85%	Housing Operations Manager Previously Housing cases only included General Needs, but from 2024/25 Independent Living is also included, which may see an increase in cases.

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
<p>Communities related ASB cases closed in less than three months</p> <p>No. received (ComS_014)</p> <p>Closed in 3mths % (ComS_014d)</p>	46 78%	60 68%	103 103%	60 70%	60 70%	60 70%	<p>Head of Communities and Community Safety</p> <p>Neighbour nuisance cases are complex, and often relate to multiple types of ASB and involve counter complaints which prevent early closure</p> <p>The Police refer ASB cases of neighbour nuisance where no crimes are being committed to the Communities</p>
<p>Residents feeling people from different backgrounds get on well (ComS_NEW)</p>	53%	62%	62%	90%	90%	90%	<p>Head of Communities and Community Safety</p> <p>Annual survey of the Police and Crime Commissioner for Nottinghamshire</p>
<p>Food Inspections – High Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk (ComS_048)</p>	95%	100%	100%	100%	100%	100%	<p>Head of Environmental Health, Licensing and Private Sector Housing</p> <p>Risk Categories A, B and C determined by the Food Law Code of Practice and premises subject to an ‘official control’ as defined by the EU e.g. inspection or audit.</p>

Indicator Description (Code)	Achieved 2021/22	Achieved 2022/23	Achieved 2023/24	Target 2024/25	Target 2025/26	Future Years	Indicator Owner/Comments (incl. benchmarking)
Food Inspections – Low Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk (ComS_049)	85%	100%	100%	100%	100%	100%	Head of Environmental Health, Licensing and Private Sector Housing Risk category D and E as determined by the Food Law Code of Practice. All work prioritised in accordance with Food Standards Agency (FSA) Guidelines.

KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2025/26 – 2027/28 INCLUDING COMMERCIAL ACTIVITIES

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Implement the Broxtowe Crime Reduction Plan (including E-scooters and off road bikes) BCRP	Reduction in all crime types and improvements in community confidence	Police / Voluntary Sector / Change Grow Live	Head of Communities and Community Safety Communities and Crime Manager March 2026	Some activity dependent on resources being allocated by Police and Crime Commissioner The Plan draws in approx. £43k in in kind contributions from partners

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Produce and implement a new Broxtowe Crime Reduction Plan (including ASB Action Plan) BCRP	Reduction in all crime types and improvements in community confidence	Police / Voluntary Sector / Change Grow Live	Head of Communities and Community Safety Communities and Crime Manager March 2027	Some activity dependent on resources being allocated by Police and Crime Commissioner The Plan draws in approx. £43k in in kind contributions from partners
Review and update ASB documentation BCRPASB_27	Deliver an efficient and effective service for residents		Communities and Crime Manager March 2026	Within existing resources and budgets
Create Poster/Signage for E-Scooters, Cycles and Off Road Bikes BCRPASB_28	Increased safety for users of High Road Beeston and hot spots throughout the Borough	Police	Communities and Crime Manager ASB Enforcement Officers March 2026	Within existing resources and budgets
Review ASB Policy (including ASB Action Plan) BCRPASB_29	Deliver an efficient and effective service for residents	Other local authority partners, Police and crime commissioner	Head of Communities and Community Safety Communities and Crime Manager March 2028	Within existing resources and budgets

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Review ASB Case Review Policy BCRPASB_30	Deliver an efficient and effective service for residents	Police, Police and Crime Commissioner, Notts CC	Head of Communities and Community Safety Communities and Crime Manager March 2028	Within existing resources and budgets
School talks on ASB, White Ribbon and Healthy Relationships BCRPASB_17	Better mental health and reductions in incidents of ASB and Domestic Abuse	Schools	Communities and Crime Manager Communities Officer Children and Young People March 2026	Within existing resources and budgets
Produce and deliver South Notts Community Safety Partnership Serious Violence Response Plan COMS2527_01 (New)	Reduce Violence across South Notts	Violence Reduction Partnership, Police, Nottinghamshire County Council, Health, Fire	Head of Communities and Community Safety Senior Communities Officer Violence Domestic Abuse Officer January 2027	Within existing resources and budgets

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Create Joint Communities and Housing Repairs Sanctuary Database BCRPDA&V_15	New joint departmental sanctuary database to improve efficiency and effectiveness		Senior Communities Officer Violence and Domestic Abuse March 2026	Within existing resources and budgets
Produce and implement Food Service Plan COMS2425_06	Council has a fit for purpose Food Service Plan which informs activity in this area	Food Standards Agency	Head of Environmental Health, Licensing and Public Sector Housing July 2025	Within existing resources and budgets
Develop and distribute Home Target Hardening Infographic BCRPDA&V_16	Infographic of measures that can be taken to make homes more secure against unwanted entry reducing referrals	Police	Senior Communities Officer Violence and Domestic Abuse March 2026	Within existing resources and budgets
Consult, Review and renew PSPO's COMS2526_01	PSPOs renewed where appropriate and removed where not	Police	Head of Communities and Community Safety Communities and Crime Manager April 2026	Within existing resources and budgets unless extensions are proposed Work will commence in late 2024/25

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Review Vulnerable Persons Policy COMS2324_05	Support vulnerable residents in the Borough		Head of Communities and Community Safety March 2027	Within existing resources and budgets
Renew Accreditation and deliver the multi-agency partnership White Ribbon Action Plan 2024-2027 COMS2224_08a	Raise awareness of and reduce Domestic Abuse and male violence against women	BWP / Juno / Equation	Head of Communities and Community Safety Senior Communities Officer Violence and Domestic Abuse March 2028	Within existing resources and budgets
Deliver Sanctuary Scheme COMS2224_09	Provide security for survivors of Domestic abuse to enable them to continue to live in their own homes		Head of Communities and Community Safety Senior Communities Officer Violence and Domestic Abuse March 2026	Within existing resources and budgets

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Renew Hate Crime Pledge COMS2627_11	Reduce Hate Crime and improve reporting and support for victims in the Borough	Police, Hate crime partnership	Head of Communities and Community Safety Communities Officer Equalities and Diversity March 2026	Within existing resources and budgets
Deliver Modern Slavery Statement BCRPMS_01	Ensure compliance with the duty		Head of Communities and Community Safety September 2025	Within existing resources and budgets
Deliver Serious Violence Duty COMS2427_08	Ensure compliance with the duty	Police / OPCC / Modern Slavery Partnership	Head of Communities and Community Safety Senior Communities Officer Violence and Domestic Abuse March 2026	Within existing resources and budgets
Deliver PREVENT Duty COMS2427_09	Ensure compliance with the duty	Police / Nottinghamshire County Council	Head of Communities and Community Safety March 2026	Within existing resources and budgets

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Review and update the Adult Safeguarding Policy COMS2427_10	Deliver an efficient and effective service for residents	Nottinghamshire County Council	Head of Communities and Community Safety March 2026	Within existing resources and budgets
Review and update the Child Safeguarding Policy COMS2427_11	Deliver an efficient and effective service for residents	Nottinghamshire County Council	Head of Communities and Community Safety March 2026	Within existing resources and budgets
Review and update the Hate Crime Policy and actions included in the crime prevention plan COMS2427_12	Deliver an efficient and effective service for residents	Police	Head of Communities and Community Safety Communities Officer Equalities and Vulnerabilities March 2027	Within existing resources and budgets
Review and update the Serious Organised Crime Strategy COMS2427_14	Deliver an efficient and effective service for residents	Police	Head of Communities and Community Safety March 2027	Within existing resources and budgets

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Review Serious Violence and Violence Against Women and Girls Strategy COMS2324_03	Reduce violence and violence against women and girls	Police, Violence Reduction Partnership	Head of Communities and Community Safety Senior Communities Officer Violence and Domestic abuse March 2028	Within existing resources and budgets
Renew Fraud Covenant BCRPFRAUD_01	Reduce fraud and improve reporting and support for victims in the Borough	Anti fraud partnership Nottinghamshire, Police, County Council Trading Standards	Head of Communities and Community Safety March 2028	Within existing resources and budgets
Review Sanctuary Policy BCRPDA&V_07	Deliver an efficient and effective service for residents	Nottinghamshire County Council, JUNO, Equation, Police	Head of Communities and Community Safety Senior Communities Officer Violence and Domestic Abuse March 2028	Within existing resources and budgets
Review Prevent Strategy COMS2528_01 (New)	Deliver an efficient and effective service for residents	Prevent Partnership Nottinghamshire	Head of Communities and Community Safety March 2028	Within existing resources and budgets

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Review Domestic Abuse Policy BCRPDA&V_14	Deliver an efficient and effective service for residents	Juno, Equation, Nottinghamshire County Council	Head of Communities and Community Safety Senior Communities Officer Violence and Domestic Abuse March 2028	Within existing resources and budgets
Create BLZ package for substance misuse (including nitrous oxide) BCRPSMA_11	Staff awareness raised and clear referral pathways to support	Change Grow Live, Nottinghamshire County Council, Drug and Alcohol Partnership	Communities Officer Children and Young People March 2026	Within existing resources and budgets
Produce and implement a Broxtowe Drug and Alcohol Strategy to support the Countywide strategy (including nitrous oxide) BCRPSMA_12	Increase in numbers of residents accessing support services	Change Grow Live	Head of Communities and Community Safety Communities Officer Children and Young People March 2026	Some activity dependent on resources being allocated by Police and Crime Commissioner

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Enhance existing substance misuse action plan to support countywide strategy and action plan COMS2528_02 (New)		Change Grow Live Health Licencing	Head of Communities and Community Safety Communities Officer Children and Young People Completion date subject to county plan being published	Some activity dependent on resources being allocated by Police and Crime Commissioner
Review the resource allocated to Licencing Enforcement ComS_2528_03 (New)	To undertake an exercise to review the resource allocated to Licencing Enforcement and ensure adequate capacity to carry out a programme of proactive and reactive monitoring of activities requiring licencing		Head of Environmental Health, Licencing and Private Sector Housing. Licencing Manager	Licencing income is ring fenced, any additional capacity should be met within existing resources

LINK KEY TASKS AND PRIORITIES FOR IMPROVEMENT TO THE FINANCIAL BUDGETS

Revenue and Capital Budget Implications/Efficiencies Generated *	Pentana Action Code	2025/26 Budget £	2026/27 Budget £	2027/28 Budget £
Budget Implications				
		-	-	-
Efficiencies Generated				
Broxtowe Crime Reduction Plan actions lever around £45k of work from partner agencies, although the extent of next year’s potential grant is not yet known. Due to a restructuring of the CCTV and Surveillance team and reorganisation of functions, a saving of around £13,000 was generated.		(13,000)	-	-
Funding will be applied for as it becomes available		-	-	-
New business/increased income				
In recent years, Safer Streets funding has resulted in investment of £190,000 (2022/3) and £100,000 (2023/24). It is not yet known whether there will be a further Safer Streets fund initiatives.		-	-	-
Net Change in Revenue Budgets		*Note	*Note	*Note

* Budget implications to be considered once project business cases have been finalised. External contributions to be confirmed