

**Joint report of the Chief Executive and Deputy 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 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 2016-2020 was approved by Cabinet on 9 February 2016. 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 and Health Business Plan. It provides a summary of the progress made to date on key tasks and priorities for improvement in 2019/20 as relating to Community Safety and the latest data relating to Key Performance Indicators (KPI). This summary is detailed in appendix 1.

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 current Key Performance Indicators for 2019/20.**

Background papers

Nil

**APPENDIX****PERFORMANCE MANAGEMENT****1. Background - Corporate Plan**

The Corporate Plan for 2016-2020 was approved by Cabinet on 9 February 2016. This plan sets out the Council's priorities to achieve its vision to make "Broxtowe a great place where people enjoy living, working and spending leisure time." 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 Full Council on 6 March 2019, following recommendations from the respective Committees in January/February 2019.

The Council's priority for Community Safety is that 'Broxtowe will be a place where people feel safe and secure in their communities'. Its objectives are to:

- Reduce the amount of anti-social behaviour in Broxtowe (CS1)
- Reduce domestic violence in Broxtowe (CS2)

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 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 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 2019/20 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 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 Key Tasks and Priorities for Improvement 2019/20**

<b>Status / Icon</b>	<b>Action Code</b>	<b>Action Title</b>	<b>Action Description</b>	<b>Progress</b>	<b>Due Date</b>	<b>Comments</b>
In Progress 	COMS 1821_08	Undertake a feasibility study on introducing wheelchair accessible taxi fleet	Taxis in the borough are wheelchair accessible	<b>40%</b>	Mar-2020	Preliminary stages of study underway. Report being prepared for the Licensing and Appeals Committee on 3 December 2019.
Warning 	COMS 1821_15	Review of the Council's policy on toilet provision in cafes and restaurants	Production of approved policy on toilet provision in cafes and restaurants	<b>50%</b>	Dec-2019	Initial report planned to be submitted to the Community Safety Committee on 29 January 2020.
In Progress 	COMS 1922_01	Develop and deliver a Neighbourhood Action Plan for Stapleford	Reduce all types of crime and improve community confidence	<b>75%</b>	Mar-2020	Work is underway to deliver the agreed actions.
In Progress 	COMS 1922_03	Introduction of online application forms for licensing	Introduction of online application forms for licensing taxis, massage and special treatment establishments, scrap metal dealers, charitable collections, alcohol and gambling licences. Online applications able to be made	<b>28%</b>	Feb-2020	E-form design discussed with Communications team. On target for completion by due date.
In Progress 	COMS 1922_04	Introduction of online payment facility for licence applications	Payments available on line for licence applications	<b>33%</b>	Feb-2020	E-form being designed with Communications team. On target for completion by due date.
Completed 	COMS1922_05	Set up procedures for Channel, Prevent, and Serious Organised Crime	Effective notification and referral mechanisms	<b>100%</b>	Mar-2020	Completed.

Status / Icon	Action Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS1922_06	Set up effective mechanisms to manage the Local Strategic Partnership Task and Finish Group	Improved functioning of, and outcomes from, Local Strategic Partnership	100%	Oct-2019	Changes to the way Local Strategic Partnership groups operate undertaken.
Completed 	COMS1922_08	Create an effective Key Individuals Network System (KINS) for Broxtowe	System populated with key individuals to enable distribution of information to the specific communities	100%	Dec-2019	Completed.

### **Community Safety Key Performance Indicators 2019/20**

Status / Icon	Code & Short Name	Frequency	Outturn 2017/18	Outturn 2018/19	Q2 2019/20	Target 2019/20	Latest Note
Amber 	Coms_048 Food Inspections: High Risk	Quarterly	100%	100%	34%	100%	There is usually a dip in the summer months. Also, has been time spent on animal licensing activities, and office move. On track for 100% at year end.
Green 	ComS_053 HEALTH & SAFETY: Respond to specific complaints/accident notifications/requests	Quarterly	94%	98%	100%	100%	
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Quarterly	564	480	119	-	2018/19 Q2 = 147 2017/18 Q2 = 153
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Quarterly	84	152	41	-	2018/19 Q2 = 59 2017/18 Q2 = 37

Status / Icon	Code & Short Name	Frequency	Outturn 2017/18	Outturn 2018/19	Q2 2019/20	Target 2019/20	Latest Note
Data Only 	ComS_014 Number of ASB cases received by Community Services	Quarterly	32	40	8	-	2018/19 Q2 = 15 2017/18 Q2 = 10