

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 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 2020/21 and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in appendix 1.

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 1

PERFORMANCE MANAGEMENT1. 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 Full Council on 4 March 2020, following recommendations from the respective Committees in January/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 |
|--|-----------------|---|---|-------------|----------|--|
| Completed  | COMS 1821_13 | Produce Food Service Plan | A fit for purpose Food Service Plan which informs local activity | 100% | Jun-2020 | The 2020 Food Service Plan was approved by the Community Safety Committee on 4 June 2020. |
| In Progress  | COMS 1922_01 | Develop and Deliver a Neighbourhood Action Plan for Stapleford | Reduction in all crime types and improvements in community confidence | 20% | 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 begins from August 2020. |
| In Progress  | COMS 2023_01 | Produce a Knife Crime Action Plan for Broxtowe | Reduce levels of knife crime in the borough | 33% | Mar-2021 | Action plan approved by Community Safety Committee on 4 June 2020. Actions delayed due to redeployment to COVID-19 Hub. |
| 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. |
| 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 | 0% | Jul-2020 | Officer delivering action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March – 31 July 2020. Work on preparing the Action Plan is underway to be presented at Leisure and Health Committee in Autumn 2020. |
| In Progress  | COMS 2023_04 | Produce a Youth Action Plan | Actions to respond to the needs of young people in Broxtowe | 0% | Mar-2021 | |
| In Progress  | COMS 2023_05 | Produce an updated cross departmental Anti-social Behaviour Action Plan | Reduction in anti-social behaviour in the borough | 0% | Nov-2020 | Officer delivering this action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March 2020 – 31 July 2020. An updated Action Plan is being developed and is due to be presented to Community Safety Committee on 12 November 2020. |


| Status | Code | Action Title | Action Description | Progress | Due Date | Comments |
|--|-----------------|--|--|-------------|----------|---|
| Completed  | COMS 2023_06 | Produce an updated Child Poverty Action Plan | Reduction of child poverty levels in the borough | 100% | Mar-2020 | A new Child Poverty Action Plan will be presented to the Leisure and Health Committee on 16 September 2020. |
| 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 action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March – 31 July 2020. Actions from the 2019/20 plan expected to conclude by October 2020, subject to COVID-19 restrictions being lifted. The 2020-22 plan is being developed is expected to commence in autumn 2020. |
| 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_11 | Renew existing Public Spaces Protection Orders (PSPOs) where appropriate | Reduction of crime and disorder | 58% | Mar-2021 | Six PSPOs expiring in April/May 2020 have been renewed. Four others are in process of being renewed including consultations. |
| 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 more able to resolve ASB cases with resulting decrease in ASB. | 100% | Mar-2021 | Training delivered in early 2020. |

Community Safety Critical Success Indicators 2020/21

| Status | Code / Name | Frequency | 2018/19 Achieved | 2019/20 Achieved | 2020/21 Q1 | 2020/21 Target | Notes |
|---|--|-----------|------------------|------------------|------------|----------------|---|
| Data Only  | ComS_012 ASB cases received by Environmental Health | Quarterly | 480 | 386 | 162 | - | Figures in Q1 indicate an increase on previous year. Increase in reports of noise and bonfires during lockdown contributing to this increasing trend. |
| Data Only  | ComS_013 ASB cases received by Housing (General) | Quarterly | 191 | 126 | 27 | - | |
| Data Only  | ComS_014 ASB cases received by Community Services | Quarterly | 40 | 22 | 18 | 38 | |
| Red  | ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit) | Quarterly | 2,011 | tbc | 1,269 | 483 | Q3 2019/20 = 1,500 Data for Q4 is not available due to technical issues during the changeover of Police recording systems. Increase in neighbour complaints due to the COIVD-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 | 24% | 14% | 37% | - | 2018/19 = 20 cases from 85 re-referred 2019/20 = 18 cases from 129 re-referred 2020/21 = 7 cases from 19 in Q1 |
| Red  | ComS_025 Domestic Crimes reported in the Borough | Half Year | 834 | 749 | 338 | 809 | Domestic crime has increased during 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 Q1 | 2020/21 Target | Notes |
|--|---|-----------|------------------|------------------|------------|----------------|---|
| Data Only  | ComS_012 ASB cases Environmental Health closed in 3 months | Quarterly | 480 | 386 | 89 | - | 162 new cases received. |
| Red  | ComS_012d ASB related cases received by Environmental Health closed in less than 3 months (%) | Quarterly | 79.2% | 86.5% | 54.9% | - | 162 new cases received. 89 cases closed in Q1. |
| Data Only  | ComS_013 ASB cases Housing closed in 3 months | Quarterly | 191 | 126 | 23 | - | 27 new cases received. |
| Red  | ComS_013d ASB related cases received by Housing (General) closed in less than 3 months (%) | Quarterly | 81.7% | 84.9% | 85.2% | 95% | 27 new cases received. 23 cases closed in Q1. |
| Data Only  | Coms_014 ASB Cases Community Services closed in 3 months | Quarterly | 40 | 22 | 16 | 80% | 18 new cases received. |
| Green  | ComS_014d ASB related cases received by Community Safety closed in less than 3 months (%) | Quarterly | 77.5% | 73.9% | 88.9% | 80% | 18 new cases received. 16 cases closed in Q1. |
| Red  | Coms_048 Food Inspections: High Risk | Quarterly | 100% | 98% | 0% | 100% | Following government direction due to COVID-19 lckdown, no proactive inspections conducted. Advise to businesses with a change of operating status e.g. to takeaway and targeted interventions at higher risk premises is being provided. |

| Status | Code & Short Name | Frequency | 2018/19 Achieved | 2019/20 Achieved | 2020/21 Q1 | 2020/21 Target | Notes |
|--|--|-----------|------------------|------------------|------------|----------------|--|
| Amber  | Coms_049 Food Inspections: Low Risk | Quarterly | 69% | 96% | 0% | 100% | Due to COVID-19 lockdown, following government direction no proactive inspections conducted. |