

# COMMUNITY SAFETY BUSINESS PLAN 2022–2025

This Business Plan details the projects and activity undertaken in support of the Broxtowe Borough Council 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 our 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 quarterly by the Community Safety Committee. The Policy and Performance Committee also receives a high level report of progress against Corporate Plan priorities on a quarterly basis.

**The Council's Vision for Broxtowe is 'greener, safer, healthier Broxtowe, where everyone prospers'.**

**The Council's Values are:**

- Going the extra mile: **a strong, caring focus on the needs of communities**
- Ready for change: **innovation and readiness for change**
- Employees: **value our employees and enable the active involvement of everyone**
- Always improving: **continuous improvement and delivering value for money**
- Transparent: **integrity and professional competence**

**The Council's Priorities and Objectives for Community Safety are 'Broxtowe will be a place where people feel safe and secure in their communities':**

- Reduce anti-social behaviour in Broxtowe
- Work with partners to reduce domestic violence and support survivors
- Work with partners to reduce knife crime.

## 1. PUBLISHED STRATEGY AND POLICY DOCUMENTS SUPPORTING THE DELIVERY OF PRIORITIES AND OBJECTIVES

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Corporate Plan	The Council's overarching plan for its priorities, targets and objectives. The plan sets out priorities to achieve the vision for 'A greener, safer, healthier Broxtowe where everyone prospers' with focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.	April 2024	Chief Executive
Business Strategy	Deigned to ensure that the Council is: <ul style="list-style-type: none"> <li>• Lean and fit in its assets, systems and processes</li> <li>• Customer focused in all its activities</li> <li>• Commercially minded and financially viable</li> <li>• Making best use of technology.</li> </ul>	Updated annually	Deputy Chief Executive
Medium Term Financial Strategy	The Council's key financial planning document. In detailing the financial implications of the Corporate Plan, the MTFS provides a reference point for corporate decision-making and helps to ensure that the Council can optimise the balance between its financial resources and the delivery of its priorities. The MTFS informs the annual budget-setting process, ensuring that each year's budget is considered within the context of the Council's ongoing sustainability over the entirety of the planning period.	Updated annually	Deputy Chief Executive Head of Finance Services
Commercial Strategy	Promote and support a change in organisational culture towards a more business-like approach to the delivery of services. Overall, commercialism will enable departments to adopt a business-like approach with the focus firmly on delivering the best services possible for residents and businesses within the Borough whilst at the same time maximising income generation.	March 2023	Deputy Chief Executive Commercial Manager

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Capital Strategy	An overarching summary document which encompasses all capital and treasury activity including the capital programme, financing planning, accounting policies and asset management	Updated annually	Deputy Chief Executive Head of Finance Services
Police and Crime Plan 2018 – 2021	Sets out the Police and Crime Commissioners strategic priorities for dealing with crime. These are <ul style="list-style-type: none"> <li>• Protecting people from harm</li> <li>• Helping and supporting victims</li> <li>• Tackling crime and antisocial behaviour</li> <li>• Transforming services and delivering quality policing</li> </ul>	2021/22	Nottinghamshire Office of the Police and Crime Commissioner
Broxtowe Corporate Anti-Social Behaviour Policy	Provides details on how the Council will tackle anti-social behaviour (ASB)	January 2024	Chief Executive
Ending Violence Against Women and Girls Strategy 2021 - 2024	National strategy which sets out details of the government’s vision to tackle violence against women and girls. Both county and districts give due regard to this.	2024	Home Office
Nottinghamshire Safeguarding Adults Board Interim Strategic Plan 2021 - 2022	Sets out the strategic direction of the Board, working in partnership with Nottinghamshire citizens, along with statutory and non-statutory agencies, to deliver a joined-up service to those adults at most risk of abuse and neglect, across the county	2022	Independent Chair of Nottinghamshire Health and Wellbeing Board
Broxtowe Safeguarding Children Policy	Outlines the Council’s and its staff’s responsibilities and procedures in relation to safeguarding children	2022	Chief Communities Officer
Broxtowe Safeguarding Adults Policy	Outlines the Council’s and its staff’s responsibilities and procedures in relation to safeguarding adults	2022	Chief Communities Officer

<b>Strategy/Policy Document</b>	<b>Purpose of Document</b>	<b>Renewal Date</b>	<b>Responsible Officer/Contact</b>
Broxtowe Contaminated Land Strategy	Purpose of strategy is to detail how the Council will take a rational, ordered and efficient approach to inspecting the land within its duty under the Environmental Protection Act 1990	2023	Chief Environmental Health Officer
Broxtowe Hackney Carriage and Private Hire Policy	Declares the Council's policies in relation to licensing, enforcement and appeals procedures for all taxi matters	2022	Licensing Manager
Broxtowe Statement of Licensing Policy	Declares the Council's policies under its Licensing Act 2003 duties	2024	Licensing Manager
Broxtowe Gambling Licensing Statement	Outlines the Council's policies under its Gambling Act 2005 duties	2022	Licensing Manager
Broxtowe Sex Establishment Policy	Outlines the Council's policy on sex establishments and sexual entertainment venues	2022	Licensing Manager
Broxtowe Housing Strategy 2020 - 2024	Sets out the strategic direction for housing services provided by Broxtowe Borough Council	2024	Head of Housing
Broxtowe Enforcement Policy	Sets out the way the Council will undertake its enforcement activities	2022	Chief Environmental Health Officer
Broxtowe Empty Homes Strategy	Outlines the Council's approach to dealing with empty homes in the borough	2024	Chief Environmental Health Officer
Broxtowe Dog Control Policy	Outlines the Council's approach to dealing with the control of dogs	2024	Head of Environment
Food Service Plan	Informs on the Council's activity in this area	2022	Chief Environmental Health Officer

<b>Strategy/Policy Document</b>	<b>Purpose of Document</b>	<b>Renewal Date</b>	<b>Responsible Officer/Contact</b>
Nottinghamshire Knife Crime Strategy	Partnership to ensure that knife crime is tackled effectively across Nottinghamshire	2022	Nottinghamshire County Council Chief Executive
Broxtowe Knife Crime Action Plan	Details actions to be taken to ensure that knife crime is tackled effectively across Broxtowe	2022	Chief Communities Officer
Broxtowe Modern Slavery and Human Trafficking Statement	Details the steps the Council has taken to understand potential modern slavery risks related to its business and to put in place measures that are aimed at ensuring that these offences are not committed in its own business or its supply chains	2022	Chief Communities Officer
Hate Crime Pledge	Details the Council's commitment to working in partnership to eradicate hate crime across the borough	2022	Chief Communities Officer
Serious and Organised Crime Strategy	To contribute to the targeting and disruption of serious and organised crime in Broxtowe	2022	Chief Communities Officer
Serious Violence Response Strategy 2020 - 2022	Sets out how the Nottingham and Nottinghamshire Violence Reduction Unit will work with communities to prevent violence and reduce its harmful impacts	2022	Nottingham and Nottinghamshire Violence Reduction Unit

## 2. SERVICE LEVEL OBJECTIVES LINKED TO CORPORATE OBJECTIVES

### Objective (CS1) – Reduce anti-social behaviour in Broxtowe

#### Public Protection

- Communities
  - Promote a safer community through partnership working via the Community Safety Partnership making Broxtowe a place where people feel safe and secure within their community.
  - Develop, improve and coordinate activities aimed at carrying out enforcement and reducing incidents of ASB
  - To effectively run and manage an Anti-social Behaviour Panel made up of representatives of partner agencies
  - To develop, improve and coordinate a targeted response to changing crime trends in identified Partnership Plus areas of Broxtowe, using external funding, in order to reduce crime and anti-social behaviour
- Environmental Health
  - Effectively dealing with statutory nuisance and other aspects of anti-social behaviour
- Licensing
  - Ensure prevention of nuisance, crime and disorder, and harm to children by effective administration and enforcement of the relevant licensing legislation and functions

#### Housing

- Tenancy Management and Independent Living
  - To enable residents to have quiet enjoyment of their homes
  - To investigate and resolve anti-social behaviour in council tenancies

#### Governance Services

- Surveillance Camera Systems (SCS) / Security
  - To develop and provide a responsive efficient and cost effective SCS/Security service to help tackle crime, disorder, and anti-social behaviour

#### Legal Services

- Legal Services
  - Provide an experienced and high quality legal service to all departments in the Council, members in order to assist in achieving the Council's five corporate objectives

## **Objective (CS2) – Work with partners to reduce domestic abuse and support survivors**

### **Public Protection**

- Communities
  - Coordinate complex case panels to create multi agency action plans for survivors of domestic abuse and other people who have additional support needs

### **Housing**

- Tenancy Management and Independent Living
  - To provide housing services that are equally accessible and relevant to all groups in need, and to recognise and respond to the different needs of our customers
  - Raise awareness in the community of issues associated with domestic abuse and ensure staff are trained to recognise and report concerns
  - To provide a single point of contact within the organisation in respect of domestic abuse
  - To work with partner agencies to ensure anyone affected by domestic abuse who we become aware of receives the most appropriate advice and support

## **Objective (CS3) – Work with partners to reduce knife crime**

### **Public Protection**

- Communities
  - Manage Broxtowe's involvement in Neighbourhood Safeguarding and Disruption Meetings and High Risk Youth Violence and Exploitation Panels and Broxtowe's Knife Crime Cohort to create multi agency action plans for perpetrators or those at risk of knife crime
  - Implement actions that are agreed under the Nottinghamshire Knife Crime Action Plan
  - Implement actions contained within Broxtowe's Knife Crime Action Plan

### 3. MEASURES OF PERFORMANCE AND SERVICE DATA

#### Context – Baseline Service Data

##### Communities

Service Data Description (Pentana Code)	Actual 2018/19	Actual 2019/20	Actual 2020/21	Comments including benchmarking data
All crime (ComS_001)	7,559	7,140	6,180	Changes to recording practices may have affected the comparability of the figures in respect of various crime categories
No. of burglary at dwellings (ComS_007)	845	845	563	Burglary Dwelling data now also includes Shed Burglary, Garden Thefts and Burglary from Commercial Premises which previously were all recorded separately
No. of vehicle crimes (ComS_008)	735	-	-	Data now includes theft of, theft from and vehicle interference so wouldn't be a comparison
No. of incidents of robbery (ComS_009)	70	-	-	Data now includes both personal and business premises so wouldn't be comparison
Total violence (with/without injury) (ComS_010)	1,355	1,390 (Oct 2019 – Sept 2020)	1,281 (Oct 2020 – Sept 2021)	Data Oct – Sept Crime data is not owned by Broxtowe, we can't access this directly and have no access to Police analytical support so we are reliant on information we are able to access
ASB Incidents (police) (ComS_011)	2,011	1,500	2,881	2020/21 Increase in complaints due to breaches of COVID-19 lockdown recording as ASB, increasing intolerance and poor mental health during the pandemic
ASB cases received by Environmental Health (ComS_012)	480	386	561	
ASB cases received by Housing Division (general housing) (ComS_013)	191	126	118	Previous reduction from 2018-19 as a result of change in internal processes. Figures from last two years suggest a slight decrease in incidents but not significant enough to identify reasons or trend.



<b>Service Data Description (Pentana Code)</b>	<b>Actual 2018/19</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Comments including benchmarking data</b>
ASB cases received by Communities <b>(ComS_014)</b>	40	22	67	2020/21 Increase on previous years due to impact of COVID-19.
Hate crime incidents reported in Broxtowe <b>(ComS_020)</b>	107	103 (Oct 2019 – Sept 2020)	93 (Oct 2020 – Sept 2021)	Data Oct – Sept Crime data is not owned by Broxtowe, we can't access this directly and have no access to Police analytical support so we are reliant on information we are able to access
High risk cases of domestic violence in Broxtowe reported to South Nottinghamshire Multi-Agency Risk Assessment Conference (MARAC) <b>(ComS_024a)</b>	85	129	107	
Repeat high risk cases of domestic violence in Broxtowe reported to South Nottinghamshire MARAC <b>(ComS_024b)</b>	20	18	27	
High risk cases of domestic violence in Broxtowe reported to South Nottinghamshire MARAC which are repeats % <b>(ComS_024)</b>	24%	14%	25%	
Domestic abuse (incidents and crime) reported in Broxtowe <b>(ComS_025)</b>	834	749	786	2020/21 Domestic crime increased during lockdown due to families being together more often and tensions being created.
Requests for Community Trigger received by the Council <b>(ComS_028)</b>	1	2	5	
Public Spaces Protection Orders made <b>(ComS_029)</b>	2	1	10	All public space protection orders reviewed and renewed Nov 2020 to align them for management purposes
Acceptable Behaviour Contracts (ABC) issued across the borough <b>(ComS_002)</b>	5	1	0	The introduction of CPWs in the 2014 Act has reduced the number of cases where ABCs are appropriate
Injunctions imposed as a result of Council action <b>(ComS_016)</b>	1	2	1	

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2018/19</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Comments including benchmarking data</b>
Time for ASB incidents reported to Environmental Health to be closed: <ul style="list-style-type: none"> <li>• Less than 3 months <b>(ComS_012a)</b></li> <li>• Between 3 and 6 months <b>(ComS_012b)</b></li> <li>• Over 6 months or still open <b>(ComS_012c)</b></li> </ul>	380	316	399	
Time for ASB incidents reported to Housing to be closed: <ul style="list-style-type: none"> <li>• Less than 3 months <b>(ComS_013a)</b></li> <li>• Between 3 and 6 months <b>(ComS_013b)</b></li> <li>• Over 6 months or still open <b>(ComS_013c)</b></li> </ul>	156	107	92	Early intervention on cases continues to yield positive results.
Time for ASB incidents reported to Community Safety to be closed: <ul style="list-style-type: none"> <li>• Less than 3 months <b>(ComS_014a)</b></li> <li>• Between 3 and 6 months <b>(ComS_014b)</b></li> <li>• Over 6 months or still open <b>(ComS_014c)</b></li> </ul>	31	17	68	Formal action taken only where officers fail to resolve cases
Individuals discussed at ASB multi-agency panel <b>(ComS_017)</b>	26	14	13	
Time an individual remains on the ASB panel agenda <b>(ComS_015)</b> <ul style="list-style-type: none"> <li>• Less than 3 months <b>(ComS_015a)</b></li> <li>• Between 3 and 6 months <b>(ComS_015b)</b></li> <li>• Over 6 months or still open <b>(ComS_015c)</b></li> </ul>	3	6	1	More complex cases and those where engagement in services is resisted remain open for longer Some cases span over more than one data period.
Community Protection Notice warning letters issued by Council <b>(ComS_018a)</b>	35	10	30	
Community Protection Notices warning letters issued by Police <b>(ComS_018b)</b>	31	5	17	This figure relates only to those notices served we are aware of (issued by NPT) and does not include those issued by response

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2018/19</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Comments including benchmarking data</b>
Community Protection Notices served by the Council <b>(ComS_019a)</b>	2	3	6	
Community Protection Notices served by the Police <b>(ComS_019b)</b>	8	1	4	This figure relates only to those notices served we are aware of (issued by NPT) and does not include those issued by response

## Environmental Health

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2018/19</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Comments including benchmarking data</b>
Food business Inspections <b>(ComS_038)</b>	689	709	35	2020/21 Government guidance followed about interventions to prioritise. The team focused on dealing with new businesses, higher risk business interventions and COVID-19 response
Food business re-inspections <b>(ComS_039)</b>	98	50	12	2020/21 Visits undertaken in accordance with government guidance. Interventions were carried out with the lower scoring/higher risk businesses even if a physical inspection did not take place.
Food establishments subject to formal enforcement actions - Written Warnings <b>(ComS_040)</b>	338	407	90	2020/21 Most food businesses had some contact/intervention even if this was advice on how to trade safely or check operating procedures during the pandemic. New businesses and those doing new types of service (e.g. takeaway ) were contacted to discuss safe operating procedures.
Food complaints/service requests <b>(ComS_041)</b>	204	172	377	2020/21 Increase in requests regarding changes in business operating models. Proactive communication with business was undertaken. The figure does not represent all enquiries due to the volume of contacts.
Infectious disease notifications investigated <b>(ComS_042)</b>	32	28	17	2020/21 Excludes notifications of COVID-19 cases and outbreaks of which there were 100's.

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2018/19</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Comments including benchmarking data</b>
Health & Safety Inspections (ComS_043)	28	35	12	2020/21 Excludes all the additional visits carried out to advise, check compliance or respond to complaints in respect of Coronavirus business retractions or complaints regarding operation of businesses safely.
Health & Safety complaints/ service requests (ComS_044)	59	52	405	2020/21 Increase due to enquiries and complaints in respect of non- food businesses failing to close during restrictions or not implementing COVID-19 safe rules
Health and Safety accidents (ComS_045)	60	43	38	
Licensing/Registration actions (ComS_046)	93	240	234	
Pollution complaints (including noise) (ComS_047)	523	475	671	Includes all Environmental Health anti-social behaviour cases (see ComS_012)
ASB cases dealt with by Environmental Health (ComS_012)	480	386	561	Increased Noise Pollution Complaints during COVID-19 Pandemic
Traveller encampments in the Borough (ComS_089)	14	7	0	
Traveller encampments on Council owned land (ComS_089b)	5	2	0	

## Licensing

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2018/19</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Comments including benchmarking data</b>
Licences processed (ComS_065)	1,487	1,385	1,012	Reduced number of TENs and new applications due to COVID-19 restrictions
Licensing Act premises inspected (ComS_066)	58	42	105	Includes a number of COVID-19 Compliance checks
Gambling Act premises inspected (ComS_067)	3	2	0	Gambling premises closed for much of 2020/21
Other premises visited (ComS_068)	4	2	0	Few premises open in 2020/21

## CRITICAL SUCCESS INDICATORS (CSI)

Priority leaders work corporately and have **defined the outcome objective** for each priority area and have **identified outcome indicators** that are **Critical Success Indicators**.

### Reduce anti-social behaviour in Broxtowe (CS1)

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit) (ComS_011)	2,011	1,500	2,881	1,932	1,750	1,500	Chief Communities Officer
Reduction in ASB cases reported in the borough to:							
• Environmental Health (ComS_012)	480	386	561	400	400	400	Chief Environmental Health Officer
• Housing (ComS_013)	191	126	118	125	125	125	Housing Operations Manager
• Communities (ComS_014)	40	22	67	20	40	25	Chief Communities Officer

### Work with partners to reduce domestic abuse and support survivors (CS2)

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and 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)	24%	14%	25%	15%	15%	15%	Housing Operations Manager
Domestic abuse reported in the borough (ComS_025)	834	749	786	750	750	750	Housing Operations Manager Figures = total of domestic violence incidents and domestic violence crime

### Work with partners to reduce knife crime (CS3)

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Residents surveyed who feel safe when outside in the local area after dark % (ComS_033)	72%	66%	X%	78%	78%	78%	Chief Communities Officer Annual figures from Nottinghamshire County Council survey. Figures from Nottinghamshire County Council survey 2020/21 figures not yet available

## OTHER PERFORMANCE INDICATORS

Priority leaders also identified two further 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.

### Key Performance Indicators (KPI)

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Environmental Health related ASB cases closed in less than three months No. received (ComS_012) Closed in 3mths % (ComS_012d)	480 79%	386 87%	561 81%	400 82%	400 82%	400 82%	Chief Environmental Health Officer
Council Housing related ASB cases closed in less than three months No. received (ComS_013) Closed in 3mths % (ComS_013d)	191 82%	126 75%	118 78%	125 85%	125 85%	125 85%	Housing Operations Manager
Communities related ASB cases closed in less than three months No. received (ComS_014) Closed in 3mths % (ComS_014d)	40 78%	22 67%	67 103%	20 81%	20 81%	20 81%	Chief Communities Officer 66 new cases received 68 cases closed some of which were received in 2019/20

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Residents surveyed who feel safe when outside in the local area during the day (%) (ComS_032)	96%	94%	X%	100%	100%	100%	Chief Communities Officer  Figures from Nottinghamshire County Council survey 2020/21 figures not yet available
Food Inspections – High Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk (ComS_048)	100%	98%	5%	100%	100%	100%	Chief Environmental Health Officer  Risk Categories A, B & 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.  Food Standards Agency Government guidance being followed about interventions to prioritise. The team have focused on dealing with new businesses, higher risk business interventions and COVID-19 response
Food Inspections – Low Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk (ComS_049)	69%	96%	0.5%	100%	100%	100%	Chief Environmental Health Officer  Risk category D and E as determined by the Food Law Code of Practice.  Interventions took place at most food business over 2020/21 but not in the form of unannounced physical inspections due to the team responding to the COVID-19 pandemic. All work prioritised in accordance with Food Standards Agency (FSA) Guidelines. FSA have advised % figures will not be published in 2020/2. Proactive inspections resumed Summer 2021



## MANAGEMENT PERFORMANCE INDICATORS (MPI)

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/21	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Health and Safety - Complete a programme of intervention visits at targeted workplaces (ComS_052)	60%	65%	0%	60%	60%	60%	Contacts and compliance visits carried out in response to the COVID-19 pandemic. Towards the end of the financial year participated in joint working with the HSE on spot checks of businesses in respect of COVID-19 controls
Health and Safety - Respond to specific complaints/ accident notifications/ requests which may prejudice health and safety in the short term within 1 working day, and all others as soon as practicable and within 5 working days of receipt (ComS_044 – (number of)) (ComS_053 – (%))	59 98%	52 93%	405 87%	- 100%	- 100%	- 100%	Chief Environmental Health Officer Figures not set as a target, just response rate.  In 2020/21 a significant increase in Health and Safety service requests were responded to during the COVID-19 pandemic
Public Health - Caravan sites inspected in year % (ComS_054)	100%	100%	0%	100%	100%	100%	Chief Environmental Health Officer Whilst no proactive site visit were carried out due to COVID-19 pandemic restrictions, the authority continued to engage with site occupiers and owners as appropriate
Non-statutory licences approved/ issued within 14 days of full application received % (ComS_069)	100%	100%	99%	100%	100%	100%	Licensing Manager

<b>Indicator Description (Pentana Code)</b>	<b>Achieved 2018/19</b>	<b>Achieved 2019/20</b>	<b>Achieved 2020/21</b>	<b>Target 2021/21</b>	<b>Target 2022/23</b>	<b>Future Years</b>	<b>Indicator Owner and Comments (incl. benchmarking)</b>
Number of pro-active liquor licensing inspections <b>(ComS_093a)</b>	-	New from Apr 2021	0	50	50	50	Licensing Manager
Number of pro-active hackney / private hire inspections <b>(ComS_093b)</b>	-	New from Apr 2021	0	30	30	30	Licensing Manager New Target 2021-22
Number of gambling pro-active inspections <b>(ComS_093c)</b>	-	New from Apr 2021	0	10	10	10	Licensing Manager New Target 2021-22
Number of other licensing pro-active inspections <b>(ComS_093d)</b>	-	New from Apr 2021	0	5	5	5	Licensing Manager New Target 2021-22
Number of pro-active animal licence inspections <b>(ComS_097)</b>	-	New from Apr 2021	0	8	8	8	Chief Environmental Health Officer

#### 4. KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2021/22 – 2023/24 INCLUDING COMMERCIAL ACTIVITIES

Priority leaders are asked to consider potential **commercial activities** in their priority areas when setting the key tasks and priorities for the next three years. In doing so priority leaders should consider: In which service areas could new commercial activities be undertaken?

- How much additional income could be generated from the new commercial activities?
- Would additional resources (employees, equipment, systems etc.) be needed to undertake the new commercial activities? If yes, outline these with estimates of costs.
- How will these new commercial activities link into the Council's Medium Term Financial Strategy, Capital Programme, Business Strategy and Commercial Strategy?
- Will the new commercial activities affect existing Revenue and Capital budgets? If yes, then remember to include the costs.
- Please identify new '**commercial activities**' in the comments column.

<b>Action (Pentana Code)</b>	<b>Targeted Outcome</b>	<b>Partnership / Procurement Arrangement</b>	<b>Officers Responsible / Target Date</b>	<b>Budget Implications / Efficiencies / Other comments</b>
Produce and implement an annual Neighbourhood Action Plan for Stapleford <b>COMS2223_01</b> (New)	Reduction in all crime types and improvements in community confidence	Police / County Council / Voluntary Sector/Fire Service	Senior Communities Officer March 2023	Dependent on resources being allocated by Police and Crime Commissioner  There will be a reduction in resource available for action plan delivery due to transfer to cycle theft action plan  The plan draws in approx. £43,500 in grants and 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 an updated Neighbourhood Action Plan for Eastwood South <b>COMS2223_02</b> (New)	Reduction in all crime types and improvements in community confidence	Police / County Council / Voluntary Sector/Fire Service	Senior Communities Officer March 2023	Dependent on resources being allocated by Police and Crime Commissioner  There will be a reduction in resource available for action plan delivery due to transfer to cycle theft action plan  The plan draws in approx. £3,500 in in kind contributions from partners
Monitor and update cross departmental Anti-Social Behaviour Action Plan <b>COMS2023_05a</b> (New)	Reduction in anti-social behaviour in the borough	Cross departmental	Senior Communities Officer and ASB Enforcement Officer October 2023	Within existing departmental resources and budgets
Produce and implement Food Service Plan <b>COMS2223_06</b> (New)	Council has a fit for purpose Food Service Plan which informs activity in this area	Food Standards Agency	Chief Environmental Health Officer June 2022	Within existing resources

<b>Action (Pentana Code)</b>	<b>Targeted Outcome</b>	<b>Partnership / Procurement Arrangement</b>	<b>Officers Responsible / Target Date</b>	<b>Budget Implications / Efficiencies / Other comments</b>
Produce and implement a Cycle Theft Prevention Action Plan <b>COMS2223_03</b> (New)	Reduction in cycle theft	Police, Members	Senior Communities Officer November 2022	Management and delivery of this new plan will result in a reduction in resources for delivery of the Stapleford and Beeston and the Eastwood Action Plans
Review and update the Council's Sex Establishment Policy <b>COMS2124_02</b> (New)	A fit for purpose policy on the Council's duties in respect of sex establishments	Notts Police	Licensing Manager April 2022	Within existing resources
Update Knife Crime Action Plan <b>COMS2224_01</b> (New)	Reduce levels of knife crime in the borough	Police / NHS	Chief Communities Officer January 2024	Within existing resources and budgets
Cyber Fraud training on BLZ for members and staff <b>COMS2223_04</b> (New)	Awareness of fraud raised, staff and members better protected, members able to advise residents through media		Chief Communities Officer and Senior Communities Officer March 2023	Within existing resources

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Consult, Review and renew PSPO's <b>COMS2224_05</b>	PSPOs renewed where appropriate and removed where not		Senior Communities Officer October 2023	Within existing resources
Develop and implement a fraud webpage <b>COMS2224_07</b>	Raise awareness and provide advice to residents and reduce fraud		Senior Communities Officer (Crime) June 2022	Within existing resources
Develop and deliver a multi-agency partnership White Ribbon Action Plan <b>COMS2224_08</b>	Raise awareness of and reduce Domestic Abuse	BWP / Juno / Equation	Domestic Abuse and Private Sector Coordinator March 2023	Within existing resources
Deliver Sanctuary Scheme <b>COMS2224_09</b>	Provide security for survivors of Domestic abuse to enable them to continue to live in their own homes		Domestic Abuse and Private Sector Coordinator March 2023	Within existing resources
Produce and implement a Making Broxtowe Safer for Women Strategy <b>COMS-Strat2022</b>	Provide security for women in Broxtowe to enable them to continue to live safely.		Chief Executive (TBC)	Within existing resources

## 5. LINK KEY TASKS AND PRIORITIES FOR IMPROVEMENT TO THE FINANCIAL BUDGETS

Priority leaders should ensure that key tasks and priorities (including commercial activities) that have a financial implication are included in the analysis below.

Revenue and Capital Budget Implications/Efficiencies Generated	Pentana Action Code	2022/23 Budget £	2023/24 Budget £	2024/25 Budget £
<b>Budget Implications</b>				
Stapleford Action Plan (within existing budgets)	COM2223_01	2,500	-	-
Eastwood Action Plan (within existing budgets)	COM2223_02	500	-	-
Cycle Theft Prevention Action Plan	COM2223_03	2,500	-	-
<b>Efficiencies Generated</b>				
Stapleford Action Plan (partner contributions)	COM2223_01	(40,000)	-	-
Eastwood Action Plan (partner contributions)	COM2223_02	(5,000)	-	-
Cycle Prevention Action Plan (member contributions)	COM2223_03	(1,200)	-	-
<b>New business/increased income</b>				
None		0	0	0
<b>Net Change in Revenue Budgets</b>	<b>NOTE*</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

## 6. SUMMARY OF KEY RISKS

Priority leaders have identified three strategic risks for the Business area and ensured that these are considered in the Council's Strategic Risk Register.

Key Strategic Risk	Action to be taken or required to mitigate/minimise the risk or threat
Failure to contribute effectively to dealing with crime and disorder	Ensure due regard is paid, and adequate resources are made available to effectively deal with crime and disorder
Failure to produce fit for purpose Food Service Plan	Ensure fit for purpose Food Service Plan is produced in timely manner and make adequate resources available to implement
Failure to comply with relevant domestic and European legislation	Close working with Legal Section to ensure compliance with current legislation

The top five risks (strategic or operational) arising from the key tasks and priorities for improvement have also been identified. As part of the project planning process for each key task detailed risk analyses will be undertaken and mitigation actions identified. It is anticipated that there will be 'common themes' identified that are covered by Strategic Risks.

Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
Review the Council's Sex Establishment Policy <a href="#">COMS2124_02</a>	Council does not have a fit for purpose Sex Establishments Policy.	Yes - Risk 7	Prioritisation of task. To be reviewed 2022
Maintain strong partnerships to effectively deliver action plans <a href="#">COMS2223_01</a> (New) <a href="#">COMS2223_02</a> (New) <a href="#">COMS2223_03</a> (New) <a href="#">COMS2223_05</a> (New) <a href="#">COMS2224_01</a> (New) <a href="#">COMS2224_08</a> (New)	Partners disengage Actions not delivered	Yes - Risk 2, 12, 13	Officers maintain strong relationships and ensure action plans reflect the aims of partners



Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
Cyber Fraud training on BLZ for members and staff to raise awareness and enable residents to be advised <b>COMS2223_04</b> (New) <b>COMS2224_07</b> (New)	Residents members and staff are targeted and are unable to protect themselves and so become victims of Cybercrime	Yes – Risk 13	Upskilling members and staff

Risks as extracted from the Strategic Risk Register as at November 2021:

- Risk 2:** Failure to obtain adequate resources to achieve service objectives
- Risk 7:** Not complying with domestic or European legislation
- Risk 12:** Failure to engage with partners/community to implement the Broxtowe Borough Partnership Statement of Common Purpose
- Risk 13:** Failure to contribute effectively to dealing with crime and disorder

The latest Strategic Risk Register is available in full at <https://intranet.broxtowe.gov.uk/finance/risk-management/>