

## COMMUNITY SAFETY BUSINESS PLAN 2023–2026

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 regularly by General Management Team and reported to Members on a quarterly basis via Members Matters. Cabinet and 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.

**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
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

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Police and Crime Plan 2021 – 2025	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>	2024/25	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)	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  Interim plan in place due to pandemic	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	2024	Chief Communities Officer
Broxtowe Safeguarding Adults Policy	Outlines the Council’s and its staff’s responsibilities and procedures in relation to safeguarding adults	2024	Chief Communities Officer
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

<b>Strategy/Policy Document</b>	<b>Purpose of Document</b>	<b>Renewal Date</b>	<b>Responsible Officer/Contact</b>
Broxtowe Hackney Carriage and Private Hire Policy	Declares the Council's policies in relation to licensing, enforcement and appeals procedures for all taxi matters	Under constant review	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	2025	Licensing Manager
Broxtowe Sex Establishment Policy	Outlines the Council's policy on sex establishments and sexual entertainment venues	2023	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	2023	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	2023	Chief Environmental Health Officer
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	2024	Chief Communities Officer

<b>Strategy/Policy Document</b>	<b>Purpose of Document</b>	<b>Renewal Date</b>	<b>Responsible Officer/Contact</b>
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	2023	Chief Communities Officer
Hate Crime Pledge	Details the Council's commitment to working in partnership to eradicate hate crime across the borough	2023	Chief Communities Officer
Serious and Organised Crime Strategy	To contribute to the targeting and disruption of serious and organised crime in Broxtowe	2023	Chief Communities Officer
Serious Violence Response Strategic Framework 2022 - 25	Sets out how the Nottingham and Nottinghamshire Violence Reduction Unit will work with communities to prevent violence and reduce its harmful impacts	2025	Nottingham and Nottinghamshire Violence Reduction Unit
Serious Violence and Violence Against Women and Children Strategy	Sets out how the Borough Council will prevent incidents and support and respond to survivors of serious violence and Domestic Abuse	2027	Chief Communities Officer

## 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 South Notts Community Safety Partnership making Broxtowe a place where people feel safe and secure within their community.
- Develop, improve and coordinate activities aimed at reducing incidents of ASB and carrying out enforcement where all other avenues to resolve have failed.
- To effectively run and manage an Anti-Social Behaviour Panel made up of representatives of partner agencies
- To effectively run and manage a Complex Case 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
- To provide access to a Sanctuary service for those at high risk of Domestic Violence to enable them to stay in their own homes
- To work in partnership to provide support for vulnerable people
- To work in partnership to provide better outcomes for children and young people

##### ➤ 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

- To provide a tenancy management and independent living service
- To enable residents to have quiet enjoyment of their homes
- To investigate and resolve anti-social behaviour in council tenancies

##### ➤ Administrative Services

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

##### ➤ 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
- 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
- To provide access to a Sanctuary service for those at high risk of Domestic Violence to enable them to stay in their own homes

#### ➤ **Housing**

- 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.
- To provide housing support to those at high risk of homelessness and domestic abuse

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

### **Public Protection**

#### ➤ **Communities**

- Manage Broxtowe's involvement in Neighbourhood Safeguarding and Disruption and the Nottinghamshire Child Criminal Exploitation Panel meetings to create multi agency action plans for perpetrators or those at risk of knife crime
- Work with the Police to identify those involved in, or at risk of being involved in 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 2019/20	Actual 2020/21	Actual 2021/22	Comments including benchmarking data
All crime (ComS_001)	7,140	6,180	6,358	Crime Data is not “owned” by Broxtowe and we have no access to Police analytical services. Data is dependent on search parameters being standardised so crime data may not be comparable with previous years
No. of burglary at dwellings (ComS_007)	845	563	291	Burglary Dwelling includes Shed Burglary, Garden Thefts and Burglary from Commercial Premises since 2019 so is a direct comparison on previous years
No. of vehicle crimes (ComS_008)	-	-	494	Data includes theft of, theft from and vehicle interference with a vehicle so isn't a comparison with previous years
No. of incidents of robbery (ComS_009)	-	-	44	Data now includes both personal robbery and from business premises so isn't a comparison with previous years
Total violence (with injury) (ComS_010)	-	-	2,191	Data recording has changed such that this is not a comparison with previous years
ASB Incidents (police) (ComS_011)	1,500	2,881	2,415	2020/21 Increase in complaints due to breaches of COVID-19 lockdown recording as ASB, increasing intolerance and poor mental health during the pandemic. 2021/22 still seeing an increase possibly as a result of the effects of the pandemic on mental health of residents both victims and perpetrators
ASB cases received by Environmental Health (ComS_012)	386	561	433	



<b>Service Data Description (Pentana Code)</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Actual 2021/22</b>	<b>Comments including benchmarking data</b>
ASB cases received by Housing Division (general housing) <b>(ComS_013)</b>	126	118	84	
ASB cases received by Communities <b>(ComS_014)</b>	22	67	46	2020/21 Increase on previous years due to impact of COVID-19.
Hate crime incidents reported in Broxtowe <b>(ComS_020)</b>	103 (Oct 2019 – Sept 2020)	93 (Oct 2020 – Sept 2021)	99	2019/21 data Oct – Sept only data accessible
High risk cases of domestic violence in Broxtowe reported to South Nottinghamshire Multi-Agency Risk Assessment Conference (MARAC) <b>(ComS_024a)</b>	129	107	153	
Repeat high risk cases of domestic violence in Broxtowe reported to South Nottinghamshire MARAC <b>(ComS_024b)</b>	18	27	27	
High risk cases of domestic violence in Broxtowe reported to South Nottinghamshire MARAC which are repeats % <b>(ComS_024)</b>	14%	25%	18%	
Domestic abuse (incidents and crime) reported in Broxtowe <b>(ComS_025)</b>	749	786	789	Data includes harassment, stalking, malicious communications, controlling or coercive behaviour and racially or religiously aggravated harm
Requests for Community Trigger received by the Council <b>(ComS_028)</b>	2	5	3	
Public Spaces Protection Orders made <b>(ComS_029)</b>	1	10	0	All public space protection orders reviewed and renewed Nov 2020 to align them for management purposes next renewal date Nov 2023
Acceptable Behaviour Contracts (ABC) issued across the borough <b>(ComS_002)</b>	1	0	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>	2	1	1	

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Actual 2021/22</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>	316	399	343	
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>	107	92	73	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>	17	68	36	Formal action taken only where officers fail to resolve cases
Individuals discussed at ASB multi-agency panel <b>(ComS_017)</b>	14	13	21	
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>	6	1	4	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>	10	30	13	
Community Protection Notices warning letters issued by Police <b>(ComS_018b)</b>	5	17	12	This figure relates only to those notices served we are aware of (issued by NPT) and does not include those issued by Response Officers

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Actual 2021/22</b>	<b>Comments including benchmarking data</b>
Community Protection Notices served by the Council <b>(ComS_019a)</b>	3	6	5	
Community Protection Notices served by the Police <b>(ComS_019b)</b>	1	4	2	This figure relates only to those notices served we are aware of (issued by NPT) and does not include those issued by Response Officers

## Environmental Health

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Actual 2021/22</b>	<b>Comments including benchmarking data</b>
Food business Inspections <b>(ComS_038)</b>	709	35	1,072	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>	50	12	13	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>	407	90	1,000	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>	172	377	238	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>	28	17	12	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 2019/20</b>	<b>Actual 2020/21</b>	<b>Actual 2021/22</b>	<b>Comments including benchmarking data</b>
Health & Safety Inspections (ComS_043)	35	12	33	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)	52	405	68	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)	43	38	36	
Licensing/Registration actions (ComS_046)	240	234	307	
Pollution complaints (including noise) (ComS_047)	475	671	669	Includes all Environmental Health anti-social behaviour cases (see ComS_012)
Traveller encampments in the Borough (ComS_089)	7	0	5	
Traveller encampments on Council owned land (ComS_089b)	2	0	2	

## Licensing

<b>Service Data Description (Pentana Code)</b>	<b>Actual 2019/20</b>	<b>Actual 2020/21</b>	<b>Actual 2021/22</b>	<b>Comments including benchmarking data</b>
Licences processed (ComS_065)	1,385	1,012	1,058	Reduced number of TENs and new applications due to COVID-19 restrictions
Licensing Act premises inspected (ComS_066)	42	105	49	Includes a number of COVID-19 Compliance checks
Gambling Act premises inspected (ComS_067)	2	0	1	Gambling premises closed for much of 2020/21
Other premises visited (ComS_068)	2	0	6	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 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	Future Years	Indicator Owner and Comments (incl. benchmarking)
Reduction in reported ASB cases in Broxtowe Nottinghamshire Police (ComS_011)	1,500	2,881	2,185	2,000	1,900	1,800	Chief Communities Officer
Reduction in ASB cases reported in the borough to:							
• Environmental Health (ComS_012)	386	561	433	400	400	400	Chief Environmental Health Officer
• Housing (ComS_013)	126	118	84	125	125	125	Housing Operations Manager
• Communities (ComS_014)	22	67	46	40	40	40	Chief Communities Officer
							The ASB team are in place and able to take referrals of neighbour nuisance where no crimes are being committed from the Police so numbers will remain higher than pre 2020 figures

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

Indicator Description (Pentana Code)	Achieved 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	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)	14%	25%	18%	15%	15%	15%	Chief Communities Officer
Domestic abuse reported in the borough (ComS_025)	749	786	789	800	810	820	Data includes harassment, stalking, malicious communications, controlling or coercive behaviour and racially or religiously aggravated harm. Increasing target includes encouraging reporting

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

Indicator Description (Pentana Code)	Achieved 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	Future Years	Indicator Owner and Comments (incl. benchmarking)
Residents surveyed who feel safe when outside in the local area after dark % (ComS_033)	66%	-	-	78%	78%	78%	Chief Communities Officer Annual figures Nottinghamshire County Council survey. Nottinghamshire County Council survey data 2020/21 and 2021/22 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 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	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)	386 87%	561 71%	433 79%	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)	126 75%	118 78%	84 87%	125 85%	125 85%	125 85%	Housing Operations Manager

Indicator Description (Pentana Code)	Achieved 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	Future Years	Indicator Owner and 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>	22	68	46	50	50	50	<p>Chief Communities Officer</p> <p>2020/21 66 new cases received 68 cases closed some of which were received in 2019/20</p> <p>A proportion of neighbour nuisance cases are complex, relate to multiple types of ASB and involve counter complaints which prevent early closure</p> <p>The ASB team are in place and able to take referrals of neighbour nuisance where no crimes are being committed from the Police so numbers will remain higher than pre 2020 figures</p>
<p>Residents surveyed who feel safe when outside in the local area during the day (%) (ComS_032)</p>	94%	n/a%	a/a%	96%	96%	96%	<p>Chief Communities Officer</p> <p>Annual figures Nottinghamshire County Council survey.</p> <p>Figures from Nottinghamshire County Council survey 2020/21 and 2021/22 not yet available</p>



Indicator Description (Pentana Code)	Achieved 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	Future Years	Indicator Owner and Comments (incl. benchmarking)
Food Inspections – High Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk (ComS_048)	98%	5%	95%	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)	96%	1%	85%	80.0%	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 2020/21. Proactive inspections resumed Summer 2021

## MANAGEMENT PERFORMANCE INDICATORS (MPI)

Indicator Description (Pentana Code)	Achieved 2019/20	Achieved 2020/21	Achieved 2021/22	Target 2022/23	Target 2023/24	Future Years	Indicator Owner and Comments (incl. benchmarking)
Health and Safety - Complete a programme of intervention visits at targeted workplaces (ComS_052)	65%	0%	80%	60%	60%	60%	Chief Environmental Health Officer 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 – (%))	52 93%	405 87%	68 90%	60 100%	60 100%	60 100%	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%	0%	100%	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

<b>Indicator Description (Pentana Code)</b>	<b>Achieved 2019/20</b>	<b>Achieved 2020/21</b>	<b>Achieved 2021/22</b>	<b>Target 2022/23</b>	<b>Target 2023/24</b>	<b>Future Years</b>	<b>Indicator Owner and Comments (incl. benchmarking)</b>
Non-statutory licences approved/ issued within 14 days of full application received % <b>(ComS_069)</b>	100%	99%	100%	100%	100%	100%	Licensing Manager
Number of pro-active liquor licensing inspections <b>(ComS_093a)</b>	New from Apr 2021	-	49	50	50	50	Licensing Manager
Number of pro-active hackney / private hire inspections <b>(ComS_093b)</b>	New from Apr 2021	-	21	30	30	30	Licensing Manager
Number of gambling pro-active inspections <b>(ComS_093c)</b>	New from Apr 2021	-	1	10	10	10	Licensing Manager
Number of other licensing pro-active inspections <b>(ComS_093d)</b>	New from Apr 2021	-	4	5	5	5	Licensing Manager
Number of pro-active animal licence inspections <b>(ComS_097)</b>	New from Apr 2021	-	6	8	10	10	Chief Environmental Health Officer

#### 4. KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2023/24 – 2025/26 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.

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Produce and implement an annual Broxtowe Crime Reduction Action Plan <b>COMS2324_01</b>	Reduction in all crime types and improvements in community confidence	Police / County Council / Voluntary Sector/Fire Service	Senior Communities Officer Crime and ASB March 2024	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. £43k in grants and in kind contributions from partners
Deliver the Safer Streets Action Plan for Eastwood <b>COMS2224_02</b>	Reduction in all crime types and improvements in community confidence	Police / County Council / Voluntary Sector/Fire Service	Chief Communities Officer September 2023	The plan draws in £250k in Home Office funding and the equivalent in match funding contributions from partners

<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>
Update cross departmental Anti-Social Behaviour Action Plan <b>COMS2023_05a</b>	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>COMS2324_06</b>	Council has a fit for purpose Food Service Plan which informs activity in this area	Food Standards Agency	Chief Environmental Health Officer June 2023	Within existing resources and budgets
Update Knife Crime Action Plan <b>COMS2224_01</b>	Reduce levels of knife crime in the borough	Police / NHS	Chief Communities Officer March 2024	Within existing resources and budgets
Review Sanctuary Policy and Procedure <b>COMS2324_02</b>	Deliver Sanctuary Scheme within resources and aligning with countywide recommendations where possible	Sanctuary Steering Group	Senior Communities Officer Violence and Domestic Abuse March 2024	Within existing resources and budgets
Cyber Fraud training on BLZ for members and staff <b>COMS2223_04</b>	Awareness of fraud raised, staff and members better protected, members able to advise residents through media		Chief Communities Officer and Senior Communities Officer Crime and ASB March 2024	Within existing resources and budgets

<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>
Review Serious Violence and Violence Against Women and Girls Strategy <b>COMS2324_03</b>	Review Strategy aligning with the Countywide Strategy and in consultation with Domestic Abuse Organisations	Broxtowe Women's Project	Senior Communities Officer Violence and Domestic Abuse March 24	Within existing resources and budgets
Consult, Review and renew PSPO's <b>COMS2224_05</b>	PSPOs renewed where appropriate and removed where not		Chief Communities Officer and Senior Communities Officer Crime and ASB October 2023	£1k signage for extension of Beeston Town Centre PSPO
Update Children and Young People Action Plan <b>COMS2324_04</b>	Improve life chances of young people in the borough	Education/TECT Team/Equation/NHS/Transform Training	Communities Officer Children and Young People January 2024	Within existing resources and budgets
Review Vulnerable Persons Policy <b>COMS2324_05</b>	Support vulnerable residents in the Borough		Chief Communities Officer March 2024	Within existing resources and budgets

<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>
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 2024	Within existing resources and budgets
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		Senior Communities Officer Violence and Domestic abuse March 2024	Within existing resources and budgets
Update Tobacco Control Action Plan <b>COMS2223_07</b>	Reduce smoking prevalence in the borough	NHS	Communities Officer Health November 2023	Within existing resources and budgets
Update Dementia Action Plan <b>COMS2223_08</b>	Improve support for dementia sufferers and carers in the borough	CAB/NHS	Communities Officer Health December 2023	Within existing resources and budgets
Update Health Action Plan <b>COMS2223_09</b>	Improve Health of residents in the borough	NHS/Mental Health 3 <sup>rd</sup> sector organisations	Communities Officer Health April 2023	Within existing resources and budgets

<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>
Update Hate Crime Action Plan <b>COMS2224_10</b>	Reduce Hate Crime and improve reporting and support for victims in the borough	Police	Communities Officer Equalities and Diversity April 2023	Within existing resources and budgets
Renew Hate Crime Pledge <b>COMS2224_11</b>	Reduce Hate Crime and improve reporting and support for victims in the borough		Communities Officer Equalities and Diversity April 2023	Within existing resources and budgets



## 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	2023/24 Budget £	2024/25 Budget £	2025/26 Budget £
<b>Budget Implications</b>				
Sanctuary Scheme	COMS2324_09	10,000*	10,000	10,000
<b>Efficiencies Generated</b>				
Broxtowe Crime Reduction Plan (Partner Contributions in kind)	COMS2324_01	50,000	50,000	50,000
Safer Streets Action Plan (Partner Contributions in kind)	COMS2224_02	166,666	-	-
Children and Young People's Action Plan (Partner Contributions in kind)	COMS2324_04	5,000	5,000	5,000
White Ribbon Action Plan (Partner Contributions in kind)	COMS2324_08	2,000	2,000	2,000
Dementia Action Plan (Partner Contributions in kind)	COMS2223_08	1,000	1,000	1,000
Health Action Plan (Partner Contributions in kind)	COMS2223_09	5,000	5,000	5,000
<b>New business/increased income</b>				
Broxtowe Crime Reduction Plan (£166,666 grant from OPCC)	COMS2324_01	33,300	33,300	33,300
Safer Streets Action Plan (£166,666 grant from OPCC)	COMS2224_02	166,666	-	-
<b>Net Change in Revenue Budgets</b>		<b>NOTE*</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
Maintain strong partnerships to effectively deliver action plans <a href="#">COMS2223_01</a> <a href="#">COMS2223_02</a> <a href="#">COMS2223_03</a> <a href="#">COMS2223_05</a> <a href="#">COMS2224_01</a> <a href="#">COMS2224_08</a>	Partners disengage Actions not delivered	Yes - Risk 2, 12, 13	Officers maintain strong relationships and ensure action plans reflect the aims of partners
Cyber Fraud training on BLZ for members and staff to raise awareness and enable residents to be advised <a href="#">COMS2223_04</a> <a href="#">COMS2224_07</a>	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
Deliver Sanctuary Scheme <a href="#">COMS2224_09</a>	Residents not protected in their own homes	Yes – Risk 13	New procedures in place and officer cover for leave

Risks as extracted from the Strategic Risk Register as at November 2022:

**Risk 2:** Failure to obtain adequate resources to achieve service objectives

**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/>