

COMMUNITY SAFETY AND HEALTH BUSINESS PLAN 2019–2022

This Business Plan details the projects and activity undertaken in support of the Broxtowe Borough Council Corporate Plan 2016 – 2020 priority of **COMMUNITY SAFETY** and **HEALTH**.

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 'a great place where people enjoy living, working and spending leisure time'.

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: valuing our employees and enabling 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 the amount of anti-social behaviour in Broxtowe**
- **Reduce domestic violence in Broxtowe**

The Council's Priorities and Objectives for HEALTH are 'People in Broxtowe enjoy longer, active and healthy lives:

- **Increase the number of people who have active lifestyles**
- **Work with partners to improve the health of the local population**
- **Reduce alcohol related harm in Broxtowe**

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 2016-2020	The Council's overarching plan for its priorities, targets and objectives. The plan sets out priorities to achieve the vision to make "Broxtowe a great place where people enjoy living, working and spending leisure time" with focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.	April 2020	Chief Executive
Business Strategy 2019/20 to 2021/22	Deigned to ensure that the Council is: <ul style="list-style-type: none"> • Lean and fit in its assets, systems and processes • Customer focused in all its activities • Commercially minded and financially viable • Making best use of technology. 	Updated annually	Deputy Chief Executive
Medium Term Financial Strategy 2019/20 to 2021/22	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 2017-2020	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.	April 2020	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
Nottinghamshire Police – Neighbourhood Policing 2018	Outlines the expectation of those involved in guiding and delivering the Neighbourhood Policing to the communities of Nottinghamshire	2019	Chief Constable
Police and Crime Plan 2018-21	Sets out the Police and Crime Commissioners strategic priorities for dealing with crime. These are : <ul style="list-style-type: none"> • Protecting people from harm • Helping and supporting victims • Tackling crime and antisocial behaviour • Transforming services and delivering quality policing 	Annual update	Head of Strategy and Performance, Nottinghamshire Office of the Police and Crime Commissioner
Broxtowe Borough Partnership Statement of Common Purpose 2018-2020	A long term plan for the area covered by Broxtowe Borough Council. It guides the future activity of all public, private and voluntary sector agencies operating in the area. It aims to ensure good co-ordination, best possible outcomes for local people and the most effective use of resources.	2020	Chief Executive
Ending Violence Against Women and Girls Strategy 2016 to 2020	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.	2020	Home Office
Towards a Smoke Free Generation - A five year Tobacco Control Plan for England	To assist in achieving a smoking prevalence of 5% or below	2022	Dept. of Health

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Nottinghamshire Safeguarding Adults Board Strategic Plan 2018-21	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.	2021	Independent Chair
Broxtowe Safeguarding Children Policy	Outlines the Council's and its staff's responsibilities and procedures in relation to safeguarding children	2021	Head of Public Protection
Broxtowe Safeguarding Adults Policy	Outlines the Council's and its staff's responsibilities and procedures in relation to safeguarding adults	2021	Head of Public Protection
Broxtowe Contaminated Land Strategy	Provides standards and targets for service delivery	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	2020	Licensing Manager
Broxtowe Statement of Licensing Policy	Declares the Council's policies under its Licensing Act 2003 duties	2019	Licensing Manager
Broxtowe Gambling Licensing Statement	Outlines the Council's policies under its Gambling Act 2005 duties	2019	Licensing Manager
Broxtowe Sex Establishment Policy	Outlines the Council's policy on sex establishments and sexual entertainment venues	2019	Licensing Manager
Broxtowe Corporate Anti-social Behaviour Policy	Sets out the Council's approach to dealing with and preventing anti-social behaviour across the borough.	2019	Head of Public Protection
Broxtowe Housing Strategy 2015-2020	Sets out the strategic direction for housing services provided by Broxtowe Borough Council	2020	Head of Housing

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Broxtowe Enforcement Policy	Sets out the way the Council will undertake its enforcement activities	2020	Head of Public Protection
Broxtowe Empty Homes Strategy	Outlines the Council's approach to dealing with empty homes in the borough	2019	Chief Environmental Health Officer
Broxtowe Dog Control Policy	Outlines the Council's approach to dealing with the control of dogs	2021	Head of Public Protection
Broxtowe Disabled Facilities Grants Policy	Details the Council's approach to dealing with Disabled Facilities Grants	2020	Head of Public Protection
Stapleford Neighbourhood Action Plan	Actions to address crime related issues within Stapleford	2019	Communities Officer
Eastwood South Neighbourhood Action Plan	Actions to address crime related issues within Eastwood South	2019	Communities Officer
Broxtowe Health Partnership Action Plan	Describes core health themes and actions to address them	2019	Communities Officer (Health)
Child Poverty Action Plan 2018-2020	Describes actions to tackle child poverty	2020	Communities Officer (Health)
Anti-social Behaviour Action Plan 2018-2020	Describes actions to tackle anti-social behaviour	2020	Chief Communities Officer
White Ribbon Campaign Action Plan	Describes actions to tackle male violence against women and achieve accreditation for the Authority	2020	Communities Officer

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Dementia Action Plan	Outlines the actions the authority will take to recognise the rights of people with dementia to feel valued and live as independently as possible in their communities.	2019	Communities Officer (Health)
Food Service Plan	Informs on the Council's activity in this area	2019	Chief Environmental Health Officer
Tackling Excess Weight Strategy	Nottinghamshire County Council with local councils to tackle excess weight and obesity.	2019	Communities Officer (Health)
Children and Young People Action Plan	Describes actions to address issues affecting children and young people	2020	Chief Communities Officer
Older People Action Plan	Describes actions to address challenges faced by older people	2020	Chief Communities Officer

2. SERVICE LEVEL OBJECTIVES LINKED TO CORPORATE OBJECTIVES

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

Service Areas covered by this Plan	Service Objectives
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.
	To develop, improve and coordinate activities aimed at carrying out enforcement and reducing incidents of anti-social behaviour
	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
Mediation	Provide a free, accessible community mediation service for tenants of Broxtowe BC dwellings

Service Areas covered by this Plan	Service Objectives
Property Services	
CCTV / Security	To develop and provide a responsive efficient and cost effective CCTV/Security service to help tackle crime, disorder, and anti-social behaviour
Legal Services	
Legal support	Produce an experienced and high quality legal service to all departments in the Council, members, parish councillors and certain members of the public in order to assist in achieving the Council's five corporate objectives.

Reduce domestic violence in Broxtowe (CS2)

Service Areas covered by this Plan	Service Objectives
Public Protection	
Communities	Raise awareness in the community of issues associated with domestic violence and abuse and ensure staff are trained to recognise and report concerns
Housing	
Tenancy Management and Retirement 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

Increase the number of people who have active lifestyles (He1)

Service Areas covered by this Plan	Service Objectives
Liberty Leisure Limited	
Get Active Strategy 2018-21	Improve activity of adults in Broxtowe

Work with partners to improve the health of the local population (He2)

Service Areas covered by this Plan	Service Objectives
Public Protection	
Communities	<p>Provide an effective and efficient service to enable the Broxtowe Partnership to deliver its Community Strategy.</p> <p>Deliver Action Plans for Health, Children and Young People, Dementia, Older People, and Child Poverty to address inequality and improve the lives of people living and working in the Borough.</p> <p>Support Community Action Teams to provide resident representation in the community planning process.</p>
Environmental Health	<p>Ensure the safety of food prepared and sold within the Borough</p> <p>Promote healthy eating options</p> <p>Improve the air quality within the Borough</p> <p>Improve workplace safety</p>

Reduce alcohol related harm in Broxtowe (He3)

Service Areas covered by this Plan	Service Objectives
Public Protection	
Licensing	Ensure licence conditions are complied with and licensed establishments are managed in an effective and responsible manner
Communities	Raise awareness of alcohol services to enable access by residents and so reduce alcohol dependency

3. MEASURES OF PERFORMANCE AND SERVICE DATA

Context – Baseline Service Data

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
Communities					
ComS_001	All crime	4,783	5,461	7,085	
ComS_007	No. of burglary at dwellings	309	343	929	
ComS_008	No. of vehicle crimes	595	637	929	
ComS_009	No. of incidents of robbery	45	52	68	
ComS_088	All crime within Priority Plus Area (Stapleford)	-	-	-	NEW Indicator from October 2018
ComS_010	Total violence (with and without injury)	1,020	1,230	1,531	
ComS_011	No. of ASB Incidents (police)	2,029	2,238	2,875	
ComS_012	No. of ASB cases received by Environmental Health	566	569	564	
ComS_013	No. of ASB cases received by Housing Division (general housing)	88	84	152	Rise due in part to improve recording practices
ComS_014	No. of ASB cases received by Communities	17	56	32	
ComS_020	No. of hate crime incidents reported in Broxtowe	95	107	128	Slight increases may be reflective of improved confidence of victims to report.

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
ComS_024a	High risk cases of domestic violence in Broxtowe reported to South Nottinghamshire Multi-Agency Risk Assessment Conference (MARAC)	81	100	96	
ComS_024b	Repeat high risk cases of domestic violence in Broxtowe reported to South Nottinghamshire MARAC	17	15	21	
ComS_024c	High risk cases of domestic violence in Broxtowe reported to South Nottinghamshire MARAC which are repeats %	21%	15%	22%	
ComS_025	No. of domestic abuse (incidents and crime) reported in Broxtowe	922	533	516	
ComS_028	No. of requests for Community Trigger received by the Council	0	1	1	
ComS_029	No. of Public Spaces Protection Orders made	1	1	7	
ComS_013 (a-c)	Time taken for ASB incidents reported to Housing to be closed:				
	Less than 3 months	40	50	120	
	Between 3 and 6 months	23	28	26	
	Over 6 months or still open	23	16	10	

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
ComS_012 (a-c)	Time taken for ASB incidents reported to Environmental Health to be closed: Less than 3 months Between 3 and 6 months Over 6 months or still open	- - -	403 23 32	407 35 21	Data available from April 2016.
ComS_014 (a-c)	Time taken for ASB incidents reported to Community Safety to be closed: Less than 3 months Between 3 and 6 months Over 6 months or still open	- - -	30 3 20	30 1 34	Data available from April 2016.
ComS_016	Injunctions imposed as a result of Council action	3	1	1	
ComS_002	Acceptable Behaviour Contracts (ABC) issued across the borough	5	9	9	
ComS_017	No. of individuals discussed at ASB multi-agency panel	-	30	30	
ComS_015	Time an individual remains on the ASB panel agenda Less than 3 months Between 3 and 6 months Over 6 months or still open	- - -	10 15 5	3 7 21	Data available from April 2016.

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
ComS_018a	Community Protection Notice warning letters issued by the Council	47	55	34	
ComS_018b	Community Protection Notices warning letters issued by the Police	28	58	27	
ComS_019a	Community Protection Notices served by the Council	5	8	3	
ComS_019b	Community Protection Notices served by the Police	5	9	8	
ComS_035	Dog fouling complaints received by Neighbourhood Wardens	178	190	200	
ComS_036	Stray dogs collected	175	127	201	
ComS_078	Flytipping cases dealt with by Neighbourhood Wardens	490	154	260	
ComS_080	Graffiti complaints dealt with by Neighbourhood Wardens	50	34	16	
ComS_081	Litter complaints dealt with by Neighbourhood Wardens	47	68	47	
ComS_083	Aggressive dogs	83	146	70	
ComS_084	Flyposting complaints	8	35	20	

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
ComS_037	Fixed penalty notices issued by Neighbourhood Wardens	5	3	4	
ComS_071	People attending CAT meetings	447	362	317	
ComS_004	Police incident viewings on CCTV	70	75	81	
ComS_059	Child Poverty (Children under 16)	12.8%	13.5%	Not yet available	2016/17 figure is a snapshot at 31 August 2016
ComS_061	Gap in life expectancy for women between the richest and poorest wards (years)	7.5 yrs	7.6 yrs	Not yet available	Latest data released (July 2018) is for 2014-16 = 7.6 years
ComS_062	Gap in life expectancy for men between the richest and poorest wards (years)	7.3 yrs	5.9 yrs	Not yet available	Latest data released (July 2018) is for 2014-16 = 5.9 years
Coms_063	Smoking Prevalence (% of adults aged 18 and over)	16.5%	18.7%	Not yet available	
ComS_064	Excess weight in adults (% of adults classified as obese or overweight)	62.0%	58.7%	Not yet available	Data is not directly comparable due to changes in data analysis methodology.
ComS_085	Alcohol related referrals to Change-Grow-Live from Broxtowe	n/a	88	93	
ComS_085a	Alcohol related referrals to Change-Grow-Live from Broxtowe where positive outcome	n/a	50	61	

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
Environmental Health					
ComS_038	Food business Inspections	426	482	982	Increase due to the completion of the backlog of food hygiene inspections (approximately 500 premises) which had additional funding to specifically achieve this following the external Food Standards Agency audit. This will revert to approximately 400 inspections to be completed as per the normal intervention programme.
ComS_039	Food business re-inspections	90	97	98	
ComS_040	Food establishments subject to formal enforcement actions - Written Warnings	363	245	562	Increase due as a result of carrying out additional inspections (and a similar rate in terms of percentage of inspections resulting in a formal enforcement action). As some of these premises had not been visited for some time, there was a need to take formal action. Formal action includes letters confirming action points.
ComS_041	Food complaints/service requests	307	324	349	
ComS_042	Infectious disease notifications investigated	144	32	26	
ComS_043	Health & Safety Inspections	23	29	10	
ComS_044	Health & Safety complaints/service requests	40	78	63	
ComS_045	Health and Safety accidents	38	49	43	
ComS_046	Licensing/Registration actions	352	327	315	

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
ComS_047	Pollution complaints (including noise)	763	677	647	Includes all Environmental Health anti-social behaviour cases (see ComS_012)
ComS_012	ASB cases dealt with by Environmental Health	566	569	564	
ComS_089a	Traveller encampments in the Borough	5	1	3	
ComS_089b	Traveller encampments on Council land	1	0	2	
Licensing					
ComS_065	Licences processed	1,642	1,411	1,363	
ComS_066	Licensing Act premises inspected	344	311	176	
ComS_067	Gambling Act premises inspected	10	4	6	
ComS_068	Other premises visited	6	4	5	

Critical Success Indicators (CSI)

Priority leaders should work corporately to **define the outcome objective** for each priority area and **identify an outcome indicator** or indicators which will be **Critical Success Indicators**. There will be a maximum of two CSI for each corporate priority.

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Critical Success Indicators (CSI)								
Reduce the amount of anti-social behaviour in Broxtowe (CS1)								
Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	ComS_011	2,029	2,238	2,875	2,126	2,126	2,126	Chief Communities Officer
Reduction in ASB cases reported in the borough to:								
• Environmental Health	ComS_012	566	569	564	541	541	541	Chief Environmental Health Officer
• Housing	ComS_013	86	82	152	78	78	78	Temporary Housing Options Manager
• Communities	ComS_014	17	56	32	53	53	53	Chief Communities Officer

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Reduce domestic violence in Broxtowe (CS2)								
High risk domestic abuse cases re-referred to the Multi Agency Risk Assessment Conference [expressed as a % of the total number of referrals]	ComS_024	21%	15%	22%	13%	12%	11%	Communities Officer (Health)
Domestic abuse reported in the borough	ComS_025	922	533	516	550	550	550	Chief Communities Officer Figures represent total of DV incidents and DV crime
Increase the number of people who have active lifestyles (He1)								
Inactive Adults in Broxtowe Borough %	LLLocal_G09	-	26.1%	26.1%	25.9%	25.5%	25.1%	Data collected annually by Liberty Leisure Limited
Work with partners to improve the health of the local population (He2)								
Complete all actions assigned to the Council in Partnership Action Plans for Health, Children and Young People, Dementia, Older People and Child Poverty to address inequality and improve the lives of people living and working in the Borough	LSP1820					100%	100%	Chief Communities Officer New indicator. The Action Plans are two year plans starting in 2018.

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Reduce alcohol related harm in Broxtowe (He3)								
Alcohol related referrals to Change-Grow-Live from Broxtowe where positive outcome established	ComS_085 Referrals	Not available	88	93				Communities Officer (Health). Success figures for any one year do not correlate directly with the referrals in the same year. However, over a number of years, the representation as a percentage should average out to be a meaningful indicator
	ComS_085a Success	Not available	50 (57%)	61 (66%)	70%	70%	70%	

Performance Indicators

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

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Key Performance Indicators (KPI)								
Environmental Health related ASB cases closed in less than three months	ComS_012	566	569	564	541	541	541	Chief Environmental Health Officer
Council Housing related ASB cases closed in less than three months	ComS_013	86	82	152	78	78	78	Temporary Housing Options Manager Housemark benchmarking available
Communities related ASB cases closed in less than three months	ComS_014	17	56	32	53	53	53	Chief Communities Officer
Residents surveyed who feel safe when outside in the local area during the day % (Notts CC survey)	ComS_032	97%	98%	100%	100%	100%	100%	Chief Communities Officer

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Residents surveyed who feel safe when outside in the local area after dark % (Notts CC survey)	ComS_033	77%	57%	50%	65%	70%	75%	Chief Communities Officer The sharp decrease shown is evident in 5 of the 7 Nottinghamshire districts.
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)	40	78	63				Chief Environmental Health Officer
	ComS_053 (%)	83%	97%	94%	100%	100%	100%	
Food Inspections – High Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk	ComS_048	82%	88%	100%	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. http://www.food.gov.uk/sites/default/files/laems-food-hygiene-data-2013-14.xls shows national statistics

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Food Inspections – Low Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk	ComS_049	34%	41%	96%	100%	100%	100%	Chief Environmental Health Officer Risk category D and E as determined by the Food Law Code of Practice.
Management Performance Indicators (MPI)								
Communities								
Council Housing related ASB cases closed in less than three months %	ComS_013d	46%	92.2%	91.1%	95%	95%	95%	Temporary Housing Options Manager Housemark benchmarking available
Communities related ASB cases closed in less than three months %	ComS_014d	Not available	53.6%	90.6%	60%	60%	60%	Chief Communities Officer
Stapleford South Action Plan targets met %	LSP1820S	Not applic	Not applic	Not applic	100%	100%	100%	Communities Officer. New indicator from 2018-19
Anti-social Behaviour Action Plan targets met	LSP1820A	Not applic.	Not applic,	100%	100%	100%	100%	Chief Communities Officer

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Environmental Health								
Food - Respond to specific complaints about practices procedures and conditions which may prejudice health in the short term within 1 working day of receipt, and non-urgent complaints/ requests for advice within 5 working days of receipt.	ComS_041 (number)	307	324	349	-	-	-	Chief Environmental Health Officer Selection of 1, 3 and 5 days responses depending on risk to public health
	ComS_-50 (%)	98%	99%	98%	100%	100%	100%	
Infectious Disease - Respond to notifications within 1 working day and requests for advice and information as soon as practicable within 5 working days of receipt.	ComS_042 (number)	144	32	26	-	-	-	Chief Environmental Health Officer Investigated in relation to public health significance. Approach to responses aligned within the whole county.
	ComS_051 (%)	100%	84%	100%	100%	100%	100%	
Health and Safety - Complete a programme of intervention visits at targeted workplaces.	ComS_052 (%)	50%	30%	20%	50%	50%	50%	Proactive health and safety interventions reduced as we are still experiencing a high level of new food premises registrations. In addition, there are added duties as a result of the new animal licensing regime.
Environmental Health related ASB cases closed in less than three months %	ComS_012d	Not available	70.8%	72.2%	72%	72%	72%	Chief Environmental Health Officer

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Air Quality - Inspect authorised/ permitted polluting processes due for inspection in accordance with a pre-planned programme based on risk	ComS_055	100%	100%	100%	100%	100%	100%	Chief Environmental Health Officer All undertaken in second half of year
Public Health - Requests for service responded to within five working days/or identified response time %	ComS_056	99%	99%	100%	100%	100%	100%	Chief Environmental Health Officer
Public Health - % Caravan sites inspected in year	ComS_054	100%	100%	100%	100%	100%	100%	Chief Environmental Health Officer All undertaken in second half of year
Public Health - Consultations responded to within 10 working days %	ComS_057	95%	98%	97%	100%	100%	100%	Chief Environmental Health Officer

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
Licensing								
Non-statutory licences approved/ issued within 14 days of full application received %	ComS_069	100%	100%	100%	100%	100%	100%	Licensing Manager
a) No. of high risk licensed premises where there is a change of Premises Supervisor	ComS_087a	-	-	-	-	-	-	Licensing Manager New indicator in 2018/19
b) No visited	ComS_087b	-	-	-	-	-	-	
c) % visited	ComS_087c	n/a	n/a	n/a	100%	100%	100%	

4. KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2019/20 – 2021/22 INCLUDING COMMERCIAL ACTIVITIES

Priority leaders are asked to consider potential **commercial activities** in their priority areas when setting the key tasks and priorities for 2019/20 to 2021/22. 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 net income or costs to Section 5 'Link Key Tasks and Priorities for Improvement to the Financial Budgets'.
- Please identify new '**commercial activities**' in the comments column.

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
COMS 1922_01 NEW	Develop and deliver a Neighbourhood Action Plan for Stapleford	Reduction in all crime types and improvements in community confidence	Police / County Council / Voluntary Sector/Fire Service	Communities Officer May 2019	Dependent on resources being allocated by Police and Crime Commissioner
COMS 1620_16	Develop and deliver Action Plans for Broxtowe Strategic Partnership	Improvement in issues identified in respect of Children/Young Persons, Health, Dementia, and Child Poverty	Agencies working as part of Broxtowe Partnership	Chief Communities Officer March 2020	Within existing resources
COMS 1720_04	Deliver the cross departmental Anti-social Behaviour Action Plan	Reduction in anti-social behaviour in the borough	Notts Police Other Council departments	Chief Communities Officer March 2020	Within existing resources

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
COMS 1922_02 NEW	Implement ECINSs for ASB Panel meeting management.	Combine Anti-social Behaviour and Complex Case Panels into one meeting to increase efficiency	Police Police and Crime Commissioner Victim Support Notts CC	Chief Communities Officer May 2019	Within existing resources
COMS 1821_08	Undertake a feasibility study on introducing wheelchair accessible taxi fleet	Taxis in the borough are wheelchair accessible		Licensing Manager May 2019	Within existing resources
COMS 1922_03 NEW	Introduction of on-line application forms for licensing taxis, massage and special treatment establishments, scrap metal dealers, charitable collections, alcohol and gambling licences	On-line applications able to be made	ICT Section	Licensing Manager Dec 2019	Within existing
COMS 1922_04 NEW	Introduction of on-line payment facility for licence applications	Payments available on line for licence applications	ICT Section	Licensing Manager Dec 2019	Within existing
COMS 1821_15	Review authority's policy on toilet provision in cafes and restaurants	Production of approved policy on toilet provision in cafes and restaurants	Notts authorities	Chief Environmental Health Officer June 2019	Within existing resources

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
COMS 1821_13	Produce Food Service Plan	Authority has a fit for purpose Food Service Plan which informs activity in this area	Food Standards Agency	Chief Environmental Health Officer June 2019	Within existing resources
COMS 1821_14	Produce DEFRA Annual Air Quality Status Report	Authority has a fit for purpose Air Quality Status Report highlighting current status and potential actions.	Notts authorities	Chief Environmental Health Officer June 2019	Within existing resources
COMS 1922_05 NEW	Set up procedures for Channel, Prevent, and Serious Organised Crime	Effective notification and referral mechanisms	Notts police	Chief Communities Officer March 2020	Within existing resources
COMS 1922_06 NEW	Set up effective mechanisms to manage the Local Strategic Partnership Task and Finish Group	Improved functioning of, and outcomes from, Local Strategic Partnership	Partners in Local Strategic Partnership	Chief Communities Officer October 2019	Within existing resources
COMS 1922_07 NEW	Achieve Well Being at Work Accreditation	Improve staff welfare and wellbeing	Nottinghamshire County Council	Communities Officer (Health) March 2020	Within existing resources
COMS 1922_08 NEW	Create an effective Key Individuals Network System (KINS) for Broxtowe	System populated with key individuals to enable distribution of information to the specific communities	Notts police	Chief Communities Officer December 2019	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	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £
Budget Implications				
None listed	-	0	0	0
Efficiencies Generated				
None listed	-	0	0	0
New business/increased income				
None listed	-	0	0	0

6. SUMMARY OF KEY RISKS

Priority leaders are to identify three strategic risks for the Business area and to determine whether these have been/or should be considered on the Council's Strategic Risk Register.

Key Strategic Risk	Is this already covered by an existing Strategic Risk?	What action can be taken/is required to mitigate/minimise the risk or threat
1. Failure to use Disabled Facilities Grant funding in accordance with central government and Better Care Fund requirements	Yes	See Strategic Risk Register (6,7,10)
2. Failure to implement adequate safeguarding mechanisms	Yes	See Strategic Risk Register (23)
3. Failure to comply with relevant domestic and European legislation	Yes	See Strategic Risk Register (6)

Also, the top five risks (strategic or operational) arising from the key tasks and priorities for improvement should be identified. Whilst, it will be expected that detailed risks will be considered as part of the project planning process for each key task, it is anticipated that there will be 'common themes' identified which should enable the key risks to be limited to the top five. An earlier example has been included for reference.

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
COMS 1821_08	Undertake a feasibility study on introducing wheelchair accessible taxi fleet	Inadequate research to ascertain need, scale of task, and how it can be tackled	Risk 27	Feasibility study terms of reference to be agreed by senior management.

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
COMS 1922_03	Introduction of online application forms for licensing taxis, massage and special treatment establishments, scrap metal dealers, charitable collections, alcohol and gambling licences	ICT system limitations ICT staffing time availability Licensing Team and Business Support Unit not sufficiently trained to deal with new processes	Risks 19 and 21	Appropriate discussions with ICT colleagues Agreement sought from senior officers Appropriate and sufficient testing and training
COMS 1922_04	Introduction of online payment facility for licence applications (above)	ICT limitations Licensing Team and Business Support Unit not sufficiently trained to deal with new processes	Risks 19 and 21	Appropriate discussions with ICT colleagues Appropriate and sufficient testing and training
COMS 1922_08	Create an effective Key Individuals Network System (KINS) for Broxtowe	Appropriate groups not included on system Staff resources to deliver Inadequate support from partners	Risks 12, 23 and 27	Prioritisation of task Information sought from police on successful schemes in other areas to ensure as wide a representation of groups as possible. Agreement sought from police at senior level
COMS 1922_05	Set up procedures for Channel, Prevent, and Serious Organised Crime	Staff resources to deliver Inadequate support from partners	Risks 12, 23 and 27	Prioritisation of task Agreement sought from police at senior level

List of Strategic Risks (Extract)

Risk 12 - Failure to implement effective Crime & Disorder Reduction Strategy

Risk 19 - Lack of skills and/or capacity to meet increasing initiatives and expectations.

Risk 21 - Failure to fully utilise investment in ICT infrastructure

Risk 23 - Failure to comply with duty as a service provider and employer to groups such as children, the elderly, vulnerable adults etc

Risk 27 - Failure to effectively communicate either externally or internally