

## Service Area Plan –2011/12

1 Name of Service/Portfolio:														
<b>COMMUNITY PROTECTION</b>														
2 Purpose/Purposes of Services provided														
Note: please write this from the customer's perspective. You may wish to include more than one purpose														
<p>The purpose of the Service Area is, <b>“To protect the community and individuals from harm.”</b></p> <p>The Key Customer priorities associated with the delivery of the purpose are as follows;</p> <ul style="list-style-type: none"> <li>• Making my neighbourhood feel safer</li> <li>• Effective and fast response to nuisance behaviour</li> <li>• Ensure licensed premises and taxi business practices are appropriate and comply with legislation</li> <li>• High quality services which support sustainable development and mitigate flood risk</li> <li>• During Civil Emergencies, a quick and co-ordinated Incident and Recovery response to the community, whilst still being able to access Council services.</li> <li>• To promote shared services where they add value.</li> <li>• New Council projects to designed and constructed on time to agreed budgets to meet customer needs.</li> <li>• A safe, clean and well maintained environment for staff, tenants and visitors to Riverside House.</li> </ul>														
3 Customer Measures – those important to the people/organisations who use our services														
Note : these measures should be used on a daily, weekly or monthly basis to identify the impact of interventions in the system and to plan future interventions. Interventions may be very small adjustments to resources, or may involve transformational change														
Customer Measures	2010/11 Actual	04	05	06	07	08	09	10	11	12	01	02	03	2011/12 Projected
Success of the 1 <sup>st</sup> intervention process in reducing ASB for all individuals other than local authority tenants, family members or household.	90%	S	S	S	S	S	S	S	S	S	S	S	S	
Prevent the level of ASB incidents across the District from increasing.	6327	S	S	S	S	S	S	S	S	S	S	S	S	
Prevent the No of violent crimes across the District from increasing.	1380	S	S	S	S	S	S	S	S	S	S	S	S	
Increase the No of arrests from CCTV usage.	516	S	S	S	S	S	S	S	S	S	S	S	S	
Increase the number of premises who have complied with their licensing conditions when inspected 12 weekly by the	80%	S	S	S	S	S	S	S	S	S	S	S	S	

Police & WDC.														
Achieve by 2012 an 85% satisfaction level with the services provided by the Districts licensed hackney carriage and private hire vehicle operators and their vehicles.	New	S	S	S	S	S	S	S	S	S	S	S	S	
Satisfaction level for delivery of the KPI's associated with the EA contract for watercourse maintenance	80%	S	S	S	S	S	S	S	S	S	S	S	S	
Increase the next day resolution to the enquires made by residents about private drainage problems.	85%	S	S	S	S	S	S	S	S	S	S	S	S	
Increase the percentage of Parish & Town Councils in Warwick District who have engaged the Community in civil emergencies procedures.	72%	S	S	S	S	S	S	S	S	S	S	S	S	

**4 Operational Measures – other (non customer) measures essential to ensure that “purpose” can be achieved.**

Note: this section will not be used by most service areas as their Customer Measures are expected to be sufficient. However, there may be cases where an operational measure is required to ensure the smooth running of a service area. **Recorded for Team – T.**

Operational Measures	2010/11 Actual	Months of 2011/12												2011/12 Projected
		04	05	06	07	08	09	10	11	12	01	02	03	
To increase the No of crime incidents observed by CCTV Control Room	17867	T	T	T	T	T	T	T	T	T	T	T	T	
100% of all licensing applications processed in compliance with legislation within 8 weeks of receipt.	100%	T	T	T	T	T	T	T	T	T	T	T	T	
Achieve at least 60% of all hackney carriage taxis in the District meet DDA requirements by March 2012	60%	T	T	T	T	T	T	T	T	T	T	T	T	
Aim to provide two additional taxi ranks across the District by March 2012.	1	T	T	T	T	T	T	T	T	T	T	T	T	
95% of all watercourse screens are maintained 4 weekly.	100%	T	T	T	T	T	T	T	T	T	T	T	T	
Achieve at least £45K per annum net income from the watercourse maintenance contracts.	£46K	T	T	T	T	T	T	T	T	T	T	T	T	
Percentage of the Council aims delivered annually to mitigate flood risk.	80%	T	T	T	T	T	T	T	T	T	T	T	T	
To reduce the number of enforcement notices served for private drainage nuisance.	60	T	T	T	T	T	T	T	T	T	T	T	T	

95 % of WDC Service Areas who have an up to date service area Crisis Plan.	85%	T	T	T	T	T	T	T	T	T	T	T	T	
To achieve 80% compliance with the essential elements of the Civil Contingencies expectations & indicators guide of good practice.	New	T	T	T	T	T	T	T	T	T	T	T	T	

### 5 Approved Budget for 2011/12

Note : below are listed key income and expenditure targets which could significantly influence financial performance within the service area

Service Headings	Revenue Cost	
<b>CCTV</b>		
Expenditure	483,100	
Income	252,900	
Net	<b>230,200</b>	
<b>Community Safety incl ASB</b>		
Expenditure	264,600	
Income	166,700	
Net	<b>97,900</b>	
<b>Licensing &amp; Registration</b>		
Expenditure	348,800	
Income	287,100	
Net	<b>61,700</b>	
<b>Engineering – Flood Risk &amp; Civil Contingencies</b>		
Expenditure	247,100	
Income	308,200	
Net	<b>(61,100)</b>	
<b>Office Accommodation</b>		
Expenditure	1,174,100	
Income	1,065,800	
Net	<b>108,300</b>	
<b>Engineering – Area Working (Street Scene /Highways)</b>		

Expenditure		282,600											
Income		16,700											
Net		<b>265,900</b>											
<b>Planned Capital Expenditure – Project Heading</b>	<b>Project Costs (2011/12)</b>												
Refurbishment of CCTV control Room	£260,000 (Not yet Approved.)												
Flood Alleviation to the District (Pingle Brook, Cubbington)	£100,000												
<b>6 Staff Monitoring/Forecast</b>													
Note : Describe predicted staffing issue and indicate when this is likely to impact on the service													
<b>Staffing Issues</b>	<b>04</b>	<b>05</b>	<b>06</b>	<b>07</b>	<b>08</b>	<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>01</b>	<b>02</b>	<b>03</b>	
Possible Retirement in Licensing - Admin Potential savings £13,000 / Annum. Would impact on service delivery.													
Possible Retirement in Engineering Services – Assistant Area Engineer - Potential savings £25,000 / Annum. Staff member currently working in Neighbourhood Services. Staff member not to be replaced.													
<b>7 Key Projects – key milestones</b>													
Note : this should include any FFF project and any other corporate project for which this service is the lead													
<b>Project Name</b>	<b>Predicted savings (if relevant)</b>	<b>04</b>	<b>05</b>	<b>06</b>	<b>07</b>	<b>08</b>	<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>01</b>	<b>02</b>	<b>03</b>
River Leam Hydro BIP Project	£21,500 saving per annum	Requires capital of £400,000 funding.											
Mitigating Flooding to parts of Cubbington. Feasibility scheme completed but need £600K of partnership funding from WCC, EA, WDC, Land Owners, Parish Council	No Savings.	Timescale dependant on funding. Would need 40 weeks to deliver the project from the securing of funding. Following Executive report 22 <sup>nd</sup> Dec 2010, WDC has contributed £100K of funding to the project from Capital expenditure.											
Possible shared service with SDC to run their CCTV service													
Possible shared service with SDC													

to run their Community Safety service												
Possible shared service with SDC around a Licensing service.												
<b>8 Key Risks &amp; Mitigation (including Equalities Impacts)</b>	<b>Cause</b>	<b>Effect</b>	<b>Impact</b>	<b>Probability</b>	<b>Mitigation/ Control</b>							
ASB officers - funding reduced / removed to the South Warwickshire CSP service	The WSCP reduce the Area Based grant and the police BCU grant this year has ceased to the service because of the need to make financial savings by the County Council & Police.	Reduced service to deal with ASB. A 10% cut would be equivalent to 1 day per wk reduction to the service.	High	High	Executive Members and officers lobby for no further reduction in funding. It is already recognised that Government will be issuing less funding for 2012/13							
Community Safety funding reduced to the SW CDRP.	The WSCP reduce the Area Based grant and the police BCU grant has ceased to the service because of the need to make financial savings by the County Council & Police.	Reduced service to deal with Crime& Disorder Priorities.	High	High	Channel resource to areas of most need. Try to pick up grant awards by being proactive to chase them. Divert Lean systems thinking outcomes from other parts of the organisation into making a difference to the reduction of crime.							
Failure of the South Warwickshire Community Safety Partnership	SDC have insufficient staff resource to be effective in partnership working	SDC fails to contribute to the priorities of the partnership meaning there will be little control on the delivery of interventions in the SDC administrative area.	High	Medium	WDC is successful in securing the SDC business and is resourced sufficiently for the partnership to be effective. Fqailutre to do so may need WDC to approach Government with a view of requesting a release from our legal duty to maintain the							

					current SW CSP.
CCTV equipment renewal required 2010/12.	The equipment is now over 10 years old and starting to fail. There is No budget allowance for this issue.	CCTV coverage for the District will fail.	High	High	£250K Budget allocation to procure replacement equipment to future proof for the next 10 yrs
The CCTV discretionary service ceases	Lack of political support and associated availability of funding.	No service would impact on reducing crime to the District and further fail to support actions around the night time economy.	High	Medium	The Councils Executive should support the need for the service.
Licensed Premises pushing the boundaries due to financial problems resulting in more complaints/enforcement work	Economic climate	More work for same number of staff	High	Medium	Better use of resources Work with Licensees through training workshops about their responsibilities.
4 year term contract with the Environment agency for the inspection & maintenance of their critical watercourses ends in 2011/12	Fixed Term contract ends	Secures the Council with an annual income surplus of £50K per annum and indirectly the satisfaction of the residents of WDC because of local Council input into what maintenance is needed.	High	High	Try to win through competitive tender a further contract with the EA. To secure further contracting/consultancy work through partnership.

### 9 Any Additional Commentary:

#### Legislative Change :

1. The new Water & Floods Bill 2009 and the Flood Risk Regulation 2009 impose a duty for the Council to Co-operate with Partners in the deliver of this statutory legislation. Following the introduction of the Flood & Water Act, Upper Tier local authorities now have the responsibility to identify and map surface water flooded areas. However, no funding mechanism are available for surface water scheme solutions, whereas the Environment agency are able to deal with fluvial problems through the existing prioritising of national/local levy funding for scheme solutions. The criteria for EA funding does not include a mechanism to undertake projects which are of mixed types of flooding or ostensibly surface water 'Pluvial' flooding.
2. In October 2011 the Private Sewer Bill will also come into force which will allow certain private foul sewers to transfer to Severn Trent Water and removal the ownership maintenance from householders. This will include the majority of private foul sewers but not all. Currently the team is working with STW as part of a pilot of 6 best authorities to enable an efficient handover. However, below is what **Does Not Transfer** to the Water Companies and will remain a legal obligation for LA's to resolve. This will between 50 - 70% of private surface water sewers in the district and about 15% of private foul sewers.

- Householders and other property owners whose drains ultimately drain to the public sewerage system will retain responsibility for that part of the drain that serves only their property and is within their property curtilage.
  - Where there is a pumping station on a drain that serves only a single premises and is within the curtilage of the premises that it serves, this will also remain the responsibility of that property owner.
  - Any wholly private drainage systems that do not ultimately drain to the public sewerage system (those that drain to private treatment facilities, including cess pools and septic tanks), will also remain the responsibility of the owners whose properties they serve.
  - Surface water drains and sewers that drain to soak-aways or direct to a watercourse without first connecting to a public sewer.
  - Government has decided that pumping stations will be subject to a separate timetable for transfer. This will allow sewerage undertakers to locate and carry out assessments of the condition of pumping stations, and if they consider it appropriate, to programme remedial works or, if necessary, replacement before they transfer. Ultimately all pumping stations will transfer no later than 1 October 2016
3. The Police and Social Responsibility Bill, is currently going through Parliament and will go to the House of Lords at Easter and on the statute books in July 2011. The Bill includes, police reform, licensing, the appointment of Police and Crime Commissioners (PCC) and Police and Crime Panels. Elections for the PCC will take place in May 2012 and there will be one Commissioner per force area. With regard to Licensing the new Bill will impact on the way licensing is delivered by the District Council by amending and introducing 35 new clauses. Some of those Clauses are around the Council being now designated as a responsible authority giving us powers to refuse licensing applications or call for a licensing review, it will make enforcement easier with community protection orders around premises, we will be able to charge for Policing of the town by charging more for certain types of application where closing times are into the early morning, substantial changes to the Temporary Event Notice Process giving the Police a longer time to object. The downside is that I would anticipate that the changes will create a greater administrative burden for WDC, mainly around representation about new or revised licenses by individuals not necessarily residing in the vicinity of the premises.
4. Changes to the ASB Act 2003 are likely over the coming year when the 3 month Home Office consultation is completed on 3<sup>rd</sup> May 2011. The current proposals are as follow;
- An ASBO's will be replaced by 'Criminal Behaviour Order',
  - An ASB injunction will now be replaced by a 'Crime Prevention Injunction' with civil sanctions if breached,
  - Licensed Premises Closure order will be replaced by a 'Community Protection Order (Level 2)' which the LA or Police can apply when they are linked by persistent ASB,
  - Noise Abatement, litter or graffiti notice is replaced by a 'Community Protection Order (Level 1)' with financial penalties for non compliance and seizure of equipment.
  - Direction to Leave will be replaced by a Police 'Direction' power.

- 'Community Trigger's are to be introduced where local agencies will be compelled to take action if five people from five different residences in the same neighbourhood have complained and no action has been taken, or the behaviour in question has been reported to the authorities by an individual three times, and no action has been taken.

**Climate Change:** The climate change strategy will be approved in the early part of the year. Once approved, this could impact on the work of the Service Area with specific projects.

**Equalities Impacts:** The HR Equalities Lead has reviewed the activities in the Service Area and advised that Completion of the Equalities Impact Assessment form for the various parts of the service area needs to be completed.

**Others Commentary:** It must be recognised that all public services are reducing funding within their respective Organisations. In particular the Police service has gone through a major review and we know Police numbers of officers on the street will be substantially reduced from 1<sup>st</sup> May which means their current ways of working are changing and this may affect the crime reduction outputs to the Public.

#### 10 Linkages to Sustainable Community Strategy

	Direct Contribution	Indirect Contribution	None
<b>Housing</b>	N/A	Influencing where to put new housing outside of flood risk areas. Designing out crime from new developments	
<b>Jobs, Skill and Economy</b>	N/A	In theory a good economy causes less crime	
<b>Safer Communities</b>	Licensing and enforcement of premises and taxis.  ASB interventions	Community safety multi agency partnership initiatives to deliver the 2011/12 priorities of the South Warwickshire Community Safety Partnership, namely; <ul style="list-style-type: none"> <li>• Tackling Alcohol abuse as a cause of crime and disorder</li> <li>• Tackling violent crime on the street and in the home</li> <li>• Tackling Anti-Social Behaviour, particularly 'rowdy nuisance'</li> <li>• Tackling those causing most harm</li> </ul> Mitigating against malicious disruption to Crowded places in the Districts Towns with our multi-agency partners	



<b>Health and Well Being</b>	Public Confidence Agenda	Mitigating flooding to property in flood risk areas. Quick and co-ordinated response with remedies to any Civil Emergency. To promote greater responsibility including a good neighbour guide and Going Out & Staying Safe.	
<b>Sustainability</b>	Energy Reduction Projects	Ensure new developments adopt sustainable urban drainage techniques	
<b>Involving Communities</b>	Public Confidence Agenda Initiatives with Neighbourhood Watch Promoting Parish Emergency Planning	Design & construction new Council projects which add value and meet invest to save criteria.	
<b>Narrowing the Gaps</b>	CSP interventions/activities in conjunction with the police and other partners to reduce the fear of crime.  Assisting with Priority Policing areas from the Locality Forums.	Consider and promote shared services where they add value to the Organisation.  Family Intervention Projects into Persistent Priority Offenders.  Initiatives targeting 18-30yr olds and on-street crime.	
<b>Supporting Families</b>	ASB interventions.	Initiatives targeting those causing most harm. Initiatives to support the victims of domestic abuse.	
<b>Rural Issues</b>	ASB interventions.	Initiatives targeting those causing most harm.	