

COMMUNITY PROTECTION
Service Area Plan –2012/13

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, “To protect the community and individuals from harm.”</p> <p>The Key Customer priorities associated with the delivery of the purpose are as follows;</p> <ul style="list-style-type: none">• Making my neighbourhood feel safer• Effective and fast response to nuisance behaviour• Ensure licensed premises and taxi business practices are appropriate and comply with legislation and regulations• To provide high quality services which support sustainable development, mitigate flood risk, maintains safety & security in the public domain and delivers effective solutions to meet the customer’s needs.• In the event of Civil Emergencies, a quick and co-ordinated incident response with recovery, help & assistance to the community, whilst still being able to access Council services.• To consider and promote shared services where they add value to the Organisation.• New Council projects to designed and constructed to budget and by agreed timescales to meet customer and client needs.• A safe, clean and well maintained environment for staff, tenants and visitors to Riverside House/Town Hall.															
	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		2011/12 Actual		04	05	06	07	08	09	10	11	12	01	02	03	2012/13 Projected
85% success of 1 st intervention in reducing ASB for all individuals other than local authority tenants, members of their household or visitors to their property.		80%		-	-	-	-	-	-	x	x	x	x	x	x	
To reduce the No of ASB incidents across the District		4900 ?		x	x	x	x	x	x	x	x	x	x	x	x	
To reduce the No of violent crimes across the District		1354		x	x	x	x	x	x	x	x	x	x	x	x	
To increase the No of arrests from CCTV incident information		440 ?		x	x	x	x	x	x	x	x	x	x	x	x	
To increase the No of crime incidents observed by CCTV Control Room		12400 ?		x	x	x	x	x	x	x	x	x	x	x	x	

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% of joint police/WDC licensed premises inspections undertaken 12 weekly have compliance with their license conditions.	55%				X			X			X			X	
Achieve at least £60K per annum net income from the watercourse maintenance contracts with EA + WCC.	£180K		X	X	X	X	X	X	X	X	X	X	X	X	
Number of enforcement notices served per annum for private drainage nuisance.	4		X	X	X	X	X	X	X	X	X	X	X	X	
% of Parish & Town Councils in Warwick District who have engaged the Community in civil emergencies procedures.	72%			X		X		X		X		X		X	
% District Council compliance with the essential elements of the Civil Contingencies expectations & indicators guide of good practice.	80%			X		X		X		X		X		X	
% of WDC Service Areas who have an up to date service area Crisis Plan.	85%			X		X		X		X		X		X	
Operational Measures – other (non customer) measures essential to ensure that “purpose” can be achieved. Note: <u>this section will not be used by most service areas</u> 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.															
			Months of 2012/13												
Operational Measures	2011/12 Actual		04	05	06	07	08	09	10	11	12	01	02	03	2012/13 Projected
% of all licensing applications processed in compliance with legislation within 8 weeks of receipt.	100%		X	X	X	X	X	X	X	X	X	X	X	X	
All hackney carriage taxis in the District meet DDA requirements by March 2013	60%		X	X	X	X	X	X	X	X	X	X	X	X	
Aim to provide two additional taxi ranks across the District by March 2012.	1		X	X	X	X	X	X	X	X	X	X	X	X	
Ensure all licensed hackney carriage and private hire vehicles over 5 years old have two inspections per year by April 2012	100%		X	X	X	X	X	X	X	X	X	X	X	X	
% of all watercourse screens are maintained 4 weekly.	97%		X	X	X	X	X	X	X	X	X	X	X	X	
% of residents making private drainage enquires are responded to within the next working day	90%		X	X	X	X	X	X	X	X	X	X	X	X	
% of the Council aims delivered annually to mitigate flood risk.	80%		X		X		X		X		X		X	X	

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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
CCTV		
Expenditure		488,100
Income		313,000
Net		175,100
Community Safety incl ASB		
Expenditure		236,500
Income		100,100
Net		136,400
Licensing & Registration		
Expenditure		336,600
Income		291,900
Net		74,700
Community Protection Management		
Expenditure		357,000
Income		357,000
Net		(-)
Flood Risk & Civil Contingencies		
Expenditure		138,000
Income		64,800
Net		73,200
Office Accommodation		

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Expenditure		1,089,200	
Income		1,090,700	
Net		(1,500)	

Planned Capital Expenditure – Project Heading		Project Costs (2011/12)	
Refurbishment of CCTV control Room		£260,000 (Not yet Approved.)	
Flood Alleviation to the District (Pingle Brook, Cubbington)		£100,000	

Staff Monitoring/Forecast													
Note : Describe predicted staffing issue and indicate when this is likely to impact on the service													
Staffing Issues		04	05	06	07	08	09	10	11	12	01	02	03
Possible Retirement in Licensing - Admin . This will impact on service delivery. Staff member not to be replaced but a change round of staff is likely.							A ?				B		

Key Projects – key milestones Note : this should include any FFF project and any other corporate project for which this service is the lead. Project Milestone key. A – Intervention / work programme start. B - Intervention end / project completion. C – Tender documents issued. D – Scheme fully operational. E – Consultation. F – Contract modelling complete. G – Contract evaluation start. O- OJEU notice. P – PQQ notice. Q – Tenders returned. M - Member review. x – on-going work.														
Project Name	Predicted savings (if relevant)		04	05	06	07	08	09	10	11	12	01	02	03
River Leam Hydro BIP Project	£21,500 saving per annum		Requires capital of £400,000 funding. Project forms part of Corporate Climate Change Study.											
Mitigating Flooding to parts of Cubbington. Feasibility scheme completed but need £600K of	No Savings. Following Executive report 22 nd Dec 2010,													

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partnership funding from WCC, EA, WDC, Land Owners, Parish Council														
INCOME														
Fees for design & Supervision of Cubbington Flood Alleviation Scheme following receipt of funding. Project funding held by EA.	Possible £100,000 one off for 2012/14 Will know more after April when Governance arrangements are finalised. WDC has contributed £100K of Capital funding to the project..	A	C	Q		G								
Fees for the EA Maintenance Contract. Extension of existing contract for 6 months .	£75,000 one off for 2012/13 Finance have already included this in MTFS.	A						B	D					
WCC Partnership to undertake flood works, Fees	Potential for income 2012/13 ongoing. Discussion with WCC to take place March/April.													
Licensing FEES raised to allow full cost recovery.	Dependant on Gov S of S making regs to empower LA's to do so Not likely until end of 2013.									A				
South Warwick's Community Safety Partnership ASB grant from ABG 2012/13	Agreed at SWSG but dependant on allocation from Gov to WCC ABG funding. Potential of £9,200 for 2012/13 one off	A												B
SAVINGS														
CCTV operator VRT reduction in hours	£10,000 ongoing for 2012/13 Will be adjusted as part of Budget Monitoring for salaries	D												
Changing T & C's for 5 CCTV operators reducing hours from	£9,000 ongoing but only £4500 for part year 2012/13. Will be	A							B	D				

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45 to 42 per week		adjusted as part of Budget Monitoring for salaries												
Licensing Officer retires ??? and not replaced but adjustment to staff responsibilities/gradings in Section will be required.		£13,000 / Annum ongoing. Would impact on service delivery. Staff member not to be replaced. Part Yr Saving £6500 . Will be adjusted as part of Budget Monitoring for salaries							A				B	
Idea around end to end Licensing Intervention crossing over a number of service areas and including anti-social behaviour/ community safety around joined up proactive and reactive licensing enforcement, to improve our town centres and to link with the police violence reduction plan.		Linked to above item, but would look at improved customer outcomes and greater efficiencies. Project brief to be prepared in October.								A				
Key Risks & Mitigation (including Equalities Impacts)			Cause			Effect				Impact	Probab ility	Mitigation/ Control		
Reputational damage to the Council and potential for Corporate Manslaughter			Increased pressure on reduced resources to prepare for the Olympic Torch relay and associated support to Games at the Coventry Stadium together with training and accommodation venues in the District to ensure preparation and delivery of safe and secure events. With reduced Policing of events the onus for proper Event Management has become paramount if legal litigation is to be limited on something going wrong which affects the lives of the public, voluntary or			The Councils reputation locally, regionally and internationally is under the spot light by Government and there is a further H & S implications of us not planning or delivering robustly. Other works within the Flood risk and Civil contingencies team will be delayed.				High	Low	We just have to get it done.		

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		professional partners.				
Reputation damage to the Council and potential for Corporate Manslaughter		<p>Increased pressure on a small team to help enable major Events Planning for Royal visits programmed for this year.</p> <p>With reduced Policing of events the onus for proper Event Management has become paramount if legal litigation is to be limited on something going wrong which affects the lives of the public, voluntary or professional partners.</p>	The Councils reputation locally, and regionally is under the spot light by Government and there is a further H & S implications of us not planning or delivering robustly. Other works within the Flood risk and Civil contingencies team will be delayed	High	Low	We just have to get it done.
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. There will be a reduction	Reduced service to deal with Crime& Disorder Priorities. Reduced service to deal with ASB. A 10% cut would be equivalent to 1 day per wk reduction to the service.	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	Failure of the Partnership would 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 11 years old and starting to fail. There is No budget allowance for this issue.	CCTV coverage for the District will fail.	High	High	£260K Budget allocation to procure replacement equipment to future proof for the next 10 yrs

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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.
Extension of 4 year term contract with the Environment agency for the inspection & maintenance of their critical watercourses which ends in 2011/12		Fixed Term contract ends 24 th Oct 2012	Secures the Council with an annual income surplus of £60K 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.
Any Additional Commentary:						
1.	<p>Legislative Change :</p> <p>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.</p>					
2.	<p>Elections for the Police Crime Commissioner will take place in Nov 2012 and there will be one Commissioner per force area. There will be the need to consider the make up of the Police and Crime Panel the County by May 2012 across, having due regard to the Community Safety Partnerships for the District. 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 full cost recovery through licences, option for Night time Levy or Early Morning Restriction Orders, 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 and challenges through Judicial Reviews..</p>					

3. Changes to the ASB Act 2003 are likely over the coming year when the 3 month Home Office consultation is completed on 3rd 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 during 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. This work is mainly around Community Safety.

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 resulting in Police officers on the street being reduced. In addition the strategic alliance with West Mercia police force means their current ways of working are changing and this may affect the crime reduction outputs to the Public.

Linkages to Sustainable Community Strategy

		Direct Contribution	Indirect Contribution	No ne
Housing		N/A	Determining where best to put new housing outside of flood risk areas. Designing out crime from new developments	
Jobs, Skill and Economy		None	None	
Safer Communities		Licensing and enforcement of premises and taxis. ASB interventions Resilience e to provide a safe & secure Olympic	Community safety multi agency partnership initiatives to deliver the 2012/13 priorities of the South Warwickshire Community Safety Partnership, namely;	

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		Torch relay and associated events.	<ul style="list-style-type: none"> ● Violent Crime <i>Focusing on key aspects including alcohol abuse, domestic violence and town centre violence.</i> ● Anti-Social Behaviour <i>Focusing on youth related, alcohol related and town centre anti-social behaviour.</i> ● Re-Offending <i>To prevent and reduce re-offending and prioritise offenders of domestic burglary.</i> <p>Individuals, parents, householders, vehicle owners and business owners to take greater responsibility. The Community Safety Partnership will work with the voluntary sector and Neighbourhood Watch to reduce the opportunity for crime and disorder.</p> <p>To mitigate against malicious disruption to Crowded places in the Districts Towns with our multi-agency partners</p>	
Health and Well Being		Public Confidence Agenda	Mitigating flooding to property in flood risk areas. Quick and co-ordinated response with remedies to any Civil Emergency incident and recovery help & assistance. To promote greater responsibility including a good neighbour guide and Going Out & Staying Safe.	
Sustainability		N/A	Ensure new developments adopt sustainable urban drainage techniques	
Involving Communities		Public Confidence Agenda Initiatives with Neighbourhood Watch	The design & construction new Council projects where they add value and meet invest to save criteria. Promoting Parish Emergency Planning	
Narrowing the Gaps		N/A	To consider and promote shared services where they add value to the Organisation. Family Intervention Projects into Persistent Priority	

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			Offenders. 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. Initiatives targeting 18-30yr olds and on-street crime.	
Supporting Families		N/A	ASB interventions. Initiatives targeting those causing most harm including a common risk assessment. Initiatives to support the victims of domestic abuse.	
Rural Issues		N/A	ASB interventions. Initiatives targeting those causing most harm including a common risk assessment.	