

COMMUNITY PROTECTIONPortfolio Holder Statement Update for 2012/13 Year End**1. What have the measures in the Portfolio Holder Statement been telling you about how things are going in service during 2012/13?**

The purpose of the Service Area is, “**To protect the community and individuals from harm.**” The Key Customer priority measures associated with the delivery of the purpose are based on the following;

- 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
- High quality services which support sustainable development, mitigates 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 are designed and constructed on time to agreed budgets to meet customer needs.

Overall the Community Protection Service has delivered the measures it set out to achieve during 2012/13. Performance has been very good in many areas which it is contributing to making Warwick District a great place to live, work and visit.

**2. Which measures have been of particular interest or concern during the period and what have you learnt about your systems from these measures? Please attach the final version of your SAP customer & operational measures for the year.**

Crime within the District is falling with particular success around ASB incidents reducing from last year by some 3.2%. From all the crime types recorded by Warwickshire Police there has been a reduction across all of them compared to the previous 2011/12 period. In fact of the 13 categories, 8 are the lowest ever including total crime. Arrests from CCTV evidence, has increased by 5% from the previous year, which is in line with an overall reduction in crime number being observed. During the financial year the Licensing service has dealt with approximately 1800 applications covering all of the different licensable activities for which they are responsible. This has increased overall income to the Council. Enforcement of private sewer enforcement notices has also dropped substantially from previous years following a mini lean system intervention into the processes

involved in resolving private sewer problems with quicker response times to the public. The measure of most concern relates to the percentage of licensed premises who have failed to fully comply with their license conditions, when visited by multi agency officers on co-ordinated nights of action. For reference in 2011/12 we had achieved a 65% compliance, which has unfortunately dropped to 55% in 2012/13. We need more people to take responsibility for the safety of our town centre users and the obvious group that could do more are Licensees.

### **3. What have you done to date as a result of learning from these measures?**

The Council has been instrumental from October 2012 in running a multi-agency ASB pilot, for Warwickshire, the results of which will be used to provide an overall County wide approach to using a risk based assessment to allocate our limited resources to where they are best used and to keep up our effective intervention processes. Your officers concerns at a strategic level at the South Warwickshire Community Safety Partnership about continuing to work towards reducing violence in the District, led to a multi agency South Warwickshire Violence Reduction Action Plan to reduce violence in the street and particularly during the night time economy. Our Action plan for 2013/14 now addresses domestic abuse in the home, as it is one of the areas that requires some early intervention through a victim centred approach if domestic abuse is not to rise.

### **4. What has been the impact of what you have done to date?**

The Police, Council and other partners are actively delivering the initiatives in the plan which has led to an overall reduction for violent crime caused by alcohol and substance induced, particularly in the Districts super output areas. Through a series of Mini Operations on certain week nights throughout the year and utilising powers of dispersal, alcohol diversion schemes, premises licensing controls, a walking wobbly triage scheme, to name but a few, has made Leamington Town Centre safer and reduced admissions attendance to NHS hospital casualty departments. These night time operations have involved officers from, Licensing, CCTV, NHS, Community Safety, Police, Fire, WCC and the WDC Street Marshall initiative. One of the desires for 2013/14 is that the team work towards achieving 'Purple flag' status for Leamington Town centre.

### **5. What else do you plan to do as a result of learning from these measures?**

Review the measures as part of the 2013/14 South Warwickshire CSP strategic Assessment. From the annual assessment Members have decided their priorities based on the evidence presented. A partnership action plan has now been prepared for 2013/14 showing delivery mechanisms. Other work areas within the

Community Protection Service Plan will form part of the Team Operation Plan with its associated action plans.

**6. Of your key projects (as identified in your portfolio holder statement) how many were completed and how many are not? Of those that were not completed please indicate what the revised dates are.**

<b>Project</b>	<b>Progress</b>	<b>Original milestones</b>	<b>Revised milestones</b>
River Leam Hydro BIP Project.	Deferred due to available resources	Committee report for Capital funding in November 2011.	March 2015
Mitigating Flooding to parts of Cubbington.	On target	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. Feasibility scheme completed, detailed design progressing for scheme at £800K of partnership funding	Planning Permission July 12 On Site August 2013 Finish March 2014
Refurbish CCTV Control Room	Completed March 2013	It was shown in the 2012/13 service plan for Q4	Completed
Olympic Planning around Resilience for the implications on the District and Security	Completed	Draft Operational Order sign off Mid June 2012 Training May/June 2012. Implement Ops Order Day 44 1 <sup>st</sup> July	Completed

**7. Does your Service Area Plan/Portfolio Holder Statement need to be amended? If so, please describe the changes.**

Changes have been picked up in the 2013/14 Service Area Plan, which has a some emphasis on earning greater external income to the Service, whilst also making savings, but without affecting the service to our customers.

## **COMMUNITY PROTECTION SERVICE AREA PLAN –2013/14**

### **Portfolio – Environment & Community Protection**

<b>Purpose/Purposes of Services provided</b> 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 and regulations</li> <li>• To provide high quality services which support sustainable development, mitigate flood risk, maintains safety &amp; security in the public domain and delivers effective solutions to meet the customer's needs.</li> <li>• In the event of Civil Emergencies, a quick and co-ordinated incident response with recovery, help &amp; assistance to the community, whilst still being able to access Council services.</li> </ul>			
<b>FFF Achievement Award Measure / Milestones</b>			
	Agreed Measure / Milestone	Progress 1	Progress 2
1	Prevent the level of ASB incidents across the District from increasing against performance in 2012/13.		
2	To achieve SAP milestones for the construction of the Mill Lane project which is a 2 year project spanning 2012/14 and due for completion on site by end of 2013/14.		
3	Completion of FFF Intervention proposals across Community Protection ,		

	Environmental Health and Housing by end of 2013/14														
<b>Customer Measures – those important to the people/organisations who use our services</b>															
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															
<b>Customer Measures</b>	2012/13 Actual		04	05	06	07	08	09	10	11	12	01	02	03	2013/14 Projected
To increase the success of 1 <sup>st</sup> intervention in reducing ASB for all individuals other than local authority tenants, members of their household or visitors to their property.	83%		-	-	-	-	-	-	x	x	x	x	x	x	
To reduce the No of ASB incidents across the District	4905		x	x	x	x	x	x	x	x	x	x	x	x	
To reduce the No of violent crimes across the District	1399		x	x	x	x	x	x	x	x	x	x	x	x	
To increase the No of arrests from CCTV incident information	471		x	x	x	x	x	x	x	x	x	x	x	x	
To increase the No of crime incidents observed by CCTV Control Room	11196		x	x	x	x	x	x	x	x	x	x	x	x	
% of joint police/WDC licensed premises inspections undertaken 12 weekly have compliance with their license conditions.	55%				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	

% of WDC Service Areas who have an up to date service area Crisis Plan.	85%			x		x		x		x		x		x	
<b>Operational Measures – other (non customer) measures essential to ensure that “purpose” can be achieved.</b> 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												
<b>Operational Measures</b>	2012/13 Actual		04	05	06	07	08	09	10	11	12	01	02	03	2013/14 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 an additional taxi rank across the District by March 2014.	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.	100%		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	100%		x	x	x	x	x	x	x	x	x	x	x	x	
Number of enforcement notices served per annum for private drainage nuisance.	nil		x		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	
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Approved Budget for 2013/14															
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				478,800											
Income				313,000											
Net				<b>165,800</b>											
<b>Community Safety incl ASB</b>															
Expenditure				234,800											
Income				100,100											
Net				<b>134,700</b>											
<b>Licensing &amp; Registration</b>															

Expenditure		363,400	
Income		295,600	
Net		<b>67,800</b>	
<b>Community Protection Management</b>			
Expenditure		348,800	
Income		357,000	
Net		<b>(8,200 )</b>	
<b>Flood Risk &amp; Civil Contingencies</b>			
Expenditure		240,650	
Income		14,000	
Net		<b>226,650</b>	
<b>Planned Capital Expenditure – Project Heading</b>		<b>Project Costs (2013/14)</b>	
Flood Alleviation to the District (Pingle Brook, Cubbington)		£90,000	
<b>Workforce Planning</b> Note : Describe predicted staffing issue and indicate when this is likely to impact on the service			



Staffing Impacts			04	05	06	07	08	09	10	11	12	01	02	03
FFF intervention mentioned previously will have staff implications on the current Community Protection establishment. These implications will be revealed as part of a report to Employment in June 2013.					A			B						
<b>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 Milestone key.</b>  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
Mitigating Flooding to parts of Cubbington. Feasibility scheme completed but need £600K of partnership funding from WCC, EA, WDC, Land Owners, Parish Council	<b>No Savings.</b> Following Executive report 22 <sup>nd</sup> Dec 2010,				C		Q, G							D
<b>Potential</b> of Fee income from the EA Maintenance Contract for next 4 years. (2013/7) (£65K/yr)	£20,000 one off for 2013/14  NEED TO WIN TENDER	Q		Awar d	Start									

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			
<p>End to end Intervention crossing over Housing, Environmental health &amp; Community Protection service areas and including anti-social behaviour/ community safety/ Licensing around joined up proactive and reactive night time economy compliance to improve our town centres and to link with the police violence reduction plan.</p> <p>Deliverable outcomes;</p> <ul style="list-style-type: none"> <li>An improved approach to dealing with the Health &amp; Wellbeing agenda. This is particularly important with the new arrangements at county level.</li> <li>A more 'joined-up' approach to crime &amp; disorder issues. More specifically, in dealing with</li> </ul>	<p>Look at improved customer outcomes and greater efficiencies. Project brief prepared in February, Consultation staff March. Employment committee in June.</p> <p>£150k to £200k on going staff savings.</p>	A			13 June employment				B					

<p>anti-social behaviour, for complainants and in working with relevant partners.</p> <ul style="list-style-type: none"> <li>• Improved 'out of hours' working arrangements in terms of service efficiency and customer response.</li> <li>• Better customer service delivery, reflected in reduced end to end time for dealing with service requests in some functions and fewer Corporate Complaints.</li> <li>• Reduced spending on staff resources</li> <li>• An improved service in relation to Sustainability and Emergency Planning/Resilience</li> </ul>														
<b>Key Risks &amp; Mitigation (including Equalities Impacts)</b>	<b>Cause</b>	<b>Effect</b>						<b>Impact</b>	<b>Probability</b>	<b>Mitigation/Control</b>				
Community Safety funding reduced to the SW CSP.	The WSSB reduce the Area Based grant. The police BCU grant has ceased. All funding now controlled by the Police Crime Commissioner. All services involved including WCC will need to make financial savings. There will undoubtedly 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	Med	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.
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	Low	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.
Question mark over		Beaten by open market	Currently secures the Council	High	High	Try to win through

whether WDC wins the future 4 year term contract with the Environment agency for the inspection & maintenance of their critical watercourses.		competition.	with an annual income surplus of £170K per annum and indirectly the satisfaction of the residents of WDC because of local Council input into what maintenance is needed.			competitive tender a further contract with the EA. Secure further consultancy work through partnership.
<b>Any Additional Commentary:</b>						
<p><b>Legislative Change :</b></p> <p>1. On-going changes with the Licensing and regulated entertainment legislation. 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, 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> <p>2. Changes to the ASB Act 2003 will be occurring over the forthcoming year where a victim centred approach to ASB will be required. The current proposals are as follow;</p> <ul style="list-style-type: none"> <li>• An ASBO's will be replaced by 'Criminal Behaviour Order',</li> <li>• An ASB injunction will now be replaced by a 'Crime Prevention Injunction' with civil sanctions if breached,</li> <li>• 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,</li> <li>• 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.</li> <li>• Direction to Leave will be replaced by a Police 'Direction' power.</li> <li>• 'Community Triggers' 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</li> </ul>						

3.	<p>has been reported to the authorities by an individual three times, and no action has been taken.</p> <p><b>Climate Change:</b> 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.</p> <p><b>Equalities Impacts:</b> 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 around the Community Safety Partnership.</p> <p><b>Others Commentary:</b> 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.</p>			
	<b>Linkages to Sustainable Community Strategy</b>			
		<b>Direct Contribution</b>	<b>Indirect Contribution</b>	<b>None</b>
<b>Housing</b>		N/A	Determining where best to put new housing outside of flood risk areas. Designing out crime from new developments	
<b>Jobs, Skill and Economy</b>		None	Encouraging greater use and diversity of our town centres attractions in a safer environment through the tackling of the issues below in the Safer Communities section.	
<b>Safer Communities</b>		Licensing and enforcement of premises and taxis.	Community safety multi agency partnership initiatives to deliver the 2013/14 priorities of the South Warwickshire Community Safety Partnership, namely;	

	<p>ASB interventions</p> <p>Resilience to ensure safe &amp; secure Events programme of WDC and third party events across the District.</p>	<ul style="list-style-type: none"> <li>● <b>Violent Crime</b> <i>Focusing on key aspects including alcohol abuse, domestic violence and town centre violence.</i></li> <li>● <b>Anti-Social Behaviour</b> <i>Focusing on youth related, alcohol related and town centre anti-social behaviour.</i></li> <li>● <b>Re-Offending</b> <i>To prevent and reduce re-offending and prioritise offenders of domestic burglary.</i></li> </ul> <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>	
<b>Health and Well Being</b>	Public Confidence Agenda	<p>Mitigating flooding to property in flood risk areas. Quick and co-ordinated response with remedies to any Civil Emergency incident and recovery help &amp; assistance.</p> <p>To promote greater responsibility including a good neighbour guide and Going Out &amp; Staying Safe.</p>	
<b>Sustainability</b>	N/A	Ensure new developments adopt sustainable urban drainage techniques	

<b>Involving Communities</b>		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	
<b>Narrowing the Gaps</b>		N/A	To consider and promote shared services where they add value to the Organisation.  Family Intervention Projects into Persistent Priority 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 16-25yr olds and on-street crime.	
<b>Supporting Families</b>		N/A	ASB interventions.  Initiatives targeting those causing most harm including a common risk assessment.  Initiatives to support the victims of domestic abuse.	
<b>Rural Issues</b>		N/A	ASB interventions.  Initiatives targeting those causing most harm including a common risk assessment.	