

Service Improvement Plan (*abridged*) – D&NS - Community Protection 2006/07- 2008/09

Theme: Community Cohesion	
Objective: CP1 Promote more cohesive communities	
Action & Milestones	Success Measures & Targets
Establish suitable transit site for travellers <ul style="list-style-type: none"> - Identify site by end January 2007 - Secure planning consent by end April 2007 - Submit bid for 100% Government grant (deadline not yet known) 	Site fully developed. Continuous evaluation of eviction orders for unauthorised encampments Review operation of site after 12 months

Theme: Liveability	
Objective: CP 2: Deliver the Clean Neighbourhoods and Environment Act 2005	
Action & Milestones	Success Measures & Targets
Neighbourhood Enforcement Service <ul style="list-style-type: none"> • Develop guidelines for access to service by April 2006 • Arrange seminars for Members and Community groups May – June 2006 • Establish management information systems by end April 2006 • Review scope for involvement in car parking enforcement by end June 2006 • Implement additional enforcement options in respect of flytipping, vehicle trading, etc by September 2006 • Prepare business case for future of service (including exit strategy) by November 2007 	<ul style="list-style-type: none"> • Guidelines produced • Number of seminars / attendees • Increase in FPN's issued by 50% by March 2007 • Review complete and actions implemented
Respond to Animal Welfare Bill <ul style="list-style-type: none"> • Prepare for implementation of new duties. Phased over next 3 years in accordance with government timescales 	<ul style="list-style-type: none"> • Respond to consultation on stray dog provisions • Project plan developed for implementation

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Theme: Liveability	
Objective: CP 3: Meet housing needs of those who are vulnerable or have special needs	
Action & Milestones	Success Measures & Targets
<p>Care Call Service</p> <ul style="list-style-type: none"> Respond to Supporting People review of care call service by X date Make effective use of Telecare grant – working group to review by October 2007 Take responsibility for residual sheltered housing elements by October 2006 	<ul style="list-style-type: none"> Satisfaction levels amongst service users increase from baseline (to be established) Improved quality of data / target setting

Theme: Community Safety	
Objective: CP 4: Ensure that the Council has effective systems for key Civil Contingencies Act duties	
Action & Milestones	Success Measures & Targets
<p>Emergency Planning</p> <p>Ensure key plans such as Major Incident Plan, and Severe Adverse Weather Plans are updated on an annual basis</p> <ul style="list-style-type: none"> Business Contingency Management (internal) by April 2006 External by June 2006 	<p>Effective response to incidents which may occur</p> <p>Systems to warn and inform e.g. public helplines in place by end April 2006</p> <p>Pandemic Flu plan in place by June 2006</p>

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Theme: Community Safety	
Objective: CP 5: Respond to resident concerns and fears of crime and anti-social behaviour including response to Respect Agenda	
Action & Milestones	Success Measures & Targets
Deliver Community Safety Priorities <ul style="list-style-type: none"> Quarterly progress reports to Safer Stockton Partnership - first meeting following end of quarter 2005/06 Annual report prepared – by end June 2006 2006/07 Annual report prepared - by end June 2007 	<ul style="list-style-type: none"> Reports prepared on time Number of targets achieved
<ul style="list-style-type: none"> Updating of key strategies: <ul style="list-style-type: none"> ASB strategy by X Domestic Violence strategy by X Alcohol Harm minimisation strategy by X 	<ul style="list-style-type: none"> Strategies endorsed
<ul style="list-style-type: none"> Review of Concierge Security Service and option appraisal by November 2006 Consult with key stakeholders on future service options <ul style="list-style-type: none"> Cabinet and Ward Councillors August 2006 Residents September 2006 Workforce and TU's November 2006 	Contain service costs within agreed budget whilst maintaining service delivery and exploring alternative models of service
<ul style="list-style-type: none"> Develop funding package for continuation of DOVES service by X 	Funding package agreed and implemented
<ul style="list-style-type: none"> Develop and agree consultation programme for Community Safety Plan 2008-11 <ul style="list-style-type: none"> Consultation programme by June 2006 Implement agreed policy by November 2007 	Community Safety Plan agreed and endorsed by March 2008 <ul style="list-style-type: none"> SMART targets will be included in revised plan
<ul style="list-style-type: none"> Respond to Government's Respect Agenda – in accordance with government timescales 	In accordance with programme

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Theme: Community Safety	
Objective: CP 6: Promote a fair, safe and equitable market place, providing protection for consumers	
Action & Milestones	Success Measures & Targets
Deliver Trading Standards Plan <ul style="list-style-type: none"> • Draft 2006/07 plan by end April 2006 • Plan endorsed by end June 2006 • Quarterly monitoring reports in <ul style="list-style-type: none"> - July 2006 - October 2006 - January 2007 - April 2007 	Monitoring reports prepared and corrective action taken where appropriate Number of Inspections undertaken: <ul style="list-style-type: none"> - 100% high risk - 50% medium risk - test and examine 2500 consumer products
Deliver Environmental Health Statutory Functions Prepare new generation plans <ul style="list-style-type: none"> • Full review of Food Plan 2006/07 by April 2006 • Contaminated Land Strategy 2006-2009 by May 2006 • Health & Safety Plan 2006/07 by April 2006 • Animal Health Plan by May 2006 	Quarterly monitoring reports: Number of Inspections undertaken: <ul style="list-style-type: none"> - 300 health & safety inspections - 95% of food premises to be inspected by March 2007
Consolidate delivery on new legislation <ul style="list-style-type: none"> • Deliver Licensing Act 2003 responsibilities – Implications to Cabinet by September 2006 • Undertake detailed appraisal of implications of Gambling Act 2005 by August 2006 • Gambling policy statement prepared by December 2006 	Cabinet reports prepared including resource implications Policy endorsed Policy review September 2007

Theme: Organisational Development – Service Delivery	
Objective: CP 7 Foster a customer first culture in all aspects of service delivery	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Env. Health and Trading Standards & Licensing to undertake year 1 customer first programme 	Achieve year 1 customer first accreditation in by June 2006
<ul style="list-style-type: none"> • Contribute to development of Level 2 standard 	All services to participate in year 2 programme by June 2007