

**Service Improvement Plan** *(abridged)*

**Development and Neighbourhood Services**

**Community Protection**

**2007/08 - 2009/10**

## Service Improvement Plan (*abridged*) – Community Protection 2007/08- 2009/10

<b>Theme: Liveability</b>		
<b>Development Priority: CP1: plan future of Neighbourhood Enforcement Service beyond March 2008</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP1.1 Prepare annual report on the Service for 2006/07	May 2007	Considered decision made on future of Service by December 2007, including consideration of options and their performance and resource implications, and any changes implemented by April 2008
CP1.2 Report considered by stakeholders e.g. Corporate Management Team, Housing & Community Safety Select Committee, Environment & Regeneration Select Committee (subject to their work programmes), Urban Environment Task Group, Safer Stockton Partnership	August 2007	
CP1.3 Feedback collected from community groups and other sources <u>NB</u> dependent on ability of consultees to differentiate between this Council Service and PCSOs (Police Community Support Officers)	September 2007	
CP1.4 Report to Cabinet setting out options and performance and resource implications	November 2007	
CP1.5 Implementation of Cabinet Decision	March 2008	

## Service Improvement Plan (*abridged*) – Community Protection 2007/08- 2009/10

<b>Theme: Community Safety</b>		
<b>Development Priority: CP2: deliver the Respect Action Plan</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP2.1b Quarterly monitoring of the Respect Action Plan	Quarterly	<p>Maintain % satisfaction rate of anti-social behaviour service as excellent or good service at 88%. increase the number of assisted arrests arising from CCTV monitoring by 5% year on year increase from the baseline 2003/04 of 156 which gives a target of 181 by March 2008</p> <p>Reduce alcohol related anti social behaviour by young people by carrying out at least 10 test purchase operations per year</p> <p>Increase the number of arrests by 5% year on year from the baseline 2003/04 of 139 which gives a target of 161 by March 2008</p> <p>Domestic violence strategy in place by March 2008</p>
CP2.2b Tackle and prevent anti social behaviour and offensive incidents	March 2008	
CP2.3b Provide support to victims of domestic violence		
CP2.4b Deliver and achieve targets in partnership with Safer Stockton Partnership	March 2008	To achieve at least 80% of all Community Safety Plan targets
CP2.5b Develop policies to design out crime in new developments	June 2009	Contribute to Policies included in Local Development Framework and Residential Design Guide Supplementary Planning Document

## Service Improvement Plan (*abridged*) – Community Protection 2007/08- 2009/10

<b>Theme: Community Safety</b>		
<b>Development Priority: CP3: deliver on Gambling Act 2005</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP3.1 Finalise IT system, Application Forms, Administrative Processes, Training of Officers/Members	April 2007	New statutory duties under the Act fully implemented in accordance with Government timetable
CP3.2 Process Applications	April- September 2007	
CP3.3 Agree Enforcement Protocols	September 2007	

## Service Improvement Plan (*abridged*) – Community Protection 2007/08- 2009/10

<b>Theme: Liveability</b>		
<b>Development Priority: CP4: Concierge Service – address cost pressures and ‘de-pooling’ within the Housing Revenue Account</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP4.1 Complete implementation of current phase of Service restructuring, based on report to Cabinet in February 2007	June 2007	Service delivered in line with five year plan for the Housing Revenue Account, achieving continuing savings while maintaining minimal levels of crime and disorder within blocks of flats and maintaining high levels of customer satisfaction
CP4.2 Consider further options in the context of development of a five year plan for the Housing Revenue Account	September 2007	
CP4.3 Consult as necessary with residents and workforce on any further changes to the Service	December 2007	
CP4.4 Secure Cabinet approval for any further changes to the Service	February 2008	
CP4.5 Implement any changes	March 2010	

## Service Improvement Plan (*abridged*) – Community Protection 2007/08- 2009/10

<b>Theme: Healthier Communities</b>		
<b>Development Priority: CP5: implement Ban on Smoking in Enclosed Public Spaces and Enforce New Age Restriction (18) on Sale of Tobacco</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP5.1 Produce Smoke Free Enforcement Strategy	April 2007	Smoke free environment in all designated premises and evidence of effective enforcement action
CP5.2 Training provided for all Enforcement Officers	April 2007	
CP5.3 Education Programme and information is available for public	July 2007	
CP5.4 Agree Enforcement Proposals	May 2007	
CP5.5 Enhanced Enforcement Programme	November 2007	

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<b>Theme: Community Safety</b>		
<b>Development Priority: CP6: Self Assessment and Review of Licensing Function</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP6.1 Self Assessment team selected and trained	September 2007	Review of service provision and benchmarking against other services. Development of improvement plan that has positive impact on service delivery
CP6.2 Self Assessment undertaken and Report prepared	November 2007	
CP6.3 Improvement Plan developed and agreed	December 2007	
CP6.4 Improvement Plan incorporated in to service planning	March 2008	

## Service Improvement Plan (*abridged*) – Community Protection 2007/08- 2009/10

<b>Theme: Community Safety, Liveability</b>		
<b>Development Priority: CP7: Establish a Travellers Transit Site</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
CP7.1 Bid submitted to Government Office North East	February 2007	Site established and impact evaluated after 12 months operating experience
CP7.2 Subject to success of bid, appointment of Project Manager	December 2007	
CP7.3 Site Operational	September 2008	
CP7.4 Review after 12 months	September 2009	



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<b>Theme: Organisational Development</b>		
<b>Development Priority: DS5: undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success C</b>
Promote the Offensive Incident procedure	April 2007	Outcomes relating to the im cohesion
Work in partnership with other public sector agencies ( e.g police and fire service) to deliver consistent, high quality community protection services for disabled people	Ongoing through Safer Stockton Partnership	
Continue to develop & promote the borough offensive incidents procedures in partnership with Cleveland police	March 2008	