

Service Improvement Plan (*abridged*) – 2009/ 2012

Development and Neighbourhood Services

Community Protection

Service Improvement Plan (*abridged*) – 2009/ 2012 – Community Protection

Theme: Safer Communities		
Development Priority: CP1: Deliver community safety priorities to reduce crime and the fear of crime		
Key actions	By when	Outcomes and Success Criteria
<p>CP1.1. Monitor progress for Safer Stockton Partnership and its sub-groups agenda via progressing:</p> <p>(a) Community Safety Plan (b) ASB Strategy (c) Domestic Violence Reduction Strategy (d) Alcohol Harm Minimisation Plan (e) Reducing Re-offending Action Plan</p>	<p>Quarterly monitoring over a three-year period</p>	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • All plans updated and delivered as appropriate, and continuation funding package for domestic violence services agreed and put in place • Reduction in the fear of crime among residents (as evidenced by the IPSOS Mori Survey 2010 results)
<p>CP1.2. Address issues of reassurance and fear of crime (as identified by IPSOS Mori Survey 2008)</p>	<p>Summer 2010 (ahead of IPSOS Mori Survey 2010)</p>	<p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Achievement of Local Area Agreement targets on:
<p>CP1.3. Finalise merger of Safer Stockton Partnership and Stockton Drug Action Team Steering Group</p>	<p>31st May 2009</p>	<p>NI 15 – serious violent crime rate (targets to be determined following 2008/09 outturn) NI 17 – perceptions of anti-social behaviour as a problem (reduce to 26% by 2010/11) NI 33 – arson incidents (reduce to 81.9 primary and secondary fires per 10,000 population by 2010/11)</p> <ul style="list-style-type: none"> • Achievement of other Community Safety Plan targets

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Theme: Safer Communities		
Development Priority: CP2: Ensure our residents are safe		
Key actions	By when	Outcomes and Success Criteria
CP2.1. Resolve financial pressures in Security Services	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Improved protection for consumers <p><u>Success Criteria</u></p> <p>Plans delivered:</p> <ul style="list-style-type: none"> • Food Safety Enforcement Plan 2009/10 • Health and Safety Enforcement Plan 2009/10 • Contaminated Land Strategy 2009/10 • Animal Health Plan 2009/10 • Environmental Protection Plan 2009/10 • Animal Welfare Plan 2009/10 • Trading Standards and Licensing Plan 2009/10 <ul style="list-style-type: none"> • All CCTV recording systems updated to digital formats by March 2012
CP2.2. Update and deliver Trading Standards and Licensing Plan with quarterly monitoring of progress	31 st March 2010	
CP2.3. Implement improvements from the review of Private Hire and Hackney Carriage Licensing Policy	31 st March 2010	
CP2.4. Deliver Environmental Health statutory plans with quarterly monitoring of progress	31 st March 2010	
CP2.5. Prepare provisional programme for modernising infrastructure for CCTV equipment, including preparations for switch to digital recording	30 th April 2009	
CP2.6. Ensure necessary emergency planning measures are in place	31 st March 2010	

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Theme: Safer Communities		
Development Priority: CP3: Tackle and prevent anti-social behaviour, offensive incidents and domestic violence		
Key actions	By when	Outcomes and Success Criteria
<p>CP3.1. Monitor progress for Safer Stockton Partnership and its sub-groups agenda:</p> <p>(a) Anti-social behaviour (b) Domestic Violence Reduction Strategy</p>	<p>Quarterly monitoring over a three-year period</p>	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • All plans updated and delivered as appropriate, and continuation funding package for domestic violence services agreed and put in place
<p>CP3.2. Establish a Traveller's transit site</p>	<p>Site operational by 30th April 2012</p>	<p>Reduction in the fear of crime among residents (as evidenced by the IPSOS Mori Survey 2010 results)</p> <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Achievement of Local Area Agreement targets on: NI 17 – perceptions of anti-social behaviour as a problem (reduce to 26% by 2010/11) • Achievement of ASB and domestic violence related targets within the Community Safety Plan

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Theme: Safer Communities		
Development Priority: CP4: Develop business opportunities		
Key actions	By when	Outcomes and Success Criteria
CP4.1. Develop effective marketing programmes for key services: (a) Care Call Community Alarms; (b) Telecare; (c) Domiciliary Care (NB. subject to review)	31 st March 2012	<u>Outcomes</u> <ul style="list-style-type: none"> • Service delivery and financial performance stabilised over the three-year period
CP4.2. Improved delivery of planned care services (taking account of any de-commissioning of domiciliary care services)	31 st March 2012	
CP4.3. Continued roll-out of Telecare programme	31 st December 2009	
CP4.4. Retain TSA (Telecare Services Association) and CSCI (Commission for Social Care Inspection) registrations, as required	31 st March 2012	

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Theme: Safer Communities		
Development Priority: CP5: Address cost pressures and “de-pooling” within the Housing Revenue Account		
Key actions	By when	Outcomes and Success Criteria
CP5.1. Consult as necessary with residents and workforce on further changes to the Concierge Service	30 th April 2009	<u>Outcomes</u> <ul style="list-style-type: none"> • Service delivered in line with the five-year plan for the Housing Revenue Account, achieving continuing savings whilst maintaining minimal levels of crime and disorder within blocks of flats and maintaining high levels of customer satisfaction
CP5.2. Secure Cabinet approval for any further changes to the Concierge Service	30 th June 2009	
CP5.3. Implement changes and secure efficiencies	31 st March 2010	

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Theme: Safer Communities and Stronger Communities		
Development Priority: CP6: Support the delivery of National Counter Terrorism Strategy		
Key actions	By when	Outcomes and Success Criteria
CP6.1. Detailed multi-agency programme of action in place for the PREVENT strategy (the prevention of violent extremism)	30 th April 2009	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • PREVENT Strategy successfully implemented <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Absence of terrorist incidents in, or involving people from, Stockton-on-Tees. • NI 35 – Building resilience to violent extremism – successful assessment of progress • NI 36 – Protection against terrorist attack – reduction in the level of vulnerability of crowded places that are assessed at the highest risk of terrorist attack
CP6.2. Establish and support the Stockton “Silver” group	31 st March 2010	
CP6.3. Implement programme of action	31 st March 2010	
CP6.4. Review programme of action and delivery	31 st March 2010	
CP6.5. Support the Police in identifying and reducing the vulnerability of crowded places to terrorist attack	31 st March 2010	

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Theme: Organisational Development – Corporate Health		
Development Priority: CP7: Undertake all relevant actions within the Council’s Equality Plans and other cross – cutting strategic plans		
Key actions	By when	Outcomes and Success Criteria
CP7.1. Implement the findings of the Customer First Stage II Standard assessment report and work towards the achievement of the Customer Excellence Standard	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> Outcomes relating to the improved accessibility of services to all people and improved community cohesion <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> At least 0.5 day reduction in sickness absence from 2008/09 outturn 90% of staff receive annual appraisal Achievement of the Council’s target to reduce its carbon emissions by 25% by 2013 Improved standards of data quality
CP7.2. Undertake all relevant actions within Carbon Management Programme and the Climate Change Action Plan	31 st March 2010	
CP7.3. Support the delivery of improved and/or reduced cost services through the Council’s Efficiency, Improvement and Transformation Programme (EITP) (The Year 1 programme includes reviews of Regulation and Enforcement, Advice and Information Provision, Domestic Violence, and Communication, Consultation and Engagement)	31 st March 2012	
CP7.4. Reduce sickness absence	31 st March 2010	
CP7.5. Ensure staff receive an annual appraisal	31 st August 2009	
CP7.6. Implement the relevant actions from the Council’s Data Quality Strategy	31 st March 2010	
CP7.7 Ensure all staff have undergone relevant training on race, faith, belief and diversity	31 st March 2010	