

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
Care Call Service <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
Emergency Planning Ensure key plans such as Major Incident Plan, and Severe Adverse Weather Plans are updated on an annual basis <ul style="list-style-type: none"> Business Contingency Management (internal) by April 2006 External by June 2006 	Effective response to incidents which may occur Systems to warn and inform e.g. public helplines in place by end April 2006 Pandemic Flu plan in place by June 2006

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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