

Community Protection Q2 2012/13 Performance Summary Report

This report summarises the performance results for Community Protection at Q2 2012/13. It includes progress against the Corporate Basket of Indicators and other key performance measures, Internal Audit recommendations, Health and Safety Audit recommendations, ISO 9001:2008, sickness absence, risk, APSE Annual Service Awards 2012, Business Continuity Plans, car mileage, and Commendations, Compliments, Comments and Complaints.

Progress Indicator (PI) Key

1 = Achieved target

2 = On track to achieve target

3 = Slipped against target

4 = Target not achieved

N/A = Data not available/Not targeted

1. Performance Analysis

The following indicators are from the Corporate Basket of Indicators under 'Safer Communities'.

Performance Indicator	2012/13 Target	Q2 2012/13 Performance and Comments	PI
Violence with Injury	<1,129 (reduction on 2011/12 baseline)	575 1.8% increase on the same period last year	3
Reduce Criminal Damage	<2,472	994 20.4% reduction on the same period last year	2

The following measures have been retained for information purposes only, and have therefore not been targeted.

Performance Indicator	Q2 2011/12 Performance	Q2 2012/13 Performance and Comments
Number of acquisitive crimes	2,992	2,812
Number of knife crimes	35	26
Number of gun crimes	7	3
Number of domestic homicides	0	0
Total number of crimes	5,879	5,450 Which equates to 28.4 crimes per 1,000 population (based on the mid 2011 estimate 191,800)
Number of arson incidents	384	257
Improved street and environmental cleanliness – fly tipping	913 incidents reported, 219 actions (Apr – Aug 11)	April – August 2012 there were 990 incidents and 336 enforcement actions recorded on Flycapture

Community Protection Q2 2012/13 Performance Summary Report

2. Council Plan and Service Improvement Plan

SIP Priority	Target / Deadline	2012/13 Performance and Comments	PI
CP1 Improve the cost effectiveness and resilience of the service			
CP1.1 Develop a business case for all wireless radio transmission systems	September 2012	Business case approved, funding agreed. Installation of all wireless systems expected between October and December 2012	2
CP1.2 Solar panels fitted to the Security Centre	May 2012	Solar panels have been fitted and connected	1
CP1.3 Continued expansion of Telecare	On-going	1070 active client at end of September 2012 compared with 698 at the end of September 2011	2
CP1.4 Effectively deliver the Concierge Service	On-going	SBC staff consulted via away days. A questionnaire to be submitted to all tenants in relation to VFM. Further meetings programmed	2
CP2 Deliver Community Safety priorities			
CP2.1 Monitor progress for Safer Stockton Partnership and its sub-groups agenda: A) Community Safety Plan B) ASB and Criminal Damage C) Domestic Violence Strategy D) Violence Reduction Group E) Alcohol Crime and Disorder Group	Quarterly over a 3 year period	On-going. All sub-groups continue to meet and performance is monitored quarterly	2
CP2.2 Address issues of reassurance / fear of crime	On-going	Fear of crime was included in the Regional Residents Survey undertaken during summer 2012. Results are being awaited. Also, planning to run focus groups in November/early December and are in the process of setting these up.	2
CP2.3 Implement the Safer Stockton Partnership Community Safety Plan 2011-14	On-going	Plan in place and actions and targets monitored quarterly	2
CP2.4 Develop a Consultation Strategy for the development of the new Community Safety Plan 2014-17	March 2013	On-going	2
CP2.5 Undertake consultation on the Community Safety Plan 2014-17	March 2014	Consultation not yet due	2
CP3 Deliver the Trading Standards and Licensing Plan			
CP3.1 Trading Standards and Licensing Plan delivered and monitored at regular intervals	Quarterly during 2012/13	On target	2

Community Protection Q2 2012/13 Performance Summary Report

SIP Priority	Target / Deadline	2012/13 Performance and Comments	PI
CP3.2 Respond to new licensing powers in the Police Reform and Social Responsibilities Act 2011, and ensure the necessary policy decisions are taken and implemented	On-going	On-going. Report considered by Licensing Committee on 10 July 2012	2
CP4 Deliver the Environmental Health Service Plan			
CP4.1 Environmental Health Service Plan delivered and monitored at regular intervals	Quarterly during 2012/13	Monitoring on-going	2
CP4.2 Consider the implications of the amendments to the Live Music Act 2003	On-going	Awaiting Government guidance	2
CP5 Address financial and service challenges for Care Call, including its parts in any significant expansion of the Telecare Programme, to increase independent living and reduce reliance on residential care placements			
CP5.1 Continue to market Care Call community alarm service to new customers	<u>6000</u> connections by March 2013	5,547 connections at the end of September 2012. Promotional days booked late October, which will then be followed by a targeted approach of 65+	2
CP5.2 Continue to deliver planned care services (NB. Taking into account of any re-commissioning of domiciliary care services) and maintain CQC rating of at least good	March 2013	An unannounced visit from CQC occurred mid-September; we are currently awaiting their findings. Continuation of service to be discussed with the Head of Service	2
CP5.3 Retain Level 1 TSA registration	March 2013	Pre-inspection scheduled for Jan/Feb 2013. Service needs to have available 3 months' worth of data based on level 2-3 requirements	2
CP5.4 Work towards obtaining levels 2 and 3 TSA registration	March 2014	As above	2
CP5.5 Manage the continuing expansion of the Telecare programme to increase independent living and reduce reliance on residential care placements and provide value for money	Maintain at least <u>950</u> active clients by March 2014	1070 active clients as of September 2012	2
CP6 Contribute fully to the Councils Medium Term Financial Plan			
CP6.1 Ensure that consequences of budget reductions agreed in Year 3 EIT review of Community Safety and Security Services are managed effectively	March 2013	All resolved	1
CP6.2 Support the Scrutiny Committee Review of Tobacco Control	September 2013	On-going support given	2
CP6.3 Implement any recommendations from the Tobacco Control Scrutiny	March 2013	The recommendations may not come out until our Health colleagues have completed their input into the review	N/A

Community Protection Q2 2012/13 Performance Summary Report

SIP Priority	Target / Deadline	2012/13 Performance and Comments	PI
Review in relation to regulatory services			
CP6.4 Implement any additional budget reduction measures which have been agreed	March 2013	No update at Q2	N/A
CP7 Contribute to the 2011 National Counter Terrorism Strategy and lead on preventing violent extremism at borough level			
CP7.1 Maintain regular attendance at Cleveland 'Gold Group'	Attend scheduled meetings throughout 2012/13	Attended one of one scheduled meeting	2
CP7.2 Maintain and support Stockton 'Silver Group'	Attend scheduled meetings throughout 2012/13	Attended one of one scheduled meeting	2
CP8 Organisational Development			
CP8.1 Contribute to the transfer of Public Health functions from the PCT to the Council, ensuring that effective links are maintained with the range of functions in Community Protection which have a bearing on public health issues (including Care Call/Telecare, violent crime including domestic violence, mental health of victims of crime/ASB and stress in the workplace, healthy eating, alcohol and tobacco controls by Environmental Health, Licensing and Trading Standards	On-going	Regular attendance at Health and Wellbeing management team and work being undertaken between meetings	2
CP8.2 Management the transition to new governance arrangements in respect of Cleveland Police and Crime Panel (jointly with Democratic Services)	On-going	Members nominated to PCP	2
CP8.3 Lead on the delivery of the Troubled Families Innervation Programme	On-going	All in hand	2
CP8.4 Maintain accreditation to ISO 9001:2008	On-going	Accreditation being maintained. Next LRQA surveillance visit is 7 August 2012. Certificate renewal February 2014	2
CP8.5 Maintain accreditation to Customer Service Excellence	On-going	Customer Service Excellence accreditation being maintained with annual surveillance visits taking place	2

Community Protection Q2 2012/13 Performance Summary Report

SIP Priority	Target / Deadline	2012/13 Performance and Comments	PI
CP8.6 Implement corporate reviews and strategies, e.g. Transport and Fuel	On-going	No action required as yet	2
CP8.7 Support relevant working groups, including HRSG, ICT Group and CG group	On-going	Regular attendance at relevant working groups	2

3. Internal Audits

Audit Title	Audit Report Issued	Status of Improvement Team Follow Up	Recommendations	
			Total	Completed
Security Services	30/09/2011	Followed up at Q2	22	20
Taxi Standards and Licensing (Taxi Licensing)	29/03/2011	Followed up at Q2	3	2
Environmental Health (Environmental Controls)	04/07/2012	Followed up at Q2	3	2
Total			28	24

Outstanding recommendations from the above Internal Audits include:

Security Services

- Signed SLA's or contracts should be available for all current services to RSL's detailing obligations of both parties. It is accepted that the SLA remains in force until any change in service, provided this is stated in the document. Evidence of correspondence to RSL's to increase charges should be available. Both these documents would be required in the event of any dispute arising.
Q2 progress - Meetings arranged, SLAs signed however there are still 2 RSLs who haven't been met as yet.
- A full reconciliation should be carried out to ensure all clients shown on the PNC database as being self-funding have a payment agreement and a VAT exemption certificate in place and that charges are being raised correctly.
Q2 Progress – Payment agreements in place via the current structure and 80% of all VAT exemption forms have been completed and returned to the centre. Staff are currently working of the outstanding 20%.

Taxi Licensing

- Monitoring should be undertaken to ensure that the transfer to the transportation trading account is accurate, as this could in theory be challenged in court by the taxi trade. **Q1 progress** - For 2011/12 court fee income has been allocated as per the agreed split. Audit has been requested to review the process around the reallocation of court fee income, until then this action cannot be completed. **No update provided at Q2.**

Environmental Controls

- Details of inspections and updated risk assessments for industrial process permit holders should be input onto the Flare system as soon as these are completed. **Q2 Progress** - Proforma in place with Petroleum Officer and will complete and pass to PEHO (EP) when inspection carried out. None due in 2012/13 so will be next year before comes into effect. Closed.
- Consideration should be given to ensuring that there is sufficient staff cover available in the event of the absence of the Land Quality Database Administrator. **Q2 Progress** - Work ongoing Dave Brown is training Bob Cowell.
- Management should include a review of charges for land quality enquiries with the planned increase in publicity about the services provided. **Q2 Progress** - Charges reviewed - the cost associated with land searches, a normal search will take on average 0.6 hour for David and 0.3 hour for Lee

Community Protection Q2 2012/13 Performance Summary Report

Tweddle/Steve Smith time , in view of this an increase in the current charging rate of £40 per hour [+vat] cannot be justified. Closed.

4. Health and Safety Audits

Audit Title	Audit Report Issued	Status of Improvement Team Follow Up	Recommendations	
			Total	Completed
Security and Surveillance Centre	09/07/2012	Followed up at Q2	5	5
Total			5	5

Recommendations from the above Health and Safety Audit include:

1. Review risk assessments.
Q2 Progress - These have been completed and transferred from the old proformas onto the new SBC format. The task was carried out by Security H & S Officer and checked via the Enforcement & Care Call Coordinator.
2. Apply Control of Contractors procedure to all those non staff members who carry out any type of works at the centre.
Q2 Progress - Complete. Control of contractual information all kept within the administration team and available for inspection.
3. Confirm date of last legionella prevention maintenance and ensure previous records are available to view.
Q2 Progress - Complete. Water/Legionella testing system in place. Records available via the administration team.
4. Ensure an appropriate fire risk management procedure is in place, this would include a current fire risk assessment and evidence of routine maintenance, checks and drills.
Q2 Progress - Complete. Checks/drills carried out on a weekly basis. Documentation available via shift leaders.
5. Confirm the date of the last periodic electrical inspection.
Q2 Progress - Complete - Latest electrical inspection was carried out via SBC HVE team in September 2012.

5. Payment of Invoices

96 % (1,045 out of 1,089) of invoices paid within 30 days, against the Corporate Target of 95%.

6. Sickness Absence

During 2012/13 there have been a total of 508.09 sickness days within Community Protection. On the basis of the average number of full time employees (FTE) during the period being 169.68, this equates to 2.99 days sickness per FTE. The table below shows the sickness statistics for the individual areas within Community Protection during 2012/13. NB: The figures do not include casual, fixed term, or temporary employees with less than one year of employment.

	Total Sickness Days Qtr 2	Total Sickness Incidents Qtr 2	Average number of FTE staff	Days sickness per FTE
Community Protection				
Community Protection	0	0	1.00	0.00
Enforcement	15	5	20.00	0.75
Car Parking	6.3	2	7.33	0.86
Environmental Health	39.93	13	34.25	1.17
Trading Standards & Licensing	38.99	9	22.27	1.75
Security & Surveillance	299.87	29	69.44	4.32
Community Safety	108	6	15.39	7.02
	508.09	64	169.68	2.99

Community Protection Q2 2012/13 Performance Summary Report

The following table shows where Community Protection sit within Development and Neighbourhood Services; Community Protection have set a target of 6.50 sickness days per FTE for 2012/13 and have achieved 2.99 sickness days per FTE to date compared with 3.29 for the same period last year. The year-end projection is 5.99 days per FTE which is 0.51 days less than the target.

Service	FTE Apr	FTE Sept	Ave FTE	Sick Days	Days per FTE 12-13 Q2	Days per FTE 11-12 Q2	Projection	Target 12/13	Variance against Projection
Corporate Director DNS	1.00	2.00	1.50	0.00	0.00	0.00	0.00	0.00	0.00
Planning Services	37.81	37.43	37.62	63.66	1.69	1.32	3.38	6.50	3.12
Culture & Leisure	93.41	93.98	93.70	188.68	2.01	2.88	4.03	6.75	2.72
Regeneration & Economic Development	78.90	81.87	80.39	172.70	2.15	5.18	4.30	7.50	3.20
Technical Services	211.67	202.80	207.24	522.40	2.52	3.50	5.04	6.50	1.46
Community Protection	171.25	168.11	169.68	508.09	2.99	3.29	5.99	6.50	0.51
Direct Services	466.25	462.52	464.39	1725.02	3.71	4.14	7.43	7.50	0.07
Housing	116.46	118.81	117.64	547.65	4.66	5.76	9.31	6.75	-2.56
Performance & Business Services	35.66	36.66	36.16	264.12	7.30	3.07	14.61	6.75	-7.86
TOTAL	1212.41	1204.18	1208.30	3992.32	3.30	3.90	6.61	6.99	0.38

The following table gives a breakdown of sickness absence within Community Protection during 2012/13, split by short (less than seven days), medium (eight to 19 days) and long term absence (20 days and above).

Length	Days Lost	Occurrences	FTE	Percentage
Short Term	102.62	48	43.86	20.20%
Medium Term	115.12	9	7.53	22.66%
Long Term	290.35	7	8	57.15%
Total	508.09	64	59.39	100.00%

7. ISO 9001:2008

During the last LRQA surveillance visit in August 2012, two minor non-conformances were closed and one new minor non-conformance was issued in relation to the contaminated land project at Cleveland Dyke. Various records are kept in relation to the project, however, the information is not filed in an easily retrievable way, files are not indexed and the electronic information is being stored on personal drives as opposed to shared drives. Discussions to be had on whether all projects should have a standard method of storage.

The need to update the LRQA logo was also reiterated, on all paperwork before December 2013.

The next LRQA surveillance visit is scheduled to take place Tuesday 5th February 2013. During the audit the following areas will be looked at:

- Business update and review of performance with a focus on the PCT transfer, and workforce health project/workplace health promotion and tobacco control;
- Review of changes in Legislation as a result of consultations;
- Management of projects.

8. Business Continuity Plan

Internal Audit has conducted an audit on all BCPs across the authority. This has been used to help services review their own BCPs. The DNS Improvement Team have reviewed Community Protection BCPs to ensure they remain accurate and robust. Findings from the review have been circulated to service managers.

Community Protection Q2 2012/13 Performance Summary Report

9. APSE Annual Service Awards 2012

Stockton-on-Tees Borough Council (including partners Xentrall and NHS Stockton) were shortlisted for a record ten separate categories in the APSE Awards 2012:

- Best Local Democracy Initiative;
- Best Health and Well-being Initiative (including Social Care);
- Best Partnership Working Initiative – Public/Public Partnership;
- Best Renewable Energy and Energy Efficiency Initiative;
- Best Service Team: Construction and Building Service;
- Best Service Team: Catering Service;
- Best Service Team: Waste Management and Recycling Service;
- Best Service Team: Parks, Grounds and Horticultural Service;
- Best Service Team: Sports, Leisure and Cultural Service; and
- Overall Council of the Year.

Stockton-on-Tees BC/NHS Stockton were winners of the Best Health and Well-being Initiative (including Social Care), for effective partnership working, targeting of interventions, joint commissioning and provision of services to reduce excess winter deaths throughout the borough.

Community Protection Q2 2012/13 Performance Summary Report

10. Risk Register

SIP Ref No	Responsible Officer	Risks	2012/13 Q2 Score	Risk Score	Comments
CP1	Mick McLone	Failure to improve the cost effectiveness and resilience of the service, including wireless radio transmission systems, solar panels, expansion of Telecare, and effective delivery of the Concierge Service.	8	Low	No change to risk score at Q1
CP2	Steven Hume	Failure to deliver all four plans and secure continuation of funding package for Domestic Violence. Failure to reduce the fear of crime among residents.	6	Low	No change to risk score at Q2
CP3	Dave Kitching	Failure to improve protection for consumers. Failure to deliver Trading Standards and Licensing Plans.	8	Low	No change to risk score at Q2
CP4	Colin Snowdon	Failure to reduce the number of risks to health and proactive promotion of healthier lifestyles.	8	Low	No change to risk score at Q2
CP5	Mick McLone	Failure to address financial and service challenges for Care Call, including its part in any significant expansion of the Telecare programme, to increase independent living and reduce reliance on residential care placements.	6	Low	No change to risk score at Q1. Care Call / Telecare connections increasing. Planned targeting of possible new clients will commence Sep12.
CP6	Mike Batty	Failure to maintain financial stability within the organisation, and avoidance of sub-optimal short-term budget reduction measures.	8	Low	No change to risk score at Q1
CP7	Mike Batty	Failure to reduce the risk of terrorism and violent extremism	8	Low	No change to risk score at Q1
Cfwd from 2008/9	Steven Hume	Corporate Manslaughter - Community Safety	4	Low	No change to risk score at Q2
Cfwd from 2008/9	Colin Snowdon	Corporate Manslaughter - Environmental Health	8	Low	No change to risk score at Q2
Cfwd from 2008/9	Mick McLone	Corporate Manslaughter - Security Services	8	Low	No change to risk score at Q1
Cfwd from 2008/9	Dave Kitching	Corporate Manslaughter - Trading Services and Licensing	4	Low	No change to risk score at Q2

Community Protection Q2 2012/13 Performance Summary Report

11. Car Mileage and CO₂ Emissions

During 2012/13, staff within Development and Neighbourhood Services have travelled a total of 205,613 business miles, representing total carbon emissions of 71,553kgs. The total amount of expenditure on business mileage was £96,443, a reduction of 37% compared to the same period of 2011/12.

Service Area	Total Miles	CO ₂ Emissions (kg)	Total Paid
Community Protection	23,426	8,152	£11,160
Culture and Leisure	7,525	2,619	£3,426
Direct Services	33,441	11,638	£15,964
Housing Services	14,879	5,178	£6,742
Performance and Business Services	2,674	930	£1,267
Planning Services	13,940	4,851	£6,500
Regeneration and Economic Development	23,156	8,058	£10,353
Technical Services	86,573	30,127	£41,031
Total Apr – Sep 2012/13	205,613	71,553	£96,443
Total Apr – Sep 2011/12	238,716	83,073	£152,950
Reduction	-33,103	-11,520	-£56,507
Percentage Change	-14%	-14%	-37%

Due to issues with the accuracy of information obtained from Agresso, the figures for each service area are estimates only.

Source: Xentrall Reports October 2012 excluding pool and spot hire cars

During 2012/13 staff within Community Protection have travelled a total of 23,426 business miles, a 12% reduction compared with the same period last year. This equates to carbon emissions of 8,152kgs and a cost of £11,160, a reduction of 47%.

Community Protection	Total Miles	CO ₂ Emissions (kg)	Total Paid
2012/13 Q2	23,426	8,152	£11,160
2011/12 Q2	26,681	9,285	£20,946
Reduction	-3,255	-1,133	-£9,787
Percentage Change	-12%	-12%	-47%

Community Protection Q2 2012/13 Performance Summary Report

12. Commendations, Compliments, Comments and Complaints (CCCCs)

During 2012/13 to date, Community Protection have received 28 complaints, one more than the same period last year. Of these, eight were upheld and five were part upheld. All but one was responded to within timescale, an improvement on the same period last year. The service have also received 16 commendations, compared to 12 the previous year, 66 compliments compared with 83, and 3 comments, compared with 15 the previous year.

The table below shows the categories which CCCCs fall into, and the resolution and outcomes from complaints.

Complaints				Commendations		Compliments		Comments	
Category	Number per Category	Resolution & Learning Outcome	Number of Resolution & Learning Outcomes	Category	Number per Category	Category	Number per Category	Category	Number per Category
Staffing issue	3	No action	1	Quality of Service	7	Quality of Service	12	Staffing issue	1
Disagree with decision	5	Staff Guidance/Training	8					Disagree with decision	0
Health & Safety, and Environment Issue	0	Additional Resources	1	Specific help/Service offered	6	Specific help/Service offered	45	Health & Safety, and Environment Issue	1
Limited/No information	0	Procedure/Policy Changes	0					Limited/No information	0
Breach of Confidentiality	0	Publicity/Information Changes	0	Staff performance	3	Staff performance	8	Breach of Confidentiality	0
Policy/Procedure	2	Financial Remedy	0					Policy/Procedure	1
Service Quality	14	Decision Changed/Overtured	0	Staff attitude	0	Staff attitude	0	Service Quality	0
Refusal of Service	1	Remedial Work	0					Refusal of Service	0
Delay in Service	3	Apology	10	High standard of care	0	High standard of care	1	Delay in Service	0
Charges/Fees	0							Explanation	17
Facilities	0	Explanation	17	High standard of care	0	High standard of care	1	Facilities	0
Diversity Issue	0							Diversity Issue	0
Total	28	Total	37	Total	16	Total	66	Total	3
Complaints upheld	8	Stage One	28	Number received from 1 April to 30 September 2012	16	Number received from 1 April to 30 September 2012	66	Number received from 1 April to 30 September 2012	3
Complaints part upheld	5	Stage Two	0						
Complaints not upheld	15	Stage Three	0						
Number received from 1 April to 30 September 2012	28	Number received from 1 April to 30 September 2011	27	Number received from 1 April to 30 September 2011	12	Number received from 1 April to 30 September 2011	83	Number received from 1 April to 30 September 2011	15
Number and % responded to within timescale (96%)	27 (96%)	Number and % responded to within timescale (85%)	23 (85%)						
** Please note that there may be more than one Resolution & Learning Outcome for some complaints.									

Community Protection Q2 2012/13 Performance Summary Report

The table below shows the service areas which received CCCCs.

Complaints		Commendations		Compliments		Comments	
Service Area	Number per Service	Service Area	Number per Service	Service Area	Number per Service	Service Area	Number per Service
Anti-social behaviour	0	Anti-social behaviour	1	Anti-social behaviour	2	Anti-social behaviour	0
Care Call/Telecare	0	Care Call/Telecare	0	Care Call/Telecare	0	Care Call/Telecare	0
Community Safety	0	Community Safety	1	Community Safety	4	Community Safety	0
Emergency Planning	3	Emergency Planning	0	Emergency Planning	0	Emergency Planning	
Enforcement	15	Enforcement	6	Enforcement	9	Enforcement	1
Environmental Health	5	Environmental Health	7	Environmental Health	1	Environmental Health	2
Security Services	0	Security Services	1	Security Services	3	Security Services	0
Trading Standards and Licensing	5	Trading Standards and Licensing	0	Trading Standards and Licensing	47	Trading Standards and Licensing	0
Total	28	Total	16	Total	66	Total	3
Number received from 1 April to 30 September 2012		Number received from 1 April to 30 September 2012		Number received from 1 April to 30 September 2012		Number received from 1 April to 30 September 2012	
	28		16		66		3
Number received from 1 April to 30 September 2011		Number received from 1 April to 30 September 2011		Number received from 1 April to 30 September 2011		Number received from 1 April to 30 September 2011	
	27		12		83		15

Complaints Analysis

- Enforcement received the most complaints with 15 (compared to 12 during the same period last year). Of these, seven were upheld and 4 were upheld in part. 12 of the complaints were for quality of service but followed no particular trend, other than two were for not receiving feedback following a job interview (one upheld and one part upheld), and two were regarding the inappropriate conduct of officers dealing with youths outside the forum (both upheld).
- Environmental Health and Trading Standards and Licensing received five complaints each, of which one in each service area was upheld.
- Emergency Planning received three complaints, all regarding sandbags not having been provided before the flooding in September. However, none of these complaints were upheld.

Community Protection Q2 2012/13 Performance Summary Report

Commendations Analysis

- Environmental Health received seven commendations, for quality of service, help provided and staff performance.
- Enforcement received six commendations, for quality of service, help provided and staff performance.
- Anti-social Behaviour, Community Safety and Security Services each received one commendation each.