

**PERFORMANCE MANAGEMENT**  
**Statement to Scrutiny Commission by the Regulatory and Safety**  
**Portfolio Holder**  
**2012/13**

**Key Achievements**

- The Community Safety Partnership (CSP) has held 2 successful campaigns to reduce antisocial behaviour during the spring and summer. These alongside a culture of multi-agency problem solving between the Council, Police and other partners have helped to reduce reported antisocial behaviour (ASB) by 13%. Campaigns involved publicity and media messages, school assemblies, road shows and attending community events.
- For the second year, 16 Primary Schools have been funded by the Safety Partnership to attend Warning Zone in Leicester of which 13 have so far booked to attend. WARNING ZONE combines vital messages in a single stimulating and memorable experience which helps to prepare youngsters (aged 10-11) for increased independence and their transition into early adolescence. This project is estimated to save over £3 in terms of less ASB and accidents from every £1 invested in the project.
- CSP has held 21 Fire Beat sessions in schools. Deliberate fires are down 45%.
- CSP has held a road traffic collision awareness event at businesses including George held at Magna Park. Road Traffic Collisions are down 25%.
- Police and Council working together to deliver an increased presence in Market Harborough Town Centre to tackle violent crime and enforce licensing conditions. Violent Crime in the Town Centre is down during peak times (Fri and Sat night) by 21%.
- Community Safety Partnership now on Facebook & Twitter. Halloween Tweet made 'Tweet of the Week' by the Harborough Mail.
- The Team held an Embracing Difference Campaign Week. This campaign was devised to coincide with the positivity around the Jubilee and the Olympics to celebrate all that is good about difference.
- Work between the Council and the Police to identify and protect vulnerable people ongoing (through weekly information sharing and the monthly Joint Action Group). So far this year 24 'high risk' vulnerable people have been identified and supported.
- Scores on the doors - Harborough District Council launched the National food Hygiene Rating scheme in May 2012, replacing the previous Scores on the Doors scheme. Funding was received from the Food Standards Agency to enable the preparation work required to be carried out. There are currently approximately 820 food businesses registered with Harborough District Council, and 495 of these are eligible to be included in the Food Hygiene Rating Scheme. Of these approximately 370 were awarded the two highest ratings of 5 or 4 which indicates that standards are very good or good. The scheme is now fully operational.
- Introduction of pest control charges – From April this year the Council introduced charging for pest control treatments which has resulted in a significant reduction in the number of treatments carried out by the Contractor. Prior to April the treatments for rats was free of charge and 369 cases were treated, following the introduction of the charge this has reduced to 81 treatments up until the end of September. This has however not resulted in an increase in the number of complaints of rat infestations dealt with by the Environmental Health Officers.
- Member training for Licensing – Members of the licensing committee have attended a training event along with members of Corby District Council and representatives from the police service. The event included a review of the existing legislation, an introduction of the changes to legislation and practical advice and information on setting conditions attached to a licence.
- Emergency Planning update – The Council's Major Incident Plan has been updated and been presented to CMT and SMT. In addition a training event was held for officers involving external organisations such as the Environment Agency and the County Council to test the effectiveness of the Council's emergency arrangements. Feed back from this event has fed into the review of the plans.
- Parking Services review - The Council provides the on-street and off-street parking enforcement for the County Council, Blaby DC, Oadby & Wigston BC, Hinckley & Bosworth BC and Melton DC. During 2011-12 a review of the way the service was delivered across the County was carried out to provide a more sustainable delivery model and to ensure improvements in the effectiveness of the parking enforcement service. The review looked at the required staffing structure required for each of the districts and the outcome of this review has been implemented. The SLA with the partner authorities will continue on a 12 month rolling basis and the service delivery to date is within the budget profile.
- Performance review - A review of the delivery of the Planning Enforcement team has been carried out to identify better ways of delivering the service and to reduce the length of time it takes to deal with enforcement enquires. A lot of work has been carried out to close old cases and better performance

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monitoring tools have been developed. There is a local performance indicator for monitoring the length of time it take officers to make the first response following the receipt of a complaint. The first quarter result for this indicator was poor with only 66% of case meeting the target response rate. However as a result of the performance monitoring now undertaken the outcome for the 2<sup>nd</sup> quarter was that almost 84% of cases met the response target. In addition Members are now advised when enforcement cases are opened in their area to give them opportunity to find out more about what enforcement activity is being carried out.

- The Better Business for All (BBfA) programme is the Leicester and Leicestershire Local Enterprise Partnership's (LLEP) response to addressing the national priority of reducing the regulatory burdens on business to aid economic recovery. It is a local partnership between businesses and regulatory services in Leicester and Leicestershire to promote growth. The outcomes to date for the programme cover the following aspects –
  - **Advice and Support** – inc a single point of contact for businesses, training for Regulators on the needs and requirements of the businesses and providing information in “business friendly” way
  - **Culture and competence** – Businesses and Regulators having a greater understanding on roles.
  - **Coordination and Communication across Regulatory Services** – better co-ordination and working together between regulators of different disciplines to ensure a consistent approach to businesses across all partner organisations
  - **Better Partnerships** - Business organisations and regulators meet, discuss, develop ideas and work together to implement changes to the local regulatory system

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**Key Challenges**

- Maintaining year on year reductions in crime
- Ensuring the most vulnerable people (in terms of community safety) are identified and protected as far as possible. There is an upcoming Domestic Violence campaign to try to increase reporting of domestic violence, which has fallen in the first six months.
- The CSP has developed a contract with Harborough Be Safe to provide crime and security advice and security measures e.g. door and window locks, dusk until dawn products... to vulnerable victims/ potential victims of distraction burglary. This alongside more surveillance of offenders by police aims to reduce domestic burglary from the increases seen in quarter 1 and 2.
- Police on behalf of the CSP have marketed anti-commercial burglary measures to businesses in a hotspot area (Kibworth) and undertaken more patrols in hotspot locations. These measures aim to reduce commercial burglary from the increase seen in Q1 and Q2.
- CSP is working with the Children's Centres to try to pool funding for support for domestic violence victims to achieve better value for money and a more comprehensive service – whether you are a single person or family.
- Building working relationships with the new Police & Crime Commissioner
- Determining how Community Safety Partners will be involved in the Leicestershire Supporting Families programme. For example, we know that around 50% of 'troubled' families are involved in crime and antisocial behaviour, either as a victim or perpetrator.
- Implementing the new licensing arrangements using the delivery model with customer services providing the key point of contact for licensing issues.

**Key Areas of Work in Progress**

- Collating all antisocial behaviour complaints and actions (including nuisance behaviour, noisy neighbours, graffiti, littering, fly tipping, discarded needles, abandoned vehicles) in one system, shared with Leicestershire Police. This will allow the police and council to see the bigger picture when receiving complaints and deciding how to act.
- Restructuring the Councils Community Safety Team so that it is more resilient and can work with new agendas e.g. Supporting Families
- The CSP and Citizens Advice Bureau have recently launched a new project called 'Back on Track', which offers practical advice, support and guidance to offenders to try to improve their life chances by reducing debt and increasing financial capabilities.
- The CSP are currently planning for the Christmas Campaign around safe drinking.
- Introduction of Dog Control Orders – Following a consultation exercise the Regulatory Committee approved the decision to introduce Dog Control Orders within the district to cover dog fouling and the exclusion of dogs from certain areas within the district – e.g. play areas. The consultation also covered keeping dogs on lead and this led to a large number of representations from the public objecting to this particular Order being introduced. Taking into the consideration all representations received, the Regulatory Committee recommended that dogs should be kept on leads in certain areas such as sports pitches and areas. Following a discussion with the legal services it was decided that this definition is too broad and would go against the options set out in the original consultation process. Work is currently underway to seek approval to go back out to the Parish Council's and other relevant authorities to seek their opinion as to what specific pieces of land they would want covered in respect of Sport's Pitches rather than having a blanket approach across the district.
- Air quality review – A bid was submitted to DEFRA for funding to develop the Air Quality Action Plan following the review and assessment undertaken last year. The Council was unsuccessful in securing this funding however officers are working with the County Council to develop an Action plan for the Local Air Quality Management Area in Lutterworth. A report is scheduled to go before the Executive in February 2013.
- Bruntingthorpe Proving Ground (BPG) - At the end of June 2012, a detailed and comprehensive report was produced by HDC following a further investigation into noise nuisance and planning compliance. The report

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was an addendum to the 2011 report. It again concluded that noise emissions from BPG do not constitute a Statutory Nuisance. It also concluded that no breaches of planning permission had been found. To date, the situation has not changed. The 2009 temporary planning permission for corporate vehicle use (inc. Big Thunder) has now been granted full permission. All of the conditions placed on the permission back in 2009 have been carried through. BPG have now installed a second fixed microphone on site with live streaming of noise data to the internet. This microphone is in place at the northern boundary of the track and is deemed to offer greater protection to residents, specifically those of Peatling Parva village. HDC can now access live noise data at BPG from two separate microphone locations on site. There has been a slight increase in the number of complaints received in 2012 (as compared to 2011 (In 2011 124 complaints were received covering 86 affected days compared to 158 complaints received to date covering 85 affected days. However a lot of these complaints are associated with aircraft use on site, linked to the new aircraft breaking operation. HDC have been working closely with Leicestershire County Council who are handling the planning application for the aircraft breaking operation on site. A monitoring exercise was undertaken on 29 October 2012 to assess the harm from the landing and taxiing of a Boeing 747. Acoustic consultants working on behalf of C Walton Ltd. are currently putting together a noise impact report which HDC will be consulted on in due course. A number of planning enforcement cases have been closed this year and we are now up to date with all outstanding complaints, enquiries and information requests. A new draft enforcement plan has now been drawn up and is in the process of being finalised so that a new way of smarter working can be adopted for future investigations.

- Odour investigation at Pears rendering plant - The Council continues to receive complaints regarding odours emanating from the site and the Council has undertaken a significant monitoring programme to determine the odour levels at the residents' properties. The programme includes both reactive visits following complaints and pro-active monitoring. This will include visits early morning and late evening. To date, the Council has now undertaken over 30 proactive monitoring visits at the affected residents properties to determine whether the premises are in breach of their site conditions relating to odour and to date, have not found any odours perceived as offensive by the officer. Furthermore, a full IPPC inspection was undertaken at the site in September 2012 during which no significant issues were found. Monitoring is likely to continue through November before a report is published regarding the Council's findings and recommendations. It is anticipated that the report will be made available in December.
- Lifeline Service- Procurement has commenced for the new lifeline system to be operational by April 2013

**Key Performance Indicators**

KPI Reference	Performance Measurement	Target for 2012-2013	Current Position	Direction of Travel	ON Target?
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LPI 608	Increase the number of food establishments in the area which are broadly compliant with food hygiene law by 1%	89%	90%	stationary	Y
LPI 611	% of premises licence applications determined under the 2003 Act within 2 months	99.9%	100%	stationary	Y
LPI610	Drivers licence applications for a private hire/hackney carriage processed within 45 days	99.9%	100%	stationary	Y
LPI609	Vehicle licence applications for a private hire/hackney carriage licence processed within 10 days	99.9%	100%	Stationary	Y
LPI 607	Increase in number of businesses that were satisfied with their intervention with Health & Enforcement Services	74%		Annual indicator	
LPI 614	Inspect all industrial processes authorised by permit under the Pollution Prevention and Control Act 2000 in accordance with the risk based programme	99%	67%	Down – 6 inspections were due in August/September but have been re-scheduled for later in the year.	N
LPI 612	Environmental Health - complaints responded to within 5 days	96%	98.3%	UP	Y
LPI 613	Proportion of Environmental Health investigations completed within 30 days	50%	64.7%	Up	Y
LPI 623	Planning Enforcement - % of Top Priority cases responded to within target date set out in Planning Enforcement Protocol	90%	Nil cases	static	
LPI 624	Planning Enforcement - % of High Priority cases responded to within target date set out in Planning Enforcement Protocol	90%	100%	static	Y
LPI 625	Planning Enforcement - % of Standard Priority cases responded to within target date set out in Planning Enforcement Protocol	90%	70.7%	Up	N

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LPI 620	% of planning enforcement case files closed within 8 weeks where there is no breach of planning control(Category 1)	80%	72.7%	Up	N
LPI 621	% of Planning Enforcement Notices served within 28 days of instruction	100%	100%	stationary	Y
LPI 622	Customer Satisfaction with the Planning Enforcement Service (increase 10% from last year)	60%		Annual Indicator	

Performance Measure	Target	Current Position: Q1 & Q2 2012/13	YTD Difference from 2011/12( Numerical)	YTD Difference(%)
Reported Antisocial Behaviour	-10%	612	-91	-13%
Antisocial Behaviour Satisfaction (police only)	88%	90%	NA	2%
Deliberate Primary & Secondary Fires	Reduction	30	-24	-45%
Burglary Dwelling	-8%	71	6	8%
Commercial Burglary	-5%	124	17	14%
Violent Crimes (Night Time Economy)	-5%	39	-10	-21%
Road Traffic Collisions	-10%	33	-11	-25%
Domestic Assaults	Reduction	53	-17	-32%
Domestic Abuse Reports	Increase	280	-53	-19%
Individuals scored as high risk (Sentinel)	Information	24	N/A	N/A
Hate incidents/crimes reported	10%	39	13	33%

**Red-** Not on target, increase year on year. **Amber-** Not on target but performance better or no change compared to previous year. **Green-** on target