

4th Quarter Performance Summary 2012-13:

Regulatory & Safety – Cllr Golding

Lead Officers: Norman Proudfoot, Ann Marie Hawkins, Elaine Bird, Tom Day

Please contact the relevant officer with any queries.

Key Achievements

Community Safety

- The Strategic Assessment was reviewed at Scrutiny in March 2013. Draft Priorities for the Community Safety Partnership for 2013/14 have been agreed as;
 - Reduce Acquisitive Crime
 - Tackle Antisocial Behaviour
 - Reduce Violent Crime
 - Support the Vulnerable
- Engagement in discussions with the Police and Crime Commissioner by the Portfolio Holder and Officers contributed to funding being secured for the partnership for 2013/14 and resulted in the new PCC attending a Harborough Community Safety meeting in February 2013.
- Stand on tiered approach to ASB and ASB/Hate reporting at Parish Liaison Event in January
- February Stop and Tell Campaign – Chill Out bus on the Square with LCC and HDC staff
- Attended Parish Council meeting at Scraftoft – arranged for IMPACT team to do 4 sessions with Chill Out bus in Feb/March
- Also during this period the re-deployable camera has been in Fleckney. This has been very successful in reducing incidents.

Environment Team

- Production of Air Quality Framework for AQMA in Lutterworth (approved by Executive committee on 22 April 2013)
- Production of Bruntingthorpe enforcement plan (Draft)
- Achieved a 98.6% success rate in responding to 553 complaints within 5 days (target 96%)
- Achieved a 66.9% success rate in closing down 553 complaints within 30 days (target 50%)
- Completion of all programmed Environmental Permitting inspections - 100% (target 99%)

Commercial Team

- Coordinated and delivered asbestos awareness intervention project in commercial rented premises.
- Drafted response to consultation on proposed review of Regulators Code for discussion by Better Business for All forum.
- Continued to provide Corporate Safety advice and support across the organisation pending a review of longer term delivery mechanisms.

Licensing Team

- Two Officers obtained BIIAB Award for Licensing Practitioners (Gambling) – March 2013
- Assisted the Gambling Commission in the formulation of Enforcement Templates for Inspections
- Currently working on updating the Constitution for Licensing function – draft report in progress
- Working with customer services to ensure the successful integration of the licensing function into LAGAN

Planning Enforcement

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- Significant reduction in open cases pending consideration. Team dealing efficiently and effectively with quick response rates on new requests of enforcement complaints.
- Effective use of PI's to monitor Team performance
- Efficient and effective use of enforcement tools when proceeding to formal action.
- Drafting of the Bruntingthorpe Enforcement Plan

Parking Services

- Performance management introduced across the service area and hotspot enforcement areas reviewed to ensure effective enforcement throughout.

Key Challenges

Community Safety

- Developing a programme of work for 2013/14 that reflects the emerging priorities of the PCC who operates at a sub-regional level, the County Community Safety Board and the needs of communities in Harborough. It is critical that Harborough deploys its resources in the most effective way, which includes funding and officer time.

Environment Team

- Proactive monitoring of particular complex cases during the year.
- A significant increase in the number of complaints/requests for services received by the team. In 2011-12 the team dealt with 341 cases but this increased to 553 for 2012-13.

Commercial Team

- The HSE is developing a National Local Authority Enforcement Code, which will influence our intervention programme for the coming years.
- Continuing provision of corporate safety support has an impact on the capacity of the team. However it is anticipated that this will be resolved shortly.

Licensing Team

- New taxi policy effective 1st April 2013
- Setting fees and charges for Licensing Act 2003 – anticipated date Sept 2013
- Assisting the Gambling Commission in testing the Gambling Inspection Templates.
- The migration of some of the Licensing functions to the front office service.

Planning Enforcement

- Implementation of the new enforcement provisions introduced by the Localism Act 2011 on the enforcement of breaches of planning control which came into force in England and Wales on the 6 April 2012 (Sections 123 – 127 of the Act)
- Implications in the proposed reform of the Anti Social Behaviour Act (draft anti-social behaviour bill published on 13 December 2012), and the proposed new community protection notice (CPN) which is intended to deal with nuisances which negatively affect the community's quality of life by targeting the person responsible. Proposal to replace Dog Control Orders.
- Increase in cases requiring prosecution/injunctive hearings.
- Working towards meeting the PI indicator targets.

Key Areas of Work in Progress

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Community Safety

- Migration of Community Safety Calls to Lagan. This will ensure (via a link between Lagan and Sentinel) that all antisocial behaviour that is reported to the council (including Environmental Complaints) are captured on Sentinel.

Environment Team

- To implement the Air Quality Action Plan Framework for Lutterworth (approved by Executive committee on 22 April 2013)
- Implement a plan to raise public awareness of the Licensing requirements for Dog Day and Home Boarding
- Develop an enforcement plan for Environmental Permitted premises
- Promote Noise Action Week 20-24 May 2013 – joint work with Community Safety and their 'Lighter Nights' campaign
- To carry out joint working with the licensing team to regulate those premises who are exempt from Temporary Event Notices in the event of any complaints
- To review the implications of the changes to ASB legislation to determine the impact upon Regulatory Services

Commercial Team

- The work programme for 2013-14 is being developed in line with guidance from The HSE regarding intervention strategies, working with other local authorities across Leicestershire.
- Service specific service plans for food safety enforcement and health and safety enforcement are being developed.

Licensing Team




- Currently working on updating the Constitution for Licensing function – draft report in progress
- Preparing to launch the Licensing Accreditation Scheme for Market Harborough Lutterworth and Broughton Astley
- Preparation for appointment based enforcement for Taxis
- Changes to the Disclosure Barring Service.





Planning Enforcement

- Dog Control Orders, however dependant on outcomes of the draft anti-social Bill these may be replaced with the use of 'The Community Protection Notice' (CPN)
- Develop standard proforma with regard to prosecution/injunctive proceedings
- Completion of the standard templates in the planning enforcement module in UNIFORM
- Adoption of the revised planning enforcement protocol
- Adoption of the Bruntingthorpe Enforcement Plan

Parking Services

- The review of the management structure for parking services is currently being undertaken and will be completed during 2013-14.
- To review the Service Level Agreement for the Parking Partnership
- Review the Parking Strategy.
- Redevelopment of Broughton Astley car park.

Performance Measurement	Year End Position	Target Status	Target for 2012-2013	Which Way is Good?	Comment	Trend Graph
LPI 608 Increase the number of food establishments in the area which are broadly compliant with food hygiene law by 1%	90%	On Target	90%	↑	The number of broadly compliant food businesses has remained static throughout the year, after increasing for a number of years. The prioritisation of interventions based on risk ensures that the small number of non compliant premises are the focus of officers attention.	
LPI 611 % of premises licence applications determined under the 2003 Act within 2 months	100%	On Target	100%	↑	Achieving target of 100%	
LPI 610 Drivers licence applications for a private hire/hackney carriage processed within 45 days	100%	On Target	100%	↑	Achieving target of 100%	
LPI 614 Inspect all industrial processes authorised by permit under the Pollution Prevention and Control Act 2000 in accordance with the risk based programme	100%	Better than Target	99%	↑	During the year some inspections were rescheduled from their planned inspection date however by the end of the year all of the visits due had been carried out.	-
LPI 612 Environmental Health - complaints responded to within 5 days	98.6%	On Target	96%	↑		

Performance Measurement	Year End Position	Target Status	Target for 2012-2013	Which Way is Good?	Comment	Trend Graph
LPI 613 Proportion of Environmental Health investigations completed within 30 days	66.9%	Better than Target	50%	↑		
LPI 623 Planning Enforcement - % of Top Priority cases responded to within target date set out in Planning Enforcement Protocol	Nil cases	N/A	90%	↑	No Top Priority cases have been received during the year.	N/A
LPI 624 Planning Enforcement - % of High Priority cases responded to within target date set out in Planning Enforcement Protocol	100%	Better than Target	90%	↑		
LPI 625 Planning Enforcement - % of Standard Priority cases responded to within target date set out in Planning Enforcement Protocol	83.8%	Worse than Target	90%	↑	During the early part of the year an issue was identified highlighting a poor response rate for this indicator. Steps were subsequently put in place to undertake more performance monitoring and since then there has generally been an upwards trend in performance.	
LPI 620 % of planning enforcement case files closed within 8 weeks where there is no breach of planning control(Category 1)	75.9%	Worse than Target	80%	↑	During the year a number of old cases were closed off which resulted in a low performance figure however since this following this exercise the direction of travel for this indicator has	

Performance Measurement	Year End Position	Target Status	Target for 2012-2013	Which Way is Good?	Comment	Trend Graph
					been up	
LPI 621 % of Planning Enforcement Notices served within 28 days of instruction	100%	Better than Target	100%	↑		