




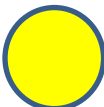




Improving Community Wellbeing PDP 2018-19 - Environment, Partnerships and Community Safety

Quarter Four (1 January 2019 - 31 March 2019) Performance				
				TOTAL
Milestone completed	Milestone on target	Milestone/timeline/scope/target date requires attention.	Project aborted/closed	
9 (75%)	0 (0%)	3 (25%)	0 (0%)	12 (100%)

Annual Performance 2018-19				
				TOTAL
Milestone completed	Milestone on target	Milestone/timeline/scope/target date requires attention.	Project aborted/closed	
28 (87.5%)	0 (0%)	4 (12.5%)	0 (0%)	32 (100%)

Comments on overall performance for this PDP (as at end of 2018/19)

Community Safety – there has been a significant increase in the number of cases dealt with via the Community Safety Hub. The theme continues around vulnerability of residents and mental health issues. There has also been a significant increase in the CCTV Police Case Reviews and a number of tweets have been posted by partner agencies confirming arrests made as a result of CCTV footage. The Corporate Anti Social Behaviour Policy has been published and will enable a joined up approach to tackling anti social behaviour across the District. There have been five Community Safety Triggers during this period and all of the recommendations were implemented to the satisfaction of the community.

Support Vulnerable People – the number of tenancies sustained has almost doubled in comparison to last year's outturn. This demonstrates that the work of the Tenancy Sustainment Team is proving an invaluable resource in supporting vulnerable people. It has not been possible to collate the number of referrals made to support agencies via the Community Safety Hub. This would be a manual exercise - moving forward a new web based solution will be implemented and the information will be easily available.

Sustaining Safe and Secure Communities – following a procurement exercise a contractor has been appointed to upgrade 26 CCTV cameras across the District. The Safeguarding Campaign has been successfully launched; however, the introduction of Safeguarding Champions across the Council has not been achieved due to resourcing issues within the Partnerships Team.

Promoting attractive and healthy environments – The Council once again successfully retained its 6 Green Flag accreditations for its major parks (Hednesford, Cannock, Ravenhill and Elmore Park), Stile Cop Cemetery and Castle Ring. In addition, a number of car park improvement schemes at Danilo Road in Cannock; Market Street, Rugeley; Service Area 6, Rugeley and Service Area 9, Rugeley were completed on time and to budget and in August Cabinet approved the next steps for the delivery of the District's new cemetery. Progress in respect of the new toilet facility at Hednesford Park has been put on hold until approval to close the HLF project is secured.

Performance Indicators




In the figures produced below for Performance Indicators, the figures in Total are for the whole of 2018/19 and are either shown as cumulative figures or an average figure taken for the whole year.






Performance Indicators								
Performance Indicator	Frequency of reporting (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4	Total
Sustaining safe and secure communities								
Number of good news stories/case studies	A		4				4	4
Number of ASB complaints dealt with via the Community Safety Hub	Q	85	N/A	20	27	12	43	102
Number of CCTV case reviews provided to Staffordshire Police	Q	340	N/A	101	99	115	163	478
Support vulnerable people								
Increased number of referrals to the Community Safety Hub	A	189 Cases					304	304
Number of tenancies sustained (No. of cases (council tenancies) completed with sustainment outcomes)	Q	34	38	16	12	20	17	65
Following implementation of Housing Reduction Act (HRA) % of Main Duty Homelessness cases accepted as homeless	Q	N/A		0% (All cases dealt with at prevention or relief stage, none progressed to main duty in Q1)	1.22% (Only three cases progressed to full duty from 82, two of which were intentional homeless, so 1/82)	1.74% (One further case progressed to full duty, so cumulatively 2 out of 115 total cases taken)	1.85% (One further case progressed to full duty, so cumulatively 3 out of 162 total cases taken)	1.20% Average
Number of referrals to support agencies from the Community Safety Hub	Q			This information could not be collated during this period. A new system (Ecins) is being implemented that will provide the relevant data. Action to be rolled over to 2019/20				

Performance Indicator	Frequency of reporting (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4	Total
Number of new universal credit claimants within the period	Q	531	N/A	117	n/a	1,084	1,385	2,586
Number of Discretionary Housing Payments awards	Q	141 cases Value – £84,171.24	Value of Government allocation £172,583	100 cases £19,112.23	98 cases £22,208.60	116 cases £22,708.33	n/a	314 cases £64,029.16
Promoting attractive and healthy environments								
Retain 6 Green Flags	A	6	6		6			
Number of fly tipping incidents	Q	470	N/A	102	132	54	78	366

Projects and Actions

Sustaining safe and secure communities							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Manage residents perception of fear of crime and anti social behaviour	Publish and promote positive good news stories and case studies	Identify & Promote One Good News Story	Purse Bells Campaign to safeguard vulnerable residents due to an increase in purse thefts in the town centre - press release issued. A number of arrests were made.	✓			
		Identify & Promote One Case Study	Community Safety Partnership clears wooded area due to level of ASB and drug-related detritus discovered during site visits.		✓		
		Publish Anti Social Behaviour Policy	Corporate ASB Policy will be presented to Cabinet April 2019 and will be published after Cabinet.				✓
		Publish Community Safety Hub Referral Data	Hub referral data now published monthly via social media.				✓
CCTV to deter crime and support the police in prosecutions	Upgrading CCTV technology	Project Team Set Up – Consider recommendations from CCTV Audit Report	Permission to spend report approved Cabinet 4 October 2018. Project Team met in mid October.		✓		
		Project Plan Developed and Procurement of Specialist Provider	Tender Published 24 January 2019. Evaluation Period 26 February 2019 – 8 March 2019. Contract Award 15 March 2019. Contract Commencement 1 April 2019.			✓	
		Award Contract to Specialist Provider	Contract awarded March 2019. Project implementation meeting taking place in April.				✓

Sustaining safe and secure communities							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
We will work with partners to ensure our licensing compliance and enforcement strategies for persons, premises and vehicles are risk based and make best use of local intelligence	Review of compliance and enforcement policies in key areas of taxi and private hire licensing and sale of alcohol	Benchmark our current policies and strategies with nationally recognised exemplar authorities	Policies from selected authorities have been reviewed, along with recently published guidance from both the Institute of Licensing and the LGA.				
		Identify any critical gaps in our approach	Following from the above, while no critical gaps have been identified, key areas have been highlighted which will now be taken forward as part of a wider review of our Taxi and Private Hire Policy in 2019-20				

Support Vulnerable People							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Signpost to appropriate support agencies	Annual Awareness Campaign across the District on how people can support themselves and access appropriate support	Develop the Awareness Campaign	A scoping meeting has taken place with colleagues to develop a 12-month-long Safeguarding awareness campaign for both children and adults. The campaign was launched in February 2019.				
		Publish Awareness Campaign – Chase Matters; Website and Social Media	Campaign artwork and a communications plan have been developed.				
	Introduction of Safeguarding Champions across the Council.	Recruit Safeguarding Champions	Work is ongoing with both HR and the Partnerships Team. To carry forward to 2019/20.				
		Develop and Deliver Training Session for Champions	Work is ongoing with both HR and the Partnerships Team				

Support Vulnerable People							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Work with Local Strategic Partners to support vulnerable people	Implement Shared Accommodation Pilot	Appoint Preferred Provider		✓			
		Evaluate success of the Project	Property at full capacity, two tenants both very satisfied with support provided and accommodation. Both successfully stayed now for several weeks.				✓
	Provide Intensive Tenancy Support	Appoint additional Tenancy Sustainment Officer resources (37hrs pw)	2 part-time posts: p/t secondment was extended into 2018/19 and a 2 day post was recruited to in June – starting soon.	✓			
	Early help and intervention for Children and Families Prevention and Early help for adults through the Place Based Approach (PBA)	Local Strategic Partnership (LSP) Agree Local PBA Plan	<ul style="list-style-type: none"> - Improving children’s mental health and resilience - Reducing anti-social behaviour and exclusions Earned Autonomy Investment Plan has been produced and funding secured as part of the Earned Autonomy funding stream. Report will be going to November LSP Strategic Board.		✓		
		Report Outcomes to LSP	The Community Safety Delivery Plan, Partnership Budgets and Earned Autonomy Investment Plan were all presented and agreed at the LSP on 13 March 2019				✓
Managing the impact and rollout of Universal Credit	Manage and monitor roll out to new claimants from November 2018 (including management of hardship)		Full service introduced from November. 483 claimants were claiming UC by 12 February 2019			✓	

Promoting attractive and healthy environments							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
To provide clean, well maintained and well managed streets, town centres and parks & open spaces	Deliver high quality/maintained parks	Participate in Green Flag Inspections and Assessments	Inspections completed in May.		✓		
		Green Flag Awards			✓		
	Continue to deliver Hednesford Park (IHLF) project	Produce Hednesford Park book and CD	CD produced and booklet drafted for completion in Q2	✓			
		Finalise Design – new toilet facilities	Design has been finalised and planning application submitted and approved 20 June 2018	✓			
		Procurement and Contract Award	Procurement exercise was completed but only attracted one submission resulting in further tendering exercise		✓		
		Commence construction	The commencement of the construction of the new toilet facility has been delayed by the need to extend the procurement process and to secure agreement with HLF on funding and revised project timeline into 2019-20.				▲
		Complete construction	Project will not commence until 2019-20				▲

Promoting attractive and healthy environments							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
To provide clean, well maintained and well managed streets, town centres and parks & open spaces	Car Park improvement schemes	Prioritise and draw up scheme (s)	Schemes have been drafted and prioritised	✓			
		Permission to spend	Permission to Spend report approved by Cabinet			✓	
		Commence scheme	Works commenced on the following car park improvements during February 2019: <ul style="list-style-type: none"> • Danilo Road (4 days) • Market Street, Rugeley • Service Area 6, Rugeley • Service Area 9, Rugeley 				✓
		Completion of scheme	All Car park improvements started in February were completed by the end of March 2019				✓
	Deliver new cemetery for the District	Report outcome of soft market testing to Cabinet to determine next steps	Report considered by Cabinet in August 2018		✓		
		Develop project plan in accordance with Cabinet's decision	Plan revised following Cabinet's decision		✓		