**Title:** Safer and Stronger Community Select Committee Performance Report – Statistical Update

**Report of the Director of Public Health**

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<td><strong>Wards Affected:</strong> All</td>
<td><strong>Key Decision:</strong> No</td>
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<tr>
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**Accountable Director:** Matthew Cole, Director of Public Health

**Accountable Strategic Director:** Anne Bristow, Corporate Director of Service Development and Integration

**Summary**

The Council’s Service Development & Integration Directorate and the Customer, Commercial and Service Delivery Directorate ensures key performance indicators under Community Safety and Offender Management, Culture & Recreation, Leisure, and Enforcement are monitored internally through the Directorate Management Team, and through regular reports to the relevant Cabinet Members. In addition Community Safety and offender management indicators are reported quarterly to the Community Safety Partnership.

Every six months a summary of recent performance in all these areas is provided to the Safer & Stronger Community Select Committee for further scrutiny of progress against the areas that are within the Select Committee’s remit.

**Recommendation(s)**

Members are requested to note the contents of the report and provide any comment they wish on current performance, which officers will ensure is provided to the appropriate officer, group or the Community Safety Partnership to inform future actions.

**Reason(s)**

Performance monitoring ensures that progress in achieving the Council’s aims is tracked, as well as helping to identify areas of good practice. The scrutiny of the Select Committee is helpful in highlighting areas of concern or further developing our response.
Executive Summary:

Good performance Year To Date (YTD) at January 2017

Leisure:
- The leisure centres are currently exceeding the target for direct debit memberships and are also on track to achieving 25,000 spa visits this year.

Culture and recreation:
- The libraries service is well on track to achieve the visit target, as after 10 months of the year 87.7% of the target has been met.
- The number of issues made by the libraries has also shown a decrease with 242,623 stock issues from July to January. Nationally issue figures and traditional library use are declining, so we are in line with the national trends.

Community Safety and Offender Management:
- Adult and juvenile (combined) reoffending – we are now below the National and London averages on all measures.
- Burglary is down 18.8% - down 301 offences
- Robbery is down 8.7% - down 51 offences
- Successful completions for Alcohol Treatment Requirements – we have 24 successful completions at January 2017, which means we have reached our end of year target of (24). Performance is good.
- Violence with Injury (MOPAC 7) is down 1.4% (Down 29 offences).

Enforcement:
- 100% of stray dogs have been re-homed / re-united with family members.
- The noise nuisance team is achieving the target of responding to 85% of noise complaints within 30 minutes.

Areas for improvement YTD at January 2017

Culture and recreation:
- After 10 months of the year combined visits to both heritage sites are behind schedule to achieve the visit target of 64,000.

Community Safety and Offender Management:
- Total Offences are up 1.2%
- Theft of Motor Vehicle is up 24.7% (MOPAC 7);
- Theft from motor vehicle is 14.0% (MOPAC 7); and
- Serious youth violence up 9.6% (+22 offences)
1. Introduction

1.1 The majority of this report consists of one page summaries providing an overview of our performance for each indicator up to January 2017 under the areas of Culture & Recreation, Leisure, Community Safety and Offender Management and Enforcement.

1.2 This summary section highlights the indicators that have had exceptionally good performance and the actions that have been delivered to achieve this. Also highlighted are the indicators where performance requires an improvement and what is being done to address this.

2. Leisure

2.1 At the end of the 10-month period (January 2017) there are 9,389 direct debit memberships active at the boroughs 2 leisure centres. The membership annual target is 7,800 direct debit memberships. We are currently exceeding the direct debit membership target although it is expected that the number of direct debit memberships will fluctuate throughout the year.

2.2 The number of visits made to the borough’s leisure centres has increased with a total of 1,210,661 leisure centre visits recorded from April to the end of January 2017. This is a 5,458 (0.45%) increase against the same period last year. A reason for the increase in visits is due to the ongoing success of the Becontree Heath Leisure Centre which continues to attract 70.20% of leisure centre visitors and the consistent numbers visiting both the new Abbey Leisure Centre and Abbey Spa facility.

2.3 We are on track to achieving the target of 1,470,000 visits this year. It should also be remembered that only 5 years ago, the then four leisure centres had a total of 800,000 visits per year.

2.4 We are also on track for achieving the 25,000 spa visits this year.

3. Culture & Recreation

Heritage

3.1 There were 10,350 visits to Eastbury Manor House between July 2016 and January 2017. This is an increase of 21.75% on the same period in 2015, when 8,501 visits were recorded over the corresponding 7 months. The primary reason for the increase is a wider events programme at the venue and improved booking of the facility as a venue. The Glow festival held over 2 nights at the house in November attracted 2,000 visitors.
3.2 The Valence House Museum site has had a total of 14,076 visits from July 2016 to January 2017. Compared to the corresponding 2015/16 performance of 22,018 this is -36.07% lower. Valence House and complex were the location for well attended 50th anniversary celebration events in 2015 including a Heritage Lottery Funded programme and the Bloodie Battle for Valence a Civil War re-enactment event that attracted 10,641 visitors alone. The events held in 2016 received good numbers and positive feedback, did not have the mass appeal of the 2015 programme which had higher profile marketing. The Medieval Festival in 2016 attracted 3,121 visitors. Armed Forces Day which was held at Valence House in 2015 and well attended took place at Eastbury Manor House in 2016. Summer 2017 will see the return of the Civil War re-enactment, with the addition of cavalry, which proved most popular in 2015 and should bring with it increased attendance over the weekend it is scheduled for with a higher profile in the summer Festival programme for 2017.

3.3 After 10 months of the year combined visits to both sites are behind schedule to achieve the visit target of 64,000. This currently stands at 41,411 visits, 64.70% of the target. Eastbury has achieved 83.05% of the 19,000-visit target set and the Valence House site 56.96% of its 45,000 target.

3.4 Between July 2016 and January 2017 the two heritage sites have reported a combined total of 3,060 education visits (1,313 to Eastbury and 1,747 to Valence), this is a decrease of 21.92% over the same period in 2015, where there were 3,919 visits. The main reason for this decrease is that Heritage Services are no longer offering free coach travel to facilities as part of the Arts Council Museums and Schools Project. This has impacted on visit numbers. In its place the service is offering outreach as the criteria for the museums and schools programme has changed. A combined education visit target of 6,500 has been set for 2016-2017. After 10 months 73.88% of this target has been achieved. Bookings by schools for education visits are strong up to the end of March 2017.

Libraries

3.5 Over the last seven months 662,695 visits have been made to libraries across the borough. This is 60.25% of the target of 1,100,000. Compared to the corresponding months in 2015-2016 this is a decrease of 2.62%. However this figure shows a consistent performance as the service is well on track to achieve the visit target, as after 10 months of the year 87.7% of the target has been met.

3.6 The number of issues made by the libraries has also shown a decrease with 242,623 stock issues from July to January. This is a decrease of 6.95% compared to the same point in 2016 by which time 260,757 issues had been made. Nationally issue figures and traditional library use are declining, so this figure is in line with national trends. The Council now operates the lowest number of libraries in London: six including Robert Jeyes as a community managed facility compared to the ten branches that were open across the borough 5 years ago.
3.7 The service has 28,811 active users registered across all libraries. Of these active users 15,625 are aged between 0 and 19 and make up 54.23% of the active users of library services. 2,324 of active users of the libraries are over 60.

3.8 Recognising the change in usage of library facilities, the service has developed key partnerships and delivers community focused services for all age groups. Barking Citizens Advice opened at Barking Learning Centre in October, a pre school nursery is now incorporated in the Centre alongside DigiLab which opened earlier in the year in partnership with local organization Brighter Steppings. Ageing well programmes are delivered from Barking Learning Centre, Valence, and Robert Jeyes Community Library and increased partnerships with Children’s centres and community organizations has seen pre-school and additional children’s activities available from all venues. In addition all libraries are part of the community checkpoints network.

3.9 A second successful bid to the Grants for the Arts Libraries fund enabled the service to extend the Pen to Print writers project to the end of 2016. The new project included a “Video Bite” element with the availability of a video recording booth enabling residents to participate in the project in an interactive format in libraries and events around the Borough. The successful authors will receive their prizes and winners of the video competition will be announced at the Pen to Print Awards evening at the end of March.

4. Crime and Disorder

Update on Priority Crime and Disorder Key Performance Indicators (KPIs) set by the Mayor’s Office for Policing and Crime:

4.1 The Mayor’s Office for Policing and Crime (MOPAC) have released the draft Police and Crime Plan 2017-2021 along with a draft Performance Framework which will be used to performance manage police and councils on crime and community safety.

4.2 MOPAC’s expectation is that all London boroughs will be expected to achieve the key priorities of:

- Keeping Children and Young People Safe;
- Tackling Violence Against Women and Girls; and
- Standing Together Against Extremism, hatred and intolerance.

4.3 There will also be two to four local priorities on volume crime agreed with each borough. They will be selected by each borough individually based on their assessments and through the use of tools provided by MOPAC. These priorities and targets will be agreed annually.

4.4 At the time of writing this report the new MOPAC KPI’s based on volume were in the process of being agreed. Once agreed they will replace the existing MOPAC 7 Priority Crimes in future reports.
Areas for improvement

Serious Youth Violence (Up 9.6% +22 victims):

4.5 Please note that Serious Youth Violence counts the number of victims, not the number of incidents. At the time of writing this report the latest figures as released on the MOPAC Gangs and Youth Violence Dashboard covered the period to December 2016.

4.6 While number of victims are still much higher than we would want, the number of victims have started to decrease since June 2016. This is compared to figures for serious youth violence (victims) for the whole of London which shows continued increases in victim numbers (Fig. 2)

Fig 1: Serious Youth Violence (victim count) Barking and Dagenham (rolling 12 moths)

Fig 2: Serious Youth Violence (victim count) London (rolling 12 months)
4.7 While any downward trends should be welcomed, comparing the number of offences between December 2015 (229 victims) and December 2016 (251 victims) there is still a year on year increase in offences. This is being closely monitored and there is continued work being done to tackle this issue to ensure reductions are maintained.

4.8 At the Community Safety Partnership meeting in June 2016 an Action Plan was developed to address youth violence. This plan was divided into the areas of:

- Prevention;
- Protection; and
- Perpetrators.

4.9 A Youth Violence Conference was held on the 28 September 2016 which enabled the partnership to engage with a wide range of professionals around this plan and seek their ideas about the work required to address this issue. Alongside this all staff and all Member briefings were delivered across the Council to ensure that everyone was aware of the work being done to tackle this issue and to see the views and engagement of staff.

4.10 In the area of prevention the following work has taken place:

- The number of Safer Schools Officers have been increased to strengthen the relationship between schools, the police and young people;
- Increased neighbourhood policing levels across Barking and Dagenham;
- Conducted test purchasing of knives and engaged with businesses around the issue of noxious substances;
- Reviewed the diversionary activities available for young people and commissioned projects to work with young people in schools around weapons;
- Completed audits at locations where violence has occurred to prevent further incidents;
- Delivered a Job Fair targeted at young people involved with or at risk of involvement with gangs;
- Engaged with communities directly affected by youth violence to agree how we can support them to deal with the issues they think have contributed to the problem; and
- Developed a trained team of local volunteers to work with our young offenders as mentors to offer them support and help with accessing positive opportunities.

4.11 In the area of protection the following has been completed:

- A trained team of local volunteers has been developed to work with our young offenders as mentors to offer them support and help with accessing positive opportunities;
- We are improving our work with victims and offenders of violence, to ensure that victims are protected and supported and that offenders are managed and encouraged to make the right choices; and
• Continued Sceptre Operations focused on removing knives from the streets.

4.12 In the area of perpetrators the following work has been delivered:

• A specialist service has been commissioned to deliver targeted mentoring to ‘hard-to-reach’ cases, particularly high risk offenders who are leaving custody;
• The membership and processes in the Tactical Gangs Meeting have been reviewed;
• Work has been completed to ensure that all relevant staff are aware of targeted interventions available to young offenders; and
• A problem profile into violence has been completed to aid our understanding of what contributes to people becoming involved in violence.

Further work to address Serious Youth Violence in 2017-18

4.13 The London Crime Prevention Fund (LCPF) is a four-year fund with a value of over £70 million to enable local areas to prevent crime, reduce reoffending and support safer communities. Barking and Dagenham has received an uplift of £241k, amounting to a total of £644k for 2017/18. In year two, the LCPF budget is allocated between direct borough funding (70%) and funding for co-commissioned services (30%).

4.14 In recognition of the importance of tackling the issue of youth violence a substantial amount of the LCPF is proposed to be allocated to the area of keeping children and young people safe. In total the funding proposed to be spent in this area totals 268,000 (42% of the total funding).

4.15 The specific work streams which have been proposed under this funding are:

• Expansion of the trial of high level mentoring support – Those identified as high risk of involvement in violence, gang involvement or resettling back into the community after a custodial sentence;
• Out of Court Disposal – Supporting the delivery of Out of Court Disposals work in a bid to work with young people at an earlier stage to avoid entry into the criminal justice system;
• Diversionary Activity – This will come in the form of counselling, mentoring, workshops and performances with targeted groups of young people in schools and other settings. Some of these are gender based with a focus on CSE, offences with weapons such as knives and noxious substances, which has been an evolving issue in offending locally;
• Youth Risk Matrix – Create and maintain a matrix that identifies the most at risk young people through schools, police, youth service and Youth Offending Service (YOS); and
• Full Time Support Workers – This is early intervention of young people identified through the Youth Risk matrix. Support workers will work within schools and partner agencies to provide one to one mentoring. They will also support the Young people ward panel meetings encouraging
engagement with police and the Council, giving young people a voice in their community.

4.16 Work to prepare to commission this work is currently on-going so that work can start promptly on the 1 April 2017.

4.17 In addition to the activity above a team of researchers from Safer London have been commissioned by the Institute of Community Safety and the Mayor’s Office for Policing And Crime (MOPAC) to deliver a Local Assessment Process (LAP) into serious youth violence and gangs for a limited number of areas.

4.18 The LAP will provide local partnerships with an intelligence product to help further identify, tackle and reduce violence and vulnerability around gang activity and serious youth violence. The LAP intelligence product will identify effective practice, highlighting barriers to local understanding and make recommendations to implement an effective response to maintain a safe borough.

4.19 Barking and Dagenham has secured 29 March 2017 for the Safer London Researchers to complete the LAP for Barking and Dagenham.

**The number of calls to Police regarding ASB (up 34.0% +1,627 calls):**

4.20 There has been an increase of 1,627 ASB calls to the Police (up 34%) when comparing the rolling 12 months to January 2017 (6408 calls), to the rolling 12 months to January 2016 (4,781 calls). The 2 main hotspots in this period is Barking Town Centre and Academy Central.

4.21 Overall the majority of ASB reported to the Police is for Rowdy or Inconsiderate Behaviour (41% of all ASB calls to Police), followed by Vehicle Nuisance / Inappropriate Use (15% of calls), and then Rowdy Nuisance Neighbours (14% of calls).

4.22 Actions being taken to improve the above 2 main hotspots include the following:

1) Operation Avarice targeting antisocial behaviour and disorder in Barking Town Centre. This has resulted in:
   - 7 arrests (including pointed/bladed articles, thefts & racially aggravated public order);
   - 12 stop & searches resulting in 3 Cannabis warnings;
   - 42 stops & accounts;
   - 7 Alcohol seizures;
   - 3 Dispersal zones implemented for Friday & Saturday night time economy;
   - 10 persons dispersed from area suspected for involvement in ASB; and
   - 5 Licensed premises visited and 3 prosecutions for under age sales (partnership with TSU, Licensing & Police Cadets).
2) Action being taken against key individuals who are believed to be involved in antisocial behaviour to manage their behaviour in the longer term. This action includes the extension of 2 injunctions against people involved in persistent street drinking and begging in Barking Town Centre which were obtained in December 2016 and are now extended to December 2017 with an extended area from which these individuals are banned. ASB action has also been taken against an individual involved in antisocial behaviour and crime in and around Academy Central.

3) All wards have now had their Dedicated Ward Officers (DWO) numbers doubled with the sole duty of dealing with neighbourhood issues.

**Theft from Motor Vehicle 1,091 offences (+ 14.0% = up 134), Theft of Motor Vehicle 950 offences (24.7% = up 188)**

4.23 **What is being done to address Theft of and Theft From Motor Vehicles:**

- ANPR cameras (which can be deployed to hotspot areas for short periods with data gathered being used to aid subsequent investigations) are now available within the ANPR Interceptor Teams and Traffic Units.
- The Operation Lockdown initiative targets travelling priority crime nominals across East Area (and Essex, Herts and City of London). Operation Funnel Web is also in place which is a specialist ANPR operation which targets criminals along the MET / Kent boarder.
- Operation Endeavour which targets keyless vehicle theft (Barking and Dagenham has had issues with Fiestas and Transit vans being taken through this method).
- Safer Neighbourhood Teams (SNTs) have conducted large scale crime prevention delivery across three key wards for this offence type.

**Successful completions for Drug Rehabilitation Requirement:**

4.24 We are not on track to achieving the target set. Magistrate Courts are imposing Rehabilitation Activity Requirements (RAR) orders as the courts will not adjourn and wait for a Substance Misuse Assessment to be undertaken as RARs can be imposed on the day. This is not within the control of the Substance Misuse Strategy Team.

4.25 However, in response to this change within the Criminal Justice System the Substance Misuse Strategy Team and the Commissioned providers are working with the National Probation Service and the Community Rehabilitation Service to identify the offenders on a RAR who have a Substance misuse treatment need and are working with those individuals to refer them into treatment services.
London Fire Brigade (LFB) – Arson Incidents (Up 4.8% +10 incidents rolling 12 months):

4.26 Although 12 month figures are showing an increase there has been a decrease over the last three months. There has been a considerable reduction in arson incidents thanks to some specific targeting of moped fires and co-ordination of joint agency resources to address the problem. The last quarter showed more than 50% reduction in arson incidents in the borough. The LFB will continue to share data and intelligence gathered by crews and improve incident reporting to support the Police in reducing vehicle crime and arson with attention being given to moped fires due to their connection with other types of crime.

4.27 The LFB has secured £97,000 of Community Safety Intervention Funding (CSIF) funding for the borough including a match funded sheltered accommodation sprinkler system, three Personal Protection Systems (PPS) and up to thirty-five Telecare enabled detection systems with monitoring.

4.28 LFB held a very successful Christmas dinner for 12 socially isolated vulnerable people. This was made possible by the Co-op supplying food, B&Q supplying lights and decorations and Webbs garden centre supplying a Christmas tree but predominantly by the watch and fantastic volunteers who gave up their Christmas Day time to make the day happen.

4.29 At Barking and Dagenham, the LFB were pleased to be given the opportunity to host the Police Cadet Mark Straker and Fire Cadet Kyle Orton as part of the Voice of Youth programme. LFB focussed on meeting or exceeding the aim and objectives of the Voice of Youth programme for the cadets to be involved in senior manager’s daily decisions acknowledge that we could gain a fresh and younger perspective on what the LFB do, breaking down barriers between generations, giving young people an insight into more senior roles within the MPS and LFB, and encourage young people’s active involvement in decisions that affect their communities.

4.30 This quarter also saw two people jailed for firing high power fireworks into a care home in Barking and Dagenham which left a resident who has severe learning difficulties fighting for her life. One offender was sentence to six years’ imprisonment and was ordered to pay £500 in compensation. The other offender was sentenced to six years and four months’ imprisonment and was ordered to pay £2,100 in compensation. The cost of the damage and re-housing repairs came to over £42000. Two firefighters were commended by HHJ Lees at court for life saving actions to the scene. Without their actions this would ultimately have resulted in a murder investigation. The MPS is now working with the London Fire Brigade and the victims family to highlight the dangers that fireworks can cause and how it can impact on several lives.
4.31 In addition a successful prosecution was brought for the fire safety offences in a ‘hotel’ in Bastable Avenue.

**Areas of particular success**

**Burglary (Down 18.8% -301 offences)**

4.32 Barking and Dagenham is performing better than the Metropolitan Police Service as a whole on reduction.

4.33 **Activity to address burglary includes:**

- The Safer Homes Project commissioned by the Council and delivered by Victim Support to give free security checks and home improvements to victims of burglary, as well as victims and witnesses of other crimes such as Domestic Violence;

- Close partnership work between the Police and the Council in targeting those who commit burglary, including the speed of offenders being arrested once identified and tight control of offenders’ movements through the use of bail conditions;

- Proactive and sustained policing of prolific suspects, following up of intelligence around burglary nominals and handling addresses;

- Proactive patrols by both plain clothes officers and Neighbourhood Policing Team (NPTs) that are now targeting patrols from new predictive crime maps which are updated daily;

- Safer Neighbourhood Teams conducting 'cocooning visits' to all residential burglary victims within 24 hours to offer reassurance and crime prevention advice but also to alert people living in the neighbourhood that there is an active burglary issue in their area and that they should take additional security measures;

- In 2015/16 as part of the MET Trace scheme, which is joint funded by the police and council services, a total of 9515 traceable liquid marking kits have been delivered to residents in areas identified as vulnerable to burglary. This achieved a saturation rate of 85.4% and reduced burglary by 33% in these areas. For 2016/17 the police and council have received funding to deliver 7657 kits. 3022 of these kits have been delivered to premises so far this year; and

- A number of perennial Burglary hotspots have been highlighted in advance of expected seasonal spikes and neighbourhood Police Inspectors are producing bespoke plans for enforcement and prevention activity in their wards. This has included a mixture of plain clothes and uniform activity involving local officers and resources deployed to the Borough from central reserves.
Successful completions for Alcohol Treatment Requirements (ATR):

According to the local figures we have achieved 34 starts (end of year target 35) and 24 completions (end of year target 24). Which means we have achieved our completion target for ATR. To achieve the start target we need one more ATR start. Overall performance is good.

Violence With Injury (VWI): Down 29 offences -1.4%

This is a long term priority for the Police and Community Safety Partnership. Violence With injury (VWI) has decreased in Barking and Dagenham by 1.4%. However, it has increased across the Metropolitan Police service by 2%.

What is being done to address violent offences:

The Police, have daily grip meetings to examine violent offences (ensuring good reporting standards and seeking opportunities to identify and arrest offenders). They have also set up a specific fugitive team under Operation Autumn Nights to track down wanted violent suspects. There is also ongoing daily mapping of violent offences and taskings are altered each day in response.

As part of the Metropolitan Police’s activity to tackle an increase in knife and gun crime offences Operation Teal is in place and is led by the Met’s ‘Trident’ command in conjunction with Local Policing Teams and the Territorial Support Group. The units use overt and covert tactics to prevent and disrupt knife and gang crime and make London a difficult place for those intent of causing harm.

Operation Sceptre is in place and aims to reduce knife crime across the whole of London. The launch was designed to coincide with new legislation that means that those convicted of carrying a knife for the second time will face a mandatory custodial sentence. Operation Sceptre seeks to target not only those who carry and use knives, but also the supply, access and importation of weapons.

The Police are also carrying out weapons sweeps and visiting gang members across the borough.

The Police and the council licensing team are working together to jointly task and coordinate resources to deal with issues relating to licensed premises immediately.

5. **Indicators for monitoring**

The Community Safety Partnership actively monitors the level of domestic abuse reported, as well as sexual violence. Currently these indicators are not RAG rated, as an increase in reporting can be seen as a willingness of victims to come forward. However, we still monitor increases and how we compare to our peers.
Domestic Abuse (2,401 offences, Down 9.4% down by 248 offences):

5.1 Overall the decrease in numbers of Domestic Abuse reports are low.

Sexual Violence (Up 10.4% - (Up 44 offences)):

5.2 Using the rolling 12 months’ figures (February 2016 to January 2017: 469 offences) Barking and Dagenham shows a 10.4% increase (up 44 offences) when compared to the previous rolling 12 months (February 2015 to January 2016: 425 offences). Generally, an increase in crimes reported is considered a good thing. If crimes reported is going down it should prompt services to ask “what are we not doing?”

Public Health Outcome Framework Indicator 2.15 - Proportion of all in treatment who successfully completed treatment and did not re-present within 6 months:

5.3 The latest data at December 2016 shows that Barking and Dagenham is outside the top quartile range for both Opiate and Non-opiate clients. Therefore, Opiate is RAG rated amber as performance is moving in the right direction over the last 3 months and non-opiate is RAG rated as red because there has been a decline in performance.

5.4 It should be noted that there are three main elements which affect performance:

- Overall Numbers in treatment in the periods;
- Overall number of successful completions; and
- Overall number of successful completions who represent to treatment.

5.5 Overall commissioned treatment services need to improve their levels of successful completions.

5.6 The declining performance was raised with service providers and new contract monitoring procedures had been introduced to ensure providers are held fully accountable for the core service targets.

5.7 Both of the Substance misuse services Change Grow Live and Addaction Horizon are working in a more integrated end-to-end approach way. Referral pathways have been reviewed and barriers have been addressed. Regular joint meetings are taking place at all levels to address clients that are at risk of disengaging. Joint groups are planned across both services with increased service users involvement and peer support.

6. Environment and Enforcement

Enforcement Services: Street Enforcement

6.1 The performance for the last 3 months indicates that the team will overachieve the target level of Fixed Penalty Notices (FPN) issuance. This is due to the fact that the service now has a full compliment of staff. The target of 1056 has
been achieved however the payment rate is lower than expected and the expected income will not be achieved by the end of the financial year.

**Enforcement Services: Dog Warden Statistics**

6.2 The indicator shows the level of activity for our dog warden and our success rate of re-homing or re-uniting dogs with their owners. The service deals with on average 10 stray dogs per month and since April 2016 100% were successfully re-homed.

**Enforcement Services: Noise Nuisance**

6.3 The noise Nuisance team has changed its service response time for 16/17 to 30 minutes from the time that officers receive the service request.

6.4 The service received 3,824 calls for the period April 2016 – January 2017/ 342 cases were responded to outside of the agreed target time. This is within our target of 85% of calls responded to within 30 minutes.

**Enforcement Services: Planning Enforcement Casework**

6.5 The number of cases open at the end of each month remains constant at around 300. In January 2017, this figure has reduced to 235 cases open.

6.6 The team continues to perform well against high service demands. The team is at full complement of staff is managing its case load. Open cases have however continued to rise due to the lack of capacity.

**Enforcement Services: Planning Enforcement Notices Issued**

6.7 This indicator looks at the number of formal notices issued by Planning Enforcement on a monthly basis. The issuing of formal notices is largely dependent on the actions of offenders, but a total of 56 notices were issued between April 2016 – January 2017.

**Enforcement Services: the number of properties brought to compliance by Private Rented Property Licences (PRPL)**

6.8 The team have received 1,589 licence applications between April 2016 – January 2017. 1,279 of these properties were compliant on the first inspection and a further 150 were made compliant following informal action.

6.9 Officers are identifying those properties that are known to be unlicensed. A new target has been introduced for 2016/17 to visit 100 unlicensed properties per month, with a 50% rate of licensing. Currently we have visited 696 and have licensed 327 since June 2016.

6.10 Compliance visits are still being carried out by officers and we are dealing with non-compliance issues through enforcement interventions. Our objectives are still to make properties compliant but we will use enforcement intervention during this stage of the scheme.
Enforcement Services: The number of applications received for Private Rented Property Licences (PRPL)

6.11 In total the service has received just under 14,000 licence application since the scheme began in September 2014.

6.12 There is a balance between tracking the unlicensed premises and processing/checking existing applications Licenses of those applied. This needs to be kept under review on a monthly basis. 1,478 letters have been sent to Landlords/properties which remain unlicensed.

Enforcement Services: Landlord forum

6.13 It is important that the forum is run by Landlords and that ownership is from them. We have suggested and actioned a pre-meeting for Landlords to discuss their particular cases rather than airing their individual case to the forum. Government has announced its view that borough wide licensing is not favourable. This is likely to create tension between landlords and local authorities who have a borough wide scheme.

6.14 Attendance for the last meeting in December 2016 (65) was the same figure compared with the previous meeting in August 2016. This could be due to the fact that all presentations and Q&A’s are available on the LBBD website following the meeting.

8. Public Background Papers Used in the Preparation of the Report: None

9. List of Appendices:

- Appendix 1 – Culture & Recreation and Leisure one page performance summaries
- Appendix 2 – Crime and Community Safety one page performance summaries
- Appendix 3 – Enforcement one page performance summaries