

Licensing and Community Safety Service Plan 2010/11

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

Strapline: Promoting prosperity and well being; providing access and opportunities
Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable

We will continue to maintain a high level of quality service to:

- Improve the safety of our communities and reduce the fear of crime, by supporting neighbourhood policing.

10-LCS01	Deliver a domestic violence (DV) seminar to review response in east Herts	<p>Target: Deliver one multi agency DV seminar exploring ways of improving East Herts response to DV</p> <p>Outcome: Series of actions to be monitored by RAG (Responsible Authorities Group)</p> <p>Critical Success Factors: Hertfordshire County Council involvement</p> <p>Environmental Impacts: None</p>	01 October 2010	Head of Licensing and Community Safety		Existing	East Herts - People and Community Safety	NI 32 - Repeat incidents of domestic violence
10-LCS02	Deliver a strategic assessment to collate community safety data	<p>Target: Publish a summary of the assessment by April 2011</p> <p>Outcome: Informed decision making around resources and finance</p> <p>Critical Success Factors: Supply of critical strategic information from Partners, lack of analytical capacity</p> <p>Environmental Impacts: None</p>	30 April 2010	Community Safety Co-ordinator		Existing	East Herts - People and Community Safety	NI 1 - % of people who believe people from different backgrounds get on well together in their local area
10-LCS03	Coordinate partnership response to Anti Social Behaviour	<p>Target: Establish a system which allows different partners data to be collated and compared</p> <p>Outcome: Improved response and resolution of complaints</p> <p>Critical Success Factors: Partner involvement</p> <p>Environmental Impacts: Climate change may give rise to increase in antisocial behaviour/theft due to expected warmer summers leading to, for example, more open windows and resultant opportunistic criminal behaviour and noise pollution. Research also suggests that general antisocial behaviour increases with increasing temperatures.</p>	01 November 2010	Anti Social Behaviour and Projects Officer		Existing	East Herts - People and Community Safety	NI 17 - Perceptions of anti-social behaviour

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10-LCS04	Deliver a summer activities youth diversion programme	<p>Target: Deliver a programme of activities to reduce the prospects of anti social behaviour in key areas</p> <p>Outcome: Reduced anti social behaviour</p> <p>Critical Success Factors: Partner involvement</p> <p>Environmental Impacts: Reduction in graffiti and vandalism. Diversionary activities will assist in reducing potential for increase in antisocial behaviour due to expected warmer summers due to climate change</p>	01 August 2010	Anti Social Behaviour and Projects Officer		Existing	East Herts - People and Community Safety	NI 17 - Perceptions of anti-social behaviour
10-LCS05	Provide a quality service in dealing with licensing complaints	<p>Target: Respond to complainants within three working days of receipt and inform complainant of outcome in every case</p> <p>Outcome: Effective enforcement and improved customer satisfaction</p> <p>Critical Success Factors: Staff workload</p> <p>Environmental Impacts: Improved impact on visual street scene, reduced littering and noise nuisance</p>	31 March 2011	Licensing Process Manager		Existing	East Herts - People and Community Safety	NI 17 - Perceptions of anti-social behaviour
10-LCS06	Review the licensing enforcement policy	<p>Target: Review by end of April 2010</p> <p>Outcome: A policy which is fit for purpose and legally viable</p> <p>Critical Success Factors: Staff workload</p> <p>Environmental Impacts: Improved impact on visual street scene, reduced littering and noise nuisance</p>	30 April 2010	Licensing Enforcement Officer		Existing	East Herts - People and Community Safety	NI 17 - Perceptions of anti-social behaviour
10-LCS07	Review the Alcohol and Entertainment licensing policy	<p>Target: Review by end of January 2011</p> <p>Outcome: A policy which is fit for purpose and legally viable</p> <p>Critical Success Factors: Staff workload</p> <p>Environmental Impacts: Improved impact on visual street scene, reduced littering and noise nuisance</p>	31 January 2011	Licensing Process Manager		Existing	East Herts - People and Community Safety	NI 17 - Perceptions of anti-social behaviour

Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2012 - Improve overall resident satisfaction with the Council by 2% and staff satisfaction by 2%.

10-LCS08	Hold the RAG partners to account through a 'face the public' meeting on community safety issues	<p>Target: Hold at least one face the public meeting</p> <p>Outcome: improve public ability to influence decision making</p> <p>Critical Success Factors: Partnership involvement</p> <p>Environmental Impacts: None</p>	31 March 2011	Head of Licensing and Community Safety		Existing	East Herts - People and Community Safety	NI 4 - % of people who feel they can influence decisions in their locality
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10-LCS09	Ensure that Community Safety, and licensing consultations adhere to the "Better Regulation Authority" standards	Target: Improved consultation Outcome: Consistent standard achieved Critical Success Factors: Involvement of representative groups Environmental Impacts: None	31 March 2011	Head of Licensing and Community Safety		Existing	East Herts - People and Community Safety	NI 4 - % of people who feel they can influence decisions in their locality
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By 2012 - Complete our review of working arrangements and oversee the development of a single site for back office functions and service administration, with customer service centres, civic meeting rooms in Bishop's Stortford and Hertford.

10-LCS10	Deliver the benefits as identified in the C3W Benefit Service Profile for Licensing and Community Safety.	Target: Project Plan timescales met for 2010/11. Outcome: Reduced cost of service and reduced carbon footprint. Critical Success Factors: Reliance on home working being set up. Car Sharing scheme established. Environmental Impact: Reduced carbon footprint. Expected minor efficiencies in paper use due to increased use of IT	31 March 2011	Head of Licensing and Community Safety				
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By 2012 and 2014 - Deliver a financially sound and efficient Council by identifying efficiencies and more effective ways of working, thereby limiting the pressures on Council Tax.

10-LCS11	Improve recovery of outstanding licensing fees	Target: Collect 90 % of all fees within a 90 day period following the due date or begin debt recovery by civil action. Outcome: Improve cash flow Critical Success Factors: staff workload Environmental Impacts: None	31 March 2011	Licensing Enforcement Manager		Existing	East Herts - People and Community Safety	
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