ES19036

Performance Overview - Public Protection and Enforcement Portfolio Plan 2018/19

Outcome	No.	INDICATOR (National / Local)	DESCRIPTION	PP & E PORTFOLIO PLAN AIM	2015-16 ACTUAL	2016-17 TARGET	2016-17 ACTUAL	2017-18 TARGET	2017/18 ACTUAL	2018/19 TARGET	2018/19 ACTUAL	GOOD PERFORMANCE	2018-19 RAG STATUS	COMMENTARY (BY EXCEPTION)
1: We will keep Bromley safe	1	**1A**	Number of Community Impact Days	**Aim 1.1**	12	12	12	12	12	12	12	**HIGH**	**GREEN**	Twelve community impact days were held in 2018/19 to tackle anti-social behaviour, fly-tipping and graffiti and included random vehicle checks to identify vehicles of unlicensed waste carriers.
	2	**1B**	Number of mentoring relationships forged	**Aim 1.2**	146	100	145	125	165	125	179	**HIGH**	**GREEN**	Performance exceeded expectations with 179 mentoring relationships formed. MOPAC funding for 18/19 was reduced from £58k to £46k. When an evaluation was undertaken with 65 young people in Q2. 91% said that they felt their confidence/self-esteem has improved, 94% reported an improvement in their health/wellbeing, 95% reported an improvement in their attitude to learning, 90% reported an improvement in their behaviour and 95% reported an improvement in relationships with their family and members of their community.
2:We will protect consumers	3	**2A**	Number of awareness raising events & training to groups & partners	**Aim 2.1**	80	N/A	115	70	129	70	90	**HIGH**	**GREEN**	The target for the number of awareness raising events was exceeded. Residents receive talks about rogue traders, scams and consumer rights.
	4	**2B**	% of Level 1 calls responded to within 2 hours	**Aim 2.2**	N/A	N/A	N/A	N/A	New KPI for 18/19	The level of calls is outcome based. The target is to respond to 100% of level 1 calls within 2 hours	100%	**OUTCOME**	**OUTCOME**	Trading standards responded to all level 1 (urgent) calls within the two hour target time.
	5	**2C**	Number of test purchase operations to detect the sale of age-restricted products	**Aim 2.3**	129	N/A	113	100	175	100	140	**HIGH**	**GREEN**	The number of test purchase operations exceeded the target by 40.
3: We will support and regulate businesses	6	**3A**	Number & % of inspections of high-risk business undertaken (Risk A and B food premises)	**Aim 3.1**	100	100	100% (A) 96% (B)	100% (A) 97% (B)	100% (A) 97% (B)	100% (A) 97% (B)	100% (A) 100% (B)	**HIGH**	**GREEN**	All high risk food premises inspections were completed during the year.
	7	**3B**	Number of overdue Food Hygiene inspections completed	**Aim 3.2**	N/A	N/A	N/A	N/A	New KPI for 18/19	648	615	**HIGH**	**GREEN**	All overdue food hygiene inspections were completed before year end. The target of 648 was not met, however, 443 food premises have closed in Bromley during 2018/19 (80 of these in Q4) and many of these would have been overdue for inspection. These premises will now be removed from the inspection regime.
	8	**3C**	Number of overdue Food Standards inspections completed	**Aim 3.2**	N/A	N/A	N/A	N/A	New KPI for 18/19	129	512	**HIGH**	**GREEN**	The number of overdue inspections far exceeded the target due to a shift in focus of the Food Safety Team who were advised to address the inspection backlog, shifting focus away from lower risk premises.
	9	**3D**	Number of unrated premises inspected	**Aim 3.2**	N/A	N/A	N/A	N/A	New KPI for 18/19	327	297	**HIGH**	**AMBER**	The FSA met with the team and advised them to shift the focus away from unrated premises. The target was adjusted from 427 down to 327 during the year in light of the FSA recommendation. However the team will still continue to tackle this and have made progress. The FSA are expected to sign off the LBB food safety audit on their next visit.
3: We will support and regulate businesses	10	**3E**	Number of significant complaints and accident reports/notifications investigated	**Aim 3.3**	112 complaints investigated 29 accidents selected for investigation out of 119 reports	N/A	387	250 complaints	300 complaints	This Performance Indicator is outcome based, as the number of complaints and accident reports is outside our control. The service aims to investigate all complaints, accidents and notifications received.	10 accident reports investigated and 105 significant complaints investigated	**OUTCOME**	**OUTCOME**	

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4: We will protect and improve the environment	11	**4A**	Number of packages of evidence supplied	**Aim 4.1**	660	700	717	700	115*	650	489	**HIGH**	**AMBER**	*a software update enabled multiple packages to be spliced and provided on a single disk. For 2019/20 this target will be amended. LBB will commit to providing 100% of evidence packages requested, rather than including a numerical target, as the quantity of requests is outside the control of the council.
	12	**4B**	Number of reports produced on contaminated land	**Aim 4.2**	26	25	N/A	32	32	This is outcome based and number of reports will be linked to the number of requests, which cannot be predicted.	10	**OUTCOME**	**OUTCOME**	
	13	**4C**	Number of notices served (nuisance and pollution)	**Aim 4.3**	N/A	N/A	N/A	N/A	New KPI for 18/19	This is outcome based and number of reports will be linked to the number of requests, which cannot be predicted.	3	**OUTCOME**	**OUTCOME**	
	14	**4D**	Number of HMO licences issued in time	**Aim 4.5**	N/A	N/A	N/A	N/A	New KPI for 18/19	This Performance Indicator is outcome based, as the number of licences issued is outside our control. The service aims to issue all licences within the statutory timeframes.	51	**OUTCOME**	**OUTCOME**	
	15	**4E (NI 196i)**	Number of Fly-tipping enforcement actions	**Aim 4.6**	330	325	328	325	258	300	254	**HIGH**	**AMBER**	The Fly-Tipping and Enforcement Working Group meets regularly and a six monthly update is provided in regards to the Fly-Tipping Action Plan (FTAP). Additional enforcement warning letters will be issued in 2019/20 and increased targeted enforcement activity will be undertaken.
	16	**4F (NI 196ii)**	Number of Fly-tipping incidents	**Aim 4.6**	3343	3250	3246	3250	3067	3000	3172	**LOW**	**GREEN**	The number of fly-tipping incidents was just over the target. Increased preventative measures will be implemented in 19/20 to discourage fly-tipping, including target hardening and awareness campaigns in partnership with new Service Providers. However, there has been a very positive outcome from the Star Lane road closure operation during March to May 2019 (a reduction of 40 loads of fly-tipping and a reduction of 135 tonnes compared to the same period the year before) which will be reflected in the next performance report.
	17	**4G (ES8)**	Number of appeals heard by Environment and Traffic Adjudicators (ETA) against PCNs issued by LBB (ES8)	**Aim 4.7**	331	N/A	274	300	213	300	185	**LOW**	**GREEN**	Performance has been good in this area, with a low number of appeals against PCNs.
	18	**4H (ES9)**	ETA cases won by LBB (ES9) (% of cases heard)	**Aim 4.7**	75.0%	N/A	81.0%	80.0%	80.0%	80.0%	81.62%	**HIGH**	**GREEN**	Parking services have had a good success rate, with the number of ETA cases won exceeding the target.
	19	**4I**	Number of cases determined where a breach of planning control may have occurred	**Aim 4.7**	N/A	N/A	N/A	N/A	New KPI for 18/19	This Performance Indicator is outcome based, as the number of planning breaches is outside our control.	863	**OUTCOME**	**OUTCOME**	All 863 cases of potential planning breaches successfully determined.