

---

## Public Protection Partnership Service Performance Report 2017/18

---

Committee considering report:	Joint Public Protection Committee
Date of Committee:	12 <sup>th</sup> June 2018
Date agreed by Joint Management Board:	18 <sup>th</sup> May 2018
Report Author:	Anna Smy

### 1. Purpose of the Report

- 1.1 To inform the Joint Public Protection Committee of the headline performance information for the whole Public Protection Service in 2017/18.
- 1.2 This is the first full year of reporting against the Key Performance Indicators set out in the Inter Authority Agreement and service standards agreed by the JPPC in previous reports.

### 2. Recommendation(s)

- 2.1 It is recommended that the JPPC approve the report and circulate as appropriate to Members of the 3 authorities.

### 3. Implications

- 3.1 **Financial:** The service as referred to in the attached performance report if funded entirely from the revenue granted to the Joint Committee by virtue of the inter-authority agreement and income. The financial basis of the net revenue contribution from each authority was determined following a full assessment of levels of demand and measures of volume each authority had prior to the agreement. There are no significant changes in these measures or volumes which would indicate the financial basis needs to be amended. It is proposed that whilst there may be minor variances from year to year that the first full assessment should be based on the average of the first full three years.
- 3.2 **Policy:** The Inter-Authority Agreement (IAA) places a responsibility on the Joint Public Protection Committee (JJPC) to determine service policies and priorities and also to maintain oversight of performance. During the first year the JPPC has approved a range of key policy

documents from the Business Plan and the use of Proceeds of Crime Act Incentivisation Grant to the Strategic Assessment and Control Strategy The report today.

- 3.3 **Personnel:** The service was restructured to deliver the operating model specifically with the introduction of the cross cutting Response Team. Further work is to be conducted to consider the most appropriate delivery structure for the programme delivery element of the service. We are looking closely at cross-cutting teams looking at all aspects of certain areas of our work such as housing (residential), environmental protection etc.

There are no specific personnel implications from this report although some of the areas of improved performance we believe to have been delivered as a result of the new operating model.

- 3.4 **Legal:** The IAA sets out the legal basis for the Public Protection Partnership. The JPPC is responsible for setting strategic direction and overseeing financial and service performance. The production and consideration of this report is a requirement under the IAA.

- 3.5 **Risk Management:** The PPP maintains both a Strategic and Operational Risk Register. Key areas of concern are reported to the Joint Management Board and action plans in place to limit any risks. For the performance reporting the main risk has been around ensuring resource and finance has been shared appropriately across the partnership.

- 3.6 **Property:** Further work is being done to consider how best to use the available property to deliver efficiencies. The Customer Care and Response Teams have now been centralised to Theale. We are looking at options around other teams bases. This is very much linked in with the ICT strategy and the move to one system. Working on three systems and two networks is very inefficient and as we work through the ICT options it is likely that the Joint Management Board will bring further options around

Property to the JPPC.

3.7 **Other:** None

#### 4. Other options considered

4.1 A draft of the performance report format has been before the committee in 2017. As the format was agreed no other options were considered.

#### 5. Executive Summary

5.1 We have had a challenging year to deliver a service in key areas such as Processing Licences, meeting targets set out in statutory plans (such as the Food Plan). We have focussed on areas which require resources and other areas may have seen a reduction in the quality of our service.

5.2 We have found ourselves taking more risks and providing less oversight in areas such as auditing of inspections and quality management systems. In order to complete the basic Food Inspection programme proactive project work has been stopped. We have learnt from this and through the operating model we know we can use the great transferable skill set of the staff to enable us to deliver a wider range of activities to meet the priorities.

ICT and accessibility issues have caused issues for officers operationally and managers for oversight and local information . This has impacted on some teams more than others and is reflected in some of the data within the report. This has in some instances impacted on the overall integration of the three authorities into one partnership as many procedures and initiatives have remained separate, despite this we have maintained our service standards.

5.3 The Response Team which is key to delivery of our operating model came together in September 2017 and have created a multifunctional team of officers able to respond to a wide range of complaints and requests. The team have spent a disproportionate time triaging inquiries compounded by the lack of a PPP website for clear signposting and advice. Although we no longer have generic response times the team have worked together in such a way that these have improved in most areas.

5.4 The reporting framework for all PPP functions has historically evolved around our response to the demands on the service, for example “Respond to 98% of all service requests within 2 days” and fed into

corporate Key Performance Indicators.

- 5.5 During 2017/18 we have monitored Measures of Volume and Demands on the service (see Appendix C) and in some instances the outcomes of the interactions such as improvements in Food Hygiene ratings following educational project. These show that the service is continuing in a similar form to previous years and not how we are achieving the vision of the service.
- 5.6 We have provided a comparison of the areas of demand across the three authorities and it remains in line with the original Inter Authority Agreement. Where there are a limited number of measures where there is any significant difference either between the 3 authorities or compared to previous years. These differences where there is a reduction or increase in demand is reflected across the PPP area and not generally isolated to one authority. The main differences have occurred in the processing of complaints and approach to undertaking activities, access to ICT within Bracknell has also skewed some of the reporting as officers time may be apportioned to the wrong authority for some actions not linked to the database.

## **6. Conclusion**

- 6.1 The Partnership have made progress in the first full year in delivering services to our stakeholders at a standard at or above that prior to the partnership being formed.
- 6.2 The quality and professionalism of all staff has ensured that the front line provision has been maintained, however areas such as shared ICT systems (and lack of access), consistent management from the Joint Management Team and other strategic areas has meant that the operating structure has not functioning as intended.
- 6.3 We have put in place a number of strategic projects within the Joint Management Team and those responsible will be accountable for delivering these. We have a project management process in place to help deliver the Control Strategy and Planned Work Activity to ensure resources are appropriately balanced, this is closely linked to the development of a more robust performance reporting set up for 2018/19
- 6.4 Communication of our performance in 2017/18 has grown as we create better links with the local press and have a more focused approach to social media and our contacts. The Members Bulletin will show the

success stories of the service and how the three authorities have a robust partnership to enable this to happen.

## Appendices

Appendix A – Supplementary Information and Equalities Assessment

Appendix B – Performance Report 2017/18

Appendix C – Measures of Volume Statistics

---

## Background Papers:

---

### PPP Strategic Aims and Priorities Supported:

The proposals will help achieve the following Public Protection Partnership aims as stated in the Inter Authority Agreement:

- 1 – Community Protection**
- 2 – Protecting and Improving Health**
- 3 – Protection of the Environment**
- 4 – Supporting Prosperity and Economic Growth**
- 5 – Effective and Improving Service Delivery**

---

### Officer details:

Name: Anna Smy

Job Title: Strategic Projects Lead (Secondment)

Tel No: 01635 503257

E-mail Address: [anna.smy@westberks.gov.uk](mailto:anna.smy@westberks.gov.uk)

---