

---

## Public Protection Partnership Performance Report and Strategic Projects Update - Summary Report

---

Committee considering report:	Joint Public Protection Committee
Date of Committee:	20 <sup>th</sup> March 2019
Date agreed by Joint Management Board:	25 <sup>th</sup> February 2019
Report Author:	Anna Smy

### 1. Purpose of the Report

- 1.1 To inform the committee of the current performance of the Public Protection Partnership for Quarter 3 of 2018/19 in line with the operating model and business plan.

### 2. Recommendations

- 2.1 The Committee approves the report and notes any actions for areas of improvement for the service.

### 3. Implications

- 3.1 **Financial:** Key areas for Quarter 3 was agreement and integration of the Fees and Charges into the 3 authority financial cycles in a timely manner. The changes to the licensing of Houses in Multiple Occupation came into force in October 2019 which saw income associated with application, there were however a number of challenges around the fees being charged and the associated calculations by the PPP.
- 3.2 **Policy:** The Inter-Authority Agreement (IAA) places a responsibility on the Joint Public Protection Committee (JPPC) to determine service policies and priorities and also to maintain oversight of performance.
- 3.3 **Personnel:** In quarter 3 we internally appointed an additional Principal officer to the Response Team to help manage operational issues and the Strategic Projects Lead took on the management of the team alongside their existing role. The temporary staff helped ensure services continues and we also welcomed a number of new staff to the service.

Main work was around the implementation of the service review which resulted in a number of Team Manager roles being put at risk in December 2019.

- 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 are in place to limit any risks. The review publication has meant that there are key risk around personnel and delivery of structural changes.
- 3.6 Property:** Work around Health and Safety at each building the PPP operates from has been led by the Joint Management Board, there are still concerns with the Wokingham accommodation and the management of staff across a wide geographical area. The changes within West Berkshire Market Street offices has required some further work.
- 3.7 Other:** None

#### 4. Other options considered

- 4.1** None

## 5. Executive Summary

- 5.1 Quarter 3 was really focussed around the external Service Review and the steps necessary to make the changes needed to drive the service further forward.
- 5.2 Our coverage and visibility in local media continues to be strong with interest generated from cases taken as well as promotion of our intervention work.
- 5.3 We have appointed a number of staff within Q3 to help out in front line areas such as Response work and Door Step Crime as well as Applications and Case Management to support other key areas of work. We have been able to attract a good quality of applicants across all areas.

## 6. Conclusion

- 6.1 Quarter 3 challenged the ability of the service to implement two significant legislative changes (Animal Licensing and HMO Licensing). These required cross team working to bring the processes together and additional internal training. Whilst we have experienced resilience issues internally we have still been able to deliver these changes through joint working across teams and clear processes and procedures.
- 6.2 We saw a reduction in complaints and requests for service in Q3 this is to be expected after the busy summer period. At the end of Q3 we saw an increase with more housing related issues being raised as we enter the winter months.
- 6.3 The staff have engaged well with the review process and consultation (which began in December). It has been a difficult time and it is recognised by the Public Protection Manager and Joint Management Board that good change management at all levels is needed to ensure we continue to make improvements as a service.

## Appendices

- Appendix A – Performance Information – Summary for Members of the Joint Public Protection Committee Quarter 3 18-19
  - Appendix B – Quality Management System - Strategic Programme Report
- 
- 

### PPP Strategic Aims and Priorities Supported:

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

- 4 – Supporting Prosperity and Economic Growth**
  - 5 – Effective and Improving Service Delivery**
-

**Officer details:**

Name: Anna Smy

Job Title: Response Team Manager and Strategic Projects Lead (Secondment)

Tel No: 01635 503257

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

---