

---

## Public Protection Partnership 2018/19 - Year End Performance Report

---

Committee considering report: Joint Public Protection Committee  
Date of Committee: 11<sup>th</sup> June 2019  
Report Author: Anna Smy

### 1. Purpose of the Report

- 1.1 To inform the Committee of the 2018/19 performance outturn for the Public Protection Partnership (PPP).

### 2. Recommendations

- 2.1 The Committee NOTES the report and notes actions for areas of improvement.

### 3. Implications

- 3.1 Financial:** This end of year budget position for the Public Protection Service was an over-spend of approximately £2.5K. 2018/19 saw continued challenges around income particularly with respect to licensing income. This is considered 'de minimis' within the terms of the Inter-Authority Agreement. This was balanced in year by a combination of holding vacancies and the obtaining of grant funding for certain aspects of our work. The changes to the Houses in Multiple Occupation Licensing regime saw a significant increase in income for this area of work. This money is ring-fenced to HMO licensing work which continues into the new financial year.
- 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. In March 2018 the Committee set out its priorities for 2018/19 in approving the Strategic Assessment and Control Strategy. It is our work against these priorities as well as the corporate indicators for the service that are set out in the end of year Performance Report that accompanies this report. Elsewhere on this agenda the priorities and work plan for 2019/20 will be considered.
- 3.3 Personnel:** There are no specific personnel implications from this report. Ensuring that we have a workforce with a range of

skills and abilities and that is flexible enough to meet changing demands is a key priority for both the Joint Management Board and the Service Management Team. The service has undergone a substantial restructuring in April 2019 and details are in the review paper before this Committee today. Needless to say the need to deliver the priorities of the Committee and the Councils that form the PPP featured heavily in the shaping of the new structural arrangements.

- 3.4 Legal:** There are no specific legal implications from this report. The IAA sets out the legal basis for the PPP and 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 main risks for the PPP, in relation to performance, is ensuring resource and finance is distributed appropriately across the partnership areas and in line with the agreed percentages, allowing for natural fluctuations in demand. The ability to manage multiple sites and ICT infrastructure is also under regular review. The PPP maintains both a Strategic and Operational Risk Register. Key areas of concern are reported to the Joint Management Board (JMB) and action plans are in place to limit any risks.
- 3.6 Property:** There are no property implications from this report. It is important to note that the recent service review made clear recommendations on the issue of property which are being considered by the Board. Service effectiveness and efficiency will be at the heart of any accommodation strategy brought forward as will customer focus.
- 3.7 Other:** None

#### 4. Other options considered

- 4.1** None

## 5. Executive Summary

- 5.1** This is the second full year performance report for the Public Protection Partnership. It is first to report on the priorities set for the service following consideration of the first service Strategic Assessment and Control Strategy which set out an ambitious strategy for the service resulting in the service working on 57 individual work streams with 87 associated performance indicators and 36 of these being identified as key performance indicators and reported to the JPPC. As the report shows, of these 12 of the KPIs were completed in full and the rest either partially completed, baseline or not started as set out in the exception report contained within the year end performance report. The primary reasons for the areas where targets were not met was vacancies or the need to divert resource into areas of high demand response led work like investigations.
- 5.2** The service continues to face a number of challenges. ICT and accessibility issues (although improving more recently) continue to cause 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. The service however continues to integrate and work is well underway to build the new quality management system and procure a new single case management system. All of this will help with our IAA priority of efficient and improving service delivery.
- 5.3** The Response Team which has been in place since September 2017 has been successful in triaging work and meeting demand. It has at times faced challenges with resource. The recent restructure of the service has added greater clarity and expanded the role of the Response Team. The original response team has also been vertically integrated with Partnership Support (which includes customer services and applications) with a view to enhancing the customer journey. The Service Management Team and the Board are of the view that the customer satisfaction rating set out in the performance report is not reliable and should be discarded. It represents returns of less than 1% of those that have interacted with the service and the Board are urgently looking at new ways of achieving a more representative sample.
- 5.4** This report also sets out additional key data such as the amount of money being recovered for victims of crime, the amount of work handled by the case management unit and some key outcomes from legal actions. We will continue to seek to improve the amount of contextual information and in

the coming months a dialogue will be undertaken with the Members of the Joint Committee about how and what performance information is required from the Board and Service Managers

- 5.5** 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. Generally though demand and activity appears to remain aligned to the 'agreed percentages' as approved by JPPC in September 2018.

## 6. Conclusion

- 6.1** The Partnership have built successfully on its first full year in delivering services to our stakeholders at a standard at or above that prior to the partnership being formed.
- 6.2** There continue to be challenges in areas such as shared ICT systems, accommodation and systems more generally. The JMB have developed an action plan to ensure we move forward on these matters.
- 6.3** We have put in place a number of strategic projects within the Strategic Management Team and those responsible will be accountable to the Joint Management Board for delivering these. We have a project approach in place to help deliver the Priorities and Work Plan before the Committee today. It is also anticipated that the new structure aligns significantly better to the model with the alignment of Response with Partnership Support and the development of multi-disciplinary programme grouping.
- 6.4** Communication of our performance in 2018/19 has grown as has the profile of the service. We continue to get significant press coverage as a service and the plans to roll out our new website and develop the social media presence will all help with the delivery of the work plan and improve the customer journey.
- 6.5** To conclude, the service has been effective in delivering for our communities. There is no room for complacency as we move forward we are all too aware of the areas for further improvement. The biggest strength

of the service is the committed, professional and knowledgeable team that work day in and day out to deliver the service.

## Appendices

Appendix A – 2018/19 End of Year Performance Outturn 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: Strategic Projects Lead

Tel No: 01635 503257

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

---