

# 2021/22 Q1 – DEPUTY LEADER, COMMUNITY PROTECTION AND DIGITAL TRANSFORMATION

## Cabinet Member Portfolio Responsibilities

- Emergency Planning
- Crematorium, Cemeteries & Registrars
- Coroner

### Regulatory Services

- Licensing
- Environmental Health
- Trading Standards
- Community Safety

### Digital Transformation

- Digital Services
- Corporate Applications Development
- Software Development
- ICT Operations and ICT Project Management
- ICT CCR (Configuraiton, Change and Release Management)
- ICT Compliance & Infrastructure
- ICT Data Communications
- ICT Desktop Support including Services Desk
- ICT Applications Support and Training
- Information Security Management

The website re-development project was impacted by the redeployment of staff to the Covid-19 pandemic response during 2020 and early part of 2021 which meant that not all of the intended deliverables were completed as planned beyond the build of the prototype website and revised content for three of the six service areas identified for review. An internal audit undertaken at the beginning of 2021 also revealed weaknesses in the project's governance arrangements for effective project management. Since that point, the project team have re-established a work programme to "catch up" from the initial phase that will allow for a new content management system to be built by November 2021 in readiness to populate with new content for a minimum of seven service areas upon which testing and modification can be undertaken with our customers in readiness for go live of a BETA site at the end of March 2022. Project governance arrangements have also been overhauled and have been put on a more roubst footing upon which project management and delivery can be overseen.

A refresh of the council's own digital strategy is also underway as a means to set out the future direction for continuous improvement and exploitation of technology in this rapidly changing area. Having invested in the ICT infrastructure and established the basis of a "work from anywhere" model to allow for greater efficiency and effectiveness in service delivery, there will be much to build upon. A major part of the strategy however will always be about maintaining operational systems and ensuring the security of data and information so that there is on-going business resilience and compliance with our data protection obligations.

## Regulatory Services

Licensing	<ul style="list-style-type: none"> <li>• Increase of Licensing Act applications.</li> <li>• One Licensing Sub Committee held.</li> <li>• 79 Covid-19 related requests around non-compliance.</li> <li>• Additional work to support and advise the events industry.</li> <li>• 2 revocations of taxi driver licences.</li> </ul>																											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th style="text-align: left; padding: 2px;">Licensing Applications</th><th style="text-align: center; padding: 2px;">April</th><th style="text-align: center; padding: 2px;">May</th><th style="text-align: center; padding: 2px;">June</th></tr> </thead> <tbody> <tr> <td style="padding: 2px;">Licensing Act</td><td style="text-align: center; padding: 2px;">44</td><td style="text-align: center; padding: 2px;">40</td><td style="text-align: center; padding: 2px;">32</td></tr> <tr> <td style="padding: 2px;">Tens</td><td style="text-align: center; padding: 2px;">8</td><td style="text-align: center; padding: 2px;">12</td><td style="text-align: center; padding: 2px;">31</td></tr> <tr> <td style="padding: 2px;">Street Trading</td><td style="text-align: center; padding: 2px;">3</td><td style="text-align: center; padding: 2px;">3</td><td style="text-align: center; padding: 2px;">2</td></tr> <tr> <td style="padding: 2px;">Street Licensing</td><td style="text-align: center; padding: 2px;">6</td><td style="text-align: center; padding: 2px;">2</td><td style="text-align: center; padding: 2px;">2</td></tr> <tr> <td style="padding: 2px;">Taxi All</td><td style="text-align: center; padding: 2px;">37</td><td style="text-align: center; padding: 2px;">43</td><td style="text-align: center; padding: 2px;">29</td></tr> <tr> <td style="padding: 2px;">All Other Includes – Boat, Animal, Gambling, Caravan, Piercing etc</td><td style="text-align: center; padding: 2px;">7</td><td style="text-align: center; padding: 2px;">17</td><td style="text-align: center; padding: 2px;">27</td></tr> </tbody> </table>	Licensing Applications	April	May	June	Licensing Act	44	40	32	Tens	8	12	31	Street Trading	3	3	2	Street Licensing	6	2	2	Taxi All	37	43	29	All Other Includes – Boat, Animal, Gambling, Caravan, Piercing etc	7	17
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Environmental Health	<p><b>Business Regulation</b></p> <ul style="list-style-type: none"> <li>• Delivery primarily Covid-19 specific complaints/enquiries. A number of visits and interventions continued to ensure that premises were adhering to the restrictions that were introduced by the coronavirus legislation in order to prevent the spread of the virus.</li> <li>• Following the easing of restrictions, the service have found an increased workload particularly food hygiene and health and safety complaints and investigations.</li> </ul> <p><b>Environmental Protection</b></p> <ul style="list-style-type: none"> <li>• Management/compliance checks of events is a significant amount of work where organisers are additionally required to produce Risk Assessments and have covid safe systems in place. We are providing a weekend/out of hours on call/shift from Fri-Sun. There have been 178 calls to the out of hours service since April with a significant increase in the last month (this is usual for the summer period).</li> <li>• Completed 139 Licensing Consultations (97 of which were TENS) and 71 Planning Consultations. We have dealt with 670 service requests (e.g. complaints of statutory nuisance, noise, accumulations, fly tipping, pest control, filthy &amp; verminous premises).</li> <li>• 7 Local Authority Public Health Funerals.</li> <li>• The Annual draft Air Quality report has been completed and submitted to DEFRA for verification.</li> </ul>																											
Trading Standards	<ul style="list-style-type: none"> <li>• Quarter 1 has been a busy period for Trading Standards with our business as normal functions returning back to normal with an increased demand on the Service with a variety of enquiries.</li> <li>• 14 calls regarding doorstep crime of which 4 have resulted in requiring to be investigated further.</li> <li>• 282 complaints have been received and actioned 45 relating to financial abuse.</li> <li>• We have recommenced our work with the National Trading Standards Scams Hub Team receiving referrals of island residents who have been subjected to scams where we are providing them with further advice and assistance. Call blockers that we have procured are also being installed at vulnerable residents' properties to stop them from being victims of scams.</li> </ul>																											

	<ul style="list-style-type: none"> <li>• Money saved to consumers following trading standards interventions April – June April 21 - £57,907 May 21 - £11,544 June 21 - £30,315 Total for Q1 = £99,766</li> </ul>
Community Safety	<ul style="list-style-type: none"> <li>• Draft 'Capacity building review' has been produced in relation to support within safe accommodation for victims and survivors of domestic abuse, a statutory Home Office funded requirement. The final report is being pulled together and will support the authority to be in the best position in relation to the new duties following the 2021 Domestic Abuse Act.</li> <li>• Sexual Violence Campaign completed. This digital campaign focused on the support available for victims which had a wide reach through social media, press release, radio interviews and online videos.</li> <li>• 32 jobs in relation to Anti-social behaviour dealt with ranging in themes with the majority falling in the following categories: Neighbour disputes, vandalism, property CCTV deployment, drug and alcohol misuse/abuse.</li> <li>• Funding secured for the Violent Crime reduction Unit confirmed for 2021/22 (£82,000)</li> <li>• 4 x interventions working with young people also received funding with a further small grants round launched, which will increase the number of interventions funded by the VRU working directly with Young People. 143 young people benefited in 2020.2021.</li> <li>• 'Smashed Tour' delivered to select Island Schools who benefited from this fully live, online theatrical experience and interactive workshop. The session, delivered through Microsoft Teams covers: The social and emotional causes of underage drinking, its impact on young people's lives, social influence and decision-making, where and how to help yourself and others</li> </ul>