

2021/22 Q2 – DEPUTY LEADER, COMMUNITY PROTECTION, DIGITAL TRANSFORMATION, HOUSING PROVISION AND HOUSING NEEDS

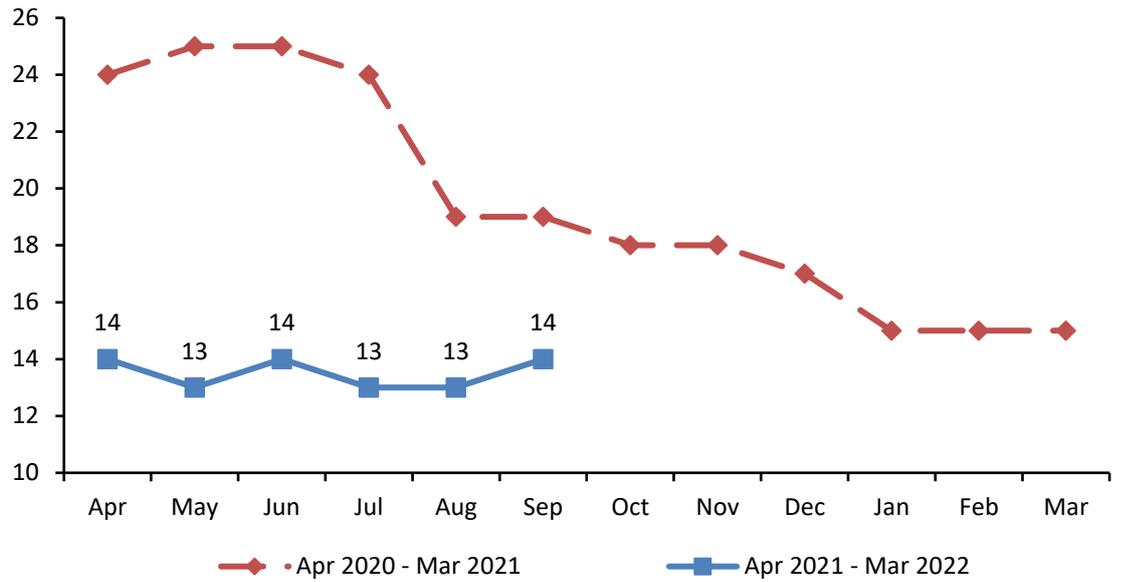
The website re-development project remains on track to deliver a new content management system by November 2021 in readiness to populate new content for an initial seven council service areas, and upon which testing and modification can be undertaken with residents and other customers for the launch of a 'BETA' site at the end of March 2022. Whilst no formal audit opinion was given, an interim internal audit follow up undertaken in August 2021 to review progress against the identified remedial action necessary to respond to the highlighted weaknesses in project governance, revealed that it was considered that positive progress was being made.

A refresh of the council's own digital strategy has now been compiled 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 ongoing business resilience and compliance with our data protection obligations. It is planned that this will be brought to the council's Cabinet Committee meeting for approval in December 2021.

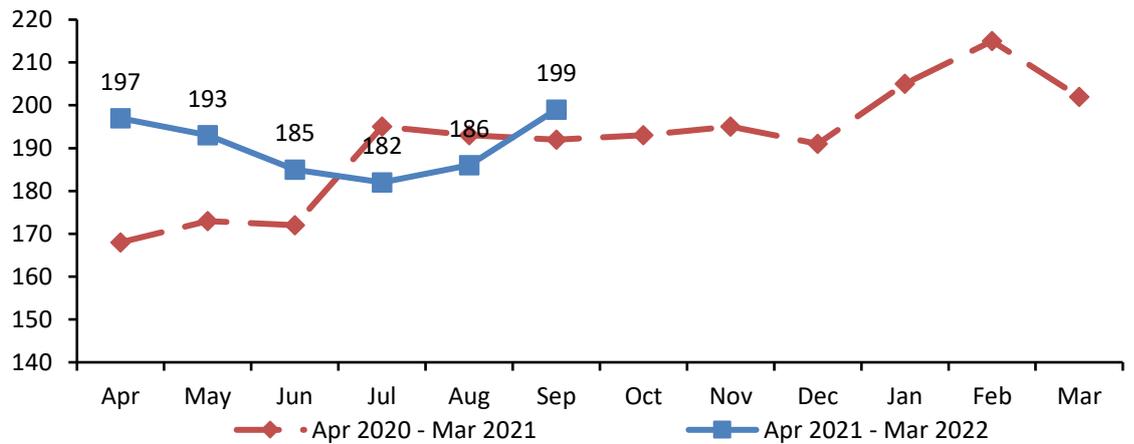
Housing Needs

Number of people on Band 1 of the housing register (at month end)



Band 1 priority awarded to applicants with urgent housing needs, some of which require specially adapted homes.

Number of households in temporary accommodation at month end (Rolling 12 months)



The number households in emergency and temporary accommodation have increased during August and remain high overall when compared to pre-pandemic levels.

The number of households who have been assisted to prevent or relieve their homelessness is down on previous years, which is indicative of the currently difficult housing market, not least the lack of available rental properties

Regulatory Services

| | |
|-----------------------------|---|
| Licensing | <ul style="list-style-type: none">• Continual Increase of Licensing Act applications and support to the industry. The industry is still very much in recovery and trying to understand their new normal operating processes etc.• This quarter, 317 new applications were received: a total of 662 for this financial year. In the whole of 19/20 only 775 applications were received. In 18/19 there were 1788.• Pavement Licensing has been extended to September 22 with all licenses needing to be replaced by end of August. Some work still on going to ensure compliance.• Two Licensing Sub Committee held.• Two Court Cases: appeals against revocation of taxi driver licenses.• The Isle of Wight Festival: co-ordinating all agencies and Council departments. Ongoing work now with the Safety Advisory Group to formulate an event debrief which will be presented to the Festival Organisers in November. Generally, the event went off with very few issues. Work is ongoing with Public Health to fully understand what impact, if any, the festival had on the island Covid cases.• Review of several key Licensing Policies.• Collating animal licensing regime: all animal licenced premises need inspection between October and December, some requiring specialist vets to attend with officers. |
| Environmental Health | <p>Business Regulation</p> <ul style="list-style-type: none">• Following the easing of restrictions, the service has found an increased workload particularly food hygiene and health and safety complaints and investigations. The inspection programme for food hygiene has resumed and is being completed via a risk based approach.• We have recruited two training posts to the team which will assist with succession planning and building the capacity of the team, having the required resources to deliver the statutory obligations.• Delivery continues with Covid-19 specific complaints/enquiries. In addition to this, we are supporting the local test and trace, and the community testing initiative work. <p>Environmental Protection</p> <ul style="list-style-type: none">• Management/compliance checks of events saw a significant amount of work where organisers are additionally required to produce Risk Assessments and have covid safe systems in place. Post Isle of Wight Festival, we have seen the usual seasonal waning of outdoor events.• There have been 163 calls to the out of hours service since July, a similar number to Q1.• Completed 178 Licensing Consultations (106 of which were Temporary Events Notices) and 71 Planning Consultations.• Dealt with 558 service requests (e.g., complaints of statutory nuisance, noise, accumulations, fly tipping, pest control, filthy and verminous premises). Response times have been generally favourable this quarter and in line with service standards but there has been a dip through July/Aug due to the volume of work and staff absence.• 5 Local Authority Public Health Funerals. |
| Trading Standards | <ul style="list-style-type: none">• In July and August 2021, we responded to 7 doorstep crime calls for assistance.• Throughout July and August, we received 175 complaints. Of these complaints, 30 involved reports of scams. Other complaints have involved, product safety, weights and measures, animal health and counterfeit goods. |

| | |
|--------------------------------|--|
| | <ul style="list-style-type: none"> • Investigations are progressing well, and we are seeing an increase of home improvement/building related complaints resulting in criminal investigations commencing. We are in the Crown Court on the 8th November for a Plea, Trial and Preparation Hearing for a large and lengthy ongoing investigation with driveway work. Not guilty pleas have been entered by the defendant at the Magistrates Court and we are preparing for a Crown Court trial in 2022. • Routine inspections will be progressed a lot further during Q3 and going into Q4 with extra help coming into the Service on a short term basis. • Plans are underway to ensure we are fully prepared for the winter period for animal health notifiable diseases, i.e., Avian Influenza. • Our yearly programme of explosives licensing of retailers (fireworks) is nearing completion. • Money saved for island consumers following Trading Standards interventions in July and August: <ul style="list-style-type: none"> ○ July 21 - £28,087 ○ August 21 - £9,700 |
| <p>Community Safety</p> | <ul style="list-style-type: none"> • Feedback from our Sexual Violence Campaign (undertaken in Q1) has now been received. 3 self-referrals were made to the commissioned service as a direct result of seeing the campaign. A general increase in referrals were seen including those from men. • Young Person's specific campaign in July covering themes around coercive control and respect had a social media reach of over 62,000 - our largest numbers to date. • The Community Safety Partnership hosted its 'meeting in public' highlighting the work of the subgroups, covering questions from the public and briefings from key services. • 27 cases in relation to Anti-social behaviour dealt with, ranging in themes with the majority falling in the following categories: Neighbour disputes, neighbour intimidation, drug and alcohol abuse, property CCTV deployment. • 4 new interventions working directly with under 25s were funded through the Violence Reduction Unit small grants round. Increasing the total number for 2021/22 to 8. • A bid to the Home Office 'Safer Streets 3' fund in partnership with Portsmouth City Council and Hampshire Police and Crime Commissioners Office has been successful. Funding will support projects and services to help tackle route causes leading to violence against women and girls and address the cultural issues/root causes surrounding this theme. |

New Corporate Plan Indicators

The measures reported in future reports based on the new Corporate Plan will be:

Every Quarter:

- Amount of money saved for vulnerable consumers by trading standard interventions. (quarterly measure)
- Number and value of Disabled Facility Grants issued (quarterly measure)
- Average number of people on the housing register (per month) in each of the bands (quarterly measure)

Annually in the Quarter 4 Report:

- Percentage of population that feels safe in the community (annual measure)
- Amount of funding secured for the Island for community safety initiatives (annual measure)
- Percentage of 0,1 or 2 rated premises for food hygiene (annual measure)
- Number of empty residential properties where IWC intervention results in their being brought back into residential use (annual measure).
- Percentage of long-term empty residential properties (annual measure)
- Number of temporary housing units delivered (annual measure)
- Number of new affordable homes built (annual measure)
- Number of households in temporary accommodation (annual measure)