

Community Safety Business Plan

Technology & Resilience

2025 – 2026



Accountable: |



Responsible: |



Purpose and aims

The Community Safety Team brings together professionals in Emergency Planning, Community Safety, CCTV, Business Continuity, Out of Hours Corporate Response and Safeguarding to support communities across the district as well as the core functions of the authority whilst ensuring the district remains a safe place to live, work and visit. The team also provide support and advice to partners and internal departments on business continuity matters and will respond to support departments with incidents that arise. The team also ensure we are compliant with the requirements under the Civil Contingencies Act 2004.

- Work with partners within the Community Safety Partnership to reduce anti-social behaviour
- Support residents and businesses to remain safe and to build strong resilient communities
- Provide 24/7 public surveillance in strategic locations in order to provide reassurance to the public, detect crime and reduce the fear of crime.
- Provide a high quality and efficient out of hours service to the public and to key stakeholder
- Ensure the Council meets its obligations and statutory duties under legislation in order to contribute to actions to enhance community safety within the Council's boundaries and to support the Community Safety Partnership.
- Ensure the Council meets its statutory responsibilities under the Civil Contingencies Act 2004 including training and exercising
- Maintain Business Continuity Records across all departments
- Ensure the Council meets its obligations in regard to the safeguarding of adults and children.

Top priorities (please list top 3-5)

1	Provide a 24/7 Public Space Surveillance (CCTV) service across the district.
2	Community safety and ASB delivery, including response to unauthorised encampments and corporate Safeguarding response.
3	Promote business continuity across all service areas.
4	Provide a response to safeguarding concerns raised across the council.
5	Develop and maintain emergency plans.

Corporate Plan Strategic Priorities

- ☐ Improving our housing
- ☐ Growing our economy
- ☐ Protecting our environment

- ☒ **Supporting our communities**
- ☐ Modernising our council

Community Safety Business Plan

Technology & Resilience

2025 – 2026



Potential risks and challenges

Business continuity risk – Cyber:

- Working with IT to ensure safeguards are in place
- Conduct regular exercises throughout the year to test cyber plans

EES:

- Warning and informing service areas and carrying out exercises to test plans and identify actions needed in response
- Requesting multi-agency support through KMRF

Others:

- Resources not available through EES - Utilising resources across other service areas to support representation of DDC.
- Death or Serious Injury - Death or Serious Injury caused through lack of action in response to a safeguarding concern identified can be mitigated by ensuring appropriate training and regular training is implemented and staff feel confident in raising concerns in a timely manner ensuring these are reviewed within a 48-hour period.
- Loss of CCTV across the district through power/network outages - Regular maintenance.
- Loss of telecoms for out of hours service - Contingencies in place to divert phone lines during outages to mobile phones.
- Inability to meet statutory duty under the Civil Contingencies Act. - Regular training and exercising and review and refresh of emergency plans.

Monitoring and Evaluation (KPIs*)

Ref #	
SP028	Number of ASB cases resolved with positive outcome
OP066	Number of safeguarding referrals made with positive outcome within 28 days.
OP067	Number of Community Safety Projects Delivered
OP068	Emergency Plans Reviewed
OP069	Training and Exercising CCA
OP070	Business Continuity Plans Revised/Implemented
OP071	Number of OOH Cases Completed in 24 hours

*KPIs marked bold are Strategic Performance Indicators

Appendices (Links to other supporting information or documents)

- DDC Website - [Community Safety](#)
- DDC Website - [Community Safety Partnership](#)
- DDC Website – [Emergency Planning](#)

Environmental Crime Business Plan

Port Health & Public Protection

2025 – 2026



Accountable:



Responsible:



Purpose and aims

The principal focus of the Environmental Crime Team is to tackle environmental crimes including:

- Littering
- Dog Control (fouling, strays, exclusion and control areas)
- Fly tipping
- Trade waste
- Accumulations of rubbish on private land

The team promote behavioural change through a range of enforcement and educative activities with the aim of creating a cleaner, safer and greener environment. This work is enhanced by partnership working with the community, Kent Police, Kent County Council, Neighbouring Local Authorities, Parish Councils, other DDC departments, etc.

Top priorities (please list top 3-5)

1	Protecting public health, safety and enhancing the quality of the local environment by conducting environmental enforcement activities.
2	Provision of stray dog collection and return service.
3	Undertake investigations into reports of waste offences such as fly tipping and littering
4	To review the organisation's approach to tackling litter and create a new litter strategy to ensure the Council's approach is: <ul style="list-style-type: none">• Effective in achieving behaviour change and reducing levels of litter across the district.• Reflects the priorities and thoughts of residents and members.• Utilising our resources to best achieve our goals
5	To inspire positive behaviour, change in our communities through campaigns, educational activities and public health messaging, along with the voluntary sector to empower residents to improve their local environment. (e.g. community litter picking events, community dog waste bag dispensers.)

Corporate Plan Strategic Priorities

- ☐ Improving our housing
- ☒ Growing our economy
- ☒ **Protecting our environment**

- ☒ Supporting our communities
- ☐ Modernising our council

Environmental Crime Business Plan

Port Health & Public Protection

2025 – 2026



Potential risks and challenges

- Increase to workloads because of external factors such as environmental emergency, legislative changes
- Staff absence or loss of staff e.g., through natural staff turnover, sickness and maternity/paternity leave.

Monitoring and Evaluation (KPIs)

Ref #	
OP146	Enforcement Activity (Environmental Protection, Environmental Crime and Private Sector Housing)
OP147	Service Requests and reactive complaints (Environmental Protection, Environmental Crime and Private Sector Housing)

Appendices (Links to other supporting information or documents)

None.

Business Plan – Environmental Protection

Port Health & Public Protection

2025 – 2026



Accountable:



Responsible:



Purpose and aims

The Environmental Protection team plays a crucial role in environmental protection through the following responsibilities:

Nuisance

Under the Environmental Protection Act 1990 we have a statutory duty to investigate potential statutory nuisances. This includes:

- o Premises in a state prejudicial to health
- o Noise
- o Dust, smoke, odours, fumes
- o Artificial light
- o Insects (trade/business premises only)

Pollution Control

- o Air Quality Monitoring & Management
- o Contaminated Land
- o Private Drinking Water Quality
- o Bathing Water Quality
- o Integrated Pollution Prevention and Control

The team also deal with:

- o Drainage
- o Pests (including overseeing pest control services)
- o Filthy and verminous premises
- o Public Health Act funerals
- o Exhumations
- o Consultations on planning and licensing applications

Top priorities (please list top 3-5)

1	Undertake investigations into reports of statutory nuisance.
2	Carry out Public Health Act funerals in a timely manner, liaising with all relevant agencies.
3	Review and update the Contaminated Land Strategy and consider long term options in relation to Part IIA EPA 1990 work.
4	Undertake inspections of premises requiring permits under Environmental Permitting legislation
5	. Monitor and challenge the efficiency of contracts through contract management processes and the effective procurement of services, including: <ul style="list-style-type: none">• Public Health Act Funerals and Genealogy

Business Plan – Environmental Protection

Port Health & Public Protection

2025 – 2026



	<ul style="list-style-type: none">• AQ Monitoring Equipment/Partnership Pest Control
--	--

Corporate Plan Strategic Priorities

- | | |
|---|--|
| <input type="checkbox"/> Improving our housing | <input checked="" type="checkbox"/> Supporting our communities |
| <input checked="" type="checkbox"/> Growing our economy | <input type="checkbox"/> Modernising our council |
| <input checked="" type="checkbox"/> Protecting our environment | |

Potential risks and challenges

- Increase to workloads because of external factors such as environmental emergency, legislative changes
- Staff absence or loss of staff e.g., through natural staff turnover, burnout, sickness and maternity/paternity leave
- Changes to Private Water Supplies legislation requiring increased sampling

Monitoring and Evaluation (KPIs)

Ref #	
OP146	Enforcement Activity (Environmental Protection, Environmental Crime and Private Sector Housing)
OP147	Service Requests and reactive complaints (Environmental Protection, Environmental Crime and Private Sector Housing)

Appendices (Links to other supporting information or documents)

None.

Licensing Business Plan

Legal & Licensing

2025 – 2026



Accountable: |



Responsible: |



Purpose and aims

There are 4 licensing principles:

- The prevention of crime and disorder,
- Public safety,
- the prevention of public nuisance, and
- the protection of children from harm.

The overarching aims of the Licensing Team are:

- To provide an efficient, effective and consistent customer focused service.
- To support and enable individuals and businesses to comply with relevant legislation and guidance.
- To ensure the Council fulfils its relevant statutory functions.
- To enforce, when necessary, non-compliance with a regulatory requirement.
- To promote the four statutory licensing objectives, which are: the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm.
- To protect the safety of people using licensed premises or vehicles.

The team are responsible for the issuing and enforcement of local licences & permits relating to:

- Alcohol, public entertainment and late-night refreshments
- Gambling
- Animals - boarding and breeding establishments, Riding establishments, Zoo's, Pet Shops, Dangerous Wild animals
- Beauty Treatments – Tattooing, Piercing etc.
- Hackney carriage (Taxis) and Private hire operators, drivers and vehicles.
- Scrap Metal – site licences and collectors
- Street Trading Consents
- Street Furniture and Pavement Permits / Licences
- Sex Establishments

Top priorities (please list top 3-5)

1	Deliver a high-performing, effective service in respect of all licensing functions through up to date policies and procedures.
2	Provide valuable communication and engagement with stakeholders (service users and council members).
3	Engage enforcement processes where other approaches have failed, working closely with other relevant departments to progress matters swiftly.
4	Promote & embed the use of digital technology and adapt to evolving ways of working with internal and external departments/third parties including streamlined processes.

Licensing Business Plan

Legal & Licensing

2025 – 2026



5

Corporate Plan Strategic Priorities

- | | |
|--|---|
| <input type="checkbox"/> Improving our housing | <input checked="" type="checkbox"/> Supporting our communities |
| <input checked="" type="checkbox"/> Growing our economy | <input checked="" type="checkbox"/> Modernising our council |
| <input type="checkbox"/> Protecting our environment | |

Potential risks and challenges

- Significant increase to workloads as a result of external factors such as increased service demand, environmental emergency, legislative changes etc.
- Staff absence levels impacting on ability to deliver services.

Monitoring and Evaluation (KPIs)

Ref #	
OP018	The percentage of licensed premises inspections completed by the target date (80%).
OP019	The percentage of unopposed licensing and permit applications (85%).

Appendices (Links to other supporting information or documents)

Business Plan – Private Sector Housing

Port Health & Public Protection

2025 – 2026



Accountable:



Responsible:



Purpose and aims

The principal focus of the team is to improve living conditions within private rented properties, to ensure they are free from serious hazards and in good repair. Services provided by the team include:

- Tackling criminal landlord behaviour.
- Ensuring properties meet minimum health and safety requirements.
- Licensing of Houses in Multiple Occupation.
- Mandatory Disabled Facilities Grants and other discretionary grants/loans to adapt homes to assist in enabling independent living, e.g., stairlifts, heating & insulation.
- Financial assistance to vulnerable owner/occupiers living in substandard homes.
- Licensing and inspection of Caravan Sites.
- Bringing empty homes back into use.
- Dealing with damp and mould in residential properties.
- Provision of information/support (on heating and ventilating homes to avoid condensation and mould growth) for partner agencies/professionals, e.g., social workers and health visitors, working with vulnerable groups.

Top priorities (please list top 3-5)

1	Ensure private sector residents are living in accommodation that is well maintained, safe and warm taking into account the provisions in the Renter's Rights Bill currently going through Parliamentary processes.
2	Provide advice and information for tenants and landlords.
3	Licensing and management for Houses in Multiple Occupation and Caravan sites.
4	Bringing empty homes back into use.
5	Mandatory Disabled Facilities Grants and other discretionary grants/loans.

ensure that private sector residents are living in accommodation that is well maintained, safe and warm.

Corporate Plan Strategic Priorities

☒ Improving our housing

☐ Growing our economy

☐ Protecting our environment

☒ Supporting our communities

☐ Modernising our council

Potential risks and challenges

- Increase to workloads as a result of external factors such as legislative changes
- Staff absence or loss of staff e.g., through natural staff turnover, sickness and maternity leave.

Business Plan – Private Sector Housing

Port Health & Public Protection

2025 – 2026



- Implementation of proposed changes in the Renters Rights Bill currently going through Parliament.

Monitoring and Evaluation (KPIs*)

Ref #	
SP011	Private Sector Housing- Grants (including Disabled Facilities Grants completed) and Loans issued to improve properties
OP149	Private Sector Housing- Grants and Loans Issued.

*KPIs marked bold are Strategic Performance Indicators

Appendices (Links to other supporting information or documents)

None.

Business Plan – Public Protection

Port Health & Public Protection

2025 – 2026



Accountable:



Responsible:



Purpose and aims

This team is responsible for enforcing food safety and workplace health and safety legislation within the district as well as infectious disease controls. Health and safety within the port primarily falls to the Health and Safety Executive (HSE).

The team utilises a risk-based approach to interventions when ensuring compliance with the relevant Acts and Regulations. Areas of work include:

- Food hygiene inspections and interventions to ensure food business operators meet food law requirements.
- Implementation of the National Food Hygiene Rating Scheme.
- Investigations of complaints of unsound food, unhygienic premises or allegations of food poisoning.
- Investigations of cases of infectious disease control.
- National surveys in conjunction with UKSHA on food and microbiological sampling.
- Health and safety inspections and interventions within a range of workplaces. This is determined by intelligence, identified high risk activities or poor premises history, in line with the HSE's Local Authority Circular 67/2 (2025/26) guidance.
- Investigating accidents (including fatalities), work-related ill health and dangerous occurrences in premises such as offices, shops, consumer and leisure services and warehouses.
- Investigating workplace health and safety complaints.
- Commenting on local events, licensing and planning applications.
- Responding to national events to protect public safety e.g., enforcing covid legislation and supporting the covid test and trace response, undertaking premises specific visits e.g. at funeral services, in response to national concerns.
- Proactive educational campaigns when resources permit.

The team also undertake a range of activities relating to infectious disease controls at the port where they are responsible for:

- Issuing Ship Sanitation Certificates following inspections of vessels (e.g. ferries, cruise ships and cargo vessels) to demonstrate they are sanitary and free of pests and other vectors of disease. This is done upon request from the captain/shipping agent.
- Inspecting vessels to ensure food hygiene standards are met and maintained.
- Taking potable water samples onboard vessels and shore side.
- Investigating notifications of cases of infectious disease on board vessels.
- Monitoring and dealing with waste and pest activities/concerns, including mosquito monitoring.
- Support the wider Port Health imported food function as required to safeguard biosecurity, public and animal health at the Dover border.

Business Plan – Public Protection

Port Health & Public Protection

2025 – 2026



Top priorities (please list top 3-5)

1	Undertake a planned programme of food premises and health and safety interventions in accordance with the Food Standards Agency's 'Code of Practice', HSE's LAC 67/2 and on a prioritised risk basis.
2	Respond promptly to government direction, food complaints, infectious diseases and accident investigations, triaging where necessary to prevent and control the spread of food borne disease and bio-security concerns.
3	<p>Improve communication and engagement by:</p> <ul style="list-style-type: none"> • Reviewing our website presence to assist in providing valuable communication/engagement with stakeholders. • Using the website to advise customers what to expect from us and what to do if they are unhappy with what they experienced, thereby encouraging feedback and embracing lessons learned. • Reviewing accessibility to online guidance and forms, ensuring they are relevant, user friendly and fit for purpose.

Corporate Plan Strategic Priorities

- | | |
|--|---|
| <input type="checkbox"/> Improving our housing | <input checked="" type="checkbox"/> Supporting our communities |
| <input checked="" type="checkbox"/> Growing our economy | <input checked="" type="checkbox"/> Modernising our council |
| <input checked="" type="checkbox"/> Protecting our environment | |

Potential risks and challenges

<p>Staff absence or loss of staff e.g. through natural staff turnover, sickness and maternity/paternity leave</p> <p>Staff resourcing being reassigned to new and emerging priorities e.g.,</p> <ul style="list-style-type: none"> • Investigation of a significant accident, incident or event • Legislative changes • Pandemic • Infectious disease outbreaks,
--

Monitoring and Evaluation (KPIs*)

Ref #	
SP025	Number of contacts made with food businesses (inspections, visits, advice given etc)
SP026	Percentage of food businesses assessed as broadly compliant (food hygiene rating of 3, 4 or 5)

Business Plan – Public Protection

Port Health & Public Protection

2025 – 2026



OP149	Health and Safety (District)- Total Number of interventions received (accidents, complaints, etc)
-------	---

*KPIs marked bold are Strategic Performance Indicators

Appendices (Links to other supporting information or documents)

None.