

Housing and Community Safety Select Committee

EIT Review of Community Safety and Security Services



February 2012

Housing and Community Safety Select Committee, Stockton-on-Tees Borough Council, Municipal Buildings, Church Road, Stockton-on-Tees TS18 1LD

Housing and Community Safety Select Committee
Stockton-on-Tees Borough Council
Municipal Buildings
Church Road
Stockton-on-Tees
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Select Committee – Membership

Councillor Cherrett (Chair)
Councillor Brown (Vice-Chair)

Councillor M. Clark
Councillor Cunningham
Councillor Gibson
Councillor Javed
Councillor Large
Councillor Sherris
Councillor D. Wilburn

ACKNOWLEDGEMENTS

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Foreword

On behalf of the Housing and Community Safety Select Committee, I present the final report following the Efficiency, Improvement and Transformation (EIT) Review of Community Safety and Security Services.

The review forms part of a three year programme of EIT reviews covering all services to ensure that they are provided in the most efficient manner, provide value for money, and identify opportunities for service improvements and transformation.

The Committee was mindful that Community Protection is a high performing service, as crime levels have reduced by 49% over the last seven years. The Committee was keen to examine how efficiency savings could be made without having a detrimental impact on this high level of quality and customer satisfaction. The Committee were also acutely aware that this was a highly visible and valued frontline universal service for all Stockton residents and were very reluctant to accept any budget cuts in this area.

The recommendations are estimated to achieve savings of approximately £150,000 by proposing changes to the operational structures which should have limited impact on frontline services.

I would like to thank all the officers who were part of the Project Team and supported the Committee during the investigation.

**Cllr Cherrett,
Chair - Housing and Community Safety Select Committee**



Original Brief

What services are included?

- **COMMUNITY SAFETY**
ASB Team
Community Safety
Community Safety grants

- **SECURITY SERVICES**
Security & Surveillance (CCTV, alarm monitoring, etc)
Care Call (community alarm service, Telecare, telehealth, domiciliary care)*
Neighbourhood Enforcement Service
Caretaking services (Admin buildings)**
Town Hall housekeeping service
Concierge Security Service (fully funded by Tristar Homes Ltd)

The Thematic Select Committee's / EIT Project Team overall aim / objectives in doing this work is:

To identify options for future strategy / policy / service provision that will deliver efficiency savings and sustain / improve high quality outcomes for SBC residents.

Please give an initial indication how transformation will enable efficiencies and improvements to be delivered by this EIT review?

- Increased income from Care Call
- Emergency Planning
- Review the need to continue the current vacant posts

* Give consideration to EIT Review of Commissioned Carers and Independent Living Services (CASSI Select Committee)

** Give consideration to EIT Review of Building Assets (Reporting in to Executive Scrutiny Committee)

Key Responsibilities

| | |
|-------------------------------|--|
| Chair / Member Sponsor | Councillor Julia Cherrett |
| Scrutiny Officers | Anthony Duffy, Graham Birtle |
| Lead Officer | Mike Batty, Head of Community Protection |
| Finance Officer | Andy Bryson, Senior Finance Manager |

Background

The report presents Cabinet with the outcomes of the Efficiency, Improvement and Transformation (EIT) Review of Community Safety and Security Services.

The review formed part of a three year programme of EIT reviews covering all services provided by the Council. The programme aims to ensure that all services are reviewed in a systematic way to ensure that they are provided in the most efficient manner, provide value for money and identify opportunities for service improvements and transformation.

The topic was identified for review and included in the Select Committee work programme by Executive Scrutiny Committee on 8 February 2011.

1.0 Executive Summary

- 1.1 The report presents Cabinet with the outcomes of the Efficiency, Improvement and Transformation (EIT) Review of Community Safety and Security Services undertaken by the Housing and Community Safety Select Committee during the municipal year 2011-12.
- 1.2 The review formed part of a three year programme of EIT reviews covering all services provided by the Council. The programme aims to ensure that all services are reviewed in a systematic way to ensure that they are provided in the most efficient manner, provide value for money and identify opportunities for service improvements and transformation.
- 1.3 The review encompassed the following areas within Community Safety and Security Services; ASB Team, Community Safety, Community Safety grants, Security and Surveillance (CCTV, alarm monitoring, etc), Care Call (community alarm service, Telecare, Telehealth, Domicillary Care), Neighbourhood and Enforcement Service, Caretaking Services (Admin Buildings), Town Hall Housekeeping Service, Concierge Security (fully funded by Tristar Homes Ltd).
- 1.4 The overall aim of the review was to identify options for future strategy, policy and service provision that will deliver efficiency savings while sustaining/improving high quality outcomes for SBC residents.
- 1.5 The scope, agreed by the Housing and Community Safety Select Committee, also included the Cleveland Emergency Planning Unit.

1.6 Findings and recommendations

The Head of Community Protection identified a number of vacant posts that if deleted would go towards producing the required savings.

- Delete the vacant post of Finance and Administrative Assistant, Grade F, Security Services.
- Delete the vacant post of Neighbourhood Enforcement Support Officer, Grade E. This post has been vacant since 31st March and the duties have subsequently been taken over by the Enforcement officer and Care For Your Area.
- Delete the vacant post of Community Safety Assistant, Grade G. This post has been vacant since April 2011 with the duties absorbed by other posts.
- Delete the vacant post of Domestic Violence Co-ordinator (0.5fte, shared with Hartlepool Council, Grade L. Vacant since May 2011, post holder on long-term sickness absence from March 2010, duties absorbed by other posts. (Main focus was on performance management of Domestic Violence Services, not on direct service delivery);

- 1. Based upon successful consultation with staff members, it is recommended that the identified vacant posts across the service are deleted with duties being absorbed by other posts across the authority.**

It is proposed to delete two of the four posts of Senior Neighbourhood Enforcement Officer, and to use the vacancies at the main Neighbourhood Enforcement grade as deployment options for the two people displaced from the senior level. This approach is intended to minimise the impact upon service delivery.

Unions were consulted to discuss the above proposals. Other alternatives had been considered, for example, retaining the current four Seniors, or running with three, but had concluded that the 'two Seniors' model was the best option in the circumstances. Discussions then focussed on the criteria and process for selecting two from the remaining three Seniors. The trade unions confirmed that the selection criteria were satisfactory and were advised that an HR Officer and the Community Safety Manager would participate in the selection process to provide additional independent objectivity.

Members of the Housing and Community Safety Select Committee also recalled that 21 of the 26 respondents to the consultation process expressed clear support for the proposals;

- 2. Based upon the agreed criteria with trade unions and after successful consultation with staff members, it is recommended that two of the four posts of Senior Neighbourhood Officer are deleted.**

Hartlepool Borough Council as lead authority of the Cleveland Emergency Planning Unit, has initiated a programme of efficiency measures, with targets for 10% savings for all four local authorities within year 1, i.e 2011/12 (achieved), a further 5% for 2012/13 and a final 5% in 2013/14. The Chief Emergency Planning Officer has put in place a range of measures to achieve these budget reductions in staffing levels and increased income generation through organisation of training programmes. The intention is to make the savings without reducing the level of service to the four authorities. In particular, a full and active programme of updating, testing and exercising statutory emergency plans in respect of the chemical industry will be maintained. Progress of the CEPU savings is being monitored via the Joint Committee on emergency planning;

- 3. The Committee recommend a reduction in the contribution to the Cleveland Emergency Planning Unit.**

In relation to other costs associated with the above deleted posts, there will be a further reduction to the Services and Supplies Budget;

- 4. The Committee recommend a reduction in the Services and Supplies Budget directly associated with deleted posts.**

| Year 3 EIT Review of Community Safety & Security – Schedule of Proposed Savings | | |
|--|---|------------------|
| | Recommendation | Value (£) |
| 1. | Based upon successful consultation with staff members, it is recommended that various vacant posts across the service are deleted with duties being absorbed by other posts across the authority. | 81,193 |
| 2. | Based upon the agreed criteria with trade unions and after successful consultation with staff members, it is recommended that two of the four posts of Senior Neighbourhood Officer are deleted. | 61,300 |
| 3. | Reduce contribution to Cleveland Emergency Planning Unit (CEPU) | 7,000 |
| 4. | Reduce Supplies & Services budget | 3,500 |
| | Total | 152,993 |

2.0 Introduction

A scope and project plan for the review were drafted and approved by the Select Committee on the 23rd June 2011.

The review encompassed the following areas within Community Safety and Security Services;

- ASB Team
- Community Safety
- Community Safety grants
- Security and Surveillance (CCTV, alarm monitoring, etc)
- Care Call (community alarm service, Telecare, Telehealth, Domicillary Care)
- Neighbourhood and Enforcement Service
- Caretaking Services (Admin Buildings)
- Town Hall Housekeeping Service
- Concierge Security (fully funded by Tristar Homes Ltd).

The overall aim of the review was to identify options for future strategy, policy and service provision that will deliver efficiency savings while sustaining/improving high quality outcomes for SBC residents.

The actual scope agreed by the Housing and Community Safety Select Committee included the Cleveland Emergency Planning Unit and to review the need to continue the current vacant posts.

3.0 Evidence and Findings

3.1 Community Safety and Security Services are two of the four main sections in the Community Protection service (the others being Environmental Health and Trading Standards & Licensing, which were covered by a Year 1 EIT Review in 2009/10).

3.2 Under Section 17 of the Crime & Disorder Act 1998, the Council has a statutory responsibility “to exercise its various functions with due regard to the likely effect of the exercise of these functions, and the need to do all that it reasonably can to prevent crime and disorder in its area”.

3.3 The Community Safety section was established in response to the statutory duties placed on the Council by the Crime & Disorder Act 1998 and includes a post historically shared with Hartlepool Council and a post substantially funded by the PCT. It incorporates the multi-agency Anti Social Behaviour (ASB) team for the Borough which includes officers seconded from Police and Fire Services. Its net cost to the General Fund is £450k.

3.4 Care Call and Telecare services

3.5 Carecall provides three levels of monitoring and response, all on a 24/7 basis.

- Level 1 – a traditional community alarm service
- Level 2 - Telecare – as a community alarm service, plus a tailored range of additional devices e.g. ‘wandering client’, bed sensor, fall sensor, gas shut-off valve etc, all based on individual assessments, to support independent living
- Level 3 - Enhanced Service - installation within 4 hours to support discharges from hospital / residential care, enhanced devices e.g. ‘buddi system’ (GPS tracking)
- Telehealth – monitoring vital signs e.g. blood pressure, weight, oxygen levels

Domiciliary care – bespoke packages

The table below shows usage of the above functions;

| | Service Level Agreement | Self-funded | Children Education and Social Care | Pending | Total |
|----------------------|-------------------------|--------------|------------------------------------|-----------|--------------|
| Tristar Homes | 1 | 722 | 1,656 | 8 | 2,387 |
| Housing Associations | 866 | 3 | 2 | - | 871 |
| Private Sector | - | 1,053 | 41 | 12 | 1,106 |
| Telecare | - | 2 | 633 | - | 635 |
| Total | 867 | 1,780 | 2,332 | 20 | 4,999 |

Telehealth – 12 active clients
 Calls per month (typical) – 12,780
 Call-outs per month (typical) - 291
 Planned home visits per quarter – 3,849

- 3.6 Care Call historically had a negative Resource Allocation (i.e. a budgetary requirement to generate a surplus for the General Fund) of about £35k. This increased sharply in 2008 when costs of central support services (e.g. Finance, ICT, HR, Legal) were removed from frontline service budgets and placed with managers of support services. Since the transfer of Care Call into Community Protection in 2000, pressures have increased considerably, due to a combination of reduced staffing levels and increased customer numbers and the service has diversified into planned domiciliary care work and telecare.

| Prices/benchmarking | |
|-------------------------|---------------------|
| Level 1 | Per week |
| Stockton | £3.70 |
| Sedgefield/Durham | £3.80 |
| Coast and Country (R&C) | £4.20 |
| Middlesbrough | £4.60 |
| Darlington | £4.99 |
| Hartlepool | £3.80 (prospective) |

3.7 Security and Surveillance services

The Security and Surveillance service provide a wide range of services and varied duties 24 hours a day, 7 days a week. These include;

- CCTV camera monitoring
- Key holding
- Alarm monitoring
- Security patrols
- Cash in transit
- Static guarding
- Radio/mobile phone monitoring
- Mobile rapid response

The centre has a direct link to other agencies such as the Neighbourhood Enforcement Service, ASB team, social services and the Police.

3.8 The Neighbourhood Enforcement Service (NES)

- 3.9 The Neighbourhood Enforcement Service was established in April 2006 as a replacement for the former Community Warden Service. The Community Warden Service had been established from 2000, using 50% matched funding from Central Government (secured on a competitive bidding basis) and expanded by attracting EU funding.

- 3.10 The NES has various functions and work closely with other agencies. The team provide an immediate response of complaints of nuisance and environmental issues, as well as working on educational and preventative

measures to stop problems occurring in the first place. An example of this is a campaign aimed at school children to highlight environmental crimes and start the process of challenging and modifying people's behaviour at a young age.

3.11 Other areas of work undertaken by the NES include;

- in order to clamp down on fly tipping, NES have powers to stop and search trade vehicles and inspect documentation. Without the necessary Environment Agency documentation to transfer or carry waste, the offender may be issued with a Fixed Penalty Notice (FPN).
- powers included under the Clean Neighbourhoods and Environment Act 2005 allow Enforcement Officers deal with various other issues including, graffiti, bonfires and traveller encampments. As a result of these powers, they will be able to issue an FPN for dropping litter, graffiti offences, fly posting and abandoning a vehicle.
- removal of dangerous or obstructing vehicles
- removal of abandoned or untaxed vehicles, acting as agents for the DVLA
- removal of vehicles causing a public nuisance
- seize and take action against the owners of unlicensed or dangerous skips.
- take action against the owners of vehicles parked on pavements or verges
- monitor ASB and ASB perpetrators and challenge ASB on the street with the power to;
 - demand names and addresses
 - confiscate alcohol from persons under 18 years of age
 - confiscate alcohol from persons drinking alcohol in designated alcohol free zones
 - confiscate tobacco products from persons under 16 years of age
 - removal of abandoned shopping trolleys and luggage carriers.

3.12 The Caretaking and Town Hall Housekeeping Services were transferred to Community Protection in 2005, as part of the 'Planning for the Future' programme of organisational change. At the time of transfer, the Caretaking Service was based on 3 posts, but was reduced to two posts in 2007. The Housekeeping Service is based on 2 part-time posts.

3.13 The Concierge Security Service was established from 1994, and at its 'high water mark' was based on a Manager, Assistant Manager, 8 Supervisors and 52 Concierge Security Officers. It now consists of fractions of two management posts, 3 Supervisors (i.e. 37.5% each of 8 supervisor posts) and 22 Concierge Security Officers. Up until December 2010 it was fully funded from the HRA and thereafter by Tristar Homes Limited.

The committee recommend;

- Delete the vacant post of Finance and Administrative Assistant, Grade F, Security Services. The deletion of this vacant post will have little impact upon the frontline service as this post mainly consisted of administrative and clerical functions.

- Delete the vacant post of Neighbourhood Enforcement Support Officer, Grade E. This post has been vacant since 31st March and the duties have subsequently been taken over by the Enforcement officers and Care For Your Area and will therefore have no further impact upon the service provided.
- Delete the vacant post of Community Safety Assistant, Grade G. This post has been vacant since April 2011 with the duties absorbed by other posts and will therefore have no further impact upon the service provided.
- Delete the vacant post of Domestic Violence Co-ordinator (0.5fte, shared with Hartlepool Council, Grade L. This post has been vacant since May 2011, as post holder on long-term sickness absence from March 2010, duties absorbed by other posts. (Main focus was on performance management of Domestic Violence Services, not on direct service delivery).

Members were informed that posts would be absorbed into other existing roles alongside the fact that most of these posts had been vacant for a lengthy period of time. Members also noted that the deletion of these vacant posts will have little or no impact upon operational issues of the service.

Recommendation 1

Based upon successful consultation with staff members, it is recommended that identified vacant posts across the service are deleted with duties being absorbed by other posts across the authority.

It is proposed to delete two of the four posts of Senior Neighbourhood Enforcement Officer, and to use the vacancies at the main Neighbourhood Enforcement grade as deployment options for the two people displaced from the senior level. This approach is intended to minimise the impact upon service delivery, but at times of peak periods of demand, the reduction in enforcement capacity from 20 officers to 18 may lead to longer response times.

A meeting was held with Unison and Unite on 19 September, to discuss the proposal to reduce the number of Senior Neighbourhood Enforcement Officers from four to two. The trade unions expressed concern about the amount of time for which Neighbourhood Enforcement Officers would be working without a Senior Neighbourhood Enforcement Officer to refer to. The management representatives explained that this already happens occasionally, and that a range of senior officers (Enforcement & Surveillance Co-ordinator, Security Services Manager and Head of Community Protection) would be available for telephone consultation in the event of circumstances arising in which the Neighbourhood Enforcement Officers could not rely on their own judgement or established precedents. It was also noted that any reduction in savings in this case would need to be offset by an increase elsewhere, and that no alternative proposals had been forthcoming.

Managers explained that they had considered alternatives of retaining four Seniors, or running with three, but had concluded that the 'two Seniors' model was the best option in the circumstances. Discussions then focussed on the criteria and process for selecting two from the remaining three Seniors. The trade unions confirmed that the selection criteria were satisfactory and were advised that an HR Officer and the Community Safety Manager would participate in the selection process to provide additional independent objectivity.

Members of the Committee were advised that 21 of the 26 respondents to the consultation process expressed clear support for the proposals. A schedule of the comments received within the consultation process was prepared, with responses to each comment, and circulated to all staff within scope of the review.

In light of the October 2010 Comprehensive Spending Review, outlining a 20% cut in the central government police funding grant for all 43 forces in England and Wales, the Committee were concerned how this would impact the crime figures across the Borough. Also plans were unveiled nationally to cut 16,200 police officers, and alongside a reduction or deletion of the vacancies mentioned above, Members showed concern about these proposed changes.

However, as stated above, Members were informed that posts would be absorbed into other existing roles alongside the fact that most of these posts had been vacant for a lengthy period of time. Members also noted and were informed that the reduction in Enforcement

Recommendation 2

Based upon the agreed criteria with trade unions and after successful consultation with staff members, it is recommended that two of the four posts of Senior Neighbourhood Officer are deleted.

3.14 Cleveland Emergency Planning Unit (CEPU)

- 3.15 The CEPU provide a resilience, civil contingencies and emergency planning service to the four local authorities in the former Cleveland area. Their role is to ensure that local authorities are prepared to respond to emergencies and to support the emergency services and the community. A Major Incident Plan is therefore planned, maintained and tested for each authority.
- 3.16 The CEPU delivers most of the statutory duties in respect of emergency planning/resilience on behalf of the Council. Contingency plans are prepared for a range of hazards in the community including large scale events, industrial accidents and flooding in cooperation with organisations such as businesses, the Environment Agency, volunteer groups and the emergency services.
- 3.17 The Civil Contingencies Act 2004 defines an emergency as;
- an event or situation which threatens serious damage to human welfare
 - an event or situation which threatens serious damage to the environment
 - war or terrorism which threatens serious damage to the security of the UK
- 3.18 The Unit also incorporates emergency planning officers from Cleveland Police, Cleveland Fire Brigade and the North East Ambulance Service making it a unique arrangement. This approach ensures strong partnership and sharing of information.

- 3.19 The financial contributions towards the CEPU include contributions from the four local authorities, the multi-agency partners mentioned above and also the Environment Agency for the Flood Resilience Project.
- 3.20 The contribution from each local authority is based upon population and is apportioned as a percentage of Band D council tax. Contributions from local authorities fell by 10% in 2011/12 and final budgets and contributions have been approved by the Emergency Planning Joint Committee.

The local authority contributions for 2011/12 are:

| | | |
|----------------------|----------|-----------|
| Hartlepool | £ 73,710 | (81,900) |
| Middlesbrough | £116,503 | (129,448) |
| Redcar and Cleveland | £103,982 | (115,536) |
| Stockton on Tees | £134,599 | (149,554) |
| Total: | £428,795 | (476,438) |

2010/11 contributions are shown in brackets.

- 3.21 The 10% reduction in contributions from local authorities will mean that efficiencies will be found in an agreed reduction in hours of the administrative assistant, a replacement of the essential car user allowance with casual user rate and taking the post of the Chief Emergency Planning Officer out of the Chief Officer pay band.

Members requested more information regarding the CEPU. This information was provided, and Members then considered and approved the proposal to reduce the contribution to the CEPU.

Hartlepool Borough Council as lead authority of the Cleveland Emergency Planning Unit, has initiated a programme of efficiency measures, with targets for 10% savings for all four local authorities within year 1, i.e 2011/12 (achieved), a further 5% for 2012/13 and a final 5% in 2013/14. The Chief Emergency Planning Officer has put in place a range of measures to achieve these budget reductions in staffing levels and increased income generation through organisation of training programmes. The intention is to make the savings without reducing the level of service to the four authorities. In particular, a full and active programme of updating, testing and exercising statutory emergency plans in respect of the chemical industry will be maintained. Progress of the CEPU savings is being monitored via the Joint Committee on emergency planning.

Recommendation 3

The Committee recommend a reduction in the contribution to the Cleveland Emergency Planning Unit.

3.22 Financial baselining

- 3.23 Up until the 2011/12 financial year no General Fund resource allocation had been provided for the ASB Team – it was funded entirely by re-direction of resources within Community Protection, use of external funding and Housing Revenue Account (HRA) contributions. As part of the process of housing stock transfer, some of the HRA contributions have been replaced by General Fund, under the 'mitigation' programme, since December 2010.
- 3.24 The admin staff in both sections were covered by the EIT Admin Review in Year 2 (i.e. 2010/11) so the costs of admin staff have been removed from the totals below, as has the expenditure of £60k on Domestic Violence, which was covered in the Year 1 EIT Review (£44k from Community Safety Grants and £16k on DV Co-ordinator).

| Service | Net General Fund Cost (£K) |
|-------------------------|----------------------------|
| ASB Team | 244 |
| Community Safety | 162.5 |
| Community Safety Grants | 43.5 |
| Total | 450 |

The Security Services section includes the following functions:-

| Service | Net General fund cost (£) |
|--|---------------------------|
| Security and Surveillance (CCTV, alarm monitoring etc) | 167 |
| Carecall (community alarm service, Telecare, Telehealth, domicillary care) | (249) } (82) |
| Neighbourhood Enforcement Service (NES) | 778 |
| Caretaking Services (Admin services) | 49 |
| Town Hall Housekeeping Service | 16 |
| Concierge Security Service | Nil |
| Total | 760 |

- 3.25 In addition, the section incorporates the Car Parking Enforcement team, but the budget for this service is managed from Technical Services, so this activity is outside the scope of this review, and has been included in the Technical Services review of Built and Natural Environment.
- 3.26 The Security & Surveillance function was established in 1994, as part of the City Challenge programme. In 1998/99 its net cost to the Council was £420k. The equivalent cost in 2011/12, based on inflation at 3% per year, would have been £617k. The actual budget for 2011/12 therefore represents a reduction of 73% in real terms over the last 13 years.

The potential range of targets is shown in the table below:-

| | Net Cost | Less costs already considered in previous reviews | Costs in this Year 3 Review | Savings at 15% | Savings proportionate to overall Year 3 savings target of £3m from £35m (8.6%) |
|-----------------------|----------|---|-----------------------------|----------------|--|
| (a) Community Safety | 450 | 60 DV 18 Admin 78 | 372 | 56 | 32 |
| (b) Security Services | 760 | 114 (Admin) | 646 | 97 | 56 |
| (c) Total | 1210 | 192 | 1018 | 153 | 88 |

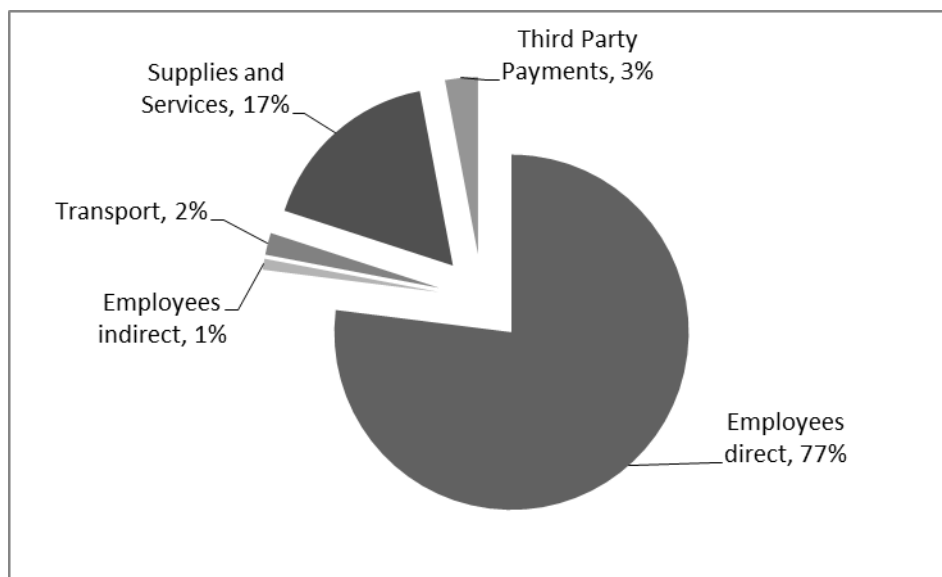
Recommendation 4

The Committee recommend a reduction in the Services and Supplies Budget directly associated with deleted posts.

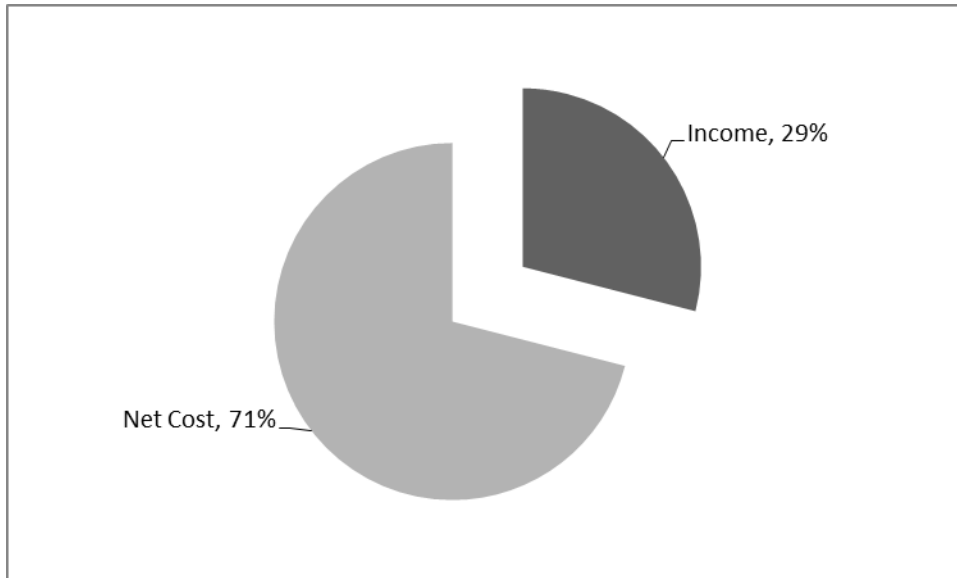
These are linked to costs associated with the deleted posts mentioned above, for example transport costs.

Below are a series of pie charts showing the relationship of income to turnover and the subjective breakdown of gross expenditure for each section.

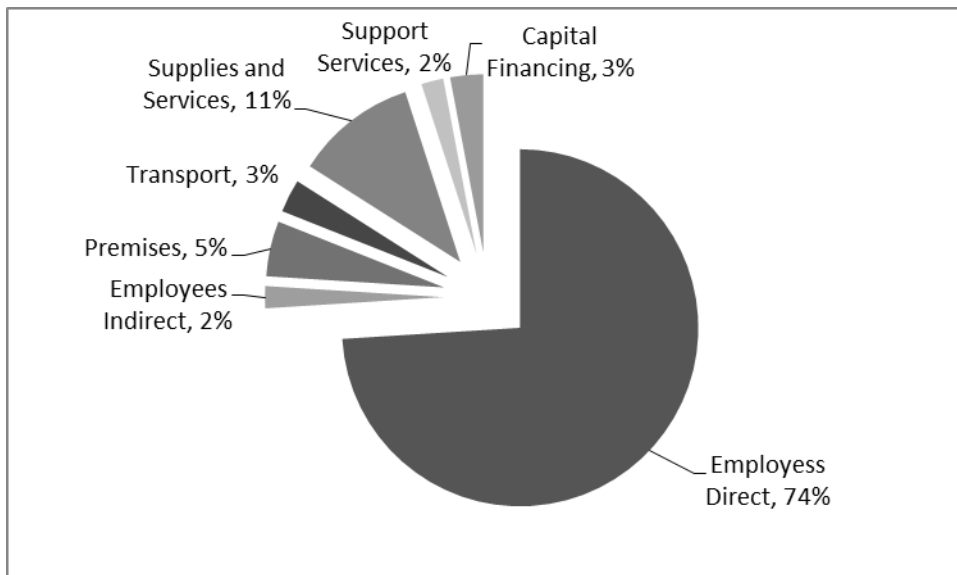
Breakdown of Gross Expenditure – Community Safety



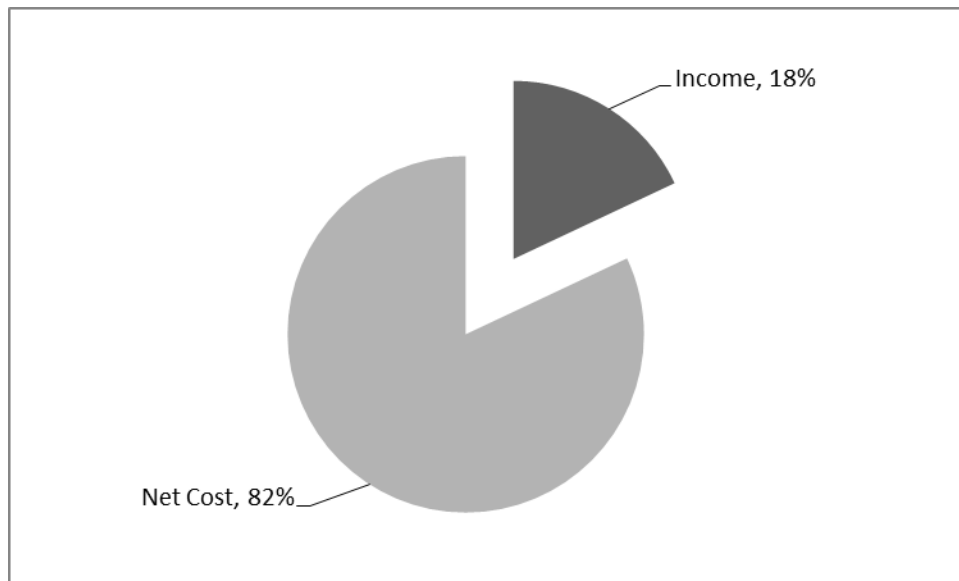
Gross/Net Community Safety turnover £632k



Breakdown of Gross expenditure – Security Services



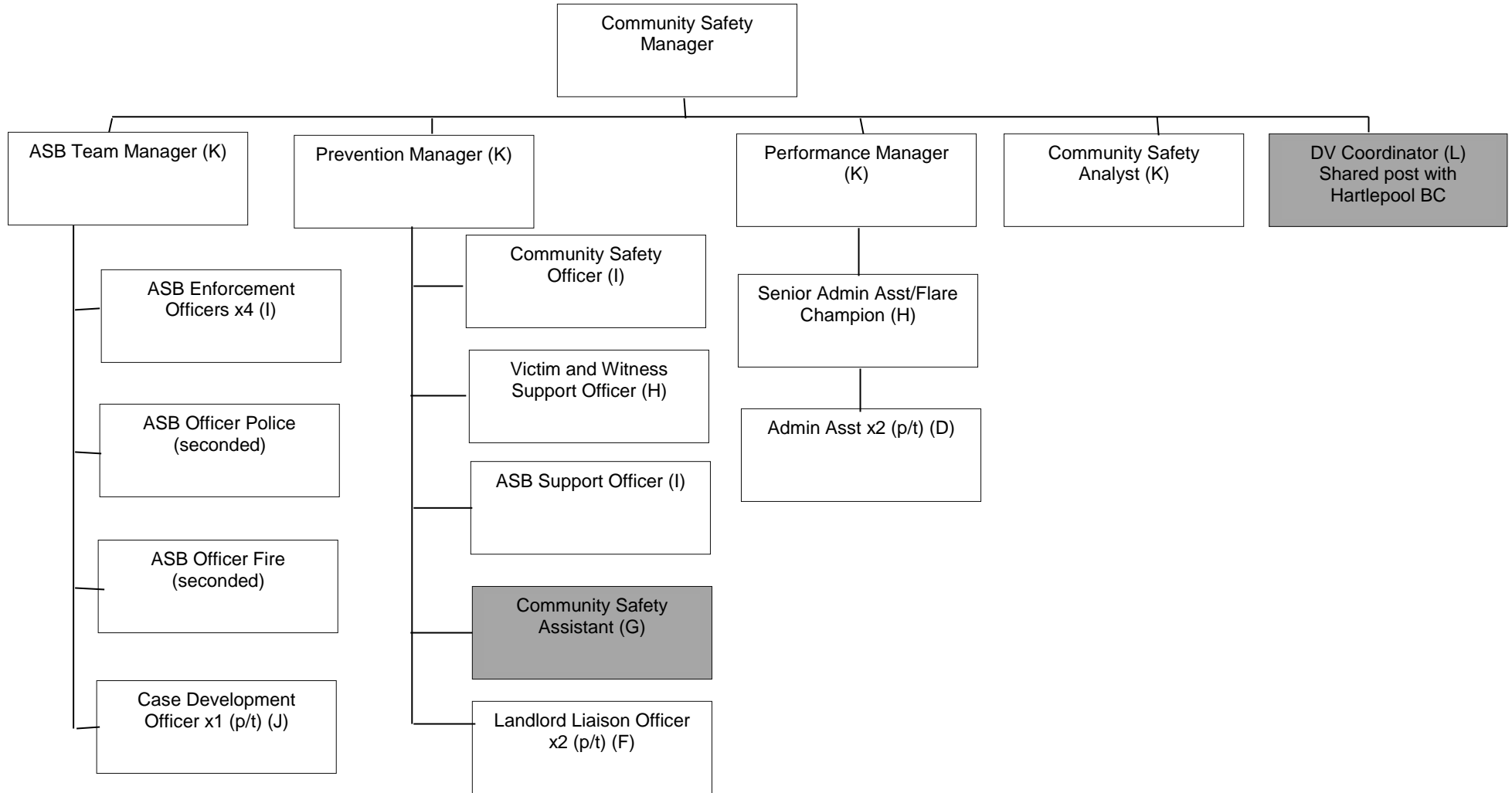
Gross/Net Security Services Turnover - £4.223m



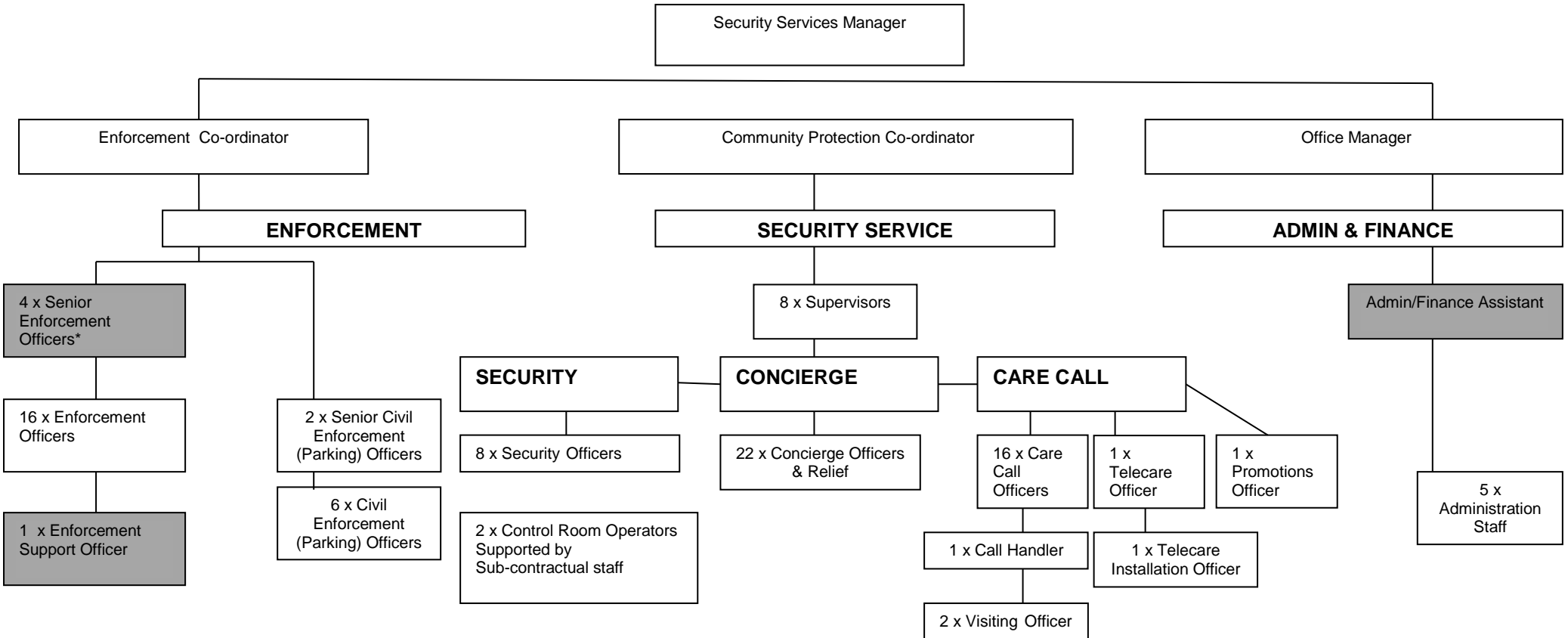
- 3.27 Also attached below are organisational structures for each section. The footnotes to the organogram for the Community Safety section give details of budget pressures which will reduce levels of service delivery over the next 12 – 24 months regardless of the conclusion of the EIT Review.

COMMUNITY SAFETY/ASB TEAM

■ Posts shaded are currently vacant and are recommended to be deleted



Security Services



* 2 posts to be deleted as recommended by the review

█ Posts shaded are currently vacant and are recommended to be deleted (except Senior Enforcement Officers – see note)

3.28 Crime and Disorder

3.29 The majority of the work undertaken by the Community Protection division, is concerned with levels of crime and anti-social behaviour (ASB) across the Borough.

3.30 Table A, below illustrates that there was a reduction in 2010/11 of 8.9% (1,054 fewer crimes) in recorded crime across the Borough, from 11,886 crimes to 10,832. Of the 13 main categories of recorded crime, there have been reductions in ten. Table A also shows the recorded crime figures (including Most Serious Violence) for the full financial year 2010-11 compared to 2009-10.

| Crime Statistics | April 10 To March 11 | | | |
|------------------------------|----------------------|---------|--------|----------|
| | 2010/11 | 2009/10 | Change | % Change |
| <i>Violence</i> | 2058 | 2325 | -267 | -11.5% |
| <i>Robbery</i> | 73 | 53 | 20 | 37.7% |
| <i>Sexual</i> | 156 | 168 | -12 | -7.1% |
| <i>House Burglary</i> | 497 | 597 | -100 | -16.8% |
| <i>Other Burglary</i> | 683 | 727 | -44 | -6.1% |
| <i>Theft of MV /TWOC</i> | 217 | 328 | -111 | -33.8% |
| <i>Theft from MV</i> | 445 | 521 | -76 | -14.6% |
| <i>Vehicle Interference</i> | 107 | 90 | 17 | 18.9% |
| <i>Other Theft</i> | 3348 | 2995 | 353 | 11.8% |
| <i>Criminal Damage</i> | 2323 | 2855 | -532 | -18.6% |
| <i>Forgery & Fraud</i> | 200 | 247 | -47 | -19.0% |
| <i>Drugs</i> | 547 | 754 | -207 | -27.5% |
| <i>Other Crime</i> | 178 | 226 | -48 | -21.2% |
| TOTAL | 10832 | 11886 | -1054 | -8.9% |
| <i>Violent Crime</i> | 2287 | 2546 | -259 | -10.2% |
| <i>Most Serious Violence</i> | 78 | 86 | -8 | -9.3% |
| <i>AWI</i> | 1018 | 1172 | -154 | -13.1% |
| <i>AWOI</i> | 507 | 545 | -38 | -7.0% |
| <i>Vehicle crime</i> | 662 | 849 | -187 | -22.0% |
| <i>Acquisitive crime</i> | 1232 | 1499 | -267 | -17.8% |

Table A

Three categories show increases, as follows:

- robbery
 - vehicle interference
 - other theft – includes shoplifting and metal thefts
- } both very low volumes

3.31 In relation to drug crime (NB this means possession and supply offences, rather than offences committed under the influence of drugs and/or in pursuit of money to buy drugs), the colour coding is reversed, i.e. green is used for increases and red for reductions, because possession and supply offences are not reported by victims, so the numbers in this category provide an indication of levels of enforcement activity. The reduction in recorded drugs offences compared to 2009/10 is due to a major covert drugs operation carried out in March 2010 which was not repeated in 2011.

3.32 Questions often arise in relation to recorded crime figures and how comprehensive they are. We know that not all crime is reported. Reporting rates in Stockton are, significantly higher than national averages (from comparing MORI polling data for the Council against the British Crime Survey).

3.33 Table B below shows a comparison of crime rates across the five Tees Valley authorities, which demonstrates that Stockton has the lowest overall rate, by a considerable margin, and is lowest for 9 of the 13 categories.

| Crime Rates | Stockton | M'bro | H'pool | R&C | D'ton | TV Average |
|-----------------------------|-------------|--------------|-------------|-------------|-------------|-------------|
| Violence against the person | 10.7 | 22.9 | 16.9 | 13.7 | 14.8 | 15.8 |
| Robbery | 0.4 | 1.1 | 0.3 | 0.3 | 0.4 | 0.5 |
| Sexual offences | 0.8 | 1.2 | 1.2 | 0.9 | 1.1 | 1.1 |
| Dwelling Burglary | 6.2 | 16.9 | 10.3 | 8.3 | 11.6 | 10.6 |
| Other Burglary | 3.6 | 5.7 | 4.3 | 5.0 | 6.7 | 5.0 |
| Theft of MV /TWOC | 1.1 | 1.9 | 1.9 | 1.6 | 1.9 | 1.7 |
| Theft from MV | 2.3 | 5.8 | 3.7 | 3.4 | 5.6 | 4.2 |
| Vehicle Interference | 0.6 | 1.3 | 0.7 | 0.5 | 0.2 | 0.7 |
| Other Theft | 17.4 | 28.0 | 22.9 | 16.8 | 23.2 | 21.7 |
| Criminal Damage | 12.1 | 20.7 | 16.2 | 17.7 | 15.8 | 16.5 |
| Forgery & Fraud | 1.0 | 1.7 | 1.1 | 1.1 | 1.8 | 1.4 |
| Drug offences | 2.8 | 6.9 | 5.3 | 4.0 | 3.3 | 4.5 |
| Other Crimes | 0.9 | 2.5 | 1.6 | 1.3 | 1.7 | 1.6 |
| TOTAL | 56.4 | 106.6 | 80.8 | 69.9 | 81.9 | 79.1 |

Table B

3.34 Crime is very unevenly distributed across the Borough, with nearly half of the crime taking place in 5 of the 26 Wards (i.e. Stockton Town Centre, Mandale & Victoria, Newtown, Hardwick and Parkfield & Oxbridge). All of the other 21 Ward's total crime rates are at a level below the national average.

3.35 Over the last seven years (2003/04 to 2010/11) crime rates have reduced as follows:

- England & Wales overall - 34%
- North East region - 43%
- Rest of Cleveland - 40%
- Stockton-on-Tees - 49%

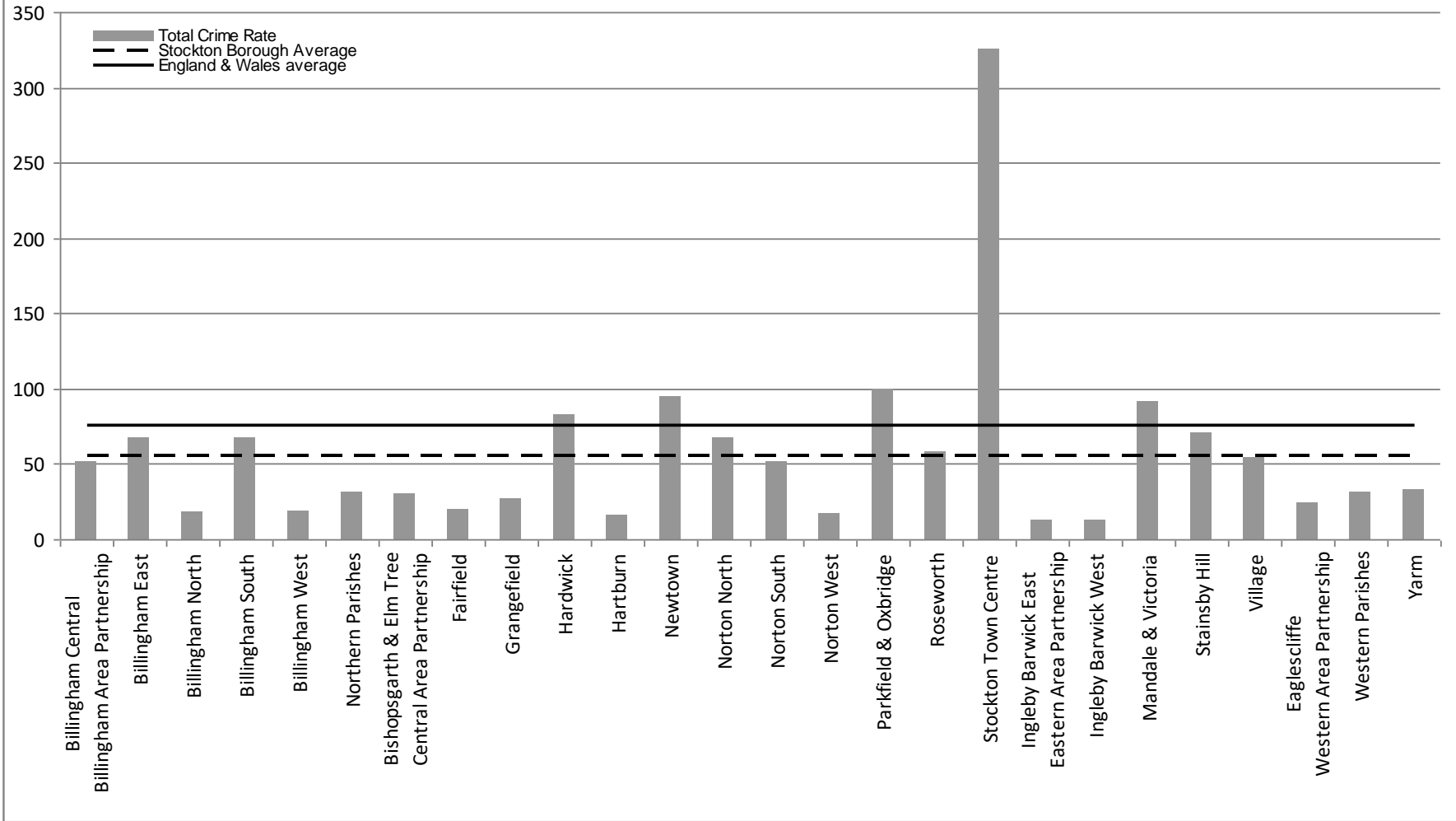
3.36 Table C below shows a list of the changes in crime levels across all 26 wards in the period 2003/04 to 2010/11, i.e. the period for which there is a consistent basis for comparing recorded crime figures. This shows that all 26 Wards have enjoyed significant reductions in crime over the seven year period but that there were some variations. The average reduction across the five 'high crime Wards' (i.e. those above the national average crime rate for England & Wales) was 42%, compared to the Borough average of 47%, and the average for the other 21 was 52%.

| Total Crime | 2003-04 | 2010-11 | Change | % Change |
|--------------------------------|----------------|----------------|---------------|-----------------|
| Billingham Central | 1,003 | 363 | -640 | -63.8% |
| Billingham East | 903 | 484 | -419 | -46.4% |
| Billingham North | 464 | 174 | -290 | -62.5% |
| Billingham South | 918 | 457 | -461 | -50.2% |
| Billingham West | 336 | 118 | -218 | -64.9% |
| Bishopsgarth and Elm Tree | 469 | 200 | -269 | -57.4% |
| Eaglescliffe | 601 | 259 | -342 | -56.9% |
| Fairfield | 236 | 125 | -111 | -47.0% |
| Grangefield | 373 | 190 | -183 | -49.1% |
| HARDWICK | 970 | 571 | -399 | -41.1% |
| Hartburn | 286 | 114 | -172 | -60.1% |
| Ingleby Barwick East | 302 | 137 | -165 | -54.6% |
| Ingleby Barwick West | 276 | 147 | -129 | -46.7% |
| MANDALE and VICTORIA | 2,022 | 956 | -1,066 | -52.7% |
| NEWTOWN | 1,141 | 710 | -431 | -37.8% |
| Northern Parishes | 351 | 112 | -239 | -68.1% |
| Norton North | 819 | 467 | -352 | -43.0% |
| Norton South | 831 | 404 | -427 | -51.4% |
| Norton West | 304 | 110 | -194 | -63.8% |
| PARKFIELD and OXBRIDGE | 1,269 | 726 | -543 | -42.8% |
| Roseworth | 569 | 425 | -144 | -25.3% |
| Stainsby Hill | 949 | 469 | -480 | -50.6% |
| STOCKTON TOWN CENTRE | 3,416 | 2,169 | -1,247 | -36.5% |
| Village | 527 | 362 | -165 | -31.3% |
| Western Parishes | 165 | 101 | -64 | -38.8% |
| Yarm | 785 | 328 | -457 | -58.2% |
| Grand Total | 20,285 | 10,678 | -9,607 | -47.4% |
| | | | | |
| | | | | |
| Five 'high crime' wards | 8,818 | 5,132 | -3,686 | -41.8% |
| Other 21 wards | 11,467 | 5,546 | -5,921 | -51.6% |

Table C

3.37 Table D below shows the crime rates for each of the 26 wards graphically. Crime rates are standardised by population and size, so that they allow for direct comparison between the full size ranges of Wards, from Western Parishes to Ingleby Barwick West (the detailed figures are shown at Table D). Table C shows clearly the large 'spike' in Stockton Town Centre Ward, associated with shoplifting in the retail premises and with violence against the person and criminal damage associated with the night time economy, but also underpinned by a high dwelling burglary rate, which shows that the residential areas on the periphery of the Wards also experience elevated levels of crime. This is part of the general correlation between deprivation rates and crime, with the five 'high crime wards' also being the most five deprived wards, and four of them concentrated on the urban core of the Borough.

Total crime rate per 1,000 population by ward and Local Area Partnership



3.38 Activity on community safety issues is concentrated in the 5 'high crime wards'. They accounted for

- 80% of Fixed Penalty Notices issued by the Neighbourhood Enforcement Service
- 75% of 'Section 27' directions to leave issued to people misbehaving under the influence of alcohol
- 65% of tape reviews undertaken on the Council's CCTV systems
- 40% of letters generated by the ASB Team
- 36% of AS13 forms issued to individuals apprehended engaging in anti-social behaviour
- 32% of alcohol confiscations by the Neighbourhood Enforcement Service.

3.39 Over the last seven years, since 2003/04, the total crime level across Stockton has fallen from 20,534 to 10,832, a reduction of 47%. When population growth is factored in, the crime rate has reduced by 49%. National and regional comparator figures for 2010/11 are not yet available, but in the six year period to March 2010 the crime reduction in Stockton significantly outperformed the rest of Cleveland, the North East region average and the England & Wales average.

3.40 In relation to arrests, figures for the last two years are shown in the table below:-

| | Total arrests in Stockton-on-Tees | Arrests facilitated by Council CCTV | As % of total arrests |
|---------|-----------------------------------|-------------------------------------|-----------------------|
| 2009/10 | 8,035 | 398 | 5.0% |
| 2010/11 | 7,801 | 460 | 5.9% |

The 460 arrests in 2010/11 break down as follows:

- Shoplifting - 16
 - Violence - 194
 - All other offences - 250
- 460

During the year, 932 'tape reviews' of CCTV images were carried out with a 'positive result' (i.e. finding something of evidential value) in 586 cases (63%).

3.41 In particular, there were only 2 identified cases within the 'Concierge stock' during the year (one burglary at Elm House, and one theft from a store cupboard at Hume House), both of which were subject to positive tape reviews, and there were only 13 offences identified in the Council's pay and display car parks during the year. Only two of these (one theft of motor vehicle, one theft from motor vehicle) were vehicle crimes, with the others including six 'Road Traffic Accidents' (i.e. minor bumps), two incidents of criminal damage, a drugs arrest, a fight and a theft.

3.42 During the year the Community Safety Team led the consultation programme for the new Community Safety Plan to cover the period April 2011 to March 2014. Responses were secured from 5,022 people, ensuring that the new Plan is firmly based on the priorities identified by local people. The results have been analysed by age group, gender, ethnicity, Ward, and between respondents who identified themselves as disabled and those who did not do so.

4.0 Conclusion

- 4.1 Community Protection is a service that everyone benefits from either directly when support is needed or indirectly by the enjoyment of living or working in a low crime borough. This high performing frontline service is therefore a benefit to the area and Members were keen not impact detrimentally on the service due to the need to make efficiency savings required in the current financial climate where Council budgets are under increasing pressure.
- 4.2 The Committee was also reluctant to accept budget cuts in this area especially in light of the 2010 Comprehensive Spending Review (CSR) which announced a 20% cut in the central government police funding grant as this may have a further detrimental impact on crime levels across the Borough.
- 4.3 The Committee therefore wishes to recognise the dedication of, and express its support for, everyone involved in Community Protection and Security Services. In particular it recognises the work of the Head of Community Protection in minimising the affect that the budget reduction will have on the service.