

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....18th April 2013

1. Title of Item/Report

Task and Finish Review of Community Safety and Security Services

2. Record of the Decision

Consideration was given to a report on the Task and Finish Review of Community Safety and Security Services.

The report presented the Environment Select Committee findings following the Task and Finish Review of Community Safety and Security Services. The review considered evidence regarding performance of the services, including corporately collected data and Crime Statistics, while also examining the results of various customer feedback and resident surveys that had previously been carried out.

RESOLVED that:-

1. Collaboration between Tees Valley Authorities regarding the provision of CCTV / community alarm services infrastructure be supported.
2. The development of Flare to enable members of the public access to review their cases and check progress in the first instance be supported.
3. Vela review the impact of the current review of the concierge services within 12 months following its introduction. The review should include:-
  - A customer satisfaction survey
  - Log of incidents that has occurred
  - An assessment of whether there has been any impact in terms of resident's social isolation that may have resulted from the changes

3. Reasons for the Decision

An Efficiency, Improvement, and Transformation review of the service

was carried out in 2011/12, which identified savings of approximately £152,000 by deleting vacant posts. Cabinet suggested that further work be undertaken to focus on residents' satisfaction, and service improvement and transformation opportunities.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight on Friday, 26th April 2013

Proper Officer  
22 April 2013