

AGENDA ITEM

REPORT TO CABINET

18 APRIL 2013

**REPORT OF ENVIRONMENT
SELECT COMMITTEE**

CABINET DECISION

Housing and Community Safety – Lead Cabinet Member – Councillor Steve Nelson

TASK AND FINISH REVIEW OF COMMUNITY SAFETY AND SECURITY SERVICES

1. Summary

The attached report presents 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 have previously been carried out.

2. Recommendations

1. That collaboration between Tees Valley Authorities regarding the provision of CCTV / community alarm services infrastructure be supported
2. The Committee supports the development of Flare to enable members of the public access to review their cases and check progress in the first instance.
3. The Committee recommends that 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 Recommendations/Decision(s)

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. Members' Interests

Members (including co-opted Members) should consider whether they have a personal interest in any item, as defined in **paragraphs 9 and 11** of the Council's code of conduct and, if so, declare the existence and nature of that interest in accordance with and/or taking account of **paragraphs 12 - 17** of the code.

Where a Member regards him/herself as having a personal interest, as described in **paragraph 16** of the code, in any business of the Council he/she must then, **in accordance with paragraph 18** of the code, consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest and the business:-

- affects the members financial position or the financial position of a person or body described in **paragraph 17** of the code, or
- relates to the determining of any approval, consent, licence, permission or registration in relation to the member or any person or body described in **paragraph 17** of the code.

A Member with a personal interest, as described in **paragraph 18** of the code, may attend the meeting but must not take part in the consideration and voting upon the relevant item of business. However, a member with such an interest may make representations, answer questions or give evidence relating to that business before the business is considered or voted on, provided the public are also allowed to attend the meeting for the same purpose whether under a statutory right or otherwise (**paragraph 19** of the code)

Members may participate in any discussion and vote on a matter in which they have an interest, as described in **paragraph 18** of the code, where that interest relates to functions of the Council detailed in **paragraph 20** of the code.

Disclosable Pecuniary Interests

It is a criminal offence for a member to participate in any discussion or vote on a matter in which he/she has a disclosable pecuniary interest (and where an appropriate dispensation has not been granted) **paragraph 21** of the code.

Members are required to comply with any procedural rule adopted by the Council which requires a member to leave the meeting room whilst the meeting is discussing a matter in which that member has a disclosable pecuniary interest (**paragraph 22** of the code).

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DETAIL

1. The attached report presents Cabinet with the outcomes of the Task and Finish review of Community Safety and Security Services.
2. The topic was identified for review following the 2011/12 Efficiency, Improvement, and Transformation review of the service being agreed and a suggestion by Cabinet that further work be carried out to focus on residents' satisfaction surveys. Executive Scrutiny Committee allocated a Task and Finish review to Environment Select Committee. The review examined performance data and customer feedback/resident survey results. The data presented to the Committee shows that Community Safety and Security Services are performing well; crime rates are lower than in other Tees Valley Local Authorities and the national average; and they receive positive customer feedback.

3. Following consideration by Cabinet an action plan will be submitted to the Select Committee setting out how approved recommendations will be implemented detailing officers responsible for action and timescales.

FINANCIAL IMPLICATIONS

4. None

LEGAL IMPLICATIONS

5. None

RISK ASSESSMENT

6. This Scrutiny Report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

7. Community Safety – reduce crime and the fear of crime
Community Safety – ensure our residents are safe

EQUALITIES IMPACT ASSESSMENT

8. This report is not subject to an Equality Impact Assessment because it is making no major change to any policy or service provision.

CONSULTATION INCLUDING WARD/COUNCILLORS

9. The proposals in this report have been developed in consultation with the Cabinet Member for Housing and Community Safety. The Committee examined the results of several customer feedback and residents surveys, including IPSOS MORI Resident Survey, Viewpoint, and Community Safety Audit.

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Education related? No

Background Papers

None

Ward(s) and Ward Councillors

The proposals as a whole are not ward specific.

Property

None