

Environment Select Committee

Task and Finish Review of Community Safety and Security Services



April 2013

Environment Select Committee
Stockton-on-Tees Borough Council
Municipal Buildings
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Foreword

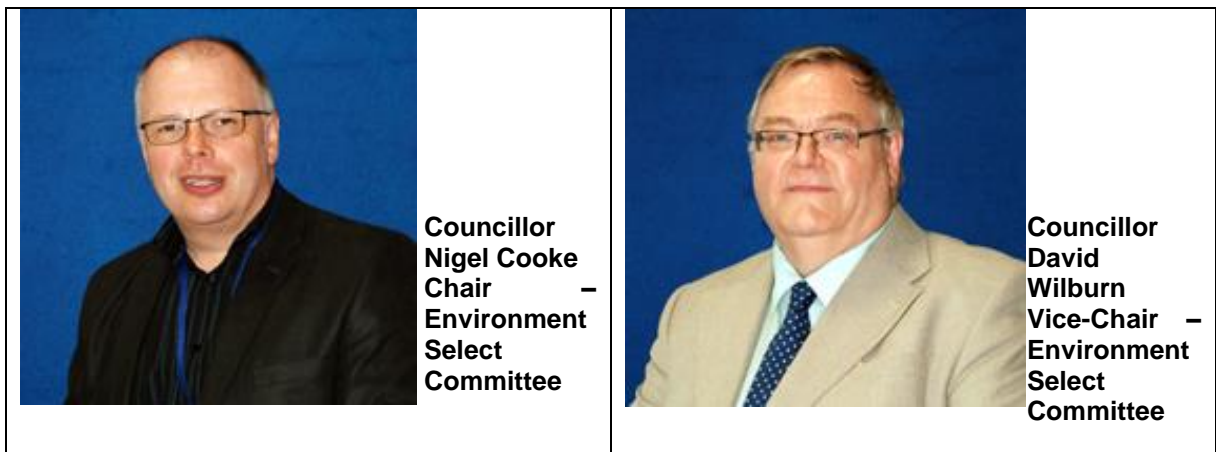
On behalf of the Environment Select Committee, I am pleased to present the final report following the Task and Finish Review of Community Safety and Security Services. The review considered evidence regarding performance of the services, including corporately collected data and Crime Statistics, while also examining the results of various customer feedback and resident surveys that have previously been carried out.

Customer feedback shows that the service is working well to ensure the community feel safe and any issues reported are dealt with effectively. Performance data endorses this, showing that reporting systems are in place to highlight any issues as they arise and crime rates are lower than other Tees Valley Local Authority areas and national averages for all but criminal damage.

The Committee noted the commitment to a multi-agency and victim focussed approach to community safety. Services work collaboratively with other Authorities and have put in place support mechanisms for victims and potential victims of anti-social behaviour and crime. The Committees recommendations therefore support the continuation and development of this approach. There is concern with the impact that the possible changes to the concierge service will have on residents and the Committee have therefore asked for this to be reviewed within 12 months of the changes, to ensure any issues are raised.

I would like to thank all the officers who supported the review during the investigation.

Cllr Nigel Cooke - Chair



Original Brief

Which of our strategic corporate objectives does this topic address?

Reduce crime and the fear of crime
Reduce levels of youth offending, including anti-social behaviour
Ensure our residents are safe

What are the main issues and overall aim of this review?

To address service improvement and transformation opportunities, focusing on residents' satisfaction

The Committee will undertake the following key lines of enquiry:

Analysis of the results of feedback provided to the Community Safety and Security Services including Viewpoint information.
Discussion with senior officers in the services.

Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:

Identify service improvements whilst maintaining service quality and providing value for money

1.0 Executive Summary

1.1. This report presents Cabinet with the outcomes of the Task and Finish Review of Community Safety and Security Services undertaken by the Committee during the Municipal Year 2012/13. 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. Executive Scrutiny Committee therefore allocated a Task and Finish review to Environment Select Committee.

1.2. Following the previous review of the service, Community Safety and Security Services structures changed and organograms for the new structures are attached at **appendix 1** and **appendix 2**. In addition to this, formal consultation is currently taking place with the workforce as part of Vela Homes Concierge services review. The Anti-Social Behaviour bill, currently in draft form, will also affect the work of the team. The draft bill sets out how the Government intend to implement changes aimed at improving the response to anti-social behaviour, with an emphasis on quick and decisive action involving the victim and local community at all stages.

1.3. During the review the Committee received comprehensive paper based evidence, including the results of several customer feedback surveys as follows:

- **Community Services Quarterly Customer Satisfaction Survey**
The Committee considered the results of the 2012/13 quarter two results. All completed surveys asked for an overall rating of the service/response that they have received. Based on the 31 responses:
 - 48.5% rated the service excellent
 - 13% rated the service very good
 - 22.5% rated the service as good
 - 13% rated the service as average
 - 3% rated the service as poor

All of the respondents who rated the service as average felt confident to use the service in the future and 75% (3 respondents) felt safer/never felt unsafe as a result of the teams' intervention. The 3% rating the service as poor represented one respondent, who did not believe the response from the team met their expected outcome.

- **Community Safety Audit**
As part of the Community Safety consultation strategy, an audit is carried out every three years to establish the priorities of residents in respect of community safety and also their fear of crime. Community Safety's medium term priorities are based on the priorities that are identified in by the Community Safety Audit. The most recent audit was carried out in Summer 2010, and 5,222 responses to the consultation were received, which showed that:
 - 42% felt that they were well informed
 - 24% did not feel well informed
 - 34% of views on whether they felt informed were unknown

- 35% felt safer
- 55% felt no difference
- 4%% felt less safe.

The six priorities highlighted by the audit were:

- Anti-Social Behaviour
- Alcohol related crime and ASB
- Violent crime
- Drug relating offending
- Criminal Damage
- Emerging Issues

- **Viewpoint 32**

Questions on Anti-Social Behaviour were included in Viewpoint 32 which took place in March – April 2012. Of those that had contacted the team, the majority found it very easy or quite easy to contact them (75.3%), while only 9.1% found it quite or very difficult to contact the team. The remainder neither found it easy nor difficult to contact the ASB team (15.6%). Also, the majority who had contacted the ASB team were either very or quite satisfied with the speed of their response (74.1%). Overall satisfaction of those that had contacted the ASB team was high – 34.6% were very satisfied and 35.9%/28 stated they were satisfied.

- **Complaints, Compliments, Commendations & Comments**

The information recorded by the performance team show that in 2011/12 and in the first two quarters of 2012/13 the service with the most complaints was Enforcement. The nature of the work carried out by these services, imposing enforcements (i.e. fines and tickets) on to residents, helps to explain why these figures are higher than other services that had no complaints by quarter two of 2012/13, and only nine complaints in 2011/12.

With the exception of Enforcement, the combined number of compliments and commendations received for each service in 2011/12 outnumbered complaints e.g. Community Safety received no complaints but seven compliments and three commendations, and while Care Call received five complaints, they received four compliments and two commendations, totalling six positive items of feedback recorded. The number of compliments and commendations received by quarter 2 of 2012/13 are consistent with this pattern.

- **Care Quality Commission / Care Call / Telecare Customer Satisfaction**

The Care Quality Commission (CQC) has awarded Care Call a 'good' rating (the second best of four categories). The most recent inspection took place on 13 September 2012 and CQC judged Care Call to have only met four out of five standards inspected. The standard not met was 'Records: People's personal records, including medical records, should be accurate and kept safe and confidential'. Care Call did not

meet this standard as assessment and care records were not fully up to date, and CQC judged that action was needed.

A decision was made in November 2012 to disengage from the provision of planned domiciliary care. Due to the change in the provision of planned domiciliary care, the Council no longer needs to be registered with Care Quality Commission and is going through a de-registration process.

Care Call carry out regular satisfaction surveys with those that have used the service. The results the Committee were presented with showed that users of the service were mostly satisfied with the response they receive, that the response time was mostly average to quick and Care Call officers were friendly and efficient.

- **IPSOS MORI Resident Survey**

IPSOS MORI conducted a resident postal survey and several questions related to community safety. 45% of those surveyed stated that anti-social behaviour was the most important thing in making somewhere a good place to live, which was higher than any other attribute, and 39% stated level of crime was most important. 36% stated that improvements were needed regarding anti-social behaviour, and 18% stated that level of crime needed improving. However, when asked how safe or unsafe they felt outside after dark 63% felt safe, and when asked how safe they felt outside during the day, 91% stated that they felt either fairly or very safe. This is an increase on the Place surveys carried out in 2008 when 45.9% felt safe outside after dark and 86.8% felt safe outside during the day. When asked their actual experience of ASB in the last two years more people stated that they haven't experienced it (54%) than had (46%).

- 1.4. The Committee also reviewed monthly performance data collected for Community Safety and Security Services, which is used to ensure that any patterns can be identified and addressed accordingly. The data collected regarding the requests to Community Security Services for officers to review recorded CCTV footage shows that by December 2012 71.8% reviews gave positive results. Overall, since April 2009 67% of reviews were positive. Where reviews did not have a positive result, this was mostly due to the camera pointing in the wrong direction rather than the quality of the footage/technical difficulties. A good working relationship has developed between the Police and Community Security Services, with CCTV providing intelligence to aid the Police in their work.
- 1.5. The response time for answering calls to the Telecare control room are monitored and the data used to inform staffing levels. The national target for a call out is to reach the site within 45 minutes of an alert, while the local target of reaching the site within 30 minutes and figures for the period April – November 2012 show that Stockton is meeting the local target 98.3% of the time.
- 1.6. Emails informing Members of the work of the teams in their wards are sent by Community Safety and Security Services on a weekly and monthly basis, and noted as good practice by the Committee in keeping Members informed and

creating a dialogue with officers. The use of Flare, the system used to log issues reported, was also noted as an example of good practice as it enabled both Community Safety and Security Services access to the information on how the issue was dealt with.

- 1.7. Recorded crimes figures and log of incidents show that the changes to the Concierge Service following reviews in 2006 and 2009 have not caused an upsurge in issues within the blocks that benefit from the service. However the Committee is concerned that a further reduction in service may result in a return to problems of disruptive and anti-social behaviour in high and mid-rise properties, and therefore feel it is important to monitor the level of anti-social behaviour in these buildings as the service changes. It is further noted that the social contact the presence of a member of staff within these properties bring can have an impact on the social isolation of residents, thereby affecting their health and wellbeing.
- 1.8. Crime Statistics show that in 2012 Stockton have the lowest crime rates in Tees Valley, and lower crime rates than the national average in all but criminal damage. The March 2011 Index of Multiple Deprivation (IMD), the Government's method of measuring variations in deprivation levels across the country ranking Local Authorities from 1 to 354 (1 being most deprived and 354 least deprived), noted Stockton's position in the overall ranking in 2010 as 95, and this showed that there was a substantial improvement, by 63 ranking places, in Stockton's position in respect of crime and disorder.
- 1.9. The data presented to the Committee shows that Community Safety and Security Services are performing well; crime rates lower than in other Tees Valley Local Authorities and the national average; and receive positive customer feedback. The services work collaboratively with the Police to ensure data is shared and the best possible outcomes can be achieved. The commitment to a multi-agency and victim focussed approach to community safety and anti-social behaviour in Stockton echoes the position of the draft Anti-Social Behaviour Bill.

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**

2.0 Introduction

- 2.1. This report presents Cabinet with the outcomes of the Task and Finish Review of Community Safety and Security Services undertaken by the Committee during the Municipal Year 2012/13. An Efficiency, Improvement, and Transformation review of the service was carried out in 2011/12, which reported to Cabinet in February 2012. The review identified savings of approximately £152,000 by deleting vacant posts, reducing budgets for Services and Supplies, and reducing the contribution to the Cleveland Emergency Planning Unit. The recommendations from the previous review have been fully implemented and the savings achieved.
- 2.2. Cabinet suggested that further work be undertaken to focus on residents' satisfaction and service improvement and transformation opportunities. Executive Scrutiny Committee therefore allocated a Task and Finish review to Environment Select Committee.
- 2.3. This review includes the following services:
 - Community Safety – including multi-agency Anti-Social Behaviour (ASB) Team
 - Community Security Services (CCTV)
 - Care Call/Telecare
 - Neighbourhood Enforcement Services (NES)
 - Concierge Security Services
 - Parking Enforcement Team

3.0 Background

- 3.1. Following the previous review of the service, Community Safety and Security Services structures changed and the posts of Senior Neighbourhood Enforcement Officer were reduced from four to two. Organograms for the new Community Safety and Security Services are attached at **appendix 1** and **appendix 2**. In addition to this, formal consultation is taking place with the workforce on a review of Concierge services.
- 3.2. The Community Safety Section was formed in 1998 in response to the new statutory responsibilities laid upon the Council by the Crime & Disorder Act 1998. The section has been developed to its current establishment, largely by internal re-direction of resource allocation from Security Services, and also by exploitation of funding opportunities (most recently the 'Troubled Families' programme and the additional Government grant available to the Council as a result of taking on the responsibility of lead authority for the Cleveland Police & Crime Panel). In 2011 the multi-agency Community Safety team added mediation to its range of interventions, and is now developing a counselling service. This service is being offered to adults and young people and it is hoped that the service will continue to develop over the next 12 months.
- 3.3. The Anti-Social Behaviour Team was first established in May 2002 and there are now two officers seconded into the Team from Cleveland Police and Cleveland Fire Brigade, plus a Service Level Agreement in place with Tristar Homes, which funds one ASB officer post and contributes towards the cost of the Victim & Witness Support Officer post and the Community Safety

Partnership Analyst. In addition to this, the Agreement also provides for a contribution to the Safe at Home Scheme, which provides crime prevention and target hardening measures for victims and potential victims of crime ASB and domestic abuse.

- 3.4. The team completes a 'vulnerability risk assessment' form for each caller reporting a case of anti-social behaviour, and, depending on whether the case is high, medium or low risk, cases are referred to Victim Witness Support Officer. In 2012 the Local Government Association published the report 'Anti-Social Behaviour – Emerging practice from call handling and case management trials' which outlined best practice and practical examples of effective process, taken from the six month trials that took place in eight areas in 2011. As a result of this, Stockton's processes were revised to implement re-risk assessment to monitor potential increase/decrease in the level of risk and vulnerability at agreed intervals whilst working on open cases.
- 3.5. The work of the team will be affected by the Anti-Social Behaviour Bill, which is currently in draft form. The draft Bill sets out how the Government intend to implement changes aimed at improving the response to anti-social behaviour, with an emphasis on quick and decisive action involving the victim and local community at all stages. The Bill includes replacing the current ASBO with Crime Prevention Injunctions to prevent nuisance and annoyance and CRASBO's with Criminal Behaviour Orders, as well as bringing together a range of dispersal powers under a new flexible Directions Power.
- 3.6. The Neighbourhood Enforcement Service (NES) was established in April 2006, replacing the former Community Warden Service. NES Officers are accredited with a range of Police powers including specific powers in respect of traffic management and the power to deal with begging. From 2008 NES officers were equipped with body mounted cameras and in October 2010 the staff times were changed to allow for the services to operate through until 03.00 hours, rather than finishing at midnight. From 2010 the Service took on a key role in supporting Environmental Health with the delivery of the Out of Hours Noise Service. As part of the EIT Review in 2011 the establishment was reduced to 2 Seniors plus 16 Neighbourhood Enforcement Officers (NEOs).
- 3.7. The Parking Enforcement Team was transferred to Community Protection in 2006 and at that time had an establishment of a Co-ordinator and 10 Civil Enforcement Officers (including 2 senior posts). As a result of a recent review (concluded September 2012), the staffing levels have been reduced to 6 Civil Enforcement Officers (the Co-ordinator post was disestablished in 2006). All Officers were equipped with body mounted cameras in 2008.
- 3.8. Community Security Service, which includes CCTV, was initially established in 1994 on the basis of the City Challenge funding programme. The core current staffing level is 8 supervisors and 8 security staff supported by a number of casual posts / sub-contractual labour. The service now operates with a core/peripheral workforce model to take account of fluctuating workloads with the non-core staffing provided by a range of casual contracts and third party employees. Since April 2008 the service has played a key role in terms of supporting Environmental Health in delivering the 24/7 responsibility for recovering stray dogs (a responsibility transferred from

police colleagues). The number of cameras maintained have steadily increased and these now include a number of wireless units that can be deployed anywhere within the Borough.

- 3.9. Community Safety & Security took responsibility for Care Call in 2000. It currently shares eight Supervisors who also cover Community Security and the Concierge Security Service, and has no dedicated managers. In September 2003 the service started delivering Telecare packages, as part of a 3 year Government ringfenced funding programme, and by October 2012 there were 1060 Telecare customers. The growth in this area is offsetting the decline in community alarm connections in Tristar stock. Care Call also provides services to a range of Registered Providers of social housing, and in May 2011 secured a contract providing monitoring and response to 67 properties based in Greatham.
- 3.10. The Concierge Security Service was established in Thornaby in 1992, and then rolled out to Stockton in 1994 and Billingham in 1997. The service was subject to major reviews in 2006 and 2009 and currently has three Supervisors and 22 Concierge Security Officers, with on-site presence from 18.30 hours to 06.30 hours and remote monitoring supplemented by mobile patrols from 06.30 hours to 18.30 hours. The service is now fully funded under a Service Level Agreement with Vela Homes, who have been carrying out a further review, and this is likely to lead to a major downsizing of the service. However due to the camera network that is now installed, the service is unlikely to return to pre-concierge levels of security.
- 3.11. In addition to these services, Community Safety and Security Services also have responsibility for the Town Hall Housekeeping. This consists of two part-time posts, and the team won the Customer Services Team of the Year award in 2011.
- 3.12. All Heads of Service are currently considering options for budget reductions, following the reduction of the 'referendum threshold' for Council Tax increases and reductions to the Early Intervention Grant. Therefore the service structures at the time of the Task and Finish Review were subject to change. In particular, the post of Community Protection Co-ordinator (at fourth tier on the Security Services organogram) became vacant in January 2013 and will not be filled pending decisions on budgets.

4.0 Evidence

Community Services Customer Satisfaction Survey

- 4.1. Community Safety carries out quarterly customer satisfaction surveys and during the review the Committee considered the results of the 2012/13 quarter two results, for which 58 clients received a request to complete the satisfaction survey by telephone or post. Service users were identified from ASB cases, support cases, Landlord Liaison requests and Out of Hours (OOH) calls to the service. Of the 58 requests 49 (84.5%) were within the ASB section and 9 (15.5%) within the Preventions section of the Team. 10 of the clients contacted declined to complete the survey, although this was not necessarily for negative reasons. Despite several attempts, staff conducting the survey were unable to contact 17 clients.

- 4.2. All completed surveys asked for an overall rating of the service/response that they have received. Based on the 31 responses:
- 48.5% rated the service excellent
 - 13% rated the service very good
 - 22.5% rated the service as good
 - 13% rated the service as average
 - 3% rated the service as poor
- 4.3. The excellent responses were made up of 53% ASB service users and 47% Preventions service users showing an equally excellent service provision across the whole Team.
- 4.4. The cases of those who rated the service as average related to factors that were out of the control of the ASB Team, and therefore not a reflection on the quality of service received from the Team. For example one average response related to the client not hearing back from the PCSO's and another because of the response time to attend an incident, both of which the ASB Officers have no control over other than to bring the feedback to the attention of other agencies when received. However, all of the respondents who rated the service as average felt confident to use the service in the future and 75% felt safer/never felt unsafe as a result of the teams' intervention. This shows that clients have confidence in the response that they receive from the team when contacting them to request services. The 3% rating the service as poor represented one respondent, who did not believe the response from the team met their expected outcome.
- 4.5. When surveying clients regarding closed cases and the Out of Hours reporting system, the question was asked whether clients felt safer and more reassured as a result of the intervention. Of the 17 completed satisfaction surveys relating to these requests for service:
- 47% of clients felt safer
 - 47% reported never feeling unsafe
 - 6% reported not feeling safer.
- 4.6. This result of almost 50% feeling safer highlights that call backs from ASB Officers to clients of the OOH service provides reassurance. The 6% that reported not feeling safer or more reassured amounted to only one service user. The team are reviewing procedures to ensure they are able to effectively address concern which make a resident feel unsafe with interventions such as a referral to victim/witness support or a referral to counselling.
- 4.7. Another of the questions asked relating to the requests for service is: Would you feel confident to use the service again in the future? All of the respondents agreed that they would feel confident to use the service again, which included the clients who had rated the service as average or poor. This shows that the team has worked well to maintain the confidence of clients despite not always being able to meet all of the expectations in the response the service is able to provide.

Community Safety Audit

- 4.8. As part of the Community Safety consultation strategy, an audit is carried out every three years to establish the priorities of residents in respect of community safety and also their fear of crime. Community Safety's medium term priorities are based on the priorities that are identified by the Community Safety Audit.
- 4.9. The most recent audit was carried out in summer 2010 via a magazine that was delivered to every household in the borough giving information on the work that had been carried out to tackle crime and disorder and the results this had had on crime levels, with a questionnaire attached to return. In addition to the magazine, extensive face to face consultation was also carried out in various locations throughout the borough. 5,222 responses to the consultation were received, which showed that after reading the magazine:
- 42% felt that they were well informed
 - 24% did not feel well informed
 - 34% of views on whether they felt informed were unknown
- 4.10. The consultation also asked whether residents felt safer after reading the information in the magazine, and the results showed that:
- 35% felt safer
 - 55% felt no difference
 - 4% felt less safe.
- 4.11. While the percentage of those who felt well informed or safer after reading the magazine was under 50%, this was much higher than those who did not feel well informed or less safe.
- 4.12. The top six priorities highlighted by the audit were:
- Anti-Social Behaviour
 - Alcohol related crime and ASB
 - Violent crime
 - Drug relating offending
 - Criminal Damage
 - Emerging Issues
- 4.13. These priorities include three of the priorities which had been consistent for the last five cycles of audits: drugs, violent crime and Anti-Social Behaviour. It was in response to the audit that the Anti-Social behaviour team was expanded, with ASB being named as one of the top six priorities since 2002 and the top priority in the last two audits.

Viewpoint 32

- 4.14. Questions on Anti-Social Behaviour were included in Viewpoint 32 which took place in March – April 2012. The majority of those that responded to Viewpoint had not contacted the ASB Team (355 respondents/79.6%). Only 17.3%(77 respondents) had contacted the team, and 3.1% (14) of respondent's answered 'don't know'.
- 4.15. Of those that had contacted the team, the majority (75.3%) found it very easy or quite easy to contact them while only 9.1% found it quite or very difficult to

contact the team and 15.6% neither found it easy nor difficult to contact the ASB team. The majority of respondents who had contacted the ASB team were either very or quite satisfied with the speed of their response (74.1%). Those that were not satisfied stated that they felt either quite or very dissatisfied (18.2%) or neither satisfied nor dissatisfied (7.8%).

- 4.16. Overall satisfaction of the service was also high:
- 34.6% were very satisfied
 - 35.9% stated they were satisfied
 - 14.1% were quite dissatisfied
 - 9% were very dissatisfied.
 - 6.4% were neither satisfied nor dissatisfied.
- 4.17. The Viewpoint panel were asked how certain they felt that reporting an issue to the ASB team would make a difference to an ASB situation. Only 8.1% were very certain and 27.1% quite certain. However this was higher than those that were uncertain – 12.6% were quite uncertain and 4.3% were very uncertain. Some of those that were uncertain stated this as they had no experience of the team or did not know how to contact them. Other reasons given why respondents felt uncertain that reporting an issue to the ASB team would make a difference included:
- Depends on the speed the team responds
 - The approach used not always helpful
 - Lack of faith in council/agencies
 - Offices don't have enough power
 - There are not enough officers
 - ASBO is seen as status
 - Fear of reprisals
- 4.18. 47.9% stated that they were neither confident nor uncertain that reporting an issue to the ASB team would make a difference.

Complaints, Compliments, Commendations & Comments

- 4.19. The information recorded by performance show that relatively few residents make a complaint or comment about Community Safety and Security Services.
- 4.20. In 2011/12 the service with the most complaints was Enforcement with 34 complaints, and by quarter two of 2012/13 15 complaints had been received. The nature of the work carried out by these services, imposing enforcements (i.e. fines and tickets) on to residents, helps to explain why these figures are higher than other services that had no complaints by quarter two of 2012/13, and only nine complaints in 2011/12 (made up of five Care Call complaints, three Security Services complaints, one Anti-Social Behaviour complaint and no complaints for Community Safety).
- 4.21. With the exception of Enforcement, the combined number of compliments and commendations received for each service in 2011/12 outnumbered complaints e.g. Community Safety received no complaints but seven compliments and three commendations, and while Care Call received five complaints, they received four compliments and two commendations, totalling

six positive items of feedback recorded. Enforcement did receive the most compliments and commendations in 2011/12 however, with 22 compliments and six commendations. The number of compliments and commendations received by quarter two of 2012/13 are consistent with this pattern, with all services except Enforcement receiving more compliments/commendations than complaints. However, Enforcement received nine compliments and six commendations, totalling the same number as complaints received (15).

Care Quality Commission / Care Call/Telecare Customer Satisfaction

- 4.22. In 2004 the Care Call Service diversified from its basic community alarm role into providing planned domiciliary care to a small number of clients with higher levels of need, particularly those who required service around the clock and from 2005 this required the service to be formally registered with, and subject to periodic inspection by, the Care Quality Commission (CQC, formerly Commission for Social Care Inspections), which has awarded Care Call a 'good' rating (the second best of four categories).
- 4.23. When inspecting services CQC give one of three judgements for each standard being looked at:
- 'met this standard',
 - 'action needed' if the provider is non-compliant with the regulation,
 - 'enforcement action taken' if the breach is more serious or there are several/continued breaches.
- 4.24. The most recent inspection took place on 13 September 2012 and inspectors spoke to clients and their relatives about the care that they received. While those consulted were happy with the care being provided, that they were being consulted about their care, and had access to their care records, the CQC judged Care Call to have only met four out of five standards inspected. The standard not met was 'Records: People's personal records, including medical records, should be accurate and kept safe and confidential'. Care Call did not meet this standard as assessment and care records were not fully up to date, and CQC judged that action was needed.
- 4.25. A decision was made in November 2012 to disengage from the provision of planned domiciliary care. The service worked with partners to ensure that all clients are moved to third party care. However, the service would continue to provide care to one client due to the level of support they needed. Due to the change in the provision of planned domiciliary care, the Council no longer needs to be registered with CQC and is going through the de-registration process.
- 4.26. The Care Call service carries out its own regular satisfaction surveys with those that have used the service. This includes questions about response time and the service provided by the Care Call Officer. During the review the Committee were presented with a sample of the results from the surveys and found that users of the service were satisfied with the response they receive, that the response time was mostly average to quick and Care Call officers were friendly and efficient. The survey also gives users an opportunity to comment or make suggestions and the majority of comments received were positive.

IPSOS MORI Residents Survey

- 4.27. In 2012 IPSOS MORI conducted a resident's postal survey on behalf of seven local authorities in the region, including Stockton. The survey was sent to a random sample of 4000 addresses in Stockton borough, and 1087 responses were completed. Several questions included in the survey related to community safety and anti-social behaviour.
- 4.28. Of those who responded, 45% stated that anti-social behaviour was the most important attribute in making somewhere a good place to live, which was higher than any other attribute, and 39% stated level of crime was most important. In addition to this 36% stated that improvements were needed regarding anti-social behaviour, and 18% stated that the level of crime needed improving.
- 4.29. However, when asked about their own personal experiences of crime and anti-social behaviour the responses show that the perception of these issues does not match that experience. One question asked was how safe or unsafe they felt outside after dark and 63% felt safe, which is an increase on the previous resident surveys carried out in 2008 (the Place postal survey 45.9% and IPSOS MORI face to face survey 46%). Residents were also asked how safe they felt outside during the day and 91% stated that they felt either fairly or very safe. This is also an improvement on the results of the Place Survey when only 86.8% felt fairly or very safe.
- 4.30. The survey gave a list of possible issues relating to ASB and asked respondents to state how much of a problem they think each aspect is in their local area. In all cases most residents said that the issues were not a problem at all or not a very big problem, as noted below:
- 85% stated noisy neighbours was not a problem
 - 66% stated teenagers hanging around the streets was not a problem
 - 72% stated rubbish or litter lying around was not a problem
 - 79% stated vandalism, graffiti and other deliberate damage to property or vehicles was not a problem
 - 71% stated people using or dealing drugs was not a problem
 - 77% stated people being drunk or rowdy in public places was not a problem
 - 97% stated abandoned or burnt out cars was not a problem
- 4.31. Again, these responses are an improvement on the results for the same questions in the Place and IPSOS MORI surveys carried out in 2008.
- 4.32. In addition, when asked their actual experience of ASB/crime in the last two years more people stated that they haven't experienced it (54%) than had (46%). Of those that had experienced ASB/crime, the top six crimes were:
- Vandalism, graffiti or damage to property/vehicle (15%)
 - Road rage (15%)
 - Bogus callers to house (14%)
 - Being insulted or pestered in the street or park (12%)
 - Drunk people causing you a problem (12%)
 - Theft from elsewhere on your property (garden shed etc.) (10%)

- 4.33. The 2008 Place Survey did not include a similar question and therefore comparisons cannot be made. The IPSOS MORI 2008 survey did include a similar question, but the ASB/crimes listed were not the same as the 2012 survey. Where a similar crime was listed on both the 2012 and 2008 surveys, the percentage of those experiencing the above six have increased – e.g. 5% experienced vandalism to their home and 7% experienced being insulted or pestered whilst in a public place in 2008. However, due to the differences between the list of crimes and the wording, it is difficult for true comparisons to be made.

Performance Data

- 4.34. Monthly performance data is collected for Community Safety and Security Services to ensure that any patterns can be identified and addressed accordingly. The 2011/12 figures showed that Enforcement issued 269 Fixed Penalty Notices, with the majority of notices being issued for litter from a vehicle. Also in 2011/12:
- 76 alcohol seizures were made from minors
 - 114 from alcohol exclusion zones
 - 6 tobacco seizures were carried out
- 4.35. The figures for 2012/13, up to and including November 2012, showed that Enforcement issued 223 Fixed Penalty Notices, which is an increase on the number of notices issued by the same time the previous year. However, similar to 2011/12 the majority of notices are issued for litter from a vehicle. The number of alcohol seizures from minors had also increase in 2012/13 with 98 seizure up to November 2012, however, seizure from alcohol exclusion zones had decreased, with only three made. Four tobacco seizures had been made from April – November 2012.
- 4.36. The data collected regarding the requests to Community Security Services for officers to review recorded CCTV footage shows that by December 2012 882 reviews were carried out in 2012/13, The number of positive results from the footage is noted, and of these reviews 633 (71.8%) gave positive results. Overall, since April 2009, 2942 reviews had been carried out, 1983 (67%) of which were positive. Where reviews did not have a positive result, this was mostly due to the camera pointing in the wrong direction rather than the quality of the footage/technical difficulties. A good working relationship has developed between the Police and Community Security Services, with CCTV providing intelligence to aid the Police in their work. The number of arrests that were assisted by CCTV in 2012/13 (up to and including November 2012) were 274. Of these:
- 113 were for violence
 - 18 for shoplifting
 - 143 were for other offences
- 4.37. Police officers have also been seconded to Security Services and on two occasions these officers have later become Council Employees. During the review Members were informed of the discussions which had already started

to take place regarding collaborating further with Tees Valley Authorities for CCTV infrastructure.

That collaboration between Tees Valley Authorities regarding the provision of CCTV / community alarm services infrastructure be supported

- 4.38. Telecare monitor the response time for answering calls to the control room and the data used to inform staffing levels. During 2011/12 there were 32,935 call generated by Telecare equipment, with over 96% of calls being answered within a minute and 99.5% being answered within 3 minutes. The number of calls answered within a minute highlighted that more staff were needed, and as a result, figures for quarter two are just over 97% within a minute and 99.8% within 3 minutes, based on 8,748 calls received. The national target for a call out is to reach the site within 45 minutes of an alert, while the local target of reaching the site within 30 minutes and figures for the period April – November 2012 show that Stockton is meeting the local target 98.3% of the time.
- 4.39. Emails informing Members of the work of the teams in their wards are sent by Community Safety and Security Services on a weekly and monthly basis. The Committee noted that these emails not only make Members aware of issues within their wards, but creates a dialogue between Members and the teams which helps to identify any issues and areas that have been missed. The use of Flare, the system used to log issues reported, was also noted as an example of good practice as it enabled both Community Safety and Security Services access to the information on how the issue was dealt with. While the Police have their own reporting systems in place, the information from Flare is shared via reports to Joint Access Group meetings. During the review it was suggested that Flare could be developed to allow restricted access to members of the public who wish to report issues. This would save staff time in fielding telephone calls.

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

Concierge Service

- 4.40. As previously noted, Vela Homes are carrying out a service review of the Concierge Service. Recorded crimes figures and log of incidents show that the changes to the Concierge Service following reviews in 2006 and 2009 have not caused an upsurge in issues within the blocks that benefit from the service. The Committee noted the problems that had occurred prior to the concierge service being introduced and the positive difference the service has made to the safety and security of those living in the properties. Members are concerned that a further reduction in service may result in a return to problems of disruptive and anti-social behaviour in high and mid-rise properties. Therefore it is important to monitor the level of anti-social behaviour in these buildings as the service changes again. It is further noted that the social contact the presence of a member of staff within these properties bring can have an impact on the social isolation of residents, thereby affecting their health and wellbeing.

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**

Crime Statistics and Index of Multiple Deprivation

4.41. Crime Statistics shows that in 2012 Stockton have the lowest crime rates in Tees Valley, and lower crime rates than the national average in all but criminal damage. The table below notes the statistics for Tees Valley and national average, with the lowest figures highlighted.

	Middlesbrough	Hartlepool	Redcar and Cleveland	Stockton	National
Overall crime rate per 1000 population	108.6	77.8	67.6	59.4	72.0
Violent crime per 1000 population	23.5	18.3	13.1	12.1	16.1
Burglary per 1000 population	13.1	8.6	7.4	7.0	9.1
Vehicle crime per 1000 population	18.0	11.7	11.5	9.5	12.2
Total theft per 1000 population	42.0	27.9	23.3	22.8	27.0
Criminal damage per 1000 population	20.5	17.2	17.2	12.6	11.4
Drug offences per 1000 population	5.8	5.0	3.1	2.8	4.1

SOURCE: Tees Valley Unlimited 05.12.12

4.42. The Index of Multiple Deprivation (IMD) is the Government's method of measuring variations in deprivation levels across the country. It ranks Local Authorities from 1 to 354 (1 being most deprived and 354 least deprived). The latest IMD data was published in March 2011 and compared 2010 figures to 2004. Stockton's position in the overall ranking in 2010 was 95, and this showed that there was a substantial improvement, by 63 ranking places, in Stockton's position in respect of crime and disorder.

4.43. The movements in ranking shown above are relative to other local authority areas. It is possible for performance to improve, but to still slip down rankings if other local authorities general performance improves at a faster rate. Similarly it is also possible for Stockton's performance to deteriorate but to improve its rank if the general performance of other local authorities deteriorate faster. The table below shows the domain rank estimates for Stockton-on-Tees:

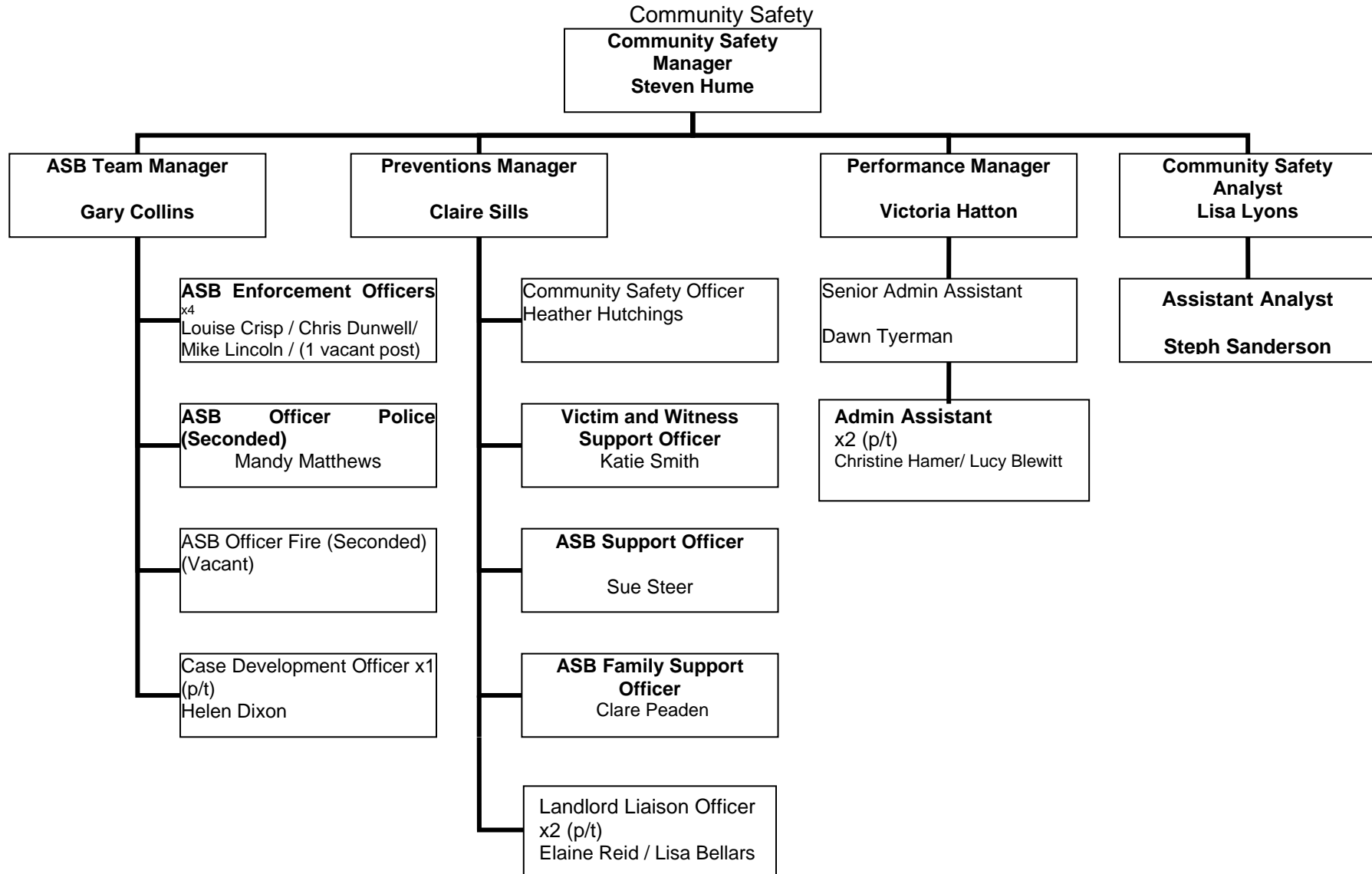
Calculated by Tees Valley Unlimited using the average Ward scores.

	Overall	Income	Employment	Health and Disability	Education, Skills and Training	Barriers to Housing and Services	Crime and Disorder	Living Environment
2004	75	46	39	64	91	288	132	277
2010	95	79	57	55	88	287	195	323
Change over the period	+20	+33	+18	-9	-3	-1	+63	+46

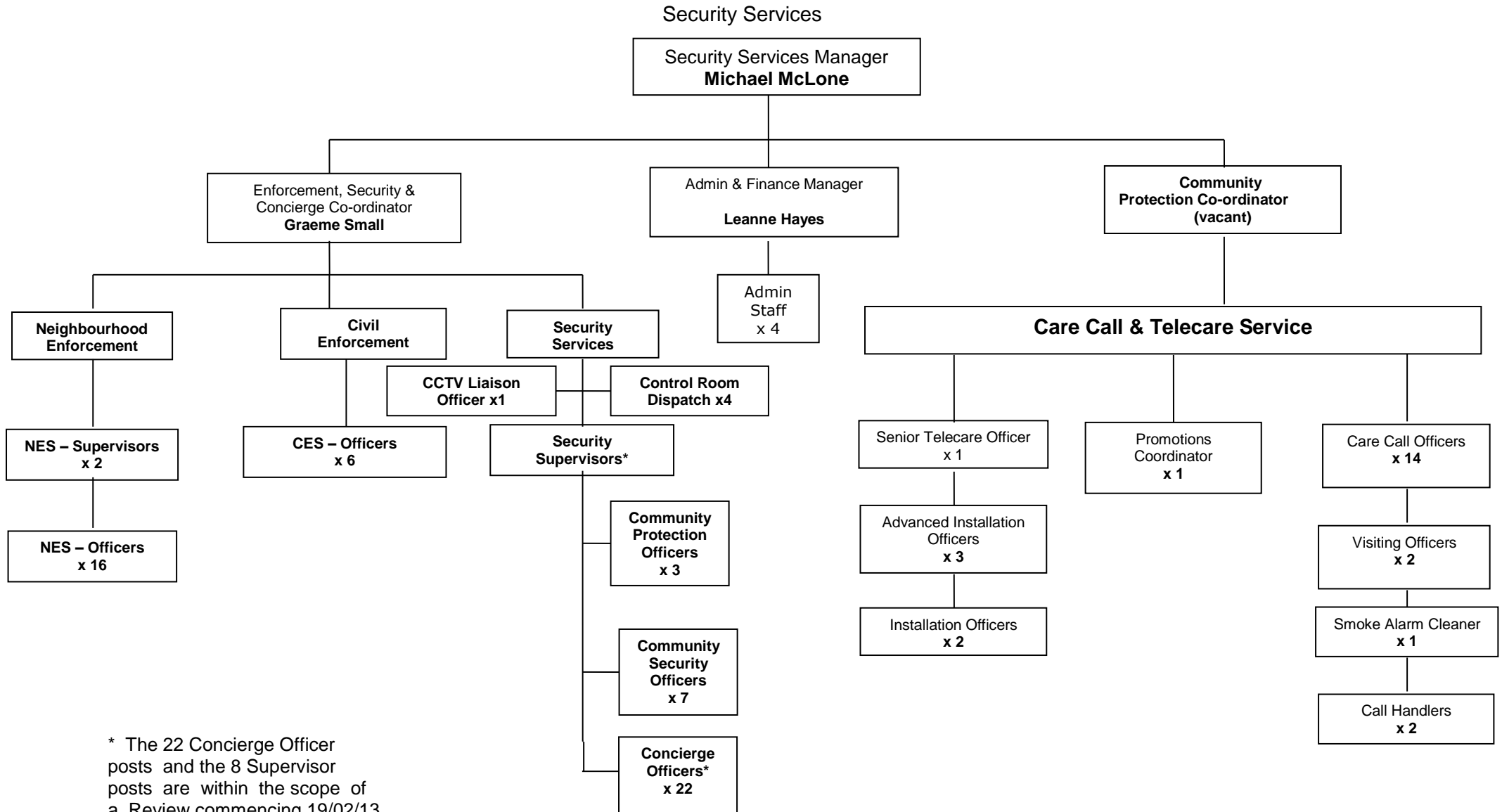
5.0 Conclusions

- 5.1. The data shows that Community Safety and Security Services are performing well, with crime rates lower than in other Tees Valley Local Authorities and national average, and receiving positive customer feedback. Surveys results show that residents feel safe and have confidence in the work of the Anti-Social Behaviour Team. The feedback from the regular public consultation, Community Safety Audit, is also used to prioritise and shape services. The Committee felt that there are good reporting systems in place to ensure that any issues are highlighted. The services work collaboratively with the Police to ensure data is shared and the best possible outcomes can be achieved. The commitment to a multi-agency and victim focussed approach to community safety and anti-social behaviour in Stockton echoes the position of the draft Anti-Social Behaviour Bill and the 2011 Anti-Social Behaviour trials.
- 5.2. The Committee recommendations highlight the need to continue to develop collaborative working by supporting discussions with other Tees Valley Authorities regarding the infrastructure for CCTV and community alarm systems. Development of the Flare system to make it accessible to residents and thereby reducing officer time spent on updating casework is also recommended. It is also recommended that the Vela Homes review the impact of changes to concierge services, and ensure that residents in concierge serviced buildings do not become isolated.

APPENDIX 1



APPENDIX 2



* The 22 Concierge Officer posts and the 8 Supervisor posts are within the scope of a Review commencing 19/02/13