

**Environment Select Committee**  
**Task & Finish Review of**  
**Community Safety and Security Services**

**Outline Scope**

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<p><b>Which of our strategic corporate objectives does this topic address?</b></p> <p>Reduce crime and the fear of crime          Reduce levels of youth offending, including anti-social behaviour          Ensure our residents are safe</p>	
<p><b>What are the main issues and overall aim of this review?</b></p> <p>To address service improvement and transformation opportunities, focusing on residents' satisfaction</p>	
<p><b>The Committee will undertake the following key lines of enquiry:</b></p> <p>Analysis of the results of feedback provided to the Community Safety and Security Services including Viewpoint information.          Discussion with senior officers in the services.</p>	
<p><b>Who will the Committee be trying to influence as part of its work?</b></p> <p>Cabinet Member for Housing and Community Safety          Corporate Management Team</p>	
<p><b>Expected duration of review and key milestones:</b></p> <p>3 months</p>	
<p><b>What information do we need?</b></p> <p>Existing information (background information, existing reports, legislation, central government documents, etc.):</p> <p><b>Quality &amp; Customer Feedback Systems in Community Safety and Security Services</b></p> <p><u>Community Safety</u></p>	

1. Customer Feedback
  - (a) weekly random sample of 10 contacts on ASB casework
  - (b) on all Tristar cases referred to ASB Team
  - (c) Landlord Liaison - periodic sample of landlords
  - (d) sample of services received from ASB Support Officer and Victim & Witness Support Officer
2. Cycle of consultation on community safety priorities every 3 years [for a given level of performance, satisfaction will be higher if customers have been involved in setting priorities].
3. Direct measurement of impact of consultation on levels of fear and crime.
4. Monthly e-mail to all Members giving recorded crime levels in each ward.
5. Weekly e-mail to all Members on outcome of ASB Team patrols.
6. Unsolicited testimonials / compliments
7. Complaints.

#### Security Services

8. Care Call – monthly sample of satisfaction among residents who have actively used the services that month.
9. Care Call – Telecare Services Association (TSA) registration and inspection.
10. Care Call – monthly monitoring of call response times and response to site times against TSA targets.
11. Care Call – registration with inspection by Core Quality Commission. Reports in public domain on CQC website – ‘Good’ rating.
12. Concierge Security Service - history of customer satisfaction surveys when this was a council funded service. This service is currently under review by Tristar Homes.
13. CCTV – monthly monitoring of assisted arrests and classification with violence / shoplifting / other.
14. CCTV – monthly monitoring of ‘% positive’ of ‘tape reviews’ undertaken.
15. Neighbourhood Enforcement Service – monthly monitoring of fixed penalty notices issued and their outcomes, alcohol seizures and tobacco seizures.
16. Parking enforcement – monthly monitoring of number of PCN’s issued.
17. Unsolicited testimonials / compliments
18. Complaints.
19. Security Services Internal Audit
20. Telecare key results for 2011-12.

21. Security Services Internal Audit

Cross-Cutting

22. Results of Viewpoint 32.

23. Recorded crime monitoring (multi-agency and multi-faceted)

24. Index of Multiple Deprivation 2004 – 2010 comparison

25. North East Authorities Resident Survey

26. Community Protection Performance Summary for Q4 2011-12 and Q2 2012-13

27. Complaints, Commendations, Compliments and Comments for the financial year 2011-12 and up to Q2 2012-13.

Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)

What specific areas do we want them to cover when they give evidence?

Cabinet Member for Housing and Community Safety  
Head of Community Protection

**How will this information be gathered? (eg. Financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)**

- Baselining and analysis of paper based evidence
- Evidence gathered at Committee meetings
- Benchmarking

**How will key partners and the public be involved in the review?**

Analysis of customer feedback and satisfaction survey

**How will the review help the Council meet the Public Sector Equality Duty?**

N/A

**How will the review contribute towards the Joint Strategic Needs Assessment?**

N/A

**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

## Review of Community Safety and Security Services Project Plan

<b>Chair (Project Director)</b> Cllr Nigel Cooke <a href="mailto:nigel.cooke@stockton.gov.uk">nigel.cooke@stockton.gov.uk</a> 01642 589442 Cllr David Wilburn – vice chair <a href="mailto:david.wilburn@stockton.gov.uk">david.wilburn@stockton.gov.uk</a> 01642 532517	<b>Scrutiny Officer (Project Manager)</b> Michelle Jones <a href="mailto:michelle.jones@stockton.gov.uk">michelle.jones@stockton.gov.uk</a> 01642 524987
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KEY TASK	DETAILS/ACTIVITIES	DATE	RESPONSIBILITY
<b>Scoping of Review</b>	Information gathering	December 2012	Scrutiny Officer Link Officer
<b>Tri-Partite Meeting</b>	Meeting to discuss aims and objectives of review	20 December 2012	Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
<b>Agree Project Plan</b>	Scope and Project Plan agreed by Committee	21 January 2013	Select Committee
<b>Publicity of Review</b>	Press Briefing at start of review		Chair, Link Officer, Press Officer Scrutiny Officer
<b>Obtaining Evidence</b>	Baselining	21 January 2013 11 February 2013 TBC	Select Committee
<b>Members</b>	<b>decide</b> Review summary of findings and formulate	11 February 2013 TBC	Select Committee

<b>recommendations and findings</b>	draft recommendations		
<b>Circulate Draft Report to Stakeholders</b>	Circulation of Report	February 2013	Scrutiny Officer
<b>Tri-Partite Meeting</b>	Meeting to discuss finding of review and draft recommendations	18 February 2013	Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
<b>Final Agreement of Report</b>	Approval of final report by Committee	4 March 2013	Select Committee, Cabinet Member, Corporate Director
<b>Consideration of Report by Executive Scrutiny Committee</b>	Consideration of report	26 March 2013	Executive Scrutiny Committee
<b>Report to Cabinet/Approving Body</b>	Presentation of final report with recommendations for approval to Cabinet	18 April 2013	Cabinet/ Approving Body