

## Community Safety & Security Services

Summary of evidence received throughout the review

Theme	Evidence Received	Key Areas for Possible Recommendations
<p>Services Background</p>	<p>The <b>Community Safety</b> section started in 1998 in response to the new statutory responsibilities laid upon the Council by the Crime &amp; 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 &amp; 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.</p> <p>The <b>Anti-Social Behaviour Team</b> 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 &amp; 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. The team completes risk assessments for calls received, and this risk assessment processes was recently revised following the Local Government Association report <i>Anti-Social Behaviour - Emerging practice from call handling and case management</i> trial which outlined best practice.</p> <p>The draft Anti-Social Behaviour 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.</p> <p>The <b>Neighbourhood Enforcement Service</b> (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</p>	

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	<p>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)</p> <p>The <b>Parking Enforcement Team</b> 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.</p> <p><b>Community Security Service</b>, 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.</p> <p>Community Safety &amp; Security took responsibility for <b>Care Call</b> 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.</p> <p>The <b>Concierge</b> 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</p>	

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	<p>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 Tristar 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.</p> <p>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.</p>	
Performance	<p>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, and 6 tobacco seizures were carried out. 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.</p> <p>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. 113 of these were for violence, 18 for shoplifting, and 143 were for other offences Police officers have also previously been seconded to Security Services and on two occasions these officers have later become Council Employees</p>	Support the discussion taking place with other Tees Valley authorities regarding the collaboration of CCTV / community alarm services infrastructure

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	<p>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.</p> <p>The response time for answering calls to the Telecare control room are monitored 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 2012/13 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.</p> <p>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.</p> <p>The use of Flare is 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 they own reporting systems, the information from Flare are shared with them e.g. via reports to joint access group meetings.</p>	<p>Investigate how other agencies can become involved and work together to ensure that those in concierge serviced buildings receive an element of social contact in their day to day lives</p> <p>Officers continue to develop Flare to enable members of the public access to review their cases and check progress in the first instance.</p>
Index of Multiple	The Index of Multiple Deprivation (IMD) is the Government's method of measuring variations in	

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Deprivation	<p>deprivation levels across the country. It ranks Local Authorities from 1 to 354 (1 being most deprived and 354 least deprived). The latest IMD was data 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.</p> <p>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:</p>	
Community Services Customer Satisfaction Survey	<p>In 2012/13 quarter two 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. 14 were ASB/Support cases and 44 were OOH/Landlord Liaison requests. Of the 58 requests 49 (84.5%) were within the ASB section and 9 (15.5%) within the Preventions section of the Team.</p> <p>10 of the clients contacted declined to complete the survey, although this was not necessarily for negative reason. Despite making three calls and messages left where there was the facility available, staff conducting the survey were unable to contact 17 clients.</p> <p>All completed surveys asked for an overall rating of the service/response that they have received. Based on the 31 responses:</p> <ul style="list-style-type: none"> <li>• 48.5% rated the service excellent</li> <li>• 13% rated the service very good</li> <li>• 22.5% rated the service as good</li> <li>• 13% rated the service as average</li> <li>• 3% rated the service as poor</li> </ul> <p>The excellent responses were made up of 53% ASB service users and 47% Preventions service</p>	

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	<p>users showing an equally excellent service provision across the whole Team, sustained for the second quarter.</p> <p>The cases of those who rated the service as average (13% of respondents/4 respondents) 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. 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.</p> <p>The 3% rating the service as poor represented one respondent, who did not believe the response from the team met their expected outcome.</p> <p>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 while 47% reported never feeling unsafe and only 6% reported not feeling safer. With nearly 50% feeling safer after contact with the team, this highlights the positive effect of calls backs from ASB Officers to clients of the OOH service have in providing reassurance to the Community. The 6% that reported not feeling safer or more reassured amounted to only one service user who explained that this was due to the drug users that are being reported still coming in to the area although they did feedback that it was quieter since the issue with the quad bikes had been resolved as a result of the Teams intervention so there had been positive outcomes in this case. 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.</p> <p>Another of the questions asked relating to these 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 excellent work from the team in maintaining the confidence of clients despite not always being able to meet all of the client's expectations in the response/service that the Community Safety Team are able to provide.</p>	

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Community Safety Audit	<p>Community Safety's medium term priorities are based on the priorities that are identified in by the Community Safety Audit.</p> <p>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. 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:</p> <ul style="list-style-type: none"> <li>• 42% felt that they were well informed</li> <li>• 24% did not feel well informed</li> <li>• 34% of views on whether they felt informed were unknown</li> <li>• 35% felt safer</li> <li>• 55% felt no difference</li> <li>• 4%% felt less safe.</li> </ul> <p>The six priorities highlighted by the audit were:</p> <ul style="list-style-type: none"> <li>• Anti-Social Behaviour</li> <li>• Alcohol related crime and ASB</li> <li>• Violent crime</li> <li>• Drug relating offending</li> <li>• Criminal Damage</li> <li>• Emerging Issues</li> </ul> <p>The priorities which had been consistent for the last five cycles of audits were 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.</p>	

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Viewpoint 32	<p>The majority of those that responded to Viewpoint had not contacted the ASB Team (355/79.6%). Only 17.3%(77) had contacted the team, and the remainder of respondent's answered 'don't know' (3.1%/14).</p> <p>Of those that contacted the team, the majority found it very easy or quite easy to contact them (75.3%/58), while only 9.1% (7) 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%/12). Also, the majority who had contacted the ASB team were either very or quite satisfied with the speed of their response (74.1/57). The remainder of respondents felt either quite or very dissatisfied (18.2%/14) or neither satisfied nor dissatisfied (7.8%/6).</p> <p>Overall satisfaction of those that had contacted the ASB team was high – 34.6%/27 were very satisfied and 35.9%/28 stated they were satisfied. Only 14.1%/11 were quite satisfied and 9%/7 were very dissatisfied. 6.4%/5 were neither satisfied nor dissatisfied.</p> <p>The Viewpoint panel were also asked how certain they felt that reporting an issue to the ASB team would make a difference to an ASB situation. Only 8.1%/34 were very certain and 27.1%/114 quite certain. However this was higher than those that were uncertain – 12.6%/53 were quite uncertain and 4.3%/18 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:</p> <ul style="list-style-type: none"> <li>• Depends on the speed the team responds</li> <li>• The approach used not always helpful</li> <li>• Lack of faith in council/agencies</li> <li>• ASSB offers don't have enough power</li> <li>• There are not enough officers</li> <li>• ASBO is seen as status</li> <li>• Fear of reprisals</li> </ul> <p>47.9%/201 stated that they were neither confident nor uncertain that reporting an issue to the ASB team would make a difference.</p>	



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Complaints, Compliments, Commendations & Comments	<p>In 2011/12 the service with the most complaints is Enforcement with 34 complaints, and by quarter two of 2012/13 15 complaints had been received. A high proportion of these are parking enforcement complaints. The other services in this area 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).</p> <p>With the exception of Enforcement, the combined number of compliments and commendations received for each service in 2011/12 outnumber 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.</p> <p>Enforcement did receive the most compliments and commendations in 2011/12 with 22 compliments and six commendations. The number of compliments and commendations received by quarter 2 of 2012/13 are consistent with this pattern, with all services except Enforcement receiving more compliments/ commendations than complaints. Enforcement however did receive nine compliments and six commendations, totalling the same number as complaints received (15).</p>	
Care Quality Commission / Care Call/Telecare Customer Satisfaction	<p>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). 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, and 'enforcement action taken' if the breach is more serious or there are several/continued breaches. 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</p>	

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	<p>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.</p> <p>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 Care Quality Commission and is going through a de-registration process.</p> <p>Care Call carry out 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 survey's and found 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. The survey also gives users an opportunity to comment or make suggestions and the majority of comments received were positive.</p>	
Seven Authorities Resident Survey	<p>MORI conducted a resident postal survey for seven local authorities in the region, and several questions included in the survey related to community safety. When asked how safe or unsafe they felt outside after dark 63% felt safe, which is an increase on the previous resident surveys carried out in 2008 (the Place postal survey 45.9% and 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 an improvement on the results of the Place Survey when only 86.8% felt fairly or very safe.</p> <p>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. In addition 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%).</p>	