

Action Plan – Task & Finish Review of Community Safety & Security Services

| No. | Recommendation | Proposed Actions/Progress | Success Measures | Responsibility | Date |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------|------------|
| 1. | That collaboration between Tees Valley Authorities regarding the provision of CCTV/community alarm services infrastructure be supported | Continuing dialogue with other Tees Valley authorities (leading to agreed collaborative arrangements, if possible). | Dialogue concluded, with resolution of whether or not agreement has been reached. | Head of Community Protection | March 2014 |
| 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 | Appropriate modification of Flare made to support these 'self-service' options. | Online case progress checking established. | Head of Community Protection | March 2014 |
| 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 residents' social isolation that may have resulted from the changes | Undertake review. | Results reported to Housing & Community Safety Select Committee. | Director of Operations, Vela Group and Head of Democratic Services. | July 2014 |