

Progress Update – Task and Finish Review – Community Safety and Security Services

No	Recommendation	Responsibility	Anticipated Completion Date	Progress Update 11/11/2013	11/11/2013 Assessment of progress (Categories 1-4)
1.	That collaboration between Tees Valley Authorities regarding the provision of CCTV/community alarm services infrastructure be supported	Head of Community Protection	March 2014	Discussions are taking place with neighbouring authorities, but it is too soon to predict outcomes.	2 On track
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	Head of Community Protection	March 2014	'Off the shelf' online application from FLARE has been tested and demonstrated to the Flare user group for information. The current order is on hold pending the outcome of the wider ICT procurement process which is out to tender and which may provide a more cost effective option. This is due to be concluded on the 7 th October 2013. It is anticipated that the online functionality will be available by January 2014.	2 On track
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	Director of Operations, Vela Group and Head of Democratic Services.	July 2014	We are working with a number of our engaged customers on a piece of light touch scrutiny work where they will be assessing the impact of the changes talking to customers living in high rise. A log of incidents and responses is kept as part of the management information we require the Council's service to keep so no issues there We don't have any baseline information about isolation in high rise blocks so nothing to refer back to. The best we can do is assess the situation. We are by way of information undertaking work funded through the big lottery around digital exclusion in high rise blocks introducing work that will address some element of isolation so we are making a start and inroads	2 On track

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