

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)	Q3&4 Progress Update Presented to Committee on 03/06/2014	Q3&4 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	Ongoing discussions are continuing in relation to potential future partnership arrangements.	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 <sup>th</sup> October 2013. It is anticipated that the online functionality will be available by January 2014.	2 On track	A period of consultation surrounding the possible inclusion of this resource in the wider ICT procurement exercise was carried out. This proved unsuccessful and a decision was made to revert to the original proposal. This has led to a delay in the original timescales. It was agreed that the 'off the shelf' application should be purchased. The additional programme from FLARE has been purchased and applied to the system. The application is in the final testing stages and it is hoped the system will be live by the end of April 2014.	3 Slipped

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3.	<p>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:</p> <ul style="list-style-type: none"> <li>*A customer satisfaction survey</li> <li>*Log of incidents that has occurred</li> <li>*An assessment of whether there has been any impact in terms of residents' social isolation that may have resulted from the changes</li> </ul>	Director of Operations, Vela Group	July 2014	<p>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.</p> <p>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</p> <p>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</p>	2 On track	<p>We have now completed a satisfaction survey with Customers looking at the impact of the changes to the Concierge/high rise support service(HRST) From that survey we have taken the high rise blocks with the lowest satisfaction and undertaken a piece of scrutiny through customers to understand in more detail what issues are being identified. An action plan has now been agreed with Customers to address issues of concern( many related to housing management rather than HRST) We continue to monitor performance of the service feeding this back to customers on a regular basis and using it to monitor the service level agreement</p> <p>As previously commented we have no baseline indicator on isolation but the work we are doing to connect customers</p>	I would say 1 as the survey finished and action planning resulting BUT we were always going to struggle with the last recommendation about isolation

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						digitally is a positive initiative to identify and address issues	