

AGENDA ITEM

**REPORT TO EXECUTIVE
SCRUTINY COMMITTEE**

25 SEPTEMBER 2012

**REPORT OF DIRECTOR OF
LAW AND DEMOCRACY**

**EXECUTIVE SCRUTINY TASK AND FINISH REVIEW – COMMUNITY SAFETY AND
SECURITY SERVICES**

SUMMARY

To present a draft scope following the agreed referral from Cabinet on 27 March 2012 to a further piece of work on Community Safety and Security Services focusing on residents' satisfaction and service improvement and transformation opportunities.

RECOMMENDATIONS

Executive Scrutiny Committee agree the scope of a Task and Finish Review of Community Safety and Security Services.

DETAIL

1. Throughout 2011 the Housing and Community Safety Select Committee was engaged on an EIT Review of Community Safety and Security Services with the intention of finding a minimum of 15 per cent savings.
2. The savings target was achieved but Cabinet suggested that further work be undertaken to focus on residents' satisfaction and service improvement and transformation opportunities. Executive Scrutiny Committee agreed to the referral on 27 March 2012.
3. Many Members have their own knowledge of the quality of services provided, either from personal experience or via family, friends, neighbours or residents of their Wards. Stockton Council uses twenty areas of quality and customer feedback systems to measure the satisfaction levels of residents to determine any areas of concern that may need to be targeted by the service. These have been used to develop the scope for a task and finish review.

FINANCIAL AND LEGAL IMPLICATIONS

4. There are no direct financial or legal implications.

Director of Law and Democracy

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Background Papers: None
Ward(s) and Ward Councillors: Not Ward Specific
Property Implications: None