

Executive Scrutiny Committee
Task & Finish Review of
Community Safety and Security Services

Outline Scope

Scrutiny Chair:	Contact details:
Scrutiny Officer:	Contact details:
Departmental Link Officer:	Contact details:
Finance Link Officer:	Contact details:
Which of our strategic corporate objectives does this topic address?	
<p>Reduce crime and the fear of crime Reduce levels of youth offending, including anti-social behaviour Ensure our residents are safe</p>	
What are the main issues and overall aim of this review?	
<p>To address service improvement and transformation opportunities, focusing on residents' satisfaction</p>	
The Committee will undertake the following key lines of enquiry:	
<p>Analysis of the results of feedback provided to the Community Safety and Security Services including Viewpoint information. Discussion with senior officers in the services.</p>	
Who will the Committee be trying to influence as part of its work?	
<p>Cabinet Member for Housing and Community Safety Corporate Management Team</p>	
Expected duration of review and key milestones:	
<p>3 months</p>	
What information do we need?	
<p>Existing information (background information, existing reports, legislation, central government documents, etc.):</p> <p>Quality & Customer Feedback Systems in Community Safety and Security Services</p> <p><u>Community Safety</u></p> <ol style="list-style-type: none"> 1. Customer Feedback <ol style="list-style-type: none"> (a) weekly random sample of 10 contacts on ASB casework (b) on all Tristar cases referred to ASB Team (c) Landlord Liaison - periodic sample of landlords (d) sample of services received from ASB Support Officer and Victim & Witness Support 	

Officer

2. Cycle of consultation on community safety priorities every 3 years [for a given level of performance, satisfaction will be higher if customers have been involved in setting priorities].
3. Direct measurement of impact of consultation on levels of fear and crime.
4. Monthly e-mail to all Members giving recorded crime levels in each ward.
5. Weekly e-mail to all Members on outcome of ASB Team patrols.
6. Unsolicited testimonials / compliments
7. Complaints.

Security Services

8. Care Call – monthly sample of satisfaction among residents who have actively used the services that month.
9. Care Call – Telecare Services Association (TSA) registration and inspection.
10. Care Call – monthly monitoring of call response times and response to site times against TSA targets.
11. Care Call – registration with inspection by Core Quality Commission. Reports in public domain on CQC website – ‘Good’ rating.
12. Concierge Security Service - history of customer satisfaction surveys when this was a council funded service. This service is currently under review by Tristar Homes.
13. CCTV – monthly monitoring of assisted arrests and classification with violence / shoplifting / other.
14. CCTV – monthly monitoring of ‘% positive’ of ‘tape reviews’ undertaken.
15. Neighbourhood Enforcement Service – monthly monitoring of fixed penalty notices issued and their outcomes, alcohol seizures and tobacco seizures.
16. Parking enforcement – monthly monitoring of number of PCN’s issued.
17. Unsolicited testimonials / compliments
18. Complaints.

Cross-Cutting

19. Results of Viewpoint 32.
20. Recorded crime monitoring (multi-agency and multi-faceted)

Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)

What specific areas do we want them to cover when they give evidence?

Cabinet Member for Housing and Community Safety
Head of Community Protection

How will this information be gathered? (eg. Financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)

See "What information do we need?"

How will key partners and the public be involved in the review?

To be determined.

How will the review help the Council meet the Public Sector Equality Duty?

N/A

How will the review contribute towards the Joint Strategic Needs Assessment?

N/A

Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:

Identify service improvements whilst maintaining service quality and providing value for money

Review of [title]

Project Plan

Chair (Project Director)	Scrutiny Officer (Project Manager)
Departmental Link Officers	Finance Link Officer

KEY TASK	DETAILS/ACTIVITIES	DATE	RESPONSIBILITY
Scoping of Review	Information gathering		Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review		Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
Agree Project Plan	Scope and Project Plan agreed by Committee		Select Committee
Publicity of Review	Press Briefing at start of review		Chair, Link Officer, Press Officer Scrutiny Officer
Obtaining Evidence			Select Committee
Members decide and recommend findings	Review summary of findings and formulate draft recommendations		Select Committee

Circulate Draft Report to Stakeholders	Circulation of Report		Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss finding of review and draft recommendations		Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee		Select Committee, Cabinet Member, Corporate Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report		Executive Scrutiny Committee
Report to Cabinet/Approving Body	Presentation of final report with recommendations for approval to Cabinet		Cabinet/ Approving Body