

## **Environment Select Committee**

### **Update to Executive Scrutiny Committee – 26 March 2013**

#### **Review of Community Safety and Security Services Update on Progress (including issues/problems/successes)**

The Committee met on 4 March to agree the final report and recommendations. During the review Members had received evidence regarding:

- Performance data
- Index of Multiple Deprivation and Reported Crime Statistics
- Customer Satisfaction Surveys and Complaints, Compliments Commendations and Comments
- Resident Surveys including Community Safety Audit, Viewpoint, and IPSOS MORI

The recommendations aim to:

- Highlight the need to continue to develop collaborative working by supporting discussions regarding the infrastructure for CCTV and community alarm systems
- Improve the Flare system to allow residents who have reported issues to review and update their cases
- Ensure that the impact of the changes to the concierge service is monitored by Vela Homes

The final report and recommendations will be presented to Executive Scrutiny Committee on 26 March. The review is scheduled to report to Cabinet in April 2013.