

REPORT TO COMMUNITY SAFETY SELECT COMMITTEE

1 OCTOBER 2026

REPORT OF DIRECTOR OF NEIGHBOURHOODS

COMMUNITY SAFETY OVERVIEW REPORT

Summary

The Community Safety and Regulatory portfolio is one which is made up of a range of services, focused on protecting our communities and local businesses. This includes Civic Enforcement, CCTV and Community Safety alongside Trading Standards, Environmental Health and our Licensing Service. Included in this group of services is both Emergency Planning (including the major incident plan) and organisational business continuity.

This report gives an overview of the key achievements and challenges in 2025/26 for Community Safety which incorporates Civic Enforcement and Surveillance alongside Trading Standards.

Key Achievements

1. Community Safety continues to play a critical role in protecting residents, supporting vulnerable people and property making Stockton-on-Tees a safe place to live, work and visit. The service delivers a broad range of functions including antisocial behaviour case management, CCTV, Accredited Alarm Receiving Centre monitoring, civic enforcement, community cohesion, violence reduction activity, business continuity and emergency planning, working closely with Cleveland Police, Cleveland Fire Brigade, NHS partners, housing providers and the voluntary and community sector.
2. During 2025/26 the service continued to deliver effective responses to antisocial behaviour through early intervention, enforcement and problem-solving approaches. Multi-agency working through the Joint Action Group (JAG) process enabled targeted intervention in community hotspots, ensuring resources from the Council and partners were directed towards the issues causing greatest concern to residents. Partnership operations addressing nuisance behaviour, environmental crime, street drinking, off-road bikes and youth-related disorder have contributed to improved community confidence and safer neighbourhoods.
3. The Council's CCTV and Control Room service continued to provide an important public protection function, supporting investigations, safeguarding vulnerable people, assisting emergency services and helping to manage major events across the Borough. The service remains highly regarded by partners and

routinely provides evidential support to police investigations, contributing to the detection and prevention of crime.

4. The Civic Enforcement Team maintained a visible presence within communities and town centres, tackling environmental crime, fly tipping, littering, dog fouling and other issues affecting residents' quality of life. Targeted enforcement activity has been supported by intelligence-led deployments and joint operations with partner agencies.
5. Community cohesion and community engagement work continued to strengthen relationships with local communities and key stakeholders. The service successfully supported several major events across the Borough, helping to ensure they were delivered safely and effectively whilst promoting positive community participation.
6. This year's merger of the Trading Standards and Licensing services has created a stronger, more joined-up regulatory function, bringing together expertise that often overlaps in supporting businesses, protecting consumers and safeguarding communities. The new structure has improved collaboration, streamlined decision-making and created opportunities to share resources more effectively. By working as a single service, we are better placed to respond to emerging issues, deliver efficiencies and provide a more consistent service to residents and businesses. It has been a positive step forward that strengthens our ability to meet both current and future challenges.
7. New Emergency Planning and Resilience arrangements were implemented with current Major Incident Plans maintained and tested throughout the year. The service supported several multi-agency exercises and real incidents, ensuring the Council remained prepared to respond effectively to emergencies and fulfil its responsibilities under the Civil Contingencies Act. Business continuity arrangements across the Council have continued to mature, strengthening organisational resilience and ensuring critical services can be maintained during periods of disruption.



Civic Enforcement Service

8. The Civic Enforcement Service brings together Civic Enforcement Officers and Case Management Officers to provide a coordinated response to antisocial behaviour, environmental crime, unsafe and inconsiderate parking, unauthorised encampments and other issues affecting the safety and quality of life of residents. Civic Enforcement Officers provide a highly visible uniformed presence across town centres, neighbourhoods, parks, schools and identified hotspot locations. Alongside patrol and enforcement duties, officers gather evidence and intelligence, engage with residents and businesses, support vulnerable individuals and work closely with Case Management Officers to progress appropriate interventions.
9. Case Management Officers provide the problem-solving and investigative capacity behind the frontline service. They coordinate responses to persistent and complex antisocial behaviour, work with victims and affected communities, prepare evidence for formal action and bring together Council services, the Police, housing providers and other partners. This integrated model enables the service to move beyond responding to individual incidents and to address repeat offenders, repeat victims and locations experiencing disproportionate levels of harm.
10. During 2025/26, the service continued to deliver a combination of early intervention, education, visible patrols and proportionate enforcement. Permanent investment in Civic Enforcement Officers secured additional frontline capacity, with thousands of patrol hours delivered across the Borough. Officers supported targeted activity through the Joint Action Group process and initiatives including Operation Shield, providing coordinated patrols with Cleveland Police and partners in Stockton Town Centre and supporting the preparation and safe opening of Stockton Waterfront Urban Park.
11. Performance information demonstrates the scale of activity delivered through this partnership approach. During 2025/26, 3,181 antisocial behaviour hotspot patrols were recorded and 11,092 reports of antisocial behaviour were received across Police and Council systems. The combined reporting rate remained the lowest in Cleveland, although levels of reporting must be considered alongside public confidence and willingness to report concerns. Recorded Public Spaces Protection Order activity included instructions, warnings, fixed penalty notices and confiscations, reflecting the emphasis placed on securing compliance before progressing to formal enforcement where appropriate.
12. The impact of targeted activity has varied between locations, reflecting the different causes and complexity of local antisocial behaviour. Between July 2025 and March 2026, recorded antisocial behaviour reduced by 34.21% in Ropner, 10.17% in Billingham and 2.63% in Norton. Stockton Town Centre experienced a 5.88% increase over the same period, demonstrating the continuing concentration and complexity of demand within the town-centre

environment. In the six months to May 2026, shop theft in Stockton Town Centre reduced by 17.8%.

13. The service also reviewed and strengthened the Public Spaces Protection Orders for Stockton Town Centre and Norton. The revised arrangements respond to local evidence and provide powers to address behaviours including aggressive begging, street drinking, public urination and defecation, dog fouling and the irresponsible use of off-road or electric bikes and scooters. Public consultation attracted 528 responses, with 93% of respondents identifying begging as an issue in Stockton Town Centre and 96% identifying street drinking as a problem. A total of 87% considered that the proposed Stockton Town Centre Order would increase their sense of safety.
14. Case Management Officers have worked alongside Civic Enforcement Officers to secure longer-term outcomes in the most persistent cases. This has included gathering and coordinating evidence to support warnings, statutory notices, closure activity and applications for court orders. One recent example involved evidence supplied by the team contributing to a three-year Criminal Behaviour Order restricting a persistent offender from entering Norton Village following repeated antisocial behaviour and racial abuse directed towards a Civic Enforcement Officer.
15. The service continues to balance a significant range of competing demands. Regular resources are required around schools, town centres and other known pressure points, while officers must remain available to respond to environmental crime, antisocial behaviour, unauthorised encampments and emerging community concerns. Some locations require double-crewed deployments due to operational risks, reducing the geographical coverage available at any one time. Frontline officers can also face verbal abuse, intimidation, online harassment and physical violence when carrying out their duties, reinforcing the importance of officer safety, appropriate staffing arrangements and organisational support.
16. Overall, the combination of visible enforcement and specialist case management has strengthened the Council's ability to respond to immediate community concerns while also addressing the underlying causes of persistent antisocial behaviour. Future priorities will include maintaining intelligence-led patrols, embedding the revised Public Spaces Protection Orders, strengthening case-management and evidential processes, developing the use of technology and continuing to work with partners to target repeat offenders, victims and locations.

Security and Surveillance (CCTV)

17. The Security and Surveillance Service provides a critical public protection function for Stockton-on-Tees Borough Council, operating a modern CCTV and

Control Room service that supports crime prevention, public safety, safeguarding, emergency response and the effective management of public spaces. Working closely with Cleveland Police, emergency services, Council services and a wide range of partners, the service provides 24-hour monitoring and coordination capabilities that contribute significantly to community safety outcomes. The service plays an important role in supporting investigations, protecting vulnerable individuals, monitoring high-risk locations and providing reassurance to residents, businesses and visitors.

18. The service is delivered through a team of skilled Control Room Operatives who monitor the Council's CCTV network, respond to incidents in real time and coordinate information sharing with operational partners. The team provides direct support to Civic Enforcement Officers, Police officers and emergency responders, enabling rapid deployment to incidents and supporting effective decision-making through live intelligence and evidential footage. The Control Room also acts as an important communication hub during major incidents, severe weather events, community events and other situations requiring coordinated multi-agency responses.
19. During 2025/26, the service continued to provide extensive support to Cleveland Police investigations, Council enforcement activity and safeguarding interventions. CCTV operators routinely assisted in locating vulnerable and missing persons, monitoring high-risk incidents, identifying suspects and preserving evidential footage for criminal investigations. The service also supported targeted partnership initiatives including Operation Shield and wider town-centre safety activity, providing live intelligence to officers deployed within Stockton Town Centre and other identified hotspot locations.
20. The scale of activity delivered by the service demonstrates its importance to both public safety and operational effectiveness. During 2025/26, the Control Room monitored 589 Open space and 481 Remote site CCTV cameras across the Borough, supported 6510 live incidents, fulfilled 2402 evidential requests from Cleveland Police and partner agencies and assisted with 1036 Arrests. CCTV footage directly contributed to investigations involving antisocial behaviour, violence, retail crime, environmental offences and public order incidents, ensuring partners were able to access high-quality evidential material when required.
21. The CCTV network played a significant role in supporting efforts to tackle antisocial behaviour, retail crime, violence and public disorder. Through close partnership working with Cleveland Police, Civic Enforcement Officers and local businesses, the service contributed to intelligence-led operations designed to improve perceptions of safety and reduce offending. This partnership approach has been particularly important within Stockton Town Centre, where the concentration of activity, footfall and vulnerability requires a coordinated and highly visible response from multiple agencies. The service

also supported wider reductions in shop theft and antisocial behaviour through real-time monitoring and evidential support to operational partners.

22. Alongside its community safety role, the service supported the safe delivery of major events across the Borough, including activity associated with Stockton Waterfront Urban Park and wider town-centre events. CCTV operators provided situational awareness, monitored crowd movements, supported emergency planning arrangements and enabled a coordinated response to emerging issues. During the year the service has supported all planned events across Stockton on Tees, providing reassurance to organisers, emergency services and the public whilst helping ensure events were delivered safely and effectively.
23. The service also continues to make a significant contribution to safeguarding and vulnerability management. Operators regularly identify individuals who may be at risk due to mental health concerns, exploitation, substance misuse, rough sleeping or other vulnerabilities and work with partners to ensure appropriate interventions are made. This preventative role often takes place away from public view but remains an important element of the service's daily activity, helping vulnerable people access timely support and reducing the risk of harm.
24. As demand continues to evolve, the service faces increasing expectations regarding the use of technology, evidential standards, information governance and resilience. The growing complexity of investigations, increasing public expectations and the need to maintain ageing infrastructure require ongoing investment and modernisation. Maintaining a skilled workforce capable of operating increasingly sophisticated systems while supporting partners across a broad range of incident types also remains a key priority. Future investment will focus on ensuring the CCTV estate remains reliable, resilient and capable of meeting modern evidential and operational requirements. The CCTV Control Room also provides an in-house, professionally qualified drone service, delivering operations in support of anti-social behaviour (ASB) investigations, surveys, environmental monitoring, and event management. The service regularly supports the police and partner agencies, providing aerial intelligence and operational assistance when required.
25. Overall, the Security and Surveillance Service remains a highly valued and effective component of the Borough's community safety infrastructure. By combining technology, skilled operators and strong partnership working, the service continues to protect vulnerable people, support law enforcement, enhance public safety and contribute to the Council's wider ambitions for safe, healthy and resilient communities. Future priorities will include reviewing CCTV infrastructure requirements, strengthening analytical capabilities, maximising the benefits of emerging technologies and ensuring the service remains resilient, effective and responsive to changing community needs.



Trading Standards

26. The Trading Standards Service plays a vital role in protecting consumers, supporting legitimate businesses and maintaining confidence in local markets. The Service delivers a wide range of statutory functions including product safety, fair trading, intellectual property enforcement, doorstep crime prevention, age-restricted sales, food standards, animal feed enforcement and metrology. Working closely with regional and national partners, the Police, HMRC, Border Force, businesses and neighbouring authorities, the Service helps ensure that residents are protected from rogue traders, scams, counterfeit goods and unsafe products whilst supporting a fair and competitive trading environment.
27. The Service adopts an intelligence-led approach to regulation and enforcement, targeting resources towards areas of greatest risk and harm. Officers work proactively with businesses to improve compliance through advice, education and engagement whilst taking robust enforcement action where necessary. This balanced approach helps businesses understand and meet their legal obligations whilst ensuring that consumers are protected from unfair or illegal trading practices.
28. During 2025/26, the Service continued to support vulnerable residents through interventions targeting scams, fraud, doorstep crime and financial exploitation. Officers worked with partners to identify and safeguard individuals at risk, providing advice, support and preventative interventions designed to reduce harm and build resilience within local communities. The Service also continued to support the National Trading Standards Scams Team and regional intelligence arrangements, contributing to wider efforts to tackle organised criminality and consumer detriment.
29. In January 2025, working in partnership with Safer Communities and other local Trading Standards Services, a Financial Fraud Advocate (FFA) was established, hosted by the Victim Care and Advice Service. The role of the FFA is to help fraud and scam victims recover their financial losses and to reduce the risk of repeat victimisation. In its first 1½ years of operation up to June 2026, the FFA has hit the £1million barrier, recovering a grand total of £1,285,666.88, including £358,620.16 for fraud victims within the Borough of Stockton-on-Tees.

30. The scale of activity delivered by the Service demonstrates its importance in protecting both consumers and legitimate businesses. During 2025/26, Trading Standards Officers carried out 1722 enforcement actions, including 360 inspections and compliance visits. In addition, the team investigated 820 complaints and service requests and helped local consumers obtain £164,270 in redress following the supply of faulty or misdescribed goods and services.
31. Protecting children and vulnerable people remains a significant area of focus. Throughout the year, the Service undertook targeted activity relating to age-restricted products, including alcohol, tobacco, vaping products, knives and other regulated goods. During 2025/26, Trading Standards carried out 8 underage sales test purchase exercises using young volunteers to test whether retailers were complying with their responsibilities concerning the sale of age restricted products. In total 94 test purchase attempts were carried out with a young volunteer, with 18 of these resulting in a positive sale, giving a failure rate of 19%. Underage sales test purchasing exercises, retailer engagement and educational activity are used to promote compliance and reduce the risk of harm to young people. Where necessary, formal enforcement action was taken against businesses that failed to meet their legal responsibilities.
32. The Service also played an important role in supporting wider community safety priorities through partnership working with Community Safety, Licensing, Environmental Health, Cleveland Police and regional enforcement agencies. Joint operations targeted illicit tobacco sales, underage sales, nuisance premises and criminality linked to the local economy. This collaborative approach enabled intelligence to be shared effectively and ensured that enforcement activity addressed both the symptoms and underlying causes of community harm. In 2025/26, targeted joint operations within the Borough resulted in the seizure of 512,620 illicit and counterfeit cigarettes, 97.7kg of hand rolling tobacco and 1329 illegal vapes.
33. In addition to enforcement activity, the Service continued to provide significant support to local businesses. Officers delivered advice, guidance and regulatory support to help businesses comply with consumer protection legislation, product safety requirements and fair-trading standards. In 2025/26, officers provided advice and guidance on a range of Trading Standards issues to 305 businesses across the Borough. This preventative approach helps create a level playing field for compliant businesses whilst reducing the need for formal enforcement action.
34. The Service also contributes to the Council's broader public protection responsibilities through specialist functions relating to food standards, animal feed enforcement, and legal metrology. During the year, officers undertook 381 inspections and interventions across these specialist areas. These actions are designed to maintain high standards of compliance and protect public confidence in local businesses and supply chains. Activity in these areas often

takes place away from public view but remains an important component of the Council's regulatory responsibilities.

35. Trading Standards will continue to take formal enforcement action where circumstances warrant it, to protect both consumers and legitimate businesses. This can occur when the trader concerned has engaged in fraudulent activity, has deliberately or persistently contravened legal obligations, posed a serious safety risk or caused significant consumer detriment. In 2025/26, the Service obtained 11 closure orders under the Anti-social Behaviour, Crime and Policing Act 2014, against premises involved in the supply of illicit and counterfeit tobacco and vaping products. Officers also used new powers under the Tobacco Products (Traceability and Security Features) Regulations 2019 to make two 'Track and Trace' referrals to HMRC, following the seizure of illicit tobacco. Both traders subsequently received £5000 fines from HMRC. Another trader involved in the supply of illicit tobacco was sentenced to 2½ years imprisonment in his absence at Teesside Crown Court in July 2025, following the conclusion of a long and complex investigation.
36. In another long running case at Teesside Crown Court in July 2025, a rogue builder was sentenced to 44 weeks imprisonment suspended for 18 months and ordered to undertake 120 hours of unpaid community work and pay £41,321 in compensation to the victims, after pleading guilty to unfair trading offences in relation to substandard and unfinished building work. In another rogue trader case carried out in conjunction with the Regional Investigations Team, two directors of a home improvement company in Billingham were ordered to pay £27,336 in compensation to victims under the Proceeds of Crime Act 2002.
37. As consumer behaviour, technology and criminality continue to evolve, Trading Standards faces increasing challenges associated with online marketplaces, social media-enabled fraud, counterfeit goods, and increasingly sophisticated scams. These issues are exacerbated by the cost-of-living crisis, with more residents vulnerable to rogue traders and mass marketing scams. The Service must continue to adapt its enforcement and intelligence capabilities to respond effectively to emerging threats whilst maintaining its statutory responsibilities across a broad range of regulatory functions.
38. Given the broad remit of Trading Standards, new legislation is often on the horizon. The Tobacco and Vapes Act 2026 in particular, will present a challenge over the next year or so, creating a generational tobacco ban on 1st January 2027 and bringing in a range of new controls over tobacco products, nicotine products, herbal smoking products and non-nicotine vapes.
39. The sale of illicit goods is now often not an isolated issue, with Organised Crime Groups exploiting high streets up and down the country and using local businesses to front criminal networks. This issue has recently been highlighted

by BBC reporting and has caught the attention of policy makers in Parliament. Trading Standards Officers are at the forefront of this and the challenges that it provides in terms of stretched resources, targeted intelligence-led enforcement, increased joint working initiatives and issues around officer safety and wellbeing.

40. The Service has been successful in obtaining funding from the Department of Health and Social Care (DHSC) for a Tobacco and Vapes Apprentice and the successful applicant is due to start by the end of October 2026. Whilst the role will be focussed on tobacco and vapes enforcement, work across the full range of Trading Standards duties will also take place, with a view to completing the Level 6 Trading Standards Apprenticeship by April 2029.
41. Trading Standards is a small specialist team consisting of 8 officers, including 3 current Apprentices working to complete the Trading Standards Officer qualification. Whilst this presents a challenge, it highlights the importance that the Service has placed on a 'grow your own' approach to help future-proof service delivery in a specialist area that is traditionally hard to recruit into. This is particularly important given the age profile within the team, with 3 of 5 qualified officers aged 58 or above and likely to retire in the next year or so. Workforce sustainability will be an issue going forward that will need to be managed carefully.
42. The Trading Standards Service remains a highly effective and valued public protection service. By combining intelligence-led enforcement, business support, consumer protection and strong partnership working, the Service continues to safeguard residents, support economic confidence and contribute to the Council's ambition of creating safe, healthy and resilient communities. Future priorities will include strengthening intelligence capabilities, tackling emerging consumer threats, supporting vulnerable residents, enhancing regional collaboration and ensuring businesses are supported to meet changing regulatory requirements.



Challenges

43. The nature of community safety and regulated services continues to evolve, with increasing complexity and demand across a range of issue areas. While overall partnership arrangements remain strong, demand associated with antisocial behaviour, vulnerability, exploitation, mental health-related incidents and repeat locations continue to place pressure on resources.
44. The Service operates within a challenging financial environment whilst responding to increasingly complex cases requiring intensive partnership intervention. Many community safety issues have broader social causes and require sustained multi-agency responses rather than single-service solutions, creating demands on officer time and partnership resources.
45. Community safety issues are becoming increasingly complex and often involve multiple underlying causes including vulnerability, mental health, substance misuse, exploitation, poverty and social exclusion. As a result, incidents rarely sit within the remit of a single organisation and increasingly require coordinated responses involving the Council, Police, health services, housing providers and voluntary sector partners. While partnership arrangements remain strong, the intensity and duration of interventions required to support individuals, families and communities continues to place pressure on frontline services and specialist case management resources.
46. Although long-term crime levels have reduced and partnership activity continues to deliver positive outcomes, antisocial behaviour remains one of the issues most frequently raised by residents. Public expectations for visible enforcement, rapid intervention and immediate resolution continue to grow, particularly within town centres, neighbourhood hotspots and public spaces. Balancing community expectations against available resources requires careful prioritisation, effective communication and a continued focus on intelligence-led deployment to ensure resources are targeted where they can have the greatest impact.
47. The Borough's town centres continue to experience concentrated levels of demand associated with antisocial behaviour, vulnerability, retail crime, street drinking and wider community safety concerns. Significant investment in regeneration, including Stockton Waterfront Urban Park, has increased the importance of maintaining safe, attractive and welcoming public spaces. This requires sustained partnership activity involving Civic Enforcement, CCTV, Police, businesses and other stakeholders to manage both actual crime and public perceptions of safety.
48. The Council's CCTV and surveillance infrastructure remains a critical component of the Borough's public protection arrangements. However, advances in technology, increasing evidential standards, cyber resilience requirements and public expectations regarding service capability require ongoing investment. Maintaining and modernising CCTV systems, control room

technology, communications infrastructure and associated digital capabilities remains a significant challenge within a constrained financial environment. Failure to modernise risks reducing operational effectiveness and limiting the ability of services to respond to emerging threats and opportunities.

49. Across Community Safety, Trading Standards, CCTV, Emergency Planning and Business Continuity, services rely upon experienced and highly skilled officers operating within increasingly specialist disciplines. Areas such as safeguarding, serious violence, exploitation, intelligence development, regulatory enforcement, emergency response and resilience planning require specialist knowledge and ongoing professional development. Recruiting and retaining suitably qualified staff remains challenging across the sector, particularly where demand and complexity continue to increase. Maintaining workforce resilience, succession planning and organisational knowledge will remain an important priority over the coming years. It is also true that there is both a national and local trend in terms of violence and threats faced by these employees. Often taking organised crime groups head on, this leaves officers as target for intimidation and threats of violence which impacts on employee retention.
50. The regulatory environment continues to evolve, creating both opportunities and challenges for local authorities. Emerging legislation and national policy developments relating to antisocial behaviour, violence against women and girls, serious violence, public protection (vapes and tobacco), consumer protection, online harms, resilience and public safety (Martyn's Law) are likely to generate additional responsibilities and expectations. Services must remain agile and responsive to ensure that policies, procedures, training and operational practices remain compliant whilst continuing to deliver effective outcomes for residents and businesses.

Emerging Issues

51. The continued development of Violence Against Women and Girls (VAWG) initiatives, serious violence duties and vulnerability-focused interventions will require sustained partnership effort and resources. Increasing expectations from national policy and legislation are likely to generate additional demand for preventative and enforcement activity.
52. The growing use of technology in both criminality and community engagement presents opportunities and challenges. The Service will need to continue adapting to emerging threats whilst ensuring CCTV, intelligence and analytical capabilities remain effective.
53. Changes in patterns of antisocial behaviour, including the use of social media to organise gatherings, nuisance behaviour and potential community tensions, will require increasingly flexible and intelligence-led responses.

54. There is also an increasing emphasis nationally on prevention, early intervention and place-based approaches to community safety. Strengthening community resilience, supporting vulnerable individuals at an earlier stage and addressing the root causes of crime and antisocial behaviour will continue to shape service priorities over the coming years.

Stockton-on-Tees Plan – Progress 2026

Community Safety

Summary

Following Council agreement of the Stockton-on-Tees Plan in 2024, it was agreed that The Community Safety Select Committee would receive annual performance updates of the Tier 2 outcomes.

The indicators attached (Appendix 1) provide The Community Safety Select Committee with an update on the Council's progress against the high-level outcomes identified in the Stockton-on-Tees Plan.

Recommendations

The Community Safety Select Committee is recommended to note and comment on the update attached at Appendix 1.

Reasons for the Recommendations

1. To Ensure Transparency and Accountability:

Regular reporting against the Stockton-on-Tees Plan enables Members to monitor progress, assess the effectiveness of service delivery, and ensure that the Council remains accountable to residents and partners.

2. To Support Evidence-Based Decision Making:

The report provides an overview of outcomes, highlighting both achievements and areas requiring improvement. This evidence base supports informed decision-making and prioritisation of resources.

3. To Drive Continuous Improvement:

Identifying areas for improvement allows for timely intervention and the implementation of corrective actions. This promotes a culture of continuous improvement across services and contributes to better outcomes for communities.

4. To Align with Strategic Priorities:

Monitoring progress against the Stockton-on-Tees Plan ensure that the organisation remains focused on delivering its strategic objectives and that progress is aligned with the Council's vision and long-term goals.

5. To Inform Future Planning and Budgeting:

Insights from the report can inform future service planning, policy development, and budget setting, ensuring that resources are targeted effectively to meet community needs.

6. To Highlight and Celebrate Success:

Recognising areas of strong progression helps to motivate staff, share best practice, and reinforce the Council's commitment to delivering high-quality services.

Detail

1. The Stockton-on-Tees Plan (2024) set a Vision for the future of the Borough, developed with communities, for communities:
 - a. Our Vision: Stockton-on-Tees is home. It's a warm and friendly place where we welcome others and come together as a single community. We are a diverse and inspiring Borough, culturally rich and with confidence in a future that we can all share and be proud of. At the economic heart of the Tees Valley, we are a dynamic, safe and healthy place where everyone can grow and succeed. We will continue to work together to reduce inequalities and barriers to opportunity.
2. The wider plan was developed to reflect the drivers and priorities that can turn our Vision into reality, and included a picture of success, underpinned by key outcome measures (What success looks like – Stockton-on-Tees Borough Council).
3. Outcomes centre around our priority areas of:
 - The Best Start in Life to Achieve Big Ambitions
 - Healthy and Resilient Communities
 - A Great Place to Live, Work and Visit
 - An Inclusive Economy
 - A Sustainable Council
4. Appendix 1 provides the first year's progress report against key outcome measures, it includes:
 - a. The vision and priorities
 - b. Key indicators (current position and direction of travel)
 - c. Activity to date
 - d. Planned activity
 - e. Key metrics

5. This includes:

- a. Areas where the Council performs above the national average, and demonstrates strong performance trends aligned to our ambitions:

	Indicator
9	Deaths attributable to particulate air pollution (particulate matter less than 2.5 micrometres in diameter [PM2.5])
20	Number of fly tipping incidents per 1,000 population

- b. Areas where the Council shows strong performance relative to national averages, however there is a need to manage local trends to improve outcomes:

	Indicator
15	Drugs and alcohol: Proportion of the opiate and/or crack prevalent population (18+) that are not in treatment (unmet need)
16	Drugs and alcohol: proportion of alcohol-dependent population (18+) that are not in treatment (unmet need)

- c. Areas where the Council demonstrates strong performance trends aligned to our ambitions:

	Indicator
12	Percentage of people who are satisfied with their local area as a place to live
21	Percentage of people who agree adults in their communities can be trusted

- d. Known areas of challenge that inform targeted activity to improve outcomes:

	Indicator
3	% of proactive licensing activities that resulting in safeguarding, compliance or risk-reduction outcomes
13	Rate of violent crimes per 1,000 population

14	Rate of crimes and ASB incidents recorded in an area per 1,000 population [MONTHLY]
18	Hospital admissions for alcohol-related conditions (narrow) (KJS amend from A&E alcohol) (DSR per 100,000 population)
19	Rate of alcohol-specific mortality (DSR per 100,000 population)

e. Indicators that are specific to SBC with a positive trend:

	Indicator
1	Number of live licences across all regimes
2	Number of reactive service requests received
4	Number of requests to pest control regarding public nuisance pest treatment
5	Number of stray dogs taken into our care
6	Food premises requiring inspection as determined by risk analysis and statutory FSA inspection framework
7	Number of complaints received regarding potential statutory nuisance requiring investigation
8	Number of complaints received regarding suspected food safety/hygiene issues/offences
10	Number of live investigations across all Trading Standards legislation
11	Total requests for service to Community Safety

Community Impact and Equality and Poverty Impact Assessment

6. The Council Plan drew from a wide range of data and intelligence. But overall, it represents the voice of the Borough. It has been developed with communities, for communities. Intelligence has been gathered from:
 - Our Residents Survey
 - Conversations with Community Groups
 - Face-to-face interviews
 - Out Viewpoint Panel
7. Key themes from our conversation with communities, and which are reflected in the Council Plan are:
 - Creating a Borough to be proud of that encourages more young people to stay here
 - Creating employment opportunities and raising aspirations
 - Creating safe communities and reducing anti-social behaviour in town centres
 - Good Schools and Colleges
 - Good transport links – including cycleways & pathways
 - Joint working with communities and creating an inclusive Borough
8. Working closely with our communities and partners will help us meet the needs of our residents and make Stockton-on-Tees a place we can all be proud of. Some examples of how we will measure success include:
 - The number of children in poverty
 - Educational attainment
 - Feelings of belonging in communities
 - Crime rates & perceptions of crime
 - Satisfaction with employment & accommodation
 - Employment rates & productivity

Corporate Parenting Implications

9. The Stockton-on-Tees Plan's strategic priorities will support the Local Authority to deliver its statutory functions and enable it to be an effective Corporate Parent.

Financial Implications

10. The Stockton-on-Tees Plan is aligned with the Council's Medium Term Financial Plan. There are no financial implications as a direct result of this report. Financial Implications will be considered through any proposed action to deliver and approval sought at that point.

Legal Implications

11. Any and all legal implications will be identified through careful action planning throughout the delivery of the Stockton-on-Tees Plan noting, in particular, that growing pressures on communities and public services will require effective management of all Council's resources, and that, any decisions made pursuant to the Council Plan are also made in accordance with the law to minimise any risk of legal challenge.

Risk Assessment

12. The Stockton-on-Tees Plan provides the vision or the future of the Borough. The greatest risk associated with the Stockton-on-Tees Plan is that the development has not been sufficiently robust and that the wrong priorities have been identified. This risk has been mitigated by a detailed development process including considerable consultation with our communities, partners and internally with Members and officers.

Wards Affected and Consultation with Ward Councillors

All Stockton-on-Tees Wards are affected.

Background Papers

Council Plan (Council Report, November 2024)

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Appendix 1 – Measuring Progress

a) The vision, priorities and key indicators



OUR VISION

Stockton-on-Tees is home. It's a warm and friendly place where we welcome others and come together as a single community. We are a diverse and inspiring Borough, culturally rich and with confidence in a future that we can all share and be proud of. At the economic heart of the Tees Valley, we are a dynamic, safe and healthy place where everyone can grow and succeed. We will continue to work together to reduce inequalities and barriers to opportunity. We are Team Stockton-on-Tees.

Read the full plan



1

THE BEST START IN LIFE TO ACHIEVE BIG AMBITIONS

A safe and inclusive community where everyone can thrive. Working hard to prevent the impact of poverty, creating a bright and healthy future with a shared sense of belonging. Supporting children in our care and creating equality of opportunity

2

HEALTHY AND RESILIENT COMMUNITIES

Building happy and healthy lives, supporting those who are experiencing poverty. Ensuring that our residents are resilient, independent

3

A GREAT PLACE TO LIVE, WORK AND VISIT

A vibrant and diverse place with an environment that is well looked after and outdoor spaces to enjoy that residents can be proud of

4

AN INCLUSIVE ECONOMY

Growing the local economy and cementing our role as the well-connected, economic heart of Tees Valley. Ensuring that all residents can benefit from secure and sustainable jobs

5

SUSTAINABLE COUNCIL

A well-run financially sustainable Council that improves outcomes for communities

Progress Quadrant		EXAMPLE	
PRIORITIES	- List of priorities that the specific service is currently working on: - Priority 1 - Priority 2 - Etc.	- List of indicators (outcomes) that measures the progress of all the PRIORITIES: - Indicator 1 - Indicator 2 - Etc.	INDICATORS
	WHAT'S BEEN DONE	- List of actions that have been undertaken to try and improve the INDICATORS - Action 1 - Action 2 - Etc.	

Community Safety & Regulated Services		Service Priorities				
		THE BEST START IN LIFE TO ACHIEVE BIG AMBITIONS	HEALTHY AND RESILIENT COMMUNITIES	A GREAT PLACE TO LIVE, WORK AND VISIT	AN INCLUSIVE ECONOMY	SUSTAINABLE COUNCIL
Unique Indicator Code	Priority	Linked to above priority				
CSRS001	Ensuring Stockton on Tees is a place where people <i>feel welcome</i> and are healthy, safe and protected from harm	Yes	Yes	Yes	No	No
CSRS002	Working in partnership <i>and engaging in problem solving activity</i> with strategic partners across the borough, regionally and nationally	Yes	Yes	Yes	Yes	Yes

b) Key indicators (current position and direction of travel)

	Indicator	Latest data	Trend
1	Number of live licences across all regimes	3123	
2	Number of reactive service requests received	2032	
3	% of proactive licensing activities that resulting in safeguarding, compliance or risk-reduction outcomes	58%	
4	Number of requests to pest control regarding public nuisance pest treatment	1912	
5	Number of stray dogs taken into our care (moved from T3)	312	
6	Food premises requiring inspection as determined by risk analysis and statutory FSA inspection framework [change to %]	757	
7	Number of complaints received regarding potential statutory nuisance requiring investigation [change to %]	1669	
8	Number of complaints received regarding suspected food safety/hygiene issues/offences	654	
9	Deaths attributable to particulate air pollution (particulate matter less than 2.5 micrometres in diameter [PM2.5])	4.3%	
10	Number of live investigations across all Trading Standards legislation	819	
11	Total requests for service to Community Safety	18,137	
12	Percentage of people who are satisfied with their local area as a place to live	67%	
13	Rate of violent crimes per 1,000 population	37.3	
14	Rate of crimes and ASB incidents recorded in an area per 1,000 population [MONTHLY]	12.01	
15	Drugs and alcohol: Proportion of the opiate and/or crack prevalent population (18+) that are not in treatment (unmet need)	42.8%	
16	Drugs and alcohol: proportion of alcohol-dependent population (18+) that are not in treatment (unmet need)	72.3%	
17	Alcohol related crime and disorder		
18	Hospital admissions for alcohol-related conditions (narrow) (KJS amend from A&E alcohol) (DSR per 100,000 population)	705	
19	Rate of alcohol-specific mortality (DSR per 100,000 population)	20.1	
20	Number of fly tipping incidents per 1,000 population	11.8	
21	Percentage of people who agree adults in their communities can be trusted (from from TS to CS)	36%	

b) Activity to date

7,11,12,14,21	Continued delivery of multi-agency Joint Action Group (JAG) activity targeting antisocial behaviour hotspots and community concerns.
2,3,7,11,12,13,14,15,16,17,18,19,21	Supported investigations through the Council's CCTV and Control Room service, providing evidential material and operational support to Cleveland Police and partner agencies.
2,4,5,7,11,12,20,21	Delivered targeted civic enforcement operations addressing littering, fly tipping, dog fouling and environmental crime.
7,11,12,14,21	Coordinated partnership responses to persistent and complex antisocial behaviour cases, achieving positive outcomes for affected residents.
2,11,12,13,14,15,16,17,18,19,21	Supported safeguarding activity through information sharing and participation in multi-agency risk management arrangements.
2,10,11,12,21	Delivered community engagement initiatives to address local concerns and promote community cohesion.
11,12,21	Supported the safe delivery of major borough events through planning, coordination and operational deployment.
12,21	Maintained effective emergency planning arrangements and participated in multi-agency emergency exercises.
11	Reviewed and updated business continuity plans across Council services.
3,13,14,15,16,17,18,19	Delivered preventative work in relation to violence reduction, vulnerability and community safety priorities.
7,11,12,21	Worked with housing providers to resolve neighbourhood issues and improve resident outcomes.
14,15,16,17,18,19	Supported enforcement activity relating to street drinking and associated public space concerns.
11,12, 13,14,21	Continued monitoring and management of community tensions across the Borough.
11,13,14	Developed intelligence-led approaches to identifying emerging community safety risks.
11,12, 13,14,21	Maintained strong partnership working through the Safer Stockton Partnership and associated delivery groups.

d) Planned activity

12,14, 15,16,21	Continue delivery of targeted antisocial behaviour interventions and hotspot-based problem solving.
12,13,14,21	Further develop partnership approaches through the Joint Action Group framework.
12,21	Implement priority actions arising from Community Safety Partnership strategic assessments.
12,13,21	Continue strengthening responses to violence against women and girls.
13	Deliver further activity linked to the Serious Violence Duty and prevention agenda.
12,21	Expand community engagement and resident participation opportunities.
2,11	Review and enhance CCTV capability and future infrastructure requirements.
12,13,14	Continue targeted civic enforcement operations based on local intelligence and resident feedback.
12,21	Develop further analytical and intelligence capabilities to support evidence-based interventions.
12,21	Deliver community cohesion initiatives supporting inclusion and community confidence.
12,21	Further strengthen safeguarding links across partner organisations.
3,7,10,11,12,15,16,17,18,19,21	Continue support for town centre management and public space safety initiatives.
11,12,21	Enhance business continuity arrangements and organisational resilience planning.
12,21	Participate in regional and local emergency planning exercises.
12,21	Review major incident preparedness arrangements and associated plans.
11	Continue workforce development, training and succession planning activity.
13,14	Strengthen preventative approaches focused on repeat victims, locations and offenders.
3,4,5,6,7,8,9,12,13,14,15,16,17,18,19	Support delivery of Council Plan outcomes relating to safe, healthy and resilient communities.
4,20	Continue partnership work addressing environmental crime and quality-of-life issues.
13,14	Monitor emerging national policy and legislative developments affecting community safety services.

e) Key Metrics

	Indicator	Polarity	Previous 2 years (R-L)		Previous year	Latest data	Trend
1	Number of live licences across all regimes	High is good	2358	2789	2891	3123	
2	Number of reactive service requests received	High is good	1572	1805	2032		
3	% of proactive licensing activities that resulting in safeguarding, compliance or risk-reduction outcomes	High is good	81%	86%	86%	58%	
4	Number of requests to pest control regarding public nuisance pest treatment	Low is good	1616	1968	1924	1912	
5	Number of stray dogs taken into our care (moved from T3)	Low is good	337	347	358	312	
6	Food premises requiring inspection as determined by risk analysis and statutory FSA inspection framework [change to %]	Low is good	697	697	721	757	
7	Number of complaints received regarding potential statutory nuisance requiring investigation [change to %]	Low is good	1686	1604	1511	1669	
8	Number of complaints received regarding suspected food safety/hygiene issues/offences	Low is good	738	759	789	654	
9	Deaths attributable to particulate air pollution (particulate matter less than 2.5 micrometres in diameter [PM2.5])	Low is good	4.9%	5.5%	4.6%	4.3%	
10	Number of live investigations across all Trading Standards legislation			836	754	819	
11	Total requests for service to Community Safety	Low is good	11,616	17,767	18,959	18,137	
12	Percentage of people who are satisfied with their local area as a place to live	High is good			67%	67%	
13	Rate of violent crimes per 1,000 population	Low is good	42.3	46.7	40.7	37.3	
14	Rate of crimes and ASB incidents recorded in an area per 1,000 population [MONTHLY]	Low is good	10.15	12.06	11.41	12.01	
15	Drugs and alcohol: Proportion of the opiate and/or crack prevalent population (18+) that are not in treatment (unmet need)	Low is good	-	45.6%	43.9%	42.8%	
16	Drugs and alcohol: proportion of alcohol-dependent population (18+) that are not in treatment (unmet need)	Low is good	-	74.5%	70.8%	72.3%	
17	Alcohol related crime and disorder	Low is good					
18	Hospital admissions for alcohol-related conditions (narrow) (KJS amend from A&E alcohol) (DSR per 100,000 population)	Low is good	616	689	664	705	
19	Rate of alcohol-specific mortality (DSR per 100,000 population)	Low is good	13.7	20.8	20.2	20.1	
20	Number of fly tipping incidents per 1,000 population	Low is good	6.1	8.7	11	11.8	
21	Percentage of people who agree adults in their communities can be trusted (from from TS to CS)	High is good			39%	36%	

Metric 17 currently has no data

