

Portfolio Holder Annual Report

Portfolio: Community Safety & Regulatory
Services

Portfolio Holder: Councillor Rebecca Blake

Year: 2012/13

Community Safety

1. Executive Summary

1.1 Please provide a summary of services /areas covered within the remit of the Portfolio

Community Safety: *Strategic Purpose – ‘Keep Me Safe’*

Supported the successful merger of the North Worcestershire Community Safety Partnership and development of the new NW CSP Performance Framework. Also continue to support the local operational delivery of CSP projects and initiatives through the Redditch Community Safety Tasking Group.

Successfully incorporated delivery of the Environmental Enforcement service on behalf of Environmental Services. Since 1st April various environmental enforcement duties have been undertaken including dealing fly posting, fly tipping, dog fouling, abandoned vehicles, littering and most recently cars for sale parked on grass verges.

Facilitated a successful merger to establish the North Worcestershire Hate Incident Partnership and continued to deliver workshops and activities in local schools in Redditch on the subject of Hate Crime and other community safety issues.

Continued to deliver bespoke home security advice and works to residents at risk of burglary and survivors and victims of domestic abuse through the Home Security Project and the Sanctuary Scheme.

Developing a comprehensive programme of events in support of the annual Domestic Abuse White Ribbon Campaign including Elected Member support and input for a piece of public art called “These Hands are Not For Hurting”, facilitating the Countywide action event which will be hosted in Redditch Town Centre and a variety of other events during the 16 days of action to encourage public support for the pledge never to commit, condone or remain silent about Domestic Abuse.

Distribution of SmartWater domestic property marking kits made available to all Redditch residents at cost price. Successful negotiation with kit supplier enables free kits to be distributed to all victims of domestic burglary via West Mercia Police.

Progressing a CSP funded scheme to prevent lead thefts from residential and public buildings in Redditch using forensic property marking. The residential scheme to property mark lead flashings is being launched in a pilot area in Batchley.

More artwork is continually being added to the Roadway Arts portfolio to reduce graffiti and ASB and consequently reduce fear of crime. The piece "Creative Redditch" is ready to go on a shelter and the most recent piece "Built Redditch" has recently been finished also. The designs for "Built Redditch" were shown to the Britain in Bloom panel and Judge Nicola Clarke said she was "particularly impressed with the community art scheme introduced to prevent vandalism of bus shelters, which she labelled 'outstanding'. The project has inspired a community railway in Lancashire to install their own bus shelter artwork even to the point of having the artwork printed in Redditch.

Further work has progressed on the Gateway Mural at the Train Station. A panel has been added to the subway surround detailing information about the artwork and those who took part in creating it.

A scheme is in development to secure several blocks of flats in Batchley, reducing maintenance costs and anti social behaviour. Draft proposals and initial discussions with partners have taken place.

Successfully completed the residential security scheme to reduce crime and anti-social behaviour in the Winyates centre. A final Community Safety report with recommendations in relation to the commercial elements of the Centre was presented to the Project Management team for consideration.

Officers continue to comment on planning applications with the view to "designing out crime" in medium and large scale developments across the borough. Links between the departments grow and Community Safety Officers are even receiving feedback directly from the architects of developments. Positive changes to plans are being seen in developments as a result of Community Safety Officers' suggestions. Our Community Safety Project Officers are currently the only non-Police staff to hold the NPIA Crime Prevention Design Advice qualification.

In conjunction with the Police and the Older Peoples Forum purse chains are purchased and distributed to vulnerable members of the community.

The pilot Gating Scheme in Crabbs Cross Lane to reduce incidents of anti-social behaviour completed successfully.

Completed the comprehensive scheme of security works implemented at Beoley/Grange Court to reduce longstanding issues of crime and anti-social behaviour.

Continue to deliver workshops and activities in local schools in Redditch on the subject of Hate Crime and other community safety issues.

2. Performance

Redditch performance presented August 2012

Theme	Measure	YTD Total July 11/12	YTD Total July 12/13	% Change
Harm Reduction (ASB)	Total no. of ASB Incidents	1861	↓ 1631	-12.4%
	ASB Environmental	205	149	-27.3%
	ASB Nuisance	1140	↑ 1229	7.8%
	ASB Personal	413	239	-42.1%
	Youth ASB	732	545	-25.5%
	Alcohol ASB	386	201	-47.9%
	Perception of ASB as a Problem (NI 17)*	13.50%	16.40%	21.5%

Drugs & Alcohol	Alcohol-related Recorded Crimes	331	309	-6.6%
	NTE Crime	96	↓ 64	-33.3%

Crime	Total Recorded Crime	2202	↓ 1746	-20.7%
	Assault without Injury	156	150	-3.8%
	VAP with Injury	231	193	-16.5%
	Dwelling Burglary	85	↓ 53	-37.6%
	Non-Dwelling Burglary	98	82	-16.3%

2.1 Please detail areas of good performance over the past year

The August performance report indicates that year to date (April to July 2012) there had been an overall reduction in ASB reporting across Redditch. Total ASB reporting has reduced in each district in NW compared to the previous year to date and, although month on month increases were being observed possibly part of a seasonal spike, the volumes remain lower than the previous year.

Also, Dwelling Burglary, had reduced by 20% across North Worcestershire (49 fewer offences) with the greatest proportional reductions seen in Redditch (38%, 32 fewer offences). There were also significant reductions in Night Time Economy Crime and Total Recorded Crime.

2.2 Please detail any areas of concerning performance in the year

However, there were differing trends amongst the districts for the ASB Nuisance category. Redditch showed increases in the year to date volume compared to the previous year. The ASB nuisance category makes up the

bulk of ASB reporting across North Worcestershire and appears to drive seasonal spikes in reporting.

A deeper understanding of the nature of these reports requires snapshot analysis which the NWCSP has commissioned. This will involve manually checking records for a one week period in May to examine the nature of the calls in this category.

3. The Year Ahead

3.1 Please detail the Portfolio Holder's main areas of focus in 2013/14

Key areas of work for Redditch Community Safety Partnership for 2013/14 are:-

Implementation of the annual strategic assessment and deliver the CSP partnership plan around the partnership themes of Secure Homes, Safer Streets & Public Places, Protecting Communities and Reducing Re-offending/Restorative Justice.

Increasing the resilience of the Community Safety Partnership and reducing reliance on grant funding by working with Partners to further mainstream grant funded activity. Continue the implementation of Section 17 across statutory responsible authorities and other partners.

Support the continued development of the NW CSP and work with Worcestershire SCB and West Mercia Criminal Justice Board to engage with the new West Mercia PCC and seek to work in partnership to deliver locally on shared Community Safety issues and agendas.

Build on the delivery of the enhanced enforcement role in order to meet the unexpected and increasing demand for environmental enforcement services across the Borough.

Note: there is a suggestion from Rebecca which Bev has suggested alternative wording. Bev is going to speak to Judith to make decision on if we put in Bev's alternative or leave it out. Bev will let me know.

CCTV and Lifeline

1. Executive Summary

1.1 Please provide a summary of services /areas covered within the remit of the Portfolio

CCTV

Keep my place safe and looking good

CCTV cameras are proactively monitored across North Worcestershire, including Redditch, Bromsgrove, and Wyre Forest, from the Town Hall based Monitoring Centre.

Operators react to incidents seen on camera, or reported to the Monitoring Centre by the Police and other channels such as pub watch and shop watch.

All images are recorded and retained for 28 days and can be reviewed retrospectively following the report of an incident or crime.

Operators produce footage for evidential purposes to aid in the prosecution of criminals.

The Monitoring Centre is a 24 hour operation staffed to meet the demands of the operation.

NEW Lifeline Installation

Help me live my life independently (including health and activity)

The Community Alarm service is available to vulnerable people living within the district. Where a resident needs Lifeline equipment installed in to their home to make the emergency call to the Monitoring Centre, the installers visit and assess the needs of the service user, obtain their personal details and bespoke contact requirements, then install the equipment and instruct the service user on how to use it.

The team work closely with a number of organisations such as; British Red Cross, supporting their Home from Hospital scheme, Social Services, taking referrals for those that could benefit from the equipment and Worcestershire County Council Sensory Impairment and Assistive Technology Team, who contract our installation service for complex solutions and of course many health professionals.

There is a variety of equipment available including; key safes, flood detectors, CO detectors, wandering alerts, fall detectors, epilepsy sensors, bogus caller alert, smoke alarms, flashing beacons and pillow vibrators to name a

selection. This equipment can be deployed in the service users' home to meet their assessed needs.

Charges for the Lifeline service are applicable but funding is available in certain circumstances.

The service is accredited to the Telecare Services Association Code of Practice, the nationally recognised industry standard.

NEW Lifeline Monitoring

Answering Lifeline calls is the priority function in the Monitoring Centre. The Lifeline equipment allows the service user to summon assistance by activating a call, usually pressing a button on a pendant (however more complex alerts can be deployed where the needs of the service user are more complex). Upon receiving the call in the Monitoring Centre the operator is immediately able to identify who is calling. The operator can speak to the caller and ascertain what the problem is, they will assess the situation, contact emergency contacts if required and ultimately send assistance to the service user.

There are currently over 5,000 Lifeline service users, over 3,000 living in Redditch.

Again, the service is accredited to the Telecare Services Association Code of Practice, the nationally recognised industry standard.

Lone Worker Monitoring

Using the same operating platform as used for Lifeline call handling the department is able to offer lone working monitoring for Council employees. Users of the service are able to log in and out of the system using their mobile phone, should they fail to respond to an automatic call, fail to log out at their allotted time or activate an emergency call, the operator would be alerted to the potential safety issue. The operator will then follow a set process to ascertain the safety of the lone worker and raise the alarm if the circumstances are unclear.

Out of Hours

Out of Hours calls are answered for Redditch Borough Council, Bromsgrove District Council, Bromsgrove District Housing Trust, Redditch Friends Housing Association and Worcestershire County Council.

On average the Monitoring Centre answer 350 - 400 calls outside office hours per month.

The service plays an important role within the Emergency Plan for both Bromsgrove and Redditch, as the initial point of contact in an emergency.

2. Performance

2.1 Please detail areas of good performance over the past year

CCTV

All staff have undertaken the educational course and examination to be deemed competent at Level 2 CCTV operations, enabling all operators to become front line CCTV licence holders with the Security Industry Authority.

Procurement of maintenance services was undertaken as a joint initiative with Wychavon District Council, Bromsgrove District Council, Wyre Forest Community Housing Group, Worcester City and Wyre Forest District Council, therefore allowing best value and economies of scale within the new contract.

In May 2012 there was a pre-planned march through Redditch Town Centre by the English Defence League. The Police co-ordinated an operation to maintain law and order and the expertise and local knowledge of the CCTV operators was used. Additional images were provided to Police Headquarters for the day via a temporary link, all other calls were diverted to the disaster recovery base and additional staff were called in to monitor the area. The team were highly commended on their professionalism and operational skills.

	No. of incidents in Redditch	*Proactively monitored Incidents %	Incidents resulting in an arrest on camera	Reviews requested	Footage seized
April 2012	121	26.4%	4	13	5
May 2012	151	26.5%	12	19	10
June 2012	121	26.4%	7	12	8
July 2012	150	34.7%	6	22	13
August 2012	150	34%	9	23	5
September 2012	140	25%	4	21	8

*Proactively monitored incidents are those that are initially spotted by the observations of the CCTV operator.

Lifeline Installation

Although this has been a difficult year economically across the country we have seen 153 new self funding service users within Redditch private sector housing. Telecare and Telehealth will grow in popularity and acceptance as support and awareness through the Department of Health's '3 Million Lives' project grows.

Telecare and Telehealth have moved on in leaps and bounds from the pull cord warden call system that which was first introduced decades ago. The equipment has become digital rather than mechanical and much of the

programming is computer based. We have enhanced technical skills within the team recruiting two Technical Installation Officers into vacant posts.

After installing 360 Lifeline machines in the last twelve months all new service users were left with a questionnaire and prepaid envelope to report back on the service they received through the installation period. 49 questionnaires were returned.

100% were satisfied with the quality of the service.
100% were satisfied with the speed of the response.
100% thought the staff were helpful and
100% thought the service was value for money.

We have a target to fit 9 out of 10 urgent installations within 2 days; we in fact fitted 10 out of 10, responding to customer enquiries immediately.

All non-urgent installations were achieved within the target of 10 working days. On average, from enquiry to fitting, installations are achieved within 3 days, but of course appointments are made to suit the availability of the potential service user and their family.

Lifeline Monitoring

Within the last twelve months NEW Lifeline has attracted two new corporate customers. These are both Housing Associations based in Birmingham. Both chose NEW Lifeline knowing that the friendly bespoke service offered would best meet the needs of their residents.

In the past Redditch Lifeline has teamed up with Wyre Forest Community Housing Group to provide reciprocal disaster recovery. That meant that should either location need to evacuate then Lifeline calls were diverted and the service to residents remain seamless. This agreement has now been reinstated to include Worcestershire Telecare and Bromsgrove District Council. The benefits of this partnership include no disaster recovery expenses, closer worker relations with Worcestershire Telecare, the ability to divert for other reasons such as meetings and training, and the network to explore future opportunity for working together or differently.

Maintenance

We aim to repair 9 out of 10 critical repairs within 48 hours. We achieved this target through out the year, often reinstating service in less than 24 hours.

In the last twelve months 99.3% of non critical maintenance was completed within ten working days.

Operator Quality Checks

There is a TSA requirement to ensure the quality of operators' response to Lifeline calls received in the Monitoring Centre. On occasion the Team

Leader will listen in live and on occasion the voice recorder is used. The calls are selected randomly. All operators currently work part time on Lifeline and therefore the target set is to listen to three calls per operator per month.

100% of checks have been completed.

Call response times

Every month calls are monitored to see how quickly operators pick up the calls. The targets set are 97.5% within 1 minute and 99% within 3 minutes. These targets have been met without failure every month.

2.2 Please detail any areas of concerning performance in the year

Supporting People

Funding for the Lifeline service from Supporting People is currently under review and has been for the last 18 months. Supporting People have decided to go through a tendering process for Call Alarm services where dispersed units are in place (individual units that plug into the service users telephone line). They plan to embed Telecare into support packages at the initial stage, and this will result in many more service users. Although long term this will see an increase in services and fairer funding for all, the length of time it is taking for Supporting People to implement changes has been difficult to manage.

CCTV

There has been an ongoing technical issue on CCTV in relation to recording footage and playing it back. The system configuration purchased in 2010 was found to be working at full capacity at all times and was running the risk of developing a critical fault. Play back was stuttering and stalling and difficult for operators to review.

After much negotiation a new recording system has been installed by the original supplier free of charge. The down side to this situation was that twenty eight days of archived footage had to be discarded for the new configuration to be installed. This had to be managed with the Police very carefully.

Lifeline

This year two housing providers have ceased to provide alarm service through Redditch Borough Council. When closing the contract it was confirmed that the new provider they had employed was less expensive. It is known that the Telecare industry has a very competitive market place, making it difficult to win cost effective contracts.

3. The Year Ahead

3.1 Please detail the Portfolio Holder's main areas of focus in 2013/14

Supporting People

The impact of changes to the funding of Community Alarm services through Supporting People will impact on Council tenants who currently receive services. The full implications are still unknown but could include the introduction of a charge payable by the service user, it could mean a change in supplier for monitoring services, and possibly a change in the type of equipment installed. The risks from these changes for the service will be closely managed, clearly communicated and minimised to reduce any negative impact on service users.

Assistive technology and Telehealth

Along side the Supporting People changes Worcestershire County Council have a new vision for Assistive Technology and program board to support it.

"The programme will result in a broad range of Assistive Technology being available across Health and Social Care to support people to live better lives in their own homes, and preventing unnecessary hospital or care home admission and early discharge from hospital."

Clearly the NEW Lifeline service can link into this project and over the next twelve months we will work with our partner organisations to propose new models of working to meet the needs of this vision.

Telehealth is not currently provided within Worcestershire and we aim to increase our technical knowledge in this area to explore the potential of integrating it into our current infrastructure.

Transformation

Transformation of the payments process will take place in the next twelve months to ensure Lifeline service users demand.

Revenue generation

Opportunities for revenue generation will be explored. These include:-

- Increased marketing programmes.
- Expansion of the lone worker service.
- Tendering for contracts that can be incorporated into existing resources.
- Grant funding opportunities.

Anti-Social Behaviour

1. Executive Summary

1.1 Please provide a summary of services /areas covered within the remit of the Portfolio

Anti-social behaviour is any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life. It is one of the biggest reported problems across communities and our specialist team was developed in response to a need for this to be addressed.

Our first response to a report is to consider what customers would like us to do to resolve their issues; we will also investigate the reasons why someone is suffering from anti-social behaviour to try and deliver solutions that give the very best outcome for the customer.

The Anti-Social Behaviour Team works creatively with a wide range of partner agencies in tackling cases of anti-social behaviour, we cannot operate in isolation; the work we undertake cuts across many disciplines and we work very closely with the local policing teams. The majority of our cases fall within one or more of three themes around alcohol abuse, substance misuse and mental health so it is essential that we are able to access experts in these service areas. The Bromsgrove and Redditch Safeguarding Vulnerable Adults group is a developing forum for the referral of vulnerable adults where a multi-agency approach is required and a number of our cases have benefited from this.

Our service is able to be accessed by customers in whichever way is the most convenient to them, through our One Stop Shops and Contact Centre, via on-line reporting, by email or telephone, by personal visit to the customer, and through referrals from other agencies.

175 anti-social behaviour cases were closed during the last 12 months (from August 2011).

Of these cases the average time to investigate, put interventions in place, take action as appropriate and resolve a case through to closure was 8 months; a slight increase on the end to end times from the previous year (7.5 months).

ASB Co-ordinators attend local schools as required; previously the team has delivered in-school 'respect' sessions on a planned basis and this may be revisited in the future.

Members of the ASB Team again supported the annual Young Citizens Challenge which is organised by the Fire Service. It is an event for agencies to interact with children from schools that have been invited to attend. The event provides an opportunity for all agencies to get across important

messages on the services that they provide. This year it was attended by ASB Team, Police, Fire Service, Road Safety, Red Cross and Severn Area Rescue Association.

A budget of £1,000 helped us to support victims and witnesses of anti-social behaviour through the provision of items such as CCTV cameras, fire proof letterboxes, additional locks and security lighting.

In addition the team use specialist equipment such as covert cameras, usage authorised through the Regulation of Investigatory Powers Act and noise recording equipment, both of which are valuable in the gathering of evidence.

The Team is represented at a range of partnership meetings such as Safeguarding Vulnerable Adults, Community Safety Partnership Tasking, the Redditch Anti-Harassment Partnership and the Priority and Prolific Offenders Group. In addition there are regular ad-hoc case conferences and meetings to discuss specific issues and approaches to targeting priority cases and individuals.

2. Performance

2.1 Please detail areas of good performance over the past year

This year the ASB team has managed a very wide range of cases; the only consistent factor being that all cases are different. By working creatively, joining up with partners and using the tools and powers available through the legislative framework we have been able to successfully resolve cases. A few examples are set out below.

- A case in the Church Hill area spanning over two years where the initial problems were noise nuisance as a result of domestic violence. The victim in this case was also one of the perpetrators with learning disabilities which after many months was diagnosed under the Mental Health Act. Residents suffered terrible disturbance from people involved with the victim; we worked very closely with the Police and up to 12 other agencies on this case. The ASB Team with the support of Police put an injunction in place against the main perpetrator; this was subsequently breached, enforced and the offender committed to prison. The victim has been moved to supported housing out of the area and is doing extremely well. Work is ongoing to ensure injunction is adhered to enabling the victim to start a new life and residents to have quiet enjoyment of their homes. We went before several Judges during the course of this case and both the ASB team and Police were commended for their partnership working.
- The ASB team, along with Community Safety, supported the Police 'Operation Krill' earlier this year. Several homes in the Greenlands area of Redditch had been targeted by a group of youths involved in damage, threats, intimidation and general anti social behaviour. We

used our covert cameras in locations within the vicinity to assist in gathering evidence of behaviour such as:-

- Youths gaining access to the communal areas and causing nuisance to residents in the block.
- Increase in fly tipping, rubbish and graffiti.
- Youths attending one flat in the block and appear to be "taking advantage" of a vulnerable resident.
- Causing problems to the "sheltered" side of the block.
- General ASB issues.
- Smoking inside the communal areas.
- Consistent damage caused to the internal fire doors.

Warnings were issued and consideration was given to injunctive action. As a result of a regular presence in the area to support the Police the issues became resolved although since then we have had isolated issues brought to our attention and these have been dealt with.

- We have experienced numerous complaints in the Batchley area with regards to the supply of drugs and the nuisance associated with people 'coming and going' to access drug dealers. We have worked over a long period of time with local Police and CID officers, sharing information and undertaking joint visits and issuing warnings. The problems we had were exacerbated by the built environment which meant it was very difficult to ever gain proper evidence to enable us to take legal action. Whilst this case is not closed and finally resolved as a result of targeted interventions we are advised that at present the area is very quiet again. We believe that strong warnings were taken notice of and the activity subsequently stopped allowing local residents to once again enjoy peace and quiet.
- Through multi-agency partnerships such as Safeguarding Vulnerable Adults and CDRP tasking we have, together with our partners, been able to be more effective at directing our resources at priority issues. We need to build on the good work that has taken place to ensure our focus remains effective.

2.2 Please detail any areas of concerning performance in the year

The ASB team continues to look at ways to improve the Council's response to tackling Anti-Social Behaviour and we have highlighted the fact that we need to build on the existing excellent partnership working we have with the Police and extend this joined up working to other agencies. This is being formally

addressed through transformation and we hope that this will help us in managing our cases.

Internally we work closely with colleagues across the Council, in particular those in Housing Services and Community Safety and likewise we are seeking to align how we deliver our services so they are more cohesive. There is a very close link with our Housing Options Team in terms of where people are housed in relation to known problem areas; this is something we would like to address through closer working and a better sharing of information.

Unfortunately the team has suffered from high levels of staff sickness absence this year. This has been actively managed and the team is currently back up to a full complement of staff. We are a small team and have been down by one member of staff pretty much throughout the last 12 months which has put extra pressure on others in the team and ultimately sickness will affect our productivity.

3. The Year Ahead

3.1 Please detail the Portfolio Holder's main areas of focus in 2013/14

New ASB tools and powers are due to be introduced through Parliament by the end of the year. This aims to streamline what is currently available by providing fewer legal remedies that will be able to be applied in more situations. We are currently awaiting the emergence of further information; these tools and powers will need to be built into our ASB policy and procedure.

The way in which we gather evidence to help in case resolution is something that the Team will be focussing on this forthcoming year. At present there is a heavy reliance on the use of diary sheets; whilst they have their place we are keen to look at alternatives.

We are experiencing a very high quantity of complaints concerning a nuisance associated with the use of cannabis in domestic dwellings, in terms of the smell and in some cases subsequent behaviour. We are investigating good practice and looking at how we may start to target this type of problem. We are presently considering injunctive action in a test case where high cannabis use is a contributory factor.

In addition we need to review our strategy generally; traditionally we have taken an incremental approach with legal action coming as a last resort. There is a view that earlier legal action may serve to resolve certain cases sooner, and send out a tough message that we do not tolerate anti-social behaviour. It is important that through our partners we are able to organise specialist support where appropriate, as well as taking firm action where necessary.

Continuing to share information and work across service areas and partner agencies to resolve complex cases and community issues.

Planning against emergencies

1. Executive Summary

2.1 Please provide a summary of services /areas covered within the remit of the Portfolio

- To provide strategic co-ordination and direction across the three Councils on all issues relating to emergency planning and business continuity and to ensure the statutory duties under the Civil Contingencies Act 2004 are met.
- To streamline, where appropriate, the relevant plans and policies that are in place and to align them on a North Worcestershire basis, where this is possible.
- To maximise opportunities for the sharing of resources across the three Councils to help achieve further efficiencies.
- The role is not for delivering operational arrangements as this will continue to be undertaken by the emergency response teams which are set up in each of the respective Councils.
- Emergency Planning - Planning, Developing, Exercising, Risk Assessing, Flooding.
- Business Continuity - Developing and Coordinating the Business Continuity Plans and processes for the three North Worcestershire District Councils.
- Civil Contingencies - 7 statutory duties under the Civil Contingencies Act 2004 placed upon the Districts. These are: Assessment of Risks, Sharing Information, Co-operate with Partners, Plan for Emergencies, Business Continuity, Provide Business Continuity Advice to partners, Ensure Warning and Informing procedures are in place.
- Community Resilience - Working with communities in providing advice and guidance for developing Community Emergency Plans that compliment the Council's plans and procedures.
- Active Membership of West Mercia Local Resilience Forum - Now a full participating member of the West Mercia Local Resilience Forum. This is a group of responder organisations such as the blue light services, Environment Agency, other Local Authorities, who meet to discuss and develop plans for risks identified. The West Mercia Local Resilience Forum is defined by Police force geographical areas.

2. Performance

2.1 Please detail areas of good performance over the past year

Since commencing the position of North Worcestershire Civil Contingencies and Resilience Manager in April 2012 the following tasks can be considered as areas of good performance:-

- Developed and delivered new warnings regarding severe weather incidents to the key Management Officers from each organisation to enable appropriate resilience measures to be instigated.
- Close working relations developed with North Worcestershire Water Management team, trying to develop new procedures, processes and strategies to help alleviate the suffering the residents of north Worcestershire suffer from flooding.
- Helped co-ordinate the Safety regarding the Olympic Torch Relays held in Redditch and Wyre Forest this year. Delivered multi-agency debriefs to ensure lessons learnt from the planning and delivery of the events was captured and can be learnt from.
- Involvement in the planning for the English Defence League March that took place in April.
- Ensured full representation on the key Local Resilience Forum working groups to ensure the priorities of the North Districts are considered. Previously the districts have not been present on these working groups. The key working groups include:-
 - Fuel Planning Group.
 - Risk Assessment.
 - Malicious Threats.
 - Critical Infrastructure.
 - Severe Weather Group.
- Produced New Emergency Plan for Wyre Forest which encompasses the model used by Bromsgrove and Redditch plan.
- Redesigned the Emergency Planning pages for the three authorities. All the pages are now linked to the Wyre Forest pages and will be automatically updated when the host pages are updated. This ensures a joined up approach and that the information the residents of North Worcestershire have access to is consistent.
- Commenced working with management teams regarding reviews of the internal Business Continuity processes currently in use. This will continue in to the next year.

- In the process of developing a consistent Sandbag policy across North Worcestershire to ensure a consistent approach to delivery.

2.2 Please detail any areas of concerning performance in the year

None at present.

3. The Year Ahead

3.1 Please detail the Portfolio Holder's main areas of focus in 2013/14

Continue to provide strategic co-ordination and direction across three Councils on all issues relating to emergency planning and business continuity and to ensure statutory duties under the Civil Contingencies Act 2004 are met.

Report to Client Management Group that meets quarterly and monitors progress.