

Portfolio Holder Annual Report

Portfolio: Community Safety and Regulatory Services

Portfolio Holder: Cllr Juliet Brunner

Year: 2010/11

1. Executive Summary

1.1. Please provide a summary of progress over the last year (no more than one page).

CCTV and Lifeline

The focus of this year has been planning, implementing and achieving a shared service for CCTV and Lifeline. The shared service is now hosted at Redditch Borough Council, and services formally provided by the Control Room at Bromsgrove District Council are provided at the modernised RBC location, within the Town Hall. The shared services include CCTV monitoring, Lifeline Installation, Lifeline call handling, both Councils 'out of hours' emergency contact service and a key role in the emergency plan.

The Monitoring Centre service restructure was carried out in June 2010 resulting in a profiled shift pattern to meet the peaks and troughs of the day, having four operators in post at the busiest times and only two operators on the quieter nights.

The new service began at 2pm on the 9th June one month ahead of schedule. The switch over was seamless and service continuity maintained.

As part of the improvements made the control equipment for the CCTV images has been modernised enabling Operators to instantly review footage of incidents that have occurred. All incidents that occur are captured within the new electronic incident manager system called VTAS, enabling statistical information to be produced.

All operating procedures for CCTV have been reviewed and rewritten to reflect the new equipment. All Lifeline procedures have been reviewed and amended to harmonize the operational practice and meet the 2009 Telecare Services Association (TSA) Code of Practice. Staff have been trained on the new procedures.

The Lifeline Installation teams from RBC and BDC and all staff are now based at Redditch Town Hall. Procedures to harmonise the service across both authorities are now underway.

Accreditation was achieved following a rigorous TSA audit in January 2011 - this was a brilliant achievement in a short space of time.

Community Safety

- SmartWater promotion days held at Tesco and B&Q distributing cost price kits to local residents.
- SmartWater scanning initiative set up in partnership with second hand retailers in Town Centre. Second hand property brought in for sale is scanned for SmartWater.
- Operation Mallard – Police Anti purse theft initiative distributing purse chains and security advice to shoppers in Kingfisher Centre.
- CSP Neighbourhood Action Day - Multi-agency initiative in Church Hill offering a range of community safety services and support to residents.
- World Cup campaign – included Police operations and Partnership publicity campaign to reduce alcohol related violence and domestic abuse.
- Matchborough Centre Section 30 Dispersal Order.
- Church Hill Bin Fires project – multi agency project to implement improved node Bin equipment to tackle multiple deliberate bin fires in the area.
- Operation Stay Safe – multi agency initiative to identify and remove to a place of safety young people at risk of harm due to consumption of alcohol.
- Hate Incident reporting training with organisations supporting people with learning disabilities.
- Hate Crime Theatre event as part of Lesbian, Gay, Bisexual and Transgender (LGB&T) History month.
- Hate Crime Schools project launched in Trinity High School with workshops with Year 9 pupils.
- Review of CSP Tasking processes.
- Development of 2011/12 Community Safety Partnership Plan.

- Redditch Roadway Arts – Four vandal resistant stained glass bus shelters created and installed in prominent locations in the town.
- Community Safety team lead in support of **Winyates AOHN** project to secure the residential areas around the shops in Winyates Centre.

Anti Social Behaviour

- Currently the ASB Team are dealing with 94 cases of this number 81 are council tenants and they are classed as the perpetrator.
- During the last year the ASB Team have continued to improve on the strong links already in place with partner agencies such as the tenancy team, police, fire service, social services etc.
- Continued work is being carried out within schools in the community along with the police and fire service. Historically the ASB Team have worked in schools to discuss ASB, in a classroom environment. This was without the input from partners; however we have now started going in to schools with the police and fire services. This can be to discuss general issues regarding ASB and also on targeted subjects such as Halloween and bonfire night. The ASB Team attended school assemblies last year along with fire service and police to discuss issues around Halloween and bonfire night. All three agencies that delivered these assemblies felt that it was beneficial to us as agencies and as a result the intention is that this program is delivered again this year.
- The ASB Team took part again in the Young Citizen Challenge that is organised annually by the fire service and is held at the fire station. The event is aimed at year 10 pupils and is used to get across important messages from agencies such as fire service, police, and ASB team.
- There have been several incidents involving arson this year where the ASB Team have had to take an important role in co-ordinating actions to be carried out by partners. This again shows the strong links that the ASB Team has with partners.
- The ASB Team recently had cause to apply to court for an Injunction against a tenant whilst at the same time applying for possession of the property. On both accounts the team were successful in court and there is now an injunction in place and the tenant has subsequently been evicted. Whilst it is regrettable that we have had to evict someone from their home we have to take in to account the wider community.

Regulatory Services

The new Regulatory Services team, incorporating the Licensing and Environmental Health functions of the Borough Council, was created on 1st June 2010. The new service is overseen by a Joint Committee constituted under the relevant provisions of the Local Government Act 1972. Two members from the Borough Council sit on this Committee to support and oversee the delivery of services on behalf of the Borough.

In spite of this major change, generally performance has remained good. There are high levels of compliance amongst Redditch businesses for both Food Safety and Health and Safety, and any reported issues of nuisance have been dealt with by the service. Licensing has continued to run well and closer working between the officers and partners like West Mercia Police has continued to develop.

Financial performance of the new service has been good, with an estimated under-spend in the region of £250,000 that is to be re-invested into the service to help support further cost reductions during 2011/12.

2. Performance

2.1. Please detail areas of good performance over the past year.

CCTV and Lifeline

Despite a prolonged period of snow over the Christmas period the Monitoring Centre remained fully operational and operators commended for their dedication and commitment. All operators were flexible, willing to work additional and alternative hours, and made extensive personal arrangements to ensure continuity of service.

Lifeline

- The branding and mission statement has been developed in consultation with service users and other interested parties. The Mission statement “**NEW Lifeline supporting independent living, providing peace of mind to service users and their families 24 hours a day.**” was arrived at capturing the Service User requirement. The name ‘NEW Lifeline’ was chosen for two reasons; **North East Worcestershire** and the fact that we are a **new** service, and keeping ‘Lifeline’ to ensure recognition and maintenance of the excellent reputation both Redditch and Bromsgrove Lifeline have built up.
- Throughout the shared services delivery project customer standards were maintained, performance indicators were achieved and targets accomplished.
- The monitoring centre has taken over 75,000 Lifeline calls in the last 12 months. Within this number, Operators have dealt with around 2,500 medical emergencies, over 2,000 calls where the service user was requesting other help and support, 1,300 calls where the service user was unable to respond and the operator had to investigate urgently, over 4,000 fire alarm/smoke detector activations (including tests), made and received over 28,000 test calls and 10,000 false alarms. (Other types of call operators receive include door entry requests, information exchange, support officers and other staff logging in and out, auto alarms for low batteries etc., lone worker calls.)
- We currently have 5,282 homes connected to Lifeline across Redditch (3,024) and Bromsgrove (2,258).
- A thousand customers were randomly selected and asked to respond to our customer satisfaction survey. We received 376 questionnaires back. The results were very favourable;

When asked "Overall are you satisfied with the quality of the Lifeline Service?" 99% responded satisfied or very satisfied.
 99% were satisfied or very satisfied with the help they had received in an emergency.
 99% were satisfied or very satisfied with the speed at which the call was answered.
 98% thought the service was value for money.

- Installation of Lifeline equipment.
 We aim to fit 9 out of 10 urgent installations within 2 days; this target was achieved throughout the year.
 All non-urgent installations were achieved within the target of 10 working days.
 After installing 467 Lifeline machines in the last 12 months when surveyed;
 100% were satisfied with the quality of the service they had received at installation.
 100% were satisfied with the speed of the response to their request for an appointment.
 100% thought the staff were helpful and 95% thought the service was value for money
- Maintenance of equipment.
 We aim to repair 9 out of 10 critical repairs within 48 hours. We achieved this target throughout the year, often reinstating service in less than 24 hours.
 99.3% of non critical maintenance was completed within 10 working days.
- Quality of service.
 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 3 calls per operator per month. 100% of checks have been completed.
- Performance – Call Handling.
 Every month calls are monitored to see how quickly operators pick up the calls. The targets set are 98.5% with 1 minute and 99% within 3 minutes.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls answered within 1 minute (target 98.5%)	98.98%	98.58%	99.59%	99.56%	99.05%	99.36%	99.45%	99.20%	99.80%	98.78%	99.04%	98.56%
Calls answered within 3 minutes (target 99%)	99.92%	99.64%	99.93%	99.98%	99.83%	99.93%	99.94%	99.68%	99.96%	99.85%	99.80%	99.43%

CCTV

- Since the installation of the new electronic CCTV Incident Management system (called VTAS) we have been able to electronically record the details of all CCTV incidents. Over time this will allow data and trends to be analysed, enabling us to pin point the most effective cameras, the areas of least activity and profile operator resources.
- CCTV monitoring centre procedures have been rewritten to reflect new equipment and harmonise processes following shared services.
- Since June 2010 Operators have recorded 3,228 incidents (Redditch & Bromsgrove). This includes where operators have been asked to look for an incident occurring or a suspect, review footage where an incident may have occurred previously, have spotted suspicious behaviour, or seen an incident occurring that they have reported to the Police.
- There have been 211 CCTV incidents where an arrest (of one or more people) has resulted. This only includes incidents where the arrest is seen and logged by the operator, not incident where CCTV has assisted in an arrest that occurs at a later date or off camera. We are aiming to improve collection of performance data from the Police in this area.
- Where an incident is logged/monitored because of information received from others it is noted as “reactive”. Where an incident is logged because of operator noticing suspicious behaviour or criminal/anti-social activity it is noted as “pro-active”. There has been 366 proactive incidents recorded.
- CCTV takes an active role in the Redditch Pubwatch scheme.
- We have strengthened our Partnership with the Police inviting the Inspectors from the Bromsgrove, Redditch and Wyre Forest to view the Monitoring Centre and make improvements to our practices. This has resulted in streamlined evidence collection procedures, a donation of 1,000 DVD’s from the Police, and communication at a higher level.

Out of Hours

- 3,469 - total number of calls received for the Redditch Borough Council district during April 2010 - February 2011

- The Out of Hours service was particularly busy over the Christmas period due to the unprecedented snowfall and low temperatures; freezing pipes, burst pipes and central heating failures. During December 2010 we dealt with a total of 763 calls, in comparison to 448 for the previous month November 2010.
- Out of Hours calls are taken for Redditch Borough Council, Bromsgrove District Council, Bromsgrove District Housing Trust, Redditch Friends Housing Association and Worcestershire County Council.

Community Safety

- Final performance data for the year will not be available until the end of April; however, to date (as reported at RCSP Meeting - 16th Feb) RCSP is performing well on the majority of its targets with significant reductions in BCS Comparator Crime, Serious Acquisitive Crime and Criminal Damage. There has also been an improvement against NI 195a - Improved levels of street cleanliness and litter. In relation to NI 18 - Adult re-offending rates Redditch is currently improving at a slightly better rate than the County average. Proxy data for NI 17 – Perceptions of anti social behaviour shows that negative perceptions of levels ASB have fallen to 12.9% from a baseline of 21.1% this is a significant improvement on the target of 19.5%. Proxy data for NI 21 - Local Council and Police dealing with concerns about ASB and Crime shows that perceptions have improved from a baseline of 24.8% to 31.5% which is above the target of 30.1%. All performance data is considered by each meeting of the Community Safety Partnership and made available to the Crime & Disorder Scrutiny Panel.

Anti Social Behaviour

- Response times to complaints received is very good. An acknowledgement letter is generated the same day that a complaint is received or if the case is urgent a phone call is made.
- We have been asked by several schools to revisit them this year due to the benefit that they feel the school has gained from the work carried out with pupils. This therefore means that we are making an impact in making sure that communities are safe and clean.

Regulatory Services

Licensing

The extract from the Council's Public Licensing Register provides members with a picture of activity across the Borough.

Number of Licences at 31st December 2010

	2009	2010
Personal Licences	456	493
Premises Licences	200	197
Club Premises Certificates	24	23

Number of Licence Applications Received for the Year 2010

	2009	2010
Personal Licences	66	39
New Applications for Premises Licences	9	4
Applications to Vary Premises Licences	4	6
Applications to Vary the Designated Premises Supervisor	41	21
Application to Transfer Premises Licences	9	8
Temporary Event Notices	57	62

Number of Licences which have required Hearings / Review / Appeals 2010

Hearings	0
Reviews	1
Appeals to Magistrates Court	0

Number of Licences that have ceased to trade / lapsed licences

Ceased to trade / lapsed licences (last 3 years)	4
--	---

Number of Complaints made against Licensed premises

Complaints Total	20
-------------------------	-----------

Complaints: A breakdown of licensing complaints for Redditch, which have been investigated by the Local Authority Licensing Enforcement Officer and the Licensing Officer for West Mercia Police is outlined below:

	2009	2010
Irresponsible Drinks Promotions	1	2
Noise/Disorder related issues	19	16
U18's reported	NA	2
Smoking on Licensed Premises	2	0

This table compares the figures from 2009 against those from 2010. Some of these complaints have been resolved very quickly through mediation, letter or advice, by Regulatory Services Officers and the Police Licensing Officer working in partnership, whilst others have been prolonged, requiring the gathering of evidence.

Enforcement/Licensing Forum: The Council's Statement of Licensing Policy states that the Licensing Authority would establish protocols with local Police and other relevant authorities. The protocols aim to set out how enforcement will be facilitated by cooperative working between the Licensing Authority (which has certain enforcement duties), the Police and other Responsible Authorities, for example gathering evidence on problem premises. A Forum for Responsible Authorities was established and has been extended to cover all of north Worcestershire with a view to ensuring co-ordinated action can be taken across the three districts. However, changes to local policing arrangements around licensing may mean that we will have to review how this operates. We will have a clearer picture once we understand how changes to local policing impact on licensing liaison arrangements.

WRS Licensing Officers and Police Licensing Officers have been working together, visiting premises across both districts of Redditch and Bromsgrove. An early intervention approach has been adopted where complaints are made against premises, or where there is a concern from Officers that there are failures of general management that threaten to undermine one or all of the licensing objectives. This information comes in from a number of sources, mainly via the Police Licensing Officer, prompting a joint visit to engage with the Licensee and the Brewery Area Manager. This action accords with the both Enforcement Policy and National Guidance, which asks authorities to follow three distinct stages, the so called "Traffic Light system."

- a) **Green:** Advice
- b) **Amber:** Written warning
- c) **Red:** Licence Review / Court Action for Statutory Breach/ Application of Licence Conditions

Controls on Door Supervisors: Regulatory Services Officers who deal with Licensing matters in Redditch are certified by the Security Industry Authority to carry out inspections of door staff. Two evening inspections have taken place in the town, with no issues reported.

Pubwatch: The Licensing Authority has consulted the representatives of licensed premises and other appropriate bodies by attending Pubwatch meetings. These meetings are held on a monthly basis and are attended by most of the town centre licensed premises managers, West Mercia Police, CCTV staff and WRS licensing staff. A member of the WRS Licensing team will continue to attend on a regular basis to discuss and keep under review matters relating to licensing.

Member Training: It is paramount that Members' receive regular and modern training in the matters of Hearings and Reviews (Licensing Act 2003) and that every opportunity is shared to reduce cost. Redditch and Bromsgrove Members and Officers took part in training at Bromsgrove for the Licensing Act, Gambling Act and Street Trading, which also included a mock review.

Members have also been issued with a Guidance folder for the Licensing Act, which includes a copy of the Statement of Licensing Policy, any guidance issued under the Act and the Act itself. This is due to be updated with a copy of the reviewed Statement Of Licensing Policy for 2011-2014.

Legislative Changes: Parliament is currently looking at "Rebalancing of the Licensing Act" bringing in changes which may/will need to be implemented. (Information sheets will be circulated to Members as soon as Officers know the implementation date) – these changes may include:

- a) Introducing late night levy's (premises opening later than midnight – shared revenue between the Local Authority and the Police);
- b) Changes to the Temporary Event Notice system (extending Police response times, allowing Local Authorities to add conditions);
- c) Removing the "vicinity test" for interested parties;
- d) Applicants to give greater consideration to the local area when making their application;
- e) Giving Local Authorities power to suspend licenses due to non-payment of fees;

- f) Reduce the burden of proof on Licensing Authorities (decision making will become “appropriate” rather than “necessary” to promote licensing objectives);
- g) Increase the weight Licensing Authorities will have to give to relevant representations and objection notices from the Police;
- h) Making local Health bodies responsible authorities.

The Government are also looking at changes to the Regulation of Investigatory Powers Act 2000 that will impact on local authorities.

All test purchasing activities using minors have to be authorised under the Act because it is deemed to be surveillance. The Office of the Surveillance Commissioner audited WRS activities in October when they reviewed Bromsgrove District Council. The Inspector, a former Judge, was happy with what was being done but did indicate how important it was to have a clear intelligence case for undertaking these activities. This re-enforces the need for close liaison between Regulatory Services, local policing teams and other partners to ensure that the service has a clear picture of the problems being encountered.

The Protection of Freedoms bill currently before Parliament will also introduce further controls that will require surveillance authorisations made by Senior Local Authority Officers to be reviewed by a Magistrates Court and approved before the activity can be undertaken. It is unclear yet how this process will work, so it is difficult to comment on whether or not this check

Underage Sales

This Trading Standards function falls within WRS and has a direct impact on Community Safety, so we have included the information for completeness, although it would fall outside of the Redditch BC portfolio.

The initial sessions of alcohol test purchasing activity for the year have been completed with 63 off-license type premises across the 6 districts being tested. Of these, only three sold to volunteers. All have been retested since the sale took place and have passed. None of the premises that sold to the volunteers were based in Redditch.

In terms of pubs, 18 pubs have been tested, 7 of which are in Redditch. Of the 18, 5 sold, 2 of these being in Redditch. One of the Redditch pubs had good systems in place so the person who made the sale received a fixed penalty notice. A reminder letter was sent to the premises operator asking them to ensure the staff would take more care. We are still processing the report on the other Redditch outlet and it will be presented for consideration shortly.

The information pack developed to help businesses to prevent underage sales, using funding from both of the CSPs in Bromsgrove and Redditch, has been made available to a number of licensed premises across the districts and has been well received by the trade. WRS officers will continue to distribute the pack as required.

Food/ Health and Safety/ Pollution

NI 184: Number of food premises that are broadly compliant has risen to 94% in this quarter showing that the food sector in the district is generally well managed. Food inspection programmes in Redditch are organised by quarter. Third quarter programme was completed. Environmental permitting inspections are on target to be completed by 31st March 2011. Further investigations into production of gas at Marpool Drive are on schedule with the second stage of testing to be completed by 31st March 2011.

2.2 Please detail key performance indicators that are of concern

CCTV and Lifeline

No areas of concern within CCTV and Lifeline.

Community Safety

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action.	Impact on budget
NI 15	Serious Violent Crime	Serious violent crime is currently reported as red. Whilst rates are decreasing quarter by quarter (16 fewer offences in Quarter 3 compared to Quarter 2), when year to date figures are compared with the same period last year rates are up by 29% (equivalent to 15 more offences compared to 2009/10). Whilst these are relatively small numbers further analysis of violent crime data has taken place to identify reasons for an increase. Similar increases across the other north Worcestershire districts would indicate that West Mercia may be recording more robustly than some other force areas but the Partnership is keen to ensure that all other avenues are explored particularly links to alcohol and domestic abuse. The CSP analyst and the Police analyst are currently working together to produce a report for Tasking and the Partnership.	None

Regulatory Services

There are no performance indicators of concern for Regulatory Services.

3. Revenue Budget

3.1. Explain problem areas – what has been done, what is planned to be done – impact on priorities, key deliverables

CCTV and Lifeline

The shared service has not yet completed a full financial year and the complete budget picture will be reported at year end. The service is currently performing within budget. The savings detailed will not be achieved in year one due to redundancy payments and salary protection. Significant work has been carried out detailing precise expenditures and profiling is being undertaken on a case by case as each invoice is received to ensure correct costings to each Authority.

Community Safety

There are no budget issues for 2010/11. Community Safety Area Based Grant is on target to be fully utilised by the end of the financial year and significant Partner contributions have been received which can be carried forward to next financial year. Community Safety Grant funding for Worcestershire for 2011/12 amounts to £544,338 which is a 20% reduction against current levels. As before this funding will be administered by the Worcestershire Safer Communities Board and allocated to the District CSP's. Redditch CSP are currently awaiting notification of the final district allocations and will consider funding proposals at the earliest opportunity.

Anti Social Behaviour

Revenue Budget – Areas of Concern			
Budget Code	Description	Explanation and/or corrective action.	Impact on performance and priorities
07804350	Legal Fees	These are the fees incurred when taking an individual (s) to court and can be costly. At present there is a very small budget set for this.	There is a potential that annually this budget will be overspent.

Note: Overall spend anticipated to be within budget.

Regulatory Services – No financial/problem areas within Regulatory Services

4. Capital Budget

4.1. Explain problem areas – what has been done, what is planned to be done – impact on priorities, key deliverables

CCTV and Lifeline

There is a capital budget on the shared service project, but there are no budget issues.

Community Safety

As for section 3.1.

Anti Social Behaviour

There are no areas of concern in respect of ASB.

5. The Year Ahead

5.1 Please detail the portfolio holder's main areas of focus in 2011/2012:-

CCTV and Lifeline

Lifeline

We aim to develop a business strategy for the NEW Lifeline service, to ensure the service is sustainable and self funding. This requires a robust marketing plan to attract new customers, radical thinking about the service on offer and where services can be diversified.

NEW Lifeline will be rebranded and promotional materials modernised to reflect the high quality service on offer. It will be developed to attract new customer groups.

Advances in the available technology and the solutions it provides to service users is ongoing. NEW Lifeline plans to review the product ranges available to ensure service users can access a range of quality solutions and demonstrate a choice in the level of service received.

Supporting People

Funding for the service from Supporting People is currently under review and 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. Redditch Borough Council will be tendering for this business however we plan to explore the options for working together with Worcestershire Telecare, an organisation based in the South of the county and possibly offer a County wide service to the County Council. Detailed business risk analysis will be carried out in due course.

Implications of the Older Persons Housing and Support Strategy

The Older Persons Housing Strategy will have an impact on the NEW Lifeline Service because certain schemes are to be de-designated. These schemes are currently home to older people who have the Lifeline Service (using hardwired permanently located equipment). A piece of work is required to determine at each scheme the requirement and/or desire of

tenants to have Lifeline, whether the equipment is suitable, cost for removal where not required and to establish an action plan.

CCTV

The Protection of Freedoms Bill has stated the requirement for a Code of Practice to be introduced for Public bodies and local authorities. The Code is currently going through a 12 week consultation process and may change in its content however the requirement of the document is:-

- Establishing a checklist of actions to be carried out before installing new cameras to check whether they are absolutely necessary;
- Developing industry standards for equipment to ensure it is reliable, effective and gathers images that are of sufficient quality and in a useable format;
- Improving public knowledge about systems in communities through consultation by Police and local authorities and better public information;
- Considering whether further guidance is needed on how long data collected by CCTV and ANPR should be retained; and
- Ensure processes are in place to determine the ongoing requirements for CCTV to be in use.

Once the Code is finalized an action plan will be established to ensure RBC and BDC are both code compliant. This will require rewriting the existing CCTV Codes of practice currently in place.

Lone worker service development

Currently lone workers employed by RBC have access to use the lone worker monitoring system. This has the potential to become a revenue generating service if offered to outside organisations. To ensure this opportunity is not overlooked we will develop a policy and vision, establish requirement of BS8484, confirm fees and charges and establish a marketing plan.

Community Safety

Key areas of work for Redditch Community Safety Partnership for 2011/12 are:-

- Delivery of CSP partnership plan around themes of Secure Homes, Safer Streets & Public Places, Protecting Communities and Reducing Re-offending/Restorative Justice;

- Development of effective local performance monitoring frameworks to support new single data set effective from April 2011;
- Identifying how partner budget and resource reductions will impact on CSP and projects;
- Work with Partners to further mainstream grant funded activity and support continued implementation of Section 17 across statutory responsible authorities and other partners; and
- Work with Worcestershire Safer Communities Board and West Mercia Criminal Justice Board to establish links with new Police & Crime Commissioner role.

Anti Social Behaviour

- We need to be focussed and be involved in the consultation currently being carried out by the Home Office on the proposed changes that are being considered to the powers that can be used in dealing with ASB. These powers will not be in place until Spring 2012.
- Ensure that we expand on our working relationships with partner agencies such as the mental health team whilst enhancing the relationships that we currently have with the police, fire services etc.
- To carry on engaging with local schools due to the fact that this has a direct impact on the community as a whole and is tenure neutral.

Regulatory Services

The Joint Committee for Regulatory Services agreed the operational plan for the new Service at the February meeting. A copy of this is available from Steve Jorden, Head of Regulatory Services. The new Service has five key priorities agreed by the Joint Committee, reflecting the local agendas around Health and Well-being, Community Safety, Economic Development and Environmental Control/ Protection. The five key priorities are as follows:

- **IMPROVING & PROTECTING PUBLIC HEALTH & SAFETY**
- **REDUCING CRIME & DISORDER**
- **SUPPORTING CONSUMERS, BUSINESSES AND ECONOMIC DEVELOPMENT**
- **PROTECTING THE ENVIRONMENT AND TACKLING THE EFFECTS OF CLIMATE CHANGE**
- **PROVIDING A GREAT SERVICE THAT OUR CUSTOMERS WANT**

These demonstrate the service's contribution to the wider community agenda, reflecting as they do the themes of the Worcestershire Sustainable Community Strategy. Whilst business regulation remains at the core of what is done, the service will actively demonstrate the impact it can have on broader community needs.