

Portfolio Holder Annual Report

Portfolio: Community Safety & Regulatory Services

Portfolio Holder: Cllr. J. Brunner

Year: 2011/12

1. Executive Summary

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

CCTV & Lifeline

The Service includes CCTV monitoring, Lifeline Installation, Lifeline call handling for both Redditch Borough Council and Bromsgrove District Council's 'out of hours' emergency contact service and plays a key role in the emergency plan.

This year the focus of the service has been to review, amend and adopt the new procedures that have been written following shared services in June 2010. We have ensured processes are in place to meet the objectives of both Councils, the needs of the service users and meet the expected industry standards. There has been an extreme learning curve for all members of the team and we have had to allow a period of stability to be maintained.

Within the Lifeline Service we have reviewed our customer contact and looked at ways to enhance the Lifeline service user's experience. We have implemented new customer feedback systems, contacting customers following use of the service, reviewing operator performance on a monthly basis and we have instigated a rigorous equipment testing regime.

The remainder of the year we aim to grow the customer base and attract new corporate customers (i.e. retirement complex).

Supporting People strategic review and tendering exercise will have a significant impact on the service and every endeavour will be made to win the Supporting People contract.

The accreditation to the Telecare Service Association Code of Practice, achieved last year, has been maintained. The NEW Lifeline Service was rigorously audited for a full day in September. The auditor carried out spot checks on our procedures, paperwork and testing regimes. He was highly impressed with the monitoring centre team and spent some time with the operators watching and listening to them work. He also listened to random recorded calls from the previous 12 months.

He was extremely pleased with the call response times we are achieving. He said we were delivering some of the best results he has ever seen, and could directly relate this to the staff profiling exercise we carried out at the implementation of shared services. The TSA auditor also commented on the fact that having a multifunctional Monitoring centre was by far the most effective use of resources. He said it was delightful to see a team of managers so proud of their service.

He went out on a Lifeline installation with an Officer and he commended them on their professional yet caring approach. He said she found just the right balance.

Within the CCTV service, priority for operators was to identify hot spots and learn the geographical layout of all CCTV areas. We have established good working relations with all partner agencies and have a strong position within the Bromsgrove and Redditch pubwatch schemes. Production of evidence has been streamlined in partnership with the police, producing DVD's as our standard format.

Community Safety

- Completed Gateway Mural Project at Redditch Train Station
- Began implementation of the Winyates Centre security scheme as part of the AOHN project
- Completed implementation of the Dolben Lane security system
- Refreshed the SmartWater Forensic Property Marking Strategy in partnership with West Mercia Police
- Continued to secure vulnerable homes through Home Security Project and Domestic Abuse Sanctuary Scheme
- Refurbished 3 more Bus shelters with community art through the Redditch Roadway Arts Programme
- Began implementation of the Beoley Court/Grange Court security improvements
- Developed new CSP performance monitoring framework
- Allocated CSP grant funding for 2011/12 and secured significant partner contributions to key projects
- Updated joint Hate Incident Partnership action plan and increased confidence of residents to report hate incidents

- Began working with Town Centre Partnership to address issues of anti-social behaviour in and around Church Green
- Successfully bid for funding to resume Operation StaySafe in 2011/12 in order to reduce underage alcohol misuse
- Gained approval for implementation of a pilot Gating Order in Crabbs Cross Lane
- Contributed to the countywide review of future CSP working arrangements in Worcestershire

Anti-Social Behaviour

- 176 anti-social behaviour cases were closed during the last 12 months (from August 2010).
- Of these cases the average time to investigate, take action as appropriate and resolve a case through to closure was 7.5 months.
- The ASB Team are currently actively managing 101 cases of anti-social behaviour; a slight increase on the position this time last year.
- The team continues to build on good working relationships with partner agencies such as Police, Fire, Tenancy and will seek new opportunities to enhance the service provided to customers through creative approaches.
- The team has historically supported school curriculum by delivering sessions on ASB within a classroom environment and there are plans for future sessions in schools during the current academic year although this is likely to be on an ad-hoc basis.
- Members of the team actively contributed to the Winyates Community Action Days earlier this year which built on earlier success. Initially a Fire Service initiative, this was widened to promote a wide range of services such as Police, ASB, Tenancy and Sure Start; with the aim of capturing those people in the community who may not have been aware of services, or who for various reasons have not engaged with the agencies available. A door knocking programme and a special road show was incorporated into the 4 day event and issues raised by residents were taken back for action by the appropriate service and the outcome fed back to the residents.
- The team was again asked to be part of the Young Citizens Challenge which the Fire Service organises. Two officers represented the ASB team over a 3 day period during which they asked young people about their perceptions of ASB. Through this engagement the aim was to encourage certain behaviours to be challenged and for the young people to understand the affect of ASB on other people.

2. Performance

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

Lifeline

- NEW Lifeline has been rebranded and promotional materials modernised to reflect the high quality service on offer. It will be developed to attract new customer groups.
- We have embarked on a robust marketing programme to raise awareness of NEW Lifeline, advertising the service at appropriate venues and in suitable publications, leaflet distribution, and attending talks, presentations, and open events aimed at our user groups.
- Advances in the available technology and the solutions it provides to service users is on going. NEW Lifeline has reviewed 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.
- We have worked hard to be seen as a leading organisation in the Community Alarm and Telecare field within Worcestershire, and we have developed a beneficial working relationship with our main competitor Worcestershire Telecare. We have participated in the Worcestershire Falls Response Pilot scheme developed by a multi-agency working group, providing procedural operational guidance to the project.
- The monitoring centre has taken over 119,000 Lifeline calls in the last 12 months, that is a significant increase on last year. Within this number, Operators have dealt with around 3,100 medical emergencies; over 3,000 calls where the service user was requesting other help and support; 1,600 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 11,000 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., and lone worker calls.)

- We currently have 5,179 homes connected to Lifeline across Redditch (3,081) and Bromsgrove (2,098). There is a reduction in Bromsgrove due to the Housing Trust reducing their number of service users.
- 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 369 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

97% 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 by the Telecare Services Association have this year been lowered to 97.5% from 98.5% with 1 minute and 99% within 3 minutes.

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Calls answered within 1 minute (target 98.5%)	99.80%	98.78%	99.04%	98.56%	99.49%	99.66%	99.55%	99.78%	99.68%	99.67%	99.70%	99.56%
Calls answered within 3 minutes (target 99%)	99.96%	99.85%	99.80%	99.43%	99.77%	99.85%	99.89%	99.93%	99.96%	99.97%	99.97%	99.98%

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 pinpoint the most effective cameras, the areas of least activity and profile operator resources.
- The shared service CCTV Monitoring Centre now covers Redditch Town Centre, Headless Cross, Batchley, Matchborough Centre, Winyates Centre, Woodrow, Bromsgrove Town Centre, Rubery, Aston Fields, Alvechurch, Hagley, Barnt Green, Wythall, Kidderminster Town Centre, Stourport and Bewdley, and we have developed a proactive monitoring timetable to ensure that all areas are monitored throughout the day.
- The Monitoring Centre is actively reviewing the RBC and BDC CCTV schemes within the Depots and Town Hall. We aim to be monitoring these cameras in due course.

- CCTV monitoring centre procedures have been rewritten to reflect new equipment and harmonise processes following shared services.
- In the first half of the year Operators have recorded over 2,000 incidents. 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 over 150 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 incidents where CCTV has assisted in an arrest that occurs at a later date or off camera. However we are in the process of developing a feedback scheme using the Community Safety Analyst, where hopefully we shall be able to submit a list of police incident references and be provided with results for each individual case.
- Where an incident is logged/monitored because of information received from others it is noted as “reactive”. Where an incident is logged because of an operator noticing suspicious behaviour or criminal/anti-social activity it is noted as “pro-active”. We are always striving to improve the pro-active monitoring results, currently running at 17.7% of all incidents.
- In July CCTV was found to be an invaluable tool in identifying culprits involved in riots and looting across the country. The incident started in Tottenham, but then copycat events were organised using social networking sites. West Mercia Police received intelligence that there was the potential for unrest in the locality. They immediately informed the CCTV Monitoring Centre and asked for vigilance in all areas. Additional operators were brought in. Groups of youths started to gather in Redditch town centre, CCTV operators were able to direct the police resources, enabling them to disperse the groups and expel people away from the town centre before any damage was caused.
- CCTV takes an active role in the Redditch Pubwatch scheme and has initiated talks between the Redditch and Bromsgrove schemes as it has become apparent the issues and personnel involved are often similar or the same.

- We have strengthened our Partnership with the Police inviting the Inspectors from 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.
- SIA licence training has now started and all staff will become qualified as level 2 CCTV operators and CCTV licensed by the end of 2011.

Out of Hours

- On average the monitoring centre answer 350-400 calls outside office hours per month.
- 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.
- The service plays an important role within the emergency plan for both Bromsgrove and Redditch. This year has seen us participate in an emergency plan practice exercise. We are defined in the plan as the initial point of contact should an emergency be declared. Therefore all operators have to be ready to put the plan into action at a moments notice.

Community Safety

Performance data to date as reported at RCSP Meeting - 24th August.

Reducing Re-offending: Crimes where the offender is under 18rs of age is reducing, with 350 offences in 10/11 (Jun to Jul) compared to 442 in the same 12 month period in 09/10. The volume of young offenders committing more than one offence is also decreasing – 69 in 09/10 (Jun to Jul) compared to 56 10/11 (Jun to Jul)

Secure Homes: – There has been a slight reduction in Domestic Burglary (18 offences) compared to same 12 month period last year with 272 offences 09/10 (Jun to Jul) compared to 254 offences in 10/11 (Jun to Jul). Criminal damage has also seen a decrease (63 fewer offences) with 1,130 offences in 09/10 (Jun to Jul) down to 1,067 in 10/11 (Jun to Jul).

Safer Streets and Places: Recent work indicates significant reductions (43 offences) in the town centre Night Time Economy (NTE) crime and disorder from 241 offences in 09/10 (Jun to Jul) down to 198 offences in 10/11 (Jun to Jul). This gives an average of 17 offences per month this year compared to 20 per month in the same 12 month period of the previous year. NB Crime related to the night time economy (NTE) is defined as a range of specific types of offences (broadly including personal violence, public order, damage, drugs, sexual offences and a small number of other offences) which occur in the town centre area between the hours of 5pm and 5am.

Anti-Social Behaviour

- All reports of anti-social behaviour are systematically recorded and a process is in place to ensure that in the most serious circumstances a customer is contacted within 24 hours. Early response and investigation is a key factor in the successful outcome of a case. All others are contacted within 5 days on an initial report.
- Customers are able to report ASB in various ways to suit their needs – via email, through the internet, at a One Stop Shop, in person, through another agency such as the Police, via Councillors or in writing. Systems have been developed to enable witnesses and victims to record and report evidence in a manner most convenient to them – this may be in writing, by use of a Dictaphone, via email, over the phone, or by a member of the team directly witnessing what is happening (during daytime hours).
- On closure of a case the customer is asked to complete a satisfaction survey; although response rates tend to be low, those who do respond are generally positive about the service they have received. We are going to trial a telephone survey for non-respondents in order to gain further insight into customer experience and perception.
- Comments from recent satisfaction surveys include:
 - In this case I don't think anything else could have been done
 - Quick response from your team, thank you
 - My life is now good, I'm happy
 - Thank you for your help
 - I have nothing but respect for the ASB team; they have explained any queries and when I phoned there was always someone there who would listen and help. The ASB Co-ordinator put herself out, thank you again for all your hard work.

2.2. Please detail key performance indicators that are of concern

CCTV & Lifeline

Following the shared services project performance indicators are being developed at a local level for monitoring 2011/12.

Community Safety

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action	Impact on budget
NI15	Serious Violent Crime	Most serious violent crime remains an issue with a slight increase in year to date figures from 88 offences in 2009/10 (Jun to Jul) to 91 offences in 2010/11 (Jun to Jul). Assaults on all levels (Interpersonal Violence) which includes assault without injury, assault with less serious injury and most serious violence continues to increase (by 52 offences) with 1,157 offences in 2010/11 (Jun to Jul) compared to 1,105 for the same 12 month period in 2009/10 (Jun to Jul). Whilst these are relatively small numbers further analysis of violent crime data needs to take place to identify reasons for the increase. It has previously been stated that 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. This work will get picked up in the RCSP's annual strategic assessment process which identifies the priority areas for the forthcoming year.	None

3. Revenue Budget

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

CCTV & Lifeline

The shared service has not yet completed a full financial year; therefore the complete budget picture is not completely clear and it is difficult to comment accurately at this stage. The service appears to be performing within budget, and a significant saving was made by RBC despite pay protection and redundancy costs. A lot of work has been carried out detailing which expenditure is a shared service cost, which is an RBC cost and which is BDC only cost. This profiling is carried out case by case as each invoice is received on an ongoing basis.

Community Safety

There are no budget issues for 2011/12. 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 Redditch CSP increased slightly as the allocation formula changed to focus more on need than population as before. Funding for 2012/13 is the final year that the community safety grant will be allocated to the County Council before transferring to the control of the new Police and Crime Commissioner in 2013. There has been a further 40% reduction in funding in 2012/13 down to £275,382 for Worcestershire. 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 for 2012/13 to allow early decisions to be taken for next year.

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 legal action in court for which there is no budget. We are currently considering an injunction on the grounds of harm to vulnerable individuals.	There is no provision for the cost of legal action. Whilst the majority of cases are resolved through early non-legal intervention there will be cases where we need to go to court. New legal powers and tools will be available early in 2012; where appropriate we will need to utilise these interventions which will incur legal costs.

4. Capital Budget

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

CCTV & Lifeline

There are no capital budget issues.

Community Safety

There are no capital budget issues.

Anti-Social Behaviour

There are no current problem areas; however we are investigating funding sources for four listening equipment kits. Negotiations with the CSP are currently taking place.

5. The Year Ahead

5.1 Please detail the portfolio holder's main areas of focus in 2012/2013:-

Lifeline

We aim to develop a business strategy for the NEW Lifeline service, to ensure the service is sustainable and allows for income generation.

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 imbed 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.

This is a significant issue for NEW Lifeline and the outcome will have an impact on the service whether we are successful within the tender process or not.

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:-

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

Once the Code is finalised 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.

Out of Hours

We shall endeavour to review the out of hours provision for call handling outside normal working hours. We wish to develop a service level agreement and clear operational guidance with every service area for which we have customer contact.

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 2012/13 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 Community Safety grant by working with Partners to further mainstream grant funded activity and support continued implementation of Section 17 across statutory responsible authorities and other partners.

Implement the recommendations of the countywide review into the future working arrangements of Worcestershire's CSPs once agreed by the statutory responsible authorities.

Work with Worcestershire SCB and West Mercia Criminal Justice Board to establish links with new West Mercia Police & Crime Commissioner role to be elected in November 2012.

Delivery of an enhanced enforcement role with transfer of the function to the Community Safety team.

Anti-Social Behaviour

- A range of new tools and powers were announced earlier this year for which the consultation period ended in May. It is anticipated that these interventions will be introduced early in 2012; the date is yet to be confirmed. These tools and powers will replace some of the existing and will be adopted as part of the ASB policy and procedures.
- The proposed new measures to better protect communities from the serious harm caused by criminal and anti-social behaviour include:
 - community triggers where local agencies will be compelled to take action if several people in the same neighbourhood have complained and no action had been taken; or the behaviour in question has been reported to the authorities by an individual three times, and no action had been taken;
 - criminal behaviour orders — issued by the courts after conviction, the order would ban an individual from certain activities or places and requires them to address their behaviour for example attending drug treatment programmes. A breach would see an individual face a maximum five year prison term;
 - crime prevention injunctions - designed to nip bad behaviour in the bud before it escalates. The injunction would carry a civil burden of proof, making it quicker and easier to obtain than previous tools. For adults, breach of the injunction could see you imprisoned or fined. For under-18s a breach could be dealt with through curfews, supervision or detention;
 - community protection orders - comprising one order for local authorities to stop persistent environmental ASB like graffiti, neighbour noise or dog fouling; and another for Police and local authorities to deal with more serious disorder and criminality in a specific place such as closing a property used for drug dealing;
 - Police 'direction' powers — a power to direct any individual causing or likely to cause crime or disorder away from a particular place and to confiscate related items.
- The ASB Team will continue to effectively manage cases of ASB, support Community Action days, carry out work in schools and within the local community whilst seeking to enhance partnership working to tackle all forms of anti-social behaviour within the Borough of Redditch.