

Community Safety Review

Findings of The Review Team
13th July 2007

Overview

- The Service – what was included
- Review objectives
- What we did
- What we learnt
- What we are looking to do (concerns raised / initial actions)
- Any Questions?

The Review Team

- Elaine Cooper – Head of Community & Partnership
- Viv Evans – Corporate Director
- Lesley Trusler – Community & Partnership Manager
- Caroline Ryan – Community Safety Officer
- Kelly Handley - Facilitator
- Victoria Humphries - Admin Support
- Cllr Myra Billings – Portfolio Holder
- Cllr Colin Ive – Scrutiny Member
- Cllr Chris Axam – Scrutiny Member
- Cllr Kenneth Crookes - Scrutiny Member
- Beth Charnock – Anti-Social Behaviour Officer
- Jen Wilson – Community Warden
- Shelley Jeffery – Partnership Officer

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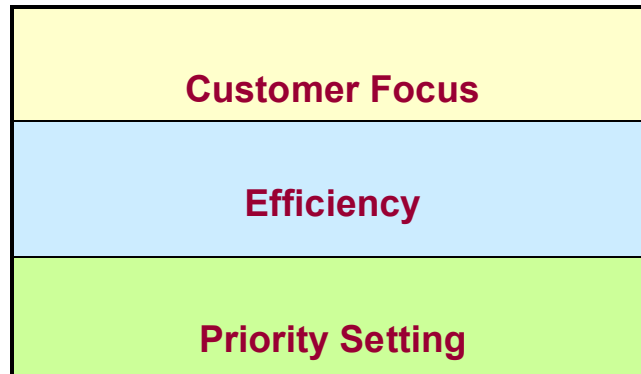
The Service

What areas did we include?

Community Safety	“Safer Hart” CSP Facilitation	Anti-Social Behaviour
CCTV	Community Wardens	Cross Cutting Issues

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The Objectives of the Review.



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What we did

Preparation work

- Meeting with staff - SWOT analysis
- Benchmarking
- Review of Service history and performance

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What we did

THE REVIEW WEEK

- Mon - am - Meeting with internal stakeholders
- Mon - pm - Meeting with service users
- Mon – pm – Members meeting
- Tue - am - Meeting with operational stakeholders
- Tue - pm – Visit to Eastleigh Borough Council
- Wed – am – Meeting with strategic stakeholders
- Thurs – Entire panel reviewed info gathered and agreed outputs
- Fri – Presentation of findings/Improvement plan.

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What we learnt

- Feedback and benchmarking results demonstrated that we currently provide a good service.
- Community Safety was considered to be a priority service for the Council by those consulted.
- Whilst recognising our strengths - this review has given us an opportunity to reflect on service provision and identify improvement areas.

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What we learnt

Eight possible development areas were identified during the review :

Anti-Social Behaviour	Funding and capacity
Staff sustainability	Partner relationships
Community Wardens	CCTV
101	Communication

Anti-Social Behaviour

Concerns

- An increase in reports on anti-social behaviour, vandalism and graffiti.
- Lack of youth provision within the district.
- Resourcing and partner engagement.

Actions

- A series of district wide initiatives (CREW, Parenting Skills and data capture) and a programme of education and awareness raising in the community.
- November Cabinet Report - Children and Young Persons Plan
- Additional team resource identified in the short term.

Funding and Capacity

Concerns

- A loss of 14.6% funding 07-08 and anticipated partial or full loss of funding 2008.
- Staff sustainability

Actions

- To maintain and intensify the lobbying of government.
- To identify alternative funding streams and opportunities.
- To include in budget priorities for the coming year.

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Partner Relationships

Concerns

- Accountability and engagement
- Sustained resourcing and having the right people at the right table at the right time.

Actions

- Further formalisation of the accountability process within the partnership.
- Wider engagement – ie Army, businesses and community groups and Parish Councils.
- Enhanced understanding / engagement with all internal services, ie The Depot and Planning Services.

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Community Wardens

Concerns

- Misunderstandings regarding the role of Community Wardens and the value of their role
- Is there a duplication of role between PCSO's and Community Wardens?

Actions

- Completing the current review of the Wardens role and publicising their roles and responsibilities
- Review, clarify and promote the differences between the roles of these two services.
- Review the scale of the operation and the potential to expand the scheme.
- Seek alternative funding opportunities.

CCTV

Concerns

- Sustainability of the current service.
- Development.

Actions

- Continue to explore and further develop partnership and commercial opportunities to enhance the service, ie, Rushmoor, Alton and possible school coverage.
- To use new technology, and innovative practices to draw down funds from central government.
- Internal bid for the Council to invest in digitised technology.

101

Concerns

- Concerns have been raised regarding the effectiveness and responsiveness of the 101 single non emergency reporting line.

The 101Service is not a responsibility of the Council but is a service provided by the Police at County level, comments made have been taken on board and the Community Safety Team have made contact with the 101 Project Manager who has answered queries raised and is prepared to make further comment if required.

The 101 Project Manager response can be read from the prepared handout.

Communication

Concerns

- Service responsibilities are both complex and diverse this results in confusion over the role and remit of the Community Safety Team.
- Community Safety needs to continue to enhance and clarify its public image.

Actions

- Clarify, simplify, educate and inform on the role of the Community Safety Team and the wider "Safer Hart" partnership.
- Increase visibility.
- One off newspaper sponsored by the local community.

Quick Wins

- Mobile CCTV – Summer launch.
- New proactive anti-social behaviour campaigns with the Together Action Group (TAG) – including: street meets, questionnaires etc
- Produce a specific Community Safety newspaper.
- New information only line – based in the Community Safety Department and detailing initiatives and news in our community.
- Publicise the Safer Hart Partnership line 01252 774476
- Parish Council email and telephone communications.
- Refresh the bus shelter / poster and postcard campaign.
- Produce a flyer on the Community Wardens role.
- Reinvigorate inductions/induction packs for partners
- Agree a Service Level Agreement with the Hart Neighbourhood Centre

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Summary

- We listened
- We have learnt a lot.
- We welcomed challenge.
- We have got some new ideas.

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THANK YOU!
ANY QUESTIONS?