

Committee: **Scrutiny One**
Date: **21 January 2004**
Agenda Item No: **4**
Title: **Community Safety Action Team Update**
Author: **Rachel Hutchinson (01799) 510585**

Summary

- 1 This report gives a mid-term progress report on the work/projects and actions being undertaken and completed to meet the six Aims of the Uttlesford Community Safety Strategy 2002-2005.

Background

- 2 In July 2002, Members approved the Uttlesford Community Safety Strategy (2002-2005) The Strategy set out six Aims, which are being pursued by the Community Safety Action Team (CSAT), and its various working groups. Nationally these collective groups are referred to as Crime & Disorder Reduction Partnerships.(CDRP's). In November 2002 members made an initial report on the progress that had been made.
- 3 The table attached as Appendix 1 gives details of each of the six Aims and objectives required to achieve them.
- 4 An Action Plan that is developed by each of the Working Groups underpins the work described. The working groups are made up from partner agencies, Councillors and district council staff. The Responsible Authority Group of CSAT (three chairmen - UDC Chief Executive, Head of Community Safety & Emergency Plans at Essex County Council and Chief Superintendent for Braintree Police Division) monitor the Action Plans, by exception, at each of its meetings and each Working Group undertakes an Annual Review to assess their own progress against the Aims and Objectives of their Action Plans. CSAT has recommended that an additional column for "summary evaluation" be completed to show the success or otherwise of the projects.

Progress to Date

- 5 The table attached as Appendix 2 shows each of the working groups achievements to date. The formulation of Police Community Tasking Groups has also had the effect of assisting the Community Safety Action Team progress towards their goals. These Tasking groups have been set up in every Police section across the Braintree Police Division.

- 6 The table at Appendix 3 shows that a steady progress is being made towards the specific statistical aims and targets set out in the strategy, however it must be remembered that the procedure for counting reported crimes changed in April 2003, which has tended to increase reported crime figures. Many of the projects and initiatives are long-term and are dependant on the Partnership achieving external funding to support implementation, as there are insufficient finances available within the District Councils' and partners budgets. To this end, some £100,000 has been secured in 2002/03 and £75,000 plus in 2003/04 towards projects such as Motorwise, Sports in the Community, Outreach workers, "Help is there" booklet, Mobile Information Bus etc by partners and the working groups.

Funding For Community Safety Projects

- 7 The funding that is available from the Government towards Community Safety initiatives changed last year from three streams to one single stream of funding called Building Safer Communities this encompasses, Safer Communities Initiatives (SCI), Partnership Development Fund (PDF) and Communities Against Drugs (CAD) and is again issued under strict criteria and conditions are for one year only and have to be spent by the end of the financial year.
- 8 Funding for Community Safety projects must enhance mainstream activity to reduce crime and the fear of crime across the district. CSAT agreed in April 2003 that funding available from the Home Office to each CDRP should be made available to Community Groups, Voluntary Sector, Parish Councils etc, to fund projects, which again work towards the aims of the Community Safety Strategy.

Future Developments

- 9 The future of CSAT continues to evolve. The statutory requirement for for the collation of information and production of the next Strategy 2005-2008 has begun already and takes place in earnest this autumn. Following a reduction in the budget available to fund this work, the Community Safety Officer has made enquiries with other similar rural Essex Local Authorities regarding potential joint working on surveys etc.
- 10 The Home Office has directed that nationally all Crime and Disorder Reduction Partnerships will employ an Anti-social Behaviour Case Officer. A financial commitment amounting to £25,000 gross will be given from April 1st 2004. Recruitment work is underway to enable the appointment of this officer from this date. The role of this officer will be to "act as a key co-ordinator for Anti-social behaviour for the Crime & Disorder Reduction Partnership"
- 11 CSAT, it's partners, and the Government for the East of England need to monitor progress carefully as Community Safety Nationally is still at an embryonic stage and is still developing and will evolve with experience.

RECOMMENDED that the attached progress reports be noted

Background Papers: Community Safety in Uttlesford
Funding Streams & Projects
Community Safety Strategy 2002-2005
Working Group Action Plans
Braintree Divisional Police statistics

	Description	Wkg group	Objectives
Aim 1	To reduce the number of crimes of violence	All	Develop data protocol to assist all agencies in information sharing Develop education programme on the unacceptability of Domestic Violence Increase accessibility for the reporting of crimes of violence Raise awareness of support available
Aim 2	To reduce the number of Hate Crimes	All	Develop data protocol to assist all agencies in information sharing Develop an education programme on the unacceptability of Domestic Violence and Hate Crime
Aim 3	To reduce the number of offences, auto crime, criminal damage and anti-social behaviour, with particular emphasis on the town of Saffron Walden	ALL CPP NHW	Provide a programme of subsidised crime reduction, deflationary and preventative activities for disadvantaged and at risk young people Ensure full use of CCTV
Aim 4	To reduce the number of road accidents and anti-social driver behaviour	ALL	Increase awareness of road safety using all forms of media Help young people become aware of their responsibilities as a driver/passenger Education & enforcement to reduce drink/drug driving Education & promotion of wearing seatbelts and eyesight tests To support develop Crucial Crew & Motorwise Target campaigns at researched target groups

RSWG Road Safety Working Group
CSG Community Support Group
YIWG Youth Initiative Working Group
ADSG Alcohol & Drugs Strategy Group
CPP Crime Prevention Panels
NHW Neighbourhood Watch

BSC Building Safer Communities Funding - Govt
UDC Mainstream funding from UDC
CSAT Partnership funding £7500 UDC, £6000 ECC, £6000 Essex Police

	Description	Wkg group	Objectives
Aim 5	To reduce drug and alcohol abuse	ALL	To improve substance misuse training & knowledge of both specialist & generic workers in Essex To protect our Community from drug related anti-social/criminal behaviour To have a county wide joint agency approach to substance misuse Help young people resist drug misuse in order to achieve their potential in society To enable people with drug problems to overcome them and live a healthy crime free life
Aim 6	To work to reduce crime and the fear of crime across the District	All partners All UDC Members Officers etc	Develop a media strategy to promote all aspects of Community Safety Involve all/more departments of the Council and the "bodies/agencies" it works with to consider Community Safety in all aspects of their work To reduce long term costs to the Council by "Mainstreaming" Community Safety

RSWG
CSG
YIWG
ADSG
CPP
NHW

Road Safety Working Group
Community Support Group
Youth Initiative Working Group
Alcohol & Drugs Strategy Group
Crime Prevention Panels
Neighbourhood Watch

5

BSC
UDC
CSAT

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Page 5

16 January 2004

Alcohol & Drug Strategy Group - Working Groups Achievements over 2002/03

Action Plan Obj		Activities undertaken
Aim 1	To improve substance misuse training & knowledge of both specialist & generic workers in Essex	Provided various training workshops for parents, professionals, and young people.
Aim 2	To protect our community from drug related anti-social and criminal behaviour	Proof of Age implemented. Drug Debris collection active and publicised. Arrest Referral Scheme in place albeit based from Chelmsford.
Aim 3	To stifle the availability of illegal drugs on our streets	Support is offered to CCTV related issues through ADSG when identified.
Aim 4	To have a county wide joint agency approach to substance misuse	ADSG support and attendance for Essex Drug Action Team and their subgroups.
Aim 5	To help young people resist drug misuse in order to achieve their full potential in society	Peer Education running in Felsted School. Mobile Information Bus project is ongoing. School Drug Ed Project conference was held in October. Resources given to schools. Drug & alcohol workshop support for Crucial Crew. Drugs, Alcohol & the law workshop support for Motorwise. Alternative Ed Scheme received drug input and Prison No Way scheme. Sport in the Community project has increased and providing outreach sports work. All these initiatives are ongoing for 2003/04 year

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Page 6

16 January 2004

Aim 6	To enable people with drug problems to overcome them to live a healthy and crime free life	Initial discussions around the possibility of a Family Support Centre based in Uttlesford for those affected by Domestic Violence. Secured £35,000 to support Children 5-13 years.
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Page 7

16 January 2004

Road Safety Working Group - Working Groups Achievements over 2002/03

Action Plan Obj		Activities undertaken
Aim 4	To reduce the number of road accidents casualties and anti-social driver behaviour	<p>Highways Safety Route Action Study/Plan A1060 Road Improvement, plus Speed Reduction Engineering Scheme Seat Belt Enforcement Oct 02 sessions 134 not wearing seat belts March 03 3 sessions 227 not wearing seat belts Child Seat Checks May 03 37 seats checked, 26 incorrectly fitted Drink Drive Campaign Dec 03 2134 leaflets distributed 2 promotional sessions – plus all Uttlesford Licensed premises leafleted press coverage and posters to parish councils and in public places Responsible Rider Campaign – Motorcycle safety May 03 Responsible Rider show 7 Motorcyclists signed up to the campaign (42 in the previous year) Driver Awareness Course April 03 31 attended Motorwise Event for pre and young drivers Sept 03 433 students attended</p>

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Page 8

16 January 2004

Community Support Group - Working Groups Achievements over 2002/03

Action Plan Obj		Activities undertaken
<p>Aim 1</p> <p>Aim 2</p>	<p>To reduce the number of crimes of violence</p> <p>To reduce the number of hate crimes</p>	<p>Terms of reference updated and agreed May 02</p> <p>Data sharing protocol agreed July 02</p> <p>Help is There booklet revamped and re-issued June 03</p> <p>3rd party reporting implemented by police in April 03 – working group followed with own 3rd party reporting procedure April 03</p> <p>Family Support Centre support ASDG to implement May 03</p> <p>Domestic Violence Week Oct 03-Jan 04</p> <p>Homelessness Strategy launched Oct 03</p> <p>Countywide reporting from for DV/Hate Crime/Racist issues piloted by UDC</p> <p>Housing Oct 03</p> <p>Poster campaign for Domestic Violence Awareness week Jan 04</p>

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Youth Initiative Working Group - Working Groups Achievements over 2002/03

Action Plan Obj		Activities undertaken
Aim 1	To reduce the number of crimes of violence	Member of Youth Offending Team to join group full time May 03 Referrals received for Essex Fire Youth Scheme from all YIWG agencies Jul 03 Essex Fire Scheme underway Oct 03
Aim 2	To reduce the number of hate crimes	U2003 event to raise young peoples awareness of projects available and for them Aug 03 Motorwise event supported by working group Sept 03
Aim 4	To reduce the number of road accident casualties and anti-social driver behaviour	Crucial Crew event supported by group Sept 03 Essex Experience event achieved Oct 03 Youth Transport Scheme provided All Year Round
Aim 5	To reduce drug and alcohol related harm	Training to be provided for professionals by working group to clarify current position on Cannabis classification. Jan 04

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Crime Type	To March 2001	To March 2002	To March 2003	Target set to achieve	
				% or figure	Actual from 02 - 03
Violent Crime	264	295	433	increase detections 76%	27.08%
Racial & Homophobic Incidents	13	Awaiting confirmed statistics from Police		increase detections 100%	N/k
Burg Dwelling	182	182	190	increase detections 15%	10.36
Burg Other	404	415	404	increase detections 9%	- 9.7
TFMV	276	265	283	increase detections 17%	3.32
TOMV	96	127	130	increase detections 17%	3.11
Criminal Damage	562	555	638	increase detections 6%	11.9
Road Safety – Fatalities/Serious /Slight	404	349	325	reduce no. of incidents to 380	Achieved
Drugs Related Arrests	12	Awaiting confirmed statistics from Police		increase detections 100%	
Alcohol related incidents	879	Awaiting confirmed statistics from Police		increase detections 100%	
Domestic Violence	247		341 (dec 2002- nov 2003)	increase detections 100%	N/k

Domestic Violence - 12months to date - 341 incs reported - 50% alcohol related - 107 violent - 108 arrests - 48 RVs - 22 involved Children - of which 4 alcohol related. - approx 90% prosecutions successful.

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Community Support Group
Youth Initiative Working Group
Drugs Reference Group
Crime Prevention Panels
Neighbourhood Watch

11

SCI
PDF
PSA
CAD
UDC
CSAT

Safer Communities Initiative Funding
Partnership Development Funding
Public Service Agreement Funding
Communities Against Drugs Funding
Mainstream funding from UDC

Govt
Govt
ECC
Govt

Page 11

Partnership funding £7500 UDC, £6000 ECC, £6000 Essex Police

16 January 2004

Committee: SCRUTINY 1
Date: 21 JANUARY 2004
Agenda Item No: 5
Title: COUNCIL HOUSING REPAIRS
Author: ROD CHAMBERLAIN (01799) 510508

Summary

- 1 This report supplies the Committee with information relating to the Council's Repairs Service within Housing Services.

Background

- 2 At a previous meeting of the Committee information was requested as to how the Housing Services Department of the Council operates the Repairs Service to the tenants of the 2,927 dwellings, 569 tenants of garages, 121 leaseholders, and to the Council's public buildings. Appended to this report are 4 flow charts which demonstrate how the service is operated.
- 3 The Repairs Service is managed by a specific team of Officers who are based at the Saffron Walden Council Offices and provides a 24 hour 365 days a year service. The team consists of a Manager, 3 Repairs Officers and 3 Repairs Assistants and are answerable to the Head of Housing Services. The team provides a response repairs service and also manages any works that are not in a planned programme. The Repairs Service also carries out a proportion of the Planned Programme of works such as door, roof and chimney replacements. This is unlike the Planned Maintenance Team who have specific programmes of work to implement. It should be noted that the Repairs Team responsibilities include:-
 - Provide assistance to external partners ie Social Services.
 - Issuing of approximately 10,000 orders a year for work to be done.
 - The total cost of orders is spread over 120 budget heads and equates to approx £2m of expenditure.
 - Ensure work has been completed to a quality standard and that value for money has been obtained.
 - Repair and decorate empty Council property prior to letting within 5 days (target).
 - Manage Asbestos and Legionella risks and implement appropriate remedial works.
 - Ensure that good customer care procedures are in operation which requires feedback to the Tenant Forum.
 - Ensure that robust targets for work are in place.
 - Carry out work to assist towards the Council achieving the Decent Homes Standard.
 - Water Management services

- Commercial Lighting Services
- Carry out Gas and Electrical safety checks.
- Provide technical advice on repairs and maintenance issues to its customers.
- Maintain the Council's sewerage system
- Upgrade existing electrical installations
- Maintain the communal aerial system at blocks of flats
- Manage the lightning conductor contracts
- Maintain the Council's sheltered heating systems
- Manage the security works at sheltered sites
- Review current working practices and policies to improve the service wherever possible.

Targets

- 4 When a report of a repair is received by a Repairs Assistant an assessment is made. In the case of Qualifying Repairs (statutory health and safety issues) an Order is issued immediately to an approved Contractor. In other cases a Repairs Officer will carry out a visit. The Section works to tight response times which are as follows:-

- | | |
|---------------------|---|
| - Emergency Repairs | - target is 100% response within 24 hrs
(response in current year 100%) |
| - Urgent Repairs | - target is 100% response within 3 working days
(response in current year provisional 92%) |
| - Routine Repairs | - target is 100% response within 21 working days
(response in current year 99%) |

Good Working Practice

- 5 The Council maintains a list of approved Contractors plus extensive use is made of the Council's DSO. There are 5 main contracts covering the District and these were re-let in 2003 for a 5 year initial period following a very involved European Procurement process.

There are monthly meetings with Contractors where service delivery is discussed. Customer care, value for money and performance are high priority themes. The Council requires the Egan principles of Partnering and Best Value to be reflected in contracts, and "service improvements are openly discussed to look at ways of providing a better service.

- 6 Customer care feedback is vitally important for both the Council and Contractors and in this context currently 30% of orders generate a customer care response form which encourages customers to supply their comments on the work undertaken. This information is maintained and information is supplied to Contractors and the Repairs team. Currently, Customer care is high at 99.5% (as at November 2003) of customers being happy with the service. In this context it should be noted that the Council receives back approximately 90% of the survey sheets that are issued.

Value for Money

7 To ensure that the Council is obtaining value for money, even with a good working relationship with Contractors, the following are undertaken.

- Survey about 25% of jobs in total (2,500 expected in current year)
- Quality checks of about 700 in a year
- Checked over 3,000 contractor invoices
- Identify work which can be batched for Planned work in the future.
- 300 void properties and garages are inspected post completion of works undertaken.

RECOMMENDED that the Committee notes the report.

Background Papers: Housing Repairs PI's 2003
Contract Documentation 2003
Best Value Reports 2001

Committee: All Committees of the Council
Date: January & February 2004
Agenda Item: 7
Title: Performance Management System:
Author: Ian Orton (01799) 510 402

Summary

- 1 This report informs all Committees of the Council the progress with the introduction of a Performance Management System within Uttlesford. The report recommends the layout of the reporting mechanism and the process to resolve issues of under performance.
- 2 The report also recommends that performance monitoring be reported to Scrutiny Committees with Scrutiny Committees referring any issues to the appropriate Policy Committee.

Background

- 3 Corporate Management Team on the 11th July 2003 agreed the introduction of a Performance Management System and authorized the Performance Manager to meet with Service Heads to develop a robust range of Performance Indicators to measure both the corporate and service health of the authority. Once this process was completed a report outlining the range of performance measures was to go to all Committees of the Council seeking the views of Members on the robustness and reporting mechanism of the Performance Management system
- 4 A range of draft Performance Measures were developed with Heads of Service and a multi committee report did the rounds in September and October 2003. As a result of this exercise 68 Performance Measures were identified as forming the basis of the pilot performance management framework. Members asked for an additional performance indicator to measure homeliness and this have been added. In addition officers were asked to explore additional methods to measure access to services and customer care. The First Point of Contact Review Team is carrying out this exercise. Some concern was raised about a Traffic Lights Reporting Mechanism, as this would discriminate against people who are colour blind. To meet this concern colour coded Smiley Faces were added to the reporting mechanism.
- 5 To keep the reporting process simple it is recommended that the following mechanism is introduced:

Green for On Target to achieve agreed Performance Target – Smiley Face

Amber for up to 10% slippage from agreed Performance Target – Straight Face

Red for more than 10% from agreed Performance Target – Glum Face

- 6 Attached at Appendix A is a draft report for the Half Year with details of 03/04 performances delivered. The format of the reporting is:

Indicator Code – if it is a National Indicator or a Local Indicator

Basic Details of the Performance Measure

A 2002/03 Performance Outturn if the data exists

Target for 2003/04

Quarterly data for April to June and July to Sept 03

Daventry Benchmarking Group 2002/03 – 16 authorities broadly the same as Uttlesford DC. How Uttlesford was placed either Top/Medium/Lower in categories in 2002/03

Smiley Face/Straight or Glum Faces based on colour code –

Comments if required

The quarterly data will be reported to SMT and colleagues with Reds will outline a recovery package or a request to re-work the target. This information will be included in the quarterly reporting report to Scrutiny Committees. Scrutiny Committees will have the opportunity to refer comments on performance to the appropriate policy committee.

- 7 At the Half Year there were four Red Indicators out of 69. They are:

- Financial Penalties imposed by the Inland Revenue
- Percentage of debt outstanding at 90 days
- Average length of stay in Bed & Breakfast
- Percentage of valid planning applications registered within 5 days

These four indicators are all being re-examined to ensure that the data returns are accurate and that the performance targets are realistic. For example three of the indicators have a target of 100%, is this ambitious?

- 8 The Performance Management system will be piloted for the rest of 2003/04 with reports delivered to Scrutiny Committees in Jan/Feb and March 2004. The system will be fine tuned as required and the formal mechanism will commence from April 2004.

RECOMMENDED that

- 1 the comments of all Committees are sought on the Range of Performance Measures, Performance Targets and use of a Traffic Light System
- 2 Note that the Performance Review Data will be reported to Scrutiny Committee(s).
- 3 Note that any Red Indicator will have a Rescue Recovery Package from the relevant manager incorporated into the report.

Committee: Scrutiny 1
Date: 21 January 2004
Agenda Item No: 8
Title: Work Programme – Best Value Process
Author: Ian Orton (01799) 510 402

Summary

- 1 This report provides Scrutiny Committee with details of the existing policy to deliver the requirements of the Best Value process.

Background

- 2 Best Value is a duty owed by the local authority to its local community. S3 of the Local Authority Act 1999 puts a duty on Best Value authorities to make arrangements to secure continuous improvement in the way in which they exercise their functions, having regard to a combination of economy, efficiency and effectiveness. Best Value was introduced in pilot form in 1999 and implemented fully from April 2000. The initial guidance from the Audit Commission was that authorities should examine all services at least once during the first five years of the Best Value process starting with worst first. In December 2001 the government amended this instruction stating that authorities should review only the services that would benefit from a review.
- 3 The Council produced guidelines for carrying out the Best Value process in the spring of 2000. The guidelines were built around the following:
 - The purpose of any Best Value review is to produce a realistic action plan that will lead to substantial improvements in service delivery
 - Best Value is about securing continuous improvement, greater productivity and re-aligning services to a customer focus and away from the professional view of how services should be provided
 - To achieve this managers have to secure the participation of users and the public in the review process through consultation
- 4 The Best Value process is managed through an Officer Team and a Member Team. These teams lead reviews, oversee the process and ensure that the Service Improvement Plan delivers continuous improvement. The ethos of the Best Value process is the checklist built around the 4C's of Challenge, Compare, Consult and Compete.
- 5 During the four years of Best Value the Council has carried out 16 reviews of which 4 have been reviewed by the Best Value Inspectorate. The main issues arising from the Best Value process are:
 - What exactly have the reviews achieved?
 - How imaginative were the reviews?

- Who monitors the Service Improvement Plans?
- Which reviews have been thematic?
- How were partners involved?
- What was the role of Scrutiny Committees?
- Did Members drive the reviews?
- Are recommendations from inspections fully carried out?
- How neutral is a Service Head in leading a review?

6 Scrutiny Committee may wish to consider:

- Examining Year 5 Reviews at the 5 February 2004 meeting
- Reviewing the progress of Service Improvement Plans twice a year
- Ensuring that wherever possible that reviews include a partnership element
- That at least twice reviews per year are of a thematic nature
- Reviews are co-ordinated by the Performance Manager to ensure neutrality in areas like Challenge

RECOMMENDED that the Committee

The comments of Members are sought on the points raised in Section 6 of the report.

Background Papers: Best Value Reviews – Ian Orton