

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY COMMITTEE

31 JANUARY 2013

ATTENDANCE OF THE PORTFOLIO HOLDER FOR COMMUNITY SAFETY AND CUSTOMER CONTACT

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Summary

This report details the areas covered by the Portfolio Holder for Community Safety and Customer Contact which fall within the remit of this Committee. These are listed each time a Cabinet Member is invited to attend any of the Overview and Scrutiny Committees to be held to account.

1. Background

1.1 The area within the terms of reference of this Overview and Scrutiny Committee and covered by Councillor O'Brien, the Portfolio Holder for Community Safety and Customer Contact, is:

- CCTV
- Community Officers
- Community safety
- Enforcement (executive functions only)
- Environmental health
- Trading standards
- Travellers.

2. Achievements for 2012-13

2.1 CCTV Partnership

Medway Control Centre celebrates significant successes in their CCTV provision in 2012/13.

Following the initiation of two major projects – the transfer of two local authority CCTV infrastructures to Medway Control Centre, the projects were successfully managed within budget and time. The transfer took place over six months and went 'live' on the 2 April 2012. This transfer not only involved moving the labyrinth that is a CCTV infrastructure, it also involved retaining and transferring crucial staff.

Following the transfer, the Medway Control Centre Management Team worked with their colleagues in Legal Services and the legal representatives from Gravesham BC, Swale BC and Maidstone BC in forming a CCTV Partnership, which had robust governance structures to ensure there was transparency and equity in its operations.

The Partnership was officially launched on the 5 December 2012, where senior management from Medway and its Partners came to reaffirm what can be achieved through creating a shared service provision.

The scepticism received from various stakeholders was soon removed as the benefits have prevailed:

- Reduced revenue costs for all Partners
- Reduced overheads through economies of scale
- An improved maintenance contract
- Staff morale
- Staff development
- Crime continuity across Local Authority boundaries.

Crime continuity was exercised soon after the transfer when a serious crime took place in Gravesend where the perpetrator was followed through the system and arrested in Maidstone.

The Partnership has devised a vigorous performance management framework, with statistics being collated, monitored and circulated on a monthly basis. Since April 2012, the Control Centre has identified 1,678 cases of crime/anti social behaviour that have resulted in an arrest – breakdown as follows:

Offence	Arrest (April-Dec 2012)
Shoplifting	387
Criminal Damage	98
Assault	248
Affray	194
Anti social behaviour	201
Theft of Motor Vehicle	9
Drug related	121
Off weapon	37
Firearms	6
Robbery/Muggings	19
Other	358
Total	1,678

It has been expressed by Councillor John Wilson (Cabinet Member for Maidstone Borough Council) that there is evidence to suggest that the CCTV Partnership is contributing positively to the reduction in crime and increase in arrests within Maidstone. Supporting this is the following extract from the local newspaper:

‘In Maidstone, arrests have gone up in the town centre as crime has fallen and the CCTV monitoring system is being praised for being part of that. Overall crime is down 15.6% according to figures by Kent Police but arrests resulting from CCTV intervention increased from 69 in April to 117 in September’.

Next year the Control Centre will be looking to implement a new system, which will allow private business outlets to be monitored through an additional dedicated line. This creates business development opportunities that will generate further income streams and grow the Commercial Division.

2.1.1 Commercial Division

Simultaneous to the formation of Partnership, the Medway Control Centre’s Commercial Division was created. The division provides the following service provisions:

- Telehealthcare
- Out-of-Hours
- Lone Workers Solutions
- Access Control
- Alarm Monitoring.

2.1.2 Telehealthcare

In November 2012, the Control Centre was audited by the Telecare Services Association (TSA) to ensure that they were complying with the Code of Practice and therefore able to retain their accreditation. Medway Telecare Services continue to meet the criteria and have been re-accredited in the following modules:

Referral
Service User Profiling
Telecare Plan
Service User Tailoring
Installation
Monitoring
Re-evaluation

Through being re-accredited, the Control Centre has been recognised for its continued high standards of service delivery to both our clients and commissioners.

Last year, the whole of the Medway Control Centre Team worked extremely hard in re-engineering and developing new working practices that have seen the introduction of service user profiling, Telecare planning, service user tailoring and re-evaluation. Ultimately, these additional working practices have resulted in Medway Telehealthcare Services providing a more tailored package that meets the individual's needs and continually accesses changes in those needs. As a result of this, more sensors are being installed into client's properties as part of an enhanced Telecare package.

Since April 2012 ninety Care Managers/OT/Housing Officers/Clinicians have been trained in the application of Telecare. This has seen a steady rise in referrals from social services colleagues and interest from the hospital and social housing staff.

In the following months, officers are dedicating resources to raising awareness of Telecare within Medway. This will be through targeted marketing, building relationships and strengthening internal liaisons.

2.1.3 Lone Workers

There has been a growing interest in Medway Control Centre's Lone Workers Solutions, with four different departments within the Council exploring the possibility of using one of the solutions in safeguarding their employees.

2.1.4 Alarm Monitoring

In the following months, Medway Control Centre will be applying for the National Security Inspectorate (NSI) certification, which is a third party certification that provides reassurance to existing and potential customers. Once achieved, the Control Centre will be recognised as a reputable and trusted contractor that has been independently verified as meeting industry standards. This will create a competitive advantage when seeking business development opportunities regarding the provision of alarm monitoring.

2.1.5 Out of hours

Medway Control Centre has recently won the contract for monitoring Swale Borough Council's homeless section. This has created another income stream for the Commercial Division.

Medway Control Centre continues to manage the Council's and MHS out-of-hours service effectively.

2.2 Community Officers

- Community Officers attended 100% of Partners and Communities Together (PACT) meetings where they were notified of the meeting a fortnight in advance. The number of PACT meetings attended this year, to date, is 55

- 260 fixed penalty notices issued for littering, generating £9,500
- 503 dogs were picked up by the community team and taken into kennels for recovery by owners or re-homing.

2.3 Community Safety

- There are two schools actively involved in SACTs (Schools and Communities Together), with two more schools interested in forming SACTs
- 6,400 Love Medway reports received
- Eight partnership community engagement days held in different wards
- In partnership with Kent Probation's Community Payback team, 260 jobs have been completed this year, all co-ordinated by the community safety team.

2.4 Enforcement

- 12 convictions to date for fly tipping and waste related offences with fines and costs totalling £16,922
- Other sanctions include 60 hours community service, a three-month suspended prison sentence and a four-month curfew order
- An alleged fly tipper was extradited to Poland on a European warrant as a result of the team bringing him to court
- 2 appeals successfully defended at Crown Court
- £2,000 from Fixed Penalty Notices for other offences
- 14 convictions at Magistrate's Court for littering with fines and costs totalling £4,783
- 228 untaxed vehicles have been removed from Medway's roads.

2.5 Environmental Health

- A Day For Every Dog: a week-long dog chipping campaign conducted at five sites across Medway with a total of 243 dogs chipped. This campaign has been nationally recognised and has received awards from both the Kennel Club and the RSPCA
- 1 conviction for breach noise abatement notice with fines and costs for £1,100 and forfeiture of seized music equipment
- Eight filthy & verminous premises cleared in default of notice
- Undertaken 751 interventions in Food Premises. Nine premises went into short-term voluntary closure and two premises were formally closed through the Courts due to dangerous conditions found by officers. A further 42 Improvement Notices were served on food business operators
- The team was audited by the Food Standards Agency. The outcome of the audit is positive, commenting on good practice, competent officers and dealing with the higher risks
- The team has been involved in the production of National Guidance for Skin Piercers - working alongside specialists from the Health Protection Agency
- In 2012 the team served 13 immediate health & safety prohibition notices and 12 improvement notices

- The team supplied 458 responses to planning consultations which includes major projects such as Chatham Waters and Lodge Hill; 727 licensing consultations have also been responded to.

2.6 Trading Standards

- Interventions by trading standards on contracts that are unenforceable have saved consumers over £28,000
- 165 test purchase exercises for various age-proscribed goods have been carried out with a compliance rate of 91%
- 'Last Orders' alcohol abuse play was commissioned and performed to over 1,000 year 9 and 10 students. The play focuses on the consequences of excessive alcohol consumption including road safety and health.

2.7 Travellers

There have been eight unauthorised encampments during the past year and all have successfully been brought to an end and the groups moved on.

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Background documents

None