

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY COMMITTEE

10 DECEMBER 2015

ATTENDANCE OF THE PORTFOLIO HOLDER FOR CORPORATE SERVICES

Report from: Portfolio Holder for Corporate Services, Councillor Mackness

Summary

This report sets out progress made within the areas covered by the Portfolio Holder for Corporate Services which fall within the remit of this Committee.

1. Background

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee covered by the Portfolio Holder for Corporate Services are:

- CCTV
- Community Safety Partnership
- Travellers

NOTE: The following services fall within the Corporate Services Portfolio, in relation to the Community Safety Partnership:

- Tobacco control, excluding smoking cessation services
- Community safety aspects of alcohol and drug misuse
- Public health aspects of promotion of community safety, violence prevention and response

1.2 Achievements for 2014/15 are detailed by services area below.

1.3 Paragraphs 6.3 and 7.2-7.4 below are shaded because responsibility for Community Wardens falls within the Portfolio for Business Management. However, these are Community Safety initiatives.

2. MEDWAY CONTROL CENTRE – CCTV PARTNERSHIP AND COMMERCIAL DIVISION

2.1 Medway Control Centre (MCC) has been operating since 1999 and over time has expanded into various innovative ventures; and it now operates two distinct divisions – one is the operation of over 700 CCTV cameras for the prevention and detection of crime and disorder (an Act that the Council has a statutory duty towards) and the second being the

commercial operation. The commercial operation comprises the following service provisions: CCTV, Lone Worker Solutions, Out-of-hours, Telehealthcare (Technology Enabled Care Services – TECS) and Access Control.

2.2 MCC received Cabinet approval on the 24 November 2015 allowing for it to proceed with an Alternative Delivery Model to operate all its services through a commercial vehicle. The new delivery model will become operational from 1 April 2016. A Local Authority Trading Company (Parent Company) consisting of different subsidiaries will be established that will trade various MCC services with the Public and Private sector accordingly. The new model is forecasting an accumulative savings and income of approximately £2m during its first five years of trading (April 2016 - March 2021).

2.3 MCC remains committed to high quality service delivery, which is recognised throughout the industry. Playing a vital role in protecting and supporting the Medway Community, and wider area, MCC continuously strives to grow and develop their service offering. Some key successes throughout 2014/15, for each of MCC's service provisions, include:

2.4 **CCTV (Public Surveillance & Commercial)**

- The CCTV Partnership (with four Local Authorities in Kent) continues to deliver significant successes for each partner area, including: financial savings through economies of scale, service sustainability and resilience, cross boarder surveillance network, improved service quality, enhanced staff development opportunities, technological advances and increased negotiating capabilities.
- For the period 2014/15, the CCTV Partnership identified 15,022 occurrences of crime and anti social behaviour, of which 1,897 resulted in arrests. A total of 2,162 DVDs were retrieved from the Police to use in evidence.
- CCTV management for multiple Healthy Living Centres continue to embed 2014/15 and an additional centre has been added to the portfolio.
- MCC received two LGC Award Nominations – in Public to Public and Governance categories.
- MCC were invited as a Key Speaker at 2014 CCTV User Group Annual Conference
- Throughout the year, there has been a range of positive media surrounding the CCTV service – including newspaper and television coverage.
- Maintenance of CCTV infrastructure has been kept up to date during 2014 and camera upgrades completed for each Partner area – ensuring high quality infrastructure sustained.
- Invitations accepted in 2014 to speak on CCTV Partnership at MCC and innovation at Westminster Briefings and Local Government Public Policy Conference.

2.5 Telehealthcare (Technology Enabled Care Services)

- Various initiatives have developed at pace for Telehealthcare this year. Most significantly a draft Assistive Technology strategy for Medway's Adult social care reached final stages, with commissioning and social care representatives appointed to finalise a work plan by end of September 2015. The strategy provides a clear direction of travel for improving the utilisation of Technology Enabled Care Services across Medway's Social Care services and objectives within the strategy align with the Council's forward plans and headline savings and goals are clearly outlined within the strategy.
- With the combined efforts of MCC and Adult Social Care services, a new strategy (TECS) has been proposed to commence from April 2016. This new strategy will create a pathway promoting and delivering the wider use of Telecare services across Medway. Introducing this new technological solution pathway, will allow Social Care services to provide a more efficient, effective and economical support for the vulnerable residents. Adopting this new strategy will not only deliver an income source for the new commercial model but will also generate cost savings for the Social Care services.
- After rigorous inspection, carried out by the Telecare Services Association (TSA), Medway Control Centre passed their audit with flying colours. They are recognised and accredited for their exceptional service delivery and innovation within the telecare industry. MCC are only one of a handful of organisations to be accredited 7 modules of the Telecare Services Association (TSA) Code of Practice.
- During 2014/15, MCC served 243 new clients that were directly referred by the Adult Social Care teams, making a total of approximately 400 clients for 2014/15, 278 private pay new clients, making a total of approximately 2100, no increase in Sheltered scheme clients, total remaining at approximately 1600 clients and 24 new clients referred through other sources. By Social Care services implementing TECS and MCC alternative delivery model becoming operational in April 2016, it is projected that MCC's Telehealthcare services will increase its client base from approximately 4250 clients in 2015-16 to 7657 in 2019-20. Below table represents an increasing trend of the MCC's Telehealthcare client base:

Referral Route	2015-16	2016-17	2017-18	2018-19	2019-20
Social Care	450	711	1067	1422	1600
Private Pay	2200	2310	2541	2922	3507
Sheltered Scheme Clients	1600	1680	1848	2125	2550
Total	4250	4701	5456	6469	7657

- Last year (14/15) alone MCC responded to a total of 154,762 calls. Almost 11,000 of those calls were life critical or health related - and MCC remained on the line with each one of them until someone arrived at the property.
- Work continues to support Adult Social Service and NHS partners and encouraging the uptake of our free Telecare training sessions. For 2015 YTD, an additional 58 staff members have attended a training session with MCC.

- MCC continues to enhance accessibility to the service. A new support leaflet has been designed specifically for Carers, enhancing the existing range of specialist information leaflets (providing support for people wishing to live independently at home with: Dementia, Physical Disabilities, Learning Disabilities or Epilepsy). All of these leaflets, and other support, have been added to MCC's website.
- MCC continues to expand its reach within local organisations, businesses and charities. Activities include: Alzheimer Cafes, Carers First events, Osteoporosis Society, Neighbourhood Watch conferences, KAB exhibition, Residents Forums, Age Concern and Community Forum for Older People.
- After being awarded Foord Alms Houses (80 telecare connections) for a further five-year contract, MCC aims to build on its strong corporate portfolio and continues to proactively seek further contract opportunities.
- MCC continues to explore new market opportunities and, earlier this year, successfully launched their GPS Solution Pilot – this included extensive press and TV coverage along with high profile support from Kent Police and Alzheimer's Society.

2.6 **Out of Hours**

- MCC offers a first class tailor-made 'out of hours' service to the public, commercial business and residents. MCC operators respond to all calls 365 days a year. The calls are logged and sent to services and business the following morning.
- MCC aims to build on its corporate portfolio and continues to proactively seek further contract opportunities. Contracts are currently secured with MHS Homes, Medway Council and Tunbridge Wells and Swale Borough Councils.

2.7 **Lone Workers**

- All employers have a duty of care to safeguard their employees and to also provide a work environment that is safe and secure. MCC offer an array of Lone Worker Solutions to both internal colleagues and partner agencies to mitigate risks associated with working alone.
- There are currently 8 Medway Council departments using MCC's Lone Worker Solutions, 35 individual service users and 3 dispersed alarms with multiple users.
- MCC continues to explore new market opportunities in order to develop their lone worker device portfolio. An enhanced portfolio, alongside MCC's direct link with Kent Police at headquarters force control and units on patrol in the four Partnership areas, will provide MCC with a unique service offer – facilitating further growth in the Lone Worker market.

3 **COMMUNITY SAFETY SHOP**

- 3.1 The Community Safety Shop was opened in The Pentagon Centre for a total of 30 days (including Saturdays) from 11 November to 20 December 2014. Partner organisations involved in the shop were Medway Council Community Wardens, Kent Police PCSOs, Kent Fire

& Rescue Service, Medway Council Road Safety Team, Public Health, Turning Point (integrated drug and alcohol recovery service) and Guide Dogs for the Blind.

The shop premises were provided free of charge by The Pentagon Centre and it was situated in a prominent position close to the main entrance to the centre.

- 3.2 The shop saw a total of 3,400 visitors, predominantly from Medway. Many of whom were parents with children. A wide variety of service requests were logged and advice from the agencies was sought on a variety of community safety and other issues. Notably, a rape was reported and a person wanted on another criminal charge turned himself in.
- 3.3 Additionally community safety-related items were distributed to residents, where appropriate. These comprised: 50 door wedge alarms; 100 anti spike bottle tops; 500 personal alarms; 50 safe cans; 50 shed alarms; 450 reflective armbands (for children); 250 warning bike seat covers (says that this bike is security marked); 500 purse chains and 200 property marker pens.
- 3.4 A key purpose in setting up the shop was to carry out the statutory community safety consultation, with visitors completing a form being entered into a free raffle for a mountain bike, kindly provided free of charge by Halfords in Chatham. Results from this consultation have fed into this year's strategic assessment.
- 3.5 The safety shop will be run again at the Smoking Cessation Centre in Railway Street Chatham for two weekends leading up to Christmas 2015.

4. COMMUNITY PAYBACK

- 4.1 The Community Safety Partnership (CSP) continues to supply the majority of unpaid jobs in Medway for completion by offenders with community sentences. These are managed by the probation service, now Kent, Sussex and Surrey Community Rehabilitation Company.
- 4.2 Over the year a total of 428 jobs were nominated by a variety of elected members, community wardens, PCSOs, and the Council's Public Rights of Way (PROW) team. The majority of activities undertaken were litter picks from open spaces, for example, the Great Lines is regularly litter picked, but jobs included cutting vegetation back, painting Medway Park's perimeter fence, work for PROW cutting back verges, and the clearing of alleyways prior to them being gated.

5 MEDWAY MEDIATION

- 5.1 The CSP made a successful bid into the Police and Crime Commissioner's 'Additional Grant for Restorative Justice' for £11,000 for investment in restorative justice and mediation. The funding was used to improve and expand on the current provision of restorative approaches within Medway.

- 5.2 Interventions are through the provision of mediation, held face-to-face or indirectly, depending on risk assessment and victim wishes, through a restorative conference or a family group conference, using Medway Mediation. In addition to this Medway Mediation, being registered trainers with the Restorative Justice Council, provided training for front line staff, particularly community wardens, PCSOs and special constables.

6 PACTs

- 6.1 In November 2010, RCC Overview and Scrutiny Committee recommended, as a part of the cross-party task group looking into the operation of PACTS (Partners and Communities Together) across Medway, that a forum for PACT chairs should be facilitated. The CSP coordinates and supports the PACT Chairs Forum along with the Community Safety Unit Inspector from Kent Police. These meetings take place on a quarterly basis and consist of discussion on a specific topic of interest, a police update and an opportunity for Chairs to share best practice.
- 6.2 There are currently nine PACTS running in Medway, compared to 22 in 2010; the majority disbanded once their specific concerns were addressed; however others have continued to remain active in their communities as residents' groups.
- 6.3 Community Wardens attended 70 PACT meetings, maintaining 100% attendance in cases where they were notified two weeks in advance. They resolved 182 issues directly and a further 112 were passed on to other departments.

7 COMMUNITY ENGAGEMENT

- 7.1 A total of 44 community engagement events have been arranged by the Community Safety Partnership, which were supported by Safer Communities' staff and partner agencies at a variety of locations in both urban and rural parts of Medway. General community safety advice is given along with personal safety equipment and leaflets, where appropriate.
- 7.2 Community Wardens conducted an operation in Gillingham highlighting the issue of identity theft. The op consisted of leaflet dropping, door knocking and radio coverage as well as targeting individuals. The message was around not putting refuse out for collection any sooner than was necessary as well as being careful not to put personal details in your refuse.
- 7.3 Community Wardens delivered presentations to junior schools on the range of services provided by the Community Wardens. The presentations were aimed at year 6 pupils and featured messages on responsible dog ownership and littering as well as personal safety.

- 7.4 Community Wardens organised and took part in 43 community cleanups. Many of these events were reported in the local press, including one case where the warden concerned gave up his day off in order to take part.

8 WHITE RIBBON CAMPAIGN

- 8.1 The White Ribbon campaign aims to prevent violence against women and promote respectful relationships. Medway Council has been successful in becoming a White Ribbon Authority, stemming from a public question at Council in October 2014. An Action Plan has been submitted to White Ribbon Campaign UK detailing what we will do to tackle the issues and the plan has now been endorsed by the campaign. Medway has six White Ribbon Ambassadors. These should be respected men who are willing to encourage men and boys in the community to participate in the global movement to eliminate violence against women and girls.
- 8.2 Medway's ambassadors are: Councillor Andrew Mackness; Councillor Mike O'Brien; Rehman Chishti MP, who is the first Conservative MP to become a White Ribbon Ambassador; Chief Inspector Simon Alland, the Medway Police Commander; and Paul Scally and Justin Edinburgh, Chairman and Manager respectively of Gillingham FC. Gillingham is the first football league club in the country to have White Ribbon ambassadors.
- 8.3 A White Ribbon event was held at the club on 10 October 2015, which received widespread media interest, and a collection was made to support the campaign.

9 PREVENT

- 9.1 The Counter Terrorism and Security Act 2015 introduced the 'Prevent Duty', which requires local authorities, and other specific bodies, to act to prevent people from being drawn into terrorism. Local Authorities, and other specified bodies, are required to have 'due regard' to the duty in the following areas: awareness of the risks of terrorism; leadership; working in partnership; staff capabilities and sharing information.
- 9.2 The Corporate Management Team acts as the strategic Prevent Panel, with a subgroup of the CSP discharging the tactical and operational tasks, chaired by the Assistant Director, Front Line Services and supported by cross-Council participation.

10 LEGAL HIGHS

- 10.1 Trading Standards Officers have engaged with local retailers and substantially reduced the outlets selling legal highs so that now only a single outlet exists in Medway. Many retailers have elected to voluntarily cease selling such products when made aware of the dangers involved.

- 10.2 The team has participated in two Kent Police projects to address this issue and acted as an expert witness in an important Metropolitan Police case resulting in the surrender of 20,000 Nitrous Oxide canisters. New legislation is imminent in this area and the team has prepared a sampling and engagement campaign to ensure the new law is rigorously applied in Medway on commencement.

11 REINVIGORATING COMMUNITY SAFETY

- 11.1 A more strategic approach has been taken to ensure that the Community Safety Partnership (CSP) is more closely aligned with the ambitions of Medway as a great place to live, work, stay and play. The CSP plan has been reviewed, with a fresh set of priorities to ensure that we meet our statutory obligations as a partnership, reflect the priorities of the partner agencies and deliver a safer Medway and support sustainable regeneration.

12 PUBLIC SPACE PROTECTION ORDERS

- 12.1 Officers have started work on reviewing the five existing Designated Public Place Orders, also known as Alcohol Control Zones. Legislation introduced by the Government last year gives local authorities more freedoms and flexibilities to control antisocial behavior in places to which the public has access.
- 12.2 A consultation exercise will be carried out to establish what controls are needed and where they should apply.

13 TRAVELLERS

- 13.1 The response to unauthorised encampments in Medway is coordinated and led by the Council's Strategic Housing Service, which liaises with the police and landowners, and responds to such encampments. The number of unauthorised encampments in Medway has generally remained stable for a number of years. Over the last year there have been 12 reports of encampments, which were all investigated. Where an encampment takes place on Council land an assessment of the encampment is undertaken along with health and welfare checks of those on the site. This information is then used to inform any decisions to take enforcement action. Should the group not agree to move on following a request to move, the Council has been successful in obtaining orders where enforcement action has been taken to move a group on. There is a clear legal process that has to be followed in all cases.

Appendices

None

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Background documents

None