

Cheltenham Borough Council

**Social and Community Overview and Scrutiny Committee
- 6th January 2002**

**Progress on Best Value Review Improvement Plans:
Crime and Disorder**

Report of the Best Value Manager

1 Summary and recommendation

1.1 This report provides members with an update on progress with the improvement plans arising from the best value reviews as at September 2002.

1.2 I therefore recommend that the actions taken to date be noted.

2 Introduction

2.1 The purpose of this report is to provide the Overview and Scrutiny Social and Community Committee with an update on progress with the implementation of the improvement plans that were agreed and approved as a result of the best value reviews carried out over the last three years. The intention is that this report will not only enable members to consider the progress made to date, but will enable members to have the opportunity to question relevant officers should they wish to do so.

2.2 Please note: if members wish to question officers about specific actions outlined in this report, could they please notify the Best Value Manager before the meeting so that arrangements can be made for the officer to attend.

3 Background

3.1 To date, sixteen best value reviews have been undertaken. The progress achieved against the resulting improvement plans will be considered by the respective overview and scrutiny committees. They are therefore split as follows:

	Completed
Environment	
Engineering	1999/2000 - pilot
Development Services	2000/2001
Operational Services Support	2000/2001
Protecting Our Environment	2002/2003 - due to start

Social and Community

Homelessness	1999/2000 - pilot
Art Gallery and Museum	2000/2001
Managing Council Housing	2001/2002 - update 9/9/02
Crime and Disorder	2001/2002
Funding of External Bodies	2001/2002 - sub-group
Sports Facilities and Development	2001/2002 - not complete

Economy and Business Improvement

Audit and Assurance	1999/2000 - pilot
Complaints & Customer Services	1999/2000 - pilot
Legal Services	1999/2000
Property Services	2000/2001
Festivals and Entertainments	2000/2001
Central Support	2000/2001
Effective Communications	2001/2002
Exchequer Services	2002/2003 - due to start
Elections & Civic Administration	2002/2003 - due to start

- 3.2 Attached to this report is a table which outlines the recommendations made in respect of the review of crime and disorder, the officer responsible for implementing the recommendation and the target implementation date. Progress against each action is shown in the right-hand column against the respective action. Please note that the titles of many of the responsible officers will have changed under the re-structure.
- 3.3 It should be noted that the 2002/2003 reviews are listed above for information purposes only. These are due to start and it is unlikely that a report and improvement plan will be available before next year. One further exception includes the review of Managing Council Housing: since the committee received an update on the implementation of the improvement plan at their meeting on the 9th September 2002, it is not proposed to report on this until the implications of the inspection process have been fully considered.

4 Implications

4.1 Financial	None directly arising from this report
4.2 Legal	None
4.3 Personnel	None directly arising from this report
4.4 Equal opportunities, social justice and anti-poverty	None directly arising from this report
4.5 Environmental	None directly arising from this report

Background papers

Best value review reports and supporting papers

Contact officer

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Accountability

Cabinet Deputy for Business Support

Crime and Disorder

Recommendation	Responsible Officer	Progress to Date
1. Provide s.17 awareness raising sessions for all staff and members.	CSO with Crime Concern June 2002	In September 2002 The Crime and Disorder Partnership obtained Home Office funding for action planning and s.17 training which will include Cheltenham Borough Council. Planning for this is taking place with Crime Concern, training likely to roll-out in 2002/early 2003
2. Establish s.17 lead officers in each division.	CSO + Heads of Service Mar 2002	Once the above training has taken place and restructuring completed Section 17 lead officers can be identified.
3. s.17 lead officers undertake an audit of current work.	Lead Officers July 2002	As above
4. Divisions undertake a series of staff workshops in order to formulate divisional action plans.	Heads of Service & Lead Officers Oct 2002	As above
5. Develop a corporate s.17 strategy and action plan.	CSO Nov 2002	As above
6. Focus on priority activities.	CSO & Lead Officers not applicable	As above

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7. Redefine the Community Safety Officer's job description to reflect the change in emphasis.	Head of C&P March 2002	The role of the community safety officer has been reviewed as part of the overall management restructure of the organisation. This enhanced role of Community Safety Manager will reflect this change in emphasis, particularly in respect of s.17.
8. In conjunction with the other partners, agree a joint working protocol, so that roles and responsibilities, and key aims are defined.	Head of C&P+ Partners June 2002	Membership of the CADA partnership is under review, with a view to consolidating representation, and to identify roles and responsibilities over the next three years during the life of the 2 nd crime reduction strategy. This will not affect the statutory partners. The review of partnership membership is a continuous process to ensure that the make up of the partnership reflects the needs and requirements of the community.
9. In conjunction with the Police and County Council, agree a pooled budget for the partnership.	Head of C&P Oct 2002	The County Council are in the process of moving forward on this by appointing a Community Safety Manager. They have also agreed to contribute, together with the 6 district partnerships, to the costs of employing the MAIDeN Project Crime and Disorder Analyst.
10. In conjunction with the Police and County Council, consider how the work of the partnership can be jointly resourced, via a corporate body.	Head of C&P Oct 2002	As above The CADA Partnership relies heavily upon the Home Office for funding, though other sources are available. All of the administration is still undertaken by Cheltenham Borough Council, supported by the Police. It has been highlighted that it could be feasible to establish a separate community safety trust with its own manager. The trust could then be run by a local authority or police staff, its own staff, by an outside body

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		such as crime concern, or by a combination of all these options. Examples: Safer Luton, Safer Cardiff. A charitable trust would have the advantage that it could have access to more sources of external funding than a local authority. This will be investigated further upon completion of the restructuring process.
11. Further consultation should be carried out with the public in order to identify their priorities.	CSO June 2002	Consultation was undertaken recently based upon the latest crime audit, as part of the 2002 - 2005 Crime Reduction Strategy.
12. In conjunction with its partners, the Borough should identify resources to provide the partnership with its own capacity to submit bids.	CSO + Partners	The Partnership have received Home Office funding to appoint a Project Officer. Part of the job description includes a brief to consider external funding streams and to apply for additional resources wherever possible.
13. Cheltenham Borough Council should seek to identify appropriate sources of sponsorship for its projects.	CSO + Funding Officer	This recommendation has been accommodated within the job description of the project officer, and identified against recommendation 12.
14. In conjunction with its partners Cheltenham Borough Council should clearly identify what its role is and therefore what schemes it should be responsible for within the crime and disorder strategy.	Head of C&P June 2002	By agreement with the partnership, the Community Safety Manager is secretary to the CADA partnership and the principal point of contact with the Home Office. This officer has been designated by the council as 'lead' officer in respect of Anti-Social Behaviour Orders (ASBOs) and identified as the 'Partnership Co-ordinator', co-ordinating the partnership's overall response to anti-social behaviour and principal point of contact with the Home Office in this area of work. CBC membership includes the Cabinet Deputy for Public and Environmental Protection and the Assistant Director Public

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		<p>Protection. Therefore the council has a pivotal role in the work and direction of the partnership but in particular to implement the Crime Reduction Strategy 2002 to 2005 in conjunction with the police and other partners.</p> <p>The CADA partnership is currently focusing on the large projects and it is proposed that these will regularly report back to the partnership on the relevant targets that have been set within the Crime Reduction Strategy.</p> <p>It is worth noting that Cheltenham Borough Council is also driving forward on issues around illegal drugs and the night time economy, which feature heavily within the Strategy.</p>
<p>15. Cheltenham Borough Council should investigate the possibility of setting up its own internal community safety unit.</p>	<p>Head of C&P</p> <p>June 2002</p>	<p>This is now happening within the restructure.</p> <p>The partnership has obtained Home Office funding to appoint a Project Officer who will be based within the new Community Safety Unit, to work with the Community Safety Manager, Police Officer (based full time in this unit) and administration support staff. The funding for the post is conditional on the achievement of the crime reduction strategy targets. If the mechanism proves successful it may be cascaded down to other projects.</p>
<p>16. Cheltenham Borough Council should develop a programme outlining when individual schemes will be undertaken.</p>	<p>CSO</p> <p>July 2002</p>	<p>This will be an outcome of the development of the s.17 action plan and the Crime Reduction Strategy.,</p>

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17. Each scheme should have clearly identified outcomes which can be used to measure its success.	CSO + Sponsor	As above
18. Each scheme should be discrete with a clearly defined time scale, and a clearly defined level of resources attached to it. Each scheme should have a sponsor other than the Community Safety Officer.	CSO + Sponsor	Schemes currently subject to funding are reviewed on a regular basis during the lifetime of the scheme. It is intended that reporting will take place once every two months. Most of the current projects are open-ended, but are dependent upon government funding which is reviewed each year.
19. The community safety officer should be tasked with overseeing the scheme programme and should avoid becoming involved in individual Cheltenham Borough Council schemes.	Head of C&PS, CSO + sponsors	This has been addressed in the revised job description for the Community Safety Manager. The CSM is no longer involved in the day-to-day work of individual projects, apart from funding issues and ensuring regular reporting.
20. Establish information sharing protocols.	CSO + partners	Improvements are being made in performance monitoring and information sharing through both Police sources and the MAIDeN project.
21. Develop the corporate Geographical Information System (GIS) as a matter of urgency.	Director of support services	Both the Police and MAIDeN project have GIS. GIS is still to be rolled out at Cheltenham Borough Council but this needs to be implemented as a matter of urgency.
22. Identify staffing and a lead officer for the effective running of the information system.	CSO + partners	Cheltenham Borough Council will have greater access to the police information systems under the new structure. An information sharing protocol is being progressed. In order to improve data quality, the Cheltenham and Tewkesbury Partnerships have jointly agreed to employ a person to input information on to the GIS system. This person is in place assisting Tewkesbury and to some degree Cheltenham but

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		needs the implementation of GIS at Cheltenham as a matter of urgency to become really effective and efficient.
23. Establish targets for crime and disorder reduction and targets for related areas.	CSO, Police and other partners	These targets are outlined in the Crime Reduction Strategy 2002 - 2005.
24. Establish a reporting mechanism for both the main partnership and associated INAs & project teams.	CSO	A reporting process has been in place for sometime but is now being refined in light of the new crime reduction strategy.
25. Cheltenham Borough Council should regularly hold properly run focus groups prior to the start of individual schemes, in order to determine what people are looking for from the scheme.	CSO + sponsor Ongoing	Outside consultants were employed to undertake consultation under the new CAD strategy, however consultation was not undertaken for specific projects as originally envisaged. Additional consultation is likely to result from more work on s.17 activities.
26. Where possible, stakeholder surveys should be adopted as part of the success criteria of a scheme.	Sponsor Ongoing	To be addressed: see above.
27. Cheltenham Borough Council should investigate co-terminus boundaries and reporting structures to the Police.	Head of CPS Mar 2003	There are presently still differences between ward and the inspector neighbourhood areas, but this is being addressed.
28. Introduce street/neighbourhood wardens and develop the role of appropriate staff, such as park rangers.	Head of CPS, CSO + project sponsor	A bid was submitted to GOSW, however it was not successful since the partnership was unable to match fund. This is to be re-visited as part of a review of corporate enforcement activities to be undertaken by the Assistant Director Public Protection during 2003.

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29. Introduce help points for members of the public within close proximity to CCTV cameras.	Project sponsor Dec 2003	The proposal has been discussed and the cabinet has agreed to support the introduction of 5 help points in Cheltenham subject to the budgetary process. Implementation could be delayed pending the relocation of the Police HQ.
30. Introduce mobile CCTV in order to target crime and disorder 'hot spots'.	Project sponsor Dec 2003	Mobile police CCTV vans will be operational from November 2002. The Partnership mobile CCTV is already in use.
31. Review public transport and taxi arrangements as part of the night time economy initiative.	Project sponsor Dec 2003	Discussions are being undertaken with the taxi/private hire trade. Changes are currently planned for the taxi rank in the Town centre. Staggered closing times for pubs and clubs are having a positive effect in the dispersal of patrons from the town centre. The possibility of installing taxi help points is also being considered.
32. Further develop sport-related youth crime diversion schemes.	Project sponsor Dec 2003	This is ongoing but there are no new developments at the present time. Alternative sources of funding for this area of work are being considered.