

COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public/Private*

Date of Meeting:

29 November 2001

**Title: BEST VALUE REVIEW OF COMMUNITY SAFETY - PROGRESS
REPORT**

Report of: Town Clerk and Chief Executive

Report reference: TC 235/01

Summary:

This review was initially discussed by the Members' Interim Scoping Panel on 15 August 2001, during which the scope of the review was defined and priorities set (copy of minutes attached at appendix 1). This report details progress made to date against that scope and is broken down into the four elements of best value, consult; compare; challenge and compete.

The project plan for the review is attached at appendix 2, showing that the expected completion date is 30 April 2002.

Recommendations:

That members note both the community safety best value review project plan and the progress made to date.

Contact Officer: Paul Musgrave

Ext: 7011

Consult

We have already carried out a significant amount of consultation. A Questionnaire has been sent out to the county-wide citizens' panel (administered & broken down by district on our behalf by Cumbria Constabulary) and the Carlisle District Citizens Panel. Data is being entered on receipt and most questionnaires have now been returned. We expect the remainder to be returned within the next fortnight. Preliminary analysis is expected early in December and will be reported on

thereafter, with analysis of weighted and open-ended questions being carried out early in the new year. A copy of the questionnaire is attached at appendix 3.

One of the priority areas identified at the scoping session was the issue of hotspots. In order to focus on that, an independently facilitated session was held with the hotspots task group on 16th November 2001, the results of which should be available within the next few days and will be forwarded in advance of this meeting. Further focus groups on other priority areas are planned and the results will be analysed and acted upon during the review.

A Youth Conference on crime and disorder was held on 15th September 2001 which included a workshop on youth offending issues. A summary of this conference is attached at appendix 4 and the results will feed into the review.

Compare

Benchmarking has taken place with the other five Cumbrian District authorities, Cumbria Constabulary and with our Crime and Disorder Partnership family grouping and the Historic Cities group. This information is being analysed and will be reported on at the next Overview & Scrutiny Committee meeting. A copy of the benchmarking document with the Carlisle responses is attached at appendix 5.

Challenge

This is the next stage of the review and one which members can make a valuable contribution. The feedback from the consultation and benchmarking exercises will greatly inform the challenge process.

Compete/Competitiveness

This will be looked at in conjunction with other Cumbrian authorities when all other areas of the review are completed. It is expected to focus on the areas of value for money, best practice and more effective partnership working.

BEST VALUE SCOPING PANEL**WEDNESDAY 15 AUGUST 2001 AT 10.00 AM**

PRESENT: Councillors Bloxham, Mrs Mallinson, Knapton, Fisher L, Mrs Bradley, Guest & Mrs Styth

ALSO PRESENT:

Mr J Mallinson (Head of Policy & Strategy), Mr P Musgrave (Community Safety Officer), Mr P Mason (Head of Revenues), Miss K Hook (Best Value Officer)

BVSP.1/01 CHAIRMAN

Councillor Raynor Bloxham was elected Chairman of the Scoping Panel.

Councillor Mr Bloxham thereupon took the Chair and requested that future meetings of the Panel are administered and minuted by the Committee Clerks.

BVSP.2/01 APOLOGIES

Apologies were received from Councillor Jefferson.

BVSP.3/01 DECLARATIONS OF INTEREST

Councillor Mrs Mallinson declared an interest due to her membership on the Board of the Probation Service. It was agreed that it was not necessary to declare an interest in relation to the Town Clerk & Chief Executive's Department.

BVSP.4/01 COMMUNITY SAFETY

John Mallinson gave a presentation on the background to, and current issues with, the Community Safety function within the Council.

Councillors expressed regret that our partners in the delivery of Community Safety were unable to attend and asked that a list of those partners be circulated. Concern was raised as to how partners were going to be able to resource attendance at every Cumbrian Council's Community Safety review but it was explained that all Cumbrian Councils and the police were co-ordinating their reviews to minimise any duplication involved and it had been agreed by them that partner representatives would support the reviews in their individual districts.

4/01/a *What Are Our Priorities?*

It was agreed that the priorities for this review should be to investigate ways to further reduce crime and the fear of crime. In addition, there should be an increased focus on disorder and anti-social behaviour as it was considered that these issues were not the high priority that they should be. It was noted that there were a lot of issues relating to Community Safety coming on to the Statute Book in the near future, including issues around curfews and community orders etc. and

these should be assessed during the review.

Current 'hotspots' should be tested to measure whether we've achieved our objectives for them (through consultation etc.) and also whether the geographical areas they cover are still the right ones. Botchergate was highlighted as an area where there was a high level of crime and disorder but, due to the low population level, wasn't identified as a 'hotspot'. The review team agreed to take this into consideration during the review.

The point was made that there may be other hotspots in Carlisle that do not relate to crime and disorder but were still community safety issues, areas of poor lighting for example, that should also be investigated during the review.

Section 17 development was identified as a high priority and one where the members could have direct influence through their committee work. It was agreed that all decisions taken in relation to the community should consider the effects on crime and disorder.

Member involvement in Community Safety issues needs to be improved and clear procedures need to be developed for all departments and members on how to deal with Community Safety issues.

It was requested that an additional line be added to the 'Accompanying Comments and Statements' title section of all committee reports to request a Community Safety Impact Statement if relevant.

4/01/b Which Activities Contribute?

Planning and licensing were identified as activities with a potentially major impact on crime and disorder, as well as housing allocation policy and tenancy enforcement. It was considered that the legal section should be giving more proactive guidance in strategy support. It was agreed that the Council should be setting a good example, so services like Grounds Maintenance and litter collection should be of a high standard – particularly in the areas such as 'hotspots'.

4/01/c Where Are We Now?

Mr Paul Musgrave explained that the Community Safety Partnership, of which we are a part, was quite effective and that we have a particularly good relationship with the Police. Information sharing had initially been poor but was improving. Some partners were more committed than others, with the County Council and the Health Authority less involved. It was hoped that the County's appointment of a Community Safety Officer would improve their contribution and members saw the potential to influence the involvement of the Health Authority. It was considered necessary to discover during the course of the review the reasons for their reluctance to participate in order that we may address them. This is also important so that there is no duplication, particularly with the Health Authority's work on deprivation.

Councillors considered that although there was obviously a lot happening within Community Safety, they weren't being kept informed about the process and needed better communications from Officers.

4/01/d Key Issues

It was considered that the discussion above had highlighted the key issues for the review.

BVSP.5/01 Concessionary Fares

Mr Mason explained that the Council is now legally required to provide concessionary fares and the service has been under review since 1998. Two action plans for improvement have already been produced.

Key issues for the review were identified as:-

- Improvement of the publicity for and promotion of the concessionary fares service;
- The development of Smart Card technology;
- Emerging customer aspirations for the service, including discount travel on trains, taxis etc;
- The desire to increase take-up and use of passes;
- How the service fits in with the Local Transport Plan.

Councillors agreed that these were the key issues for the review and requested more monitoring information on the scheme in the future.

Councillor Mallinson expressed the desire to see Members more closely involved in the work of the team. It was agreed that a Member could fulfil the role of external challenger to the review.

Councillor Guest was interested in the concessions offered by other Councils, Mr Mason explained that he was running a benchmarking exercise with other like authorities and the results would be made available to Members.

Councillors asked Mr Mason to look into providing concessions on Mega-Riders as, for those in outlying areas of Carlisle where fares into town are high, it is cheaper to buy a Mega-Rider at full price than to claim concessionary travel on individual tickets.

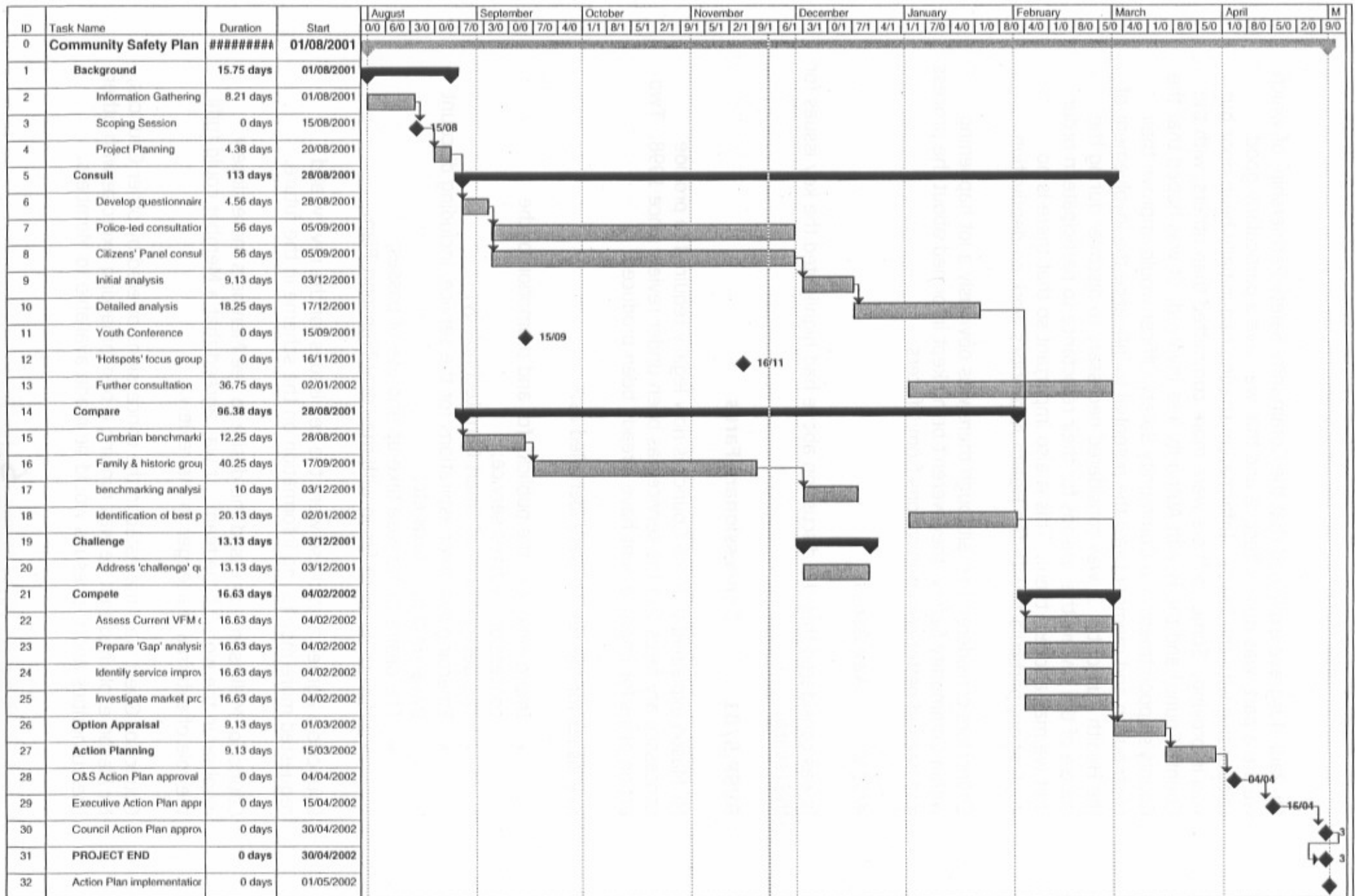
Disabled access was discussed and it was observed that, although concessionary fares had been granted to people with disabilities, they could not always take advantage of them as so many of the buses are unsuitable for disabled users. It was agreed that discussions about accessibility should be held with Stagecoach representatives, to encourage them at least to publish timetables which identify the routes and the days on which a suitable bus for disabled people would be running.

Councillors requested to see comparisons of costs per pass issued and it was explained that this would be available through the benchmarking survey. In addition, they were concerned about how many passes were issued to people who never used them and asked Mr Mason to look into that issue during the review.

The use of tokens was discussed where it was accepted that the token system is particularly susceptible to fraud. The use of Smart Cards removes this potential and could also allow the Card holder to use the concession on other forms of transport, e.g. trains and taxis, providing the technology was available to accept the cards. Mr Mason will be investigating this issue during the review.

Mr Mason was asked to look at the funding issues involved in extending the concessionary fares scheme to routes to the North East.

APPENDIX 2.



COMMUNITY SAFETY QUESTIONNAIRE - APRIL 2001

Brief description about why the respondents have been selected for this survey, the purpose of the survey and what will happen to the results. End with "all responses will be treated in strictest confidence". Need a named contact person and telephone number (had a few concerned respondents calling to check we were legitimate the last time we did a Crime & Disorder Survey). Return completed questionnaires in the enclosed prepaid envelope

Legislation under the Crime and Disorder Act 1998 requires that Carlisle City Council works in partnership with other agencies such as Cumbria Police, Cumbria County Council, North Cumbria Health Authority and other voluntary organisations to reduce Crime and Disorder in the district

Q1 Are you aware of the 'Community Safety Partnership' between Carlisle City Council, Cumbria Police, Cumbria County Council, North Cumbria Health Authority and other voluntary organisations to reduce Crime and Disorder?
 Yes ☐1 No ☐2

Q2 Do you think a 'Community Safety Partnership' approach is the right way to try and solve Crime and Disorder problems in the district?
 Yes ☐1 No ☐2

Q3 If you answered no to q2, how do you think Crime and Disorder problems in the district should be approached?

Q4 The Community Safety Partnership has identified priority areas for tackling Crime and Disorder. Can you say whether you agree or disagree with these priorities...

	Agree	Disagree
Burglary from dwellings	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Shop theft	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Vehicle related crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Drugs and alcohol related crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Disorder and disruptive behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Combined hotspots (areas where the above & other factors are most common)	<input type="checkbox"/> 1	<input type="checkbox"/> 2

Q5 Which of the above priorities do you think is the most important?

- Burglary from dwellings
- Shop theft
- Vehicle related crime
- Drugs and alcohol related crime
- Disorder
- Combined hotspots

Q6 Is there a crime & disorder issue which you think is more important than any of the above (PLEASE PRINT IN CAPITALS)

Q7 The Community Safety Partnership members have been involved in securing funding for and managing a range of initiatives to reduce Crime and Disorder within the Carlisle City Council District. Please can you say if you support these initiatives..

	Support very strongly	Support	Don't care either way	Do not support
A burglary reduction initiative in Botcherby	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Development of Radio Link (to combat city centre shop theft)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Clear Car Campaign (aimed at reducing theft from vehicles)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
CCTV Initiatives	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Pubwatch Scheme (allows exclusion of persistent troublemakers from participating pubs)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Repeat Victimisation Scheme (providing support for elderly repeat victims of crime)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Mobile Alarm Scheme (provides temporary burglar alarms for at risk properties)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Shed Burglary Initiative (provision of alarms/property marking equipment)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q8 In addition to prioritising Crime and Disorder issues across all relevant areas, Carlisle City Council provides an extra £50,000 per year to fund specific projects (such as those outlined above in Q7) Do you support this funding allocation?...

- Yes
- No

Q9 Do you think £50,000 is enough to spend on such projects?

- Too much
- Enough
- Not enough

Q10

The Community Safety Partnership has identified contributory factors to Crime and Disorder. Do you agree that these factors contribute to Crime and Disorder?

Yes

No

Standard of Housing ☐ 1
 Employment Status ☐ 1
 Education ☐ 1
 Poor health ☐ 1
 Low Income ☐ 1
 Domestic Problems ☐ 1

☐ 2
☐ 2
☐ 2
☐ 2
☐ 2
☐ 2

Q11

Do you agree that these factors should be tackled in addition to tackling direct crime?

Yes

No

Standards of Housing ☐ 1
 Employment Status ☐ 1
 Education ☐ 1
 Poor Health ☐ 1
 Low Income ☐ 1
 Domestic Problems ☐ 1

☐ 2
☐ 2
☐ 2
☐ 2
☐ 2
☐ 2

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE. PLEASE
 RETURN IT IN THE ENCLOSED PREPAID ENVELOPE

Youth Conference 15th September 2001

The Youth Conference was set up to address the issues of partnership working in youth services and to assess the Crime and Disorder implications of existing services. The day was split in to the morning section which was specifically for agencies involved in youth service provision and the afternoon which was an information fair aimed to give youths a chance to see what types of service were available to them.

The morning session included a workshop on Youth Crime and Disorder with the agencies to get their perspective on the issue. This was complimented by the afternoon session which comprised the same workshop with youths. There was also a consultation exercise with the same group to assess knowledge of current working in relation to Crime and Disorder.

The agencies represented were as follows:

Carlisle and Aspatria Athletics Club
Carlisle Division Guide Association
Carlisle and Eden Millennium Volunteers
Tullie House Museum
Cumbria Youth Alliance
Young Farmers Club
Carlisle Volunteers Bureau
Cumbria Scouts
Currock Villa CFYP
CITB
Kings Own Border Regiment
CACYP
Cumbria Outdoors
Theatre By The Lake
Community Projects Carlisle
Carlisle City Council
Connexions Cumbria
NACRO Carlisle
CADAS

Morning Session – Agency Workshop

The workshop centred on trying to assess knowledge of the partnership approach to Crime Reduction whilst also attempting to identify what the priority areas were for each agency in relation to youths and crime.

Initially, the general opinion was that crime reduction was solely the responsibility of the Police.

Apart from Connexions, there was no knowledge of the District Crime and Disorder Reduction Partnership from any of the agencies. This led to a brief introduction into the aims of the partnership and the way that initiatives are identified and funded.

Following this discussion there was general agreement that a partnership approach was more effective but the point was made that a partnership could only be as strong as its weakest member.

Some participants felt that there were two key parts to the topic namely crime itself and the fear of crime/quality of life. The point was raised that the Police should deal with crime and that the council should become involved in the quality of life and fear of crime issues. However the majority were of the opinion that a partnership where all participants had an equal stake was the most effective way of making it work.

It was explained that the partnership in Carlisle had merged with Eden to prevent unnecessary duplication and to become co-terminus with the North Cumbria Police area. This move was largely welcomed by agencies whose remit extended beyond Carlisle but reservations were expressed about losing focus from local issues by agencies working predominantly in Carlisle.

CCTV was seen as very effective for certain areas such as city centre disorder and vehicle crime. Concern was expressed that CCTV particularly at Currock five road ends has displaced rather than solved the problem although there is no Police incident evidence to support this claim.

The 1999-2002 strategy was explained in terms of how priorities were chosen (i.e. based mainly on Police incident data). The group supported the principle that, due to advances in I.T., more use would be made of socio-economic data to give greater insight into quality of life issues relating to crime.

When asked to prioritise five areas to concentrate on, the agreed outcome was as follows:

Violent crime

Drug and alcohol related offending (including alcohol related disorder)

Youth issues (to include youths as both offenders and victims of crime together with youth diversionary activities)

Fear of crime (to include quality of life)

Acquisitive crime (domestic and commercial burglary, theft and retail crime)

This was the agreed order of priority. The group felt that the partnership should do more to publicise its activities.

When asked if they believed there was more or less crime than three years ago, the majority believed there was less but this was informed by recent press articles to that effect.

Afternoon Session – Youth Workshop

The approach in the afternoon was similar to the morning session. The general consensus was that crime and disorder reduction was the job of the Police and there was no knowledge at all from the 23 attendees of the Crime and Disorder Reduction Partnership.

Again an introduction in to the aims of the partnership was made which received support from the group as an effective way of dealing with crime in its wider context.

The group saw CCTV as a major factor in reducing vehicle crime and thought that extensions of CCTV would lead to further reductions in other areas of crime.

When asked to identify five major areas of crime, there was agreement that the priorities were as follows:

- Shop theft
- Youth Issues
- Drugs
- Crimes against the elderly (e.g. distraction burglary)
- Domestic violence

When asked if they believed there was more or less crime than three years ago, the unanimous opinion was that there was more crime.

There was also unanimous opinion that youth offending can only be looked at in the context of a perceived lack of youth service provision in the area which the group believed was a major contributing factor in many offences.

ASSESSMENT AGAINST GOOD PRACTICE CRITERIA

1. PARTNERSHIPS

	Current Position	Improvement Action
Does the Partnership have an agreed Terms of Reference? (S.I.N.) Are they still valid?	Yes see appendix 1 Recently reviewed and updated following merger with Eden group	
What is the make up of the Partnership? Is the Membership reviewed?	See appendix 2 Has been reviewed once in last three years. May be reviewed at launch of new strategy.	
What does the Partnership do to raise public confidence in reporting offences to the police, in providing intelligence and assisting in the provision of evidence in order to contribute to the detection of crime? (C.T.o.C.)	Partnership has recently adopted a proactive media strategy to increase awareness and publicise successes of various initiatives. Community beat officers sit on task groups which also include members of the community	
What training has there been on the implications of Section 17 for the Partnership? (C.T.o.C.)	None. Training event planned for September 2001	
Has the Partnership reviewed the extent to which service delivery is focused at the local level such as through the alignment of wards and beats or locally/geographically based staff? (C.T.o.C.)	The merged Carlisle and Eden Group is co-terminus with the North Cumbria Police Division. Many of the initiatives have been delivered with extensive local involvement from the community, the local beat officers and the local authority	
Is there a development plan for the partnership for reviewing the extent of each partners support and contribution? (C.T.o.C.)	The partnership has recently implemented a system to evaluate progress in its key task areas. This is still to be developed further. It is also hoped that the BVR will add to this process.	

What measures have been taken to encourage and support those agencies who are not yet fully engaged in the Partnership? (C.T.o.C.)	Reducing the amount of meetings and avoiding unnecessary duplication of work through merging the Carlisle and Eden groups has led to an increase in attendance at meetings from a wider range of agencies	
Does the partnership actively involve the private sector through ; (a) designing out crime opportunities? (b) provision of financial/resource support? (c) assisting with marketing the prevention message? (C.T.o.C.)	a) Planning department issue "Designing out Crime" document with all planning applications. New developments are encouraged to incorporate principles b) Discounts have been given by some retailers in support of crime prevention products c) Use of retailers logos in some schemes	
Does the Partnership encourage the active involvement of the voluntary sector in the reduction of crime and disorder and the promotion of community safety? (C.T.o.C.)	Neighbourhood Watch reps Care and Repair reps and Tenant and Resident Groups reps sit on task groups	
Have the techniques of problem solving and effective intelligence been embraced to identify; (a) the different and competing contribution that partners can make (b) the intervention or combination of interventions that would be most appropriate to the problem (c) the timescale of the intervention (d) a review process for actions taken? (C.T.o.C.)	No	Problem solving conference arranged for October 2001 which should address these points Problem Solving Groups are intended to be a key part of the delivery structure of the next strategy.
Does the Partnership use the problem analysis triangle? Victim, offender, location? (S.i.N.)	Not at present.	This model to be used in 2002-2005 audit and strategy process
Has an improvement Programme been produced for developing the problem-solving approach? (C.T.o.C.)	Yes – problem solving groups intended to be a key part of task group structure in 2002-05 strategy	

Is the routine presentation of crime and disorder data and changes in patterns presented routinely to Partnership meetings? (C.T.o.C.)	Yes Information based on Monthly Crime Bulletins from Police MIU	
Have the opportunities for obtaining sponsorship as a beneficial way of involving the private sector been explored? (C.T.o.C.)	Yes Currently developing domestic CCTV scheme which will be part sponsored by the retailer and possible other local businesses. Retailers have been involved in sponsoring other previous schemes	
Does the partnership have a development strategy which identifies; (a) gaps and how they can be closed (b) how the partnership will continuously improve over a period of three to five years? (C.T.o.C.)	a) No b) No	Should be identified during BVR process and addressed as part of the problem solving model
Is there any evidence of the level of public satisfaction with the way Community Safety is being dealt with? (HMIC)	County wide survey will provide indication together with Carlisle District wide survey being conducted as part of the audit process	
What working arrangements are in place for co-ordinating county-wide between the partnerships and the police areas? (HMIC)	Police area now co-terminus with merged Carlisle and Eden group at local level. County wide practitioners group meets at least quarterly and includes Force Community Safety Manager	
Are there mechanisms in to place identify and disseminate good practice? (HMIC)	Good practice disseminated via County Practitioners Group and Best Value Liaison Group	

2. INDIVIDUAL ORGANISATIONS (Section 17)

	Current Position	Improvement Action
Section 17 should be a guiding principle. How is it, or is it proposed to be, incorporated into internal strategies for the Police and Local Authorities? (C.T.o.C.)	City Council Corporate Management Team have identified departmental "champions" to develop training package and draft policy for the Local Authority	
Do all staff know about the Community Safety Strategy and its purpose? (HMIC)	No	Will be addressed when section 17 training package is rolled out to all departments of the authority
What training has there been, or is proposed, on the implications of Section 17 for staff? (C.T.o.C.)	Training proposed for September/October 2001 via Crime Concern. Aimed at senior managers and members	
Are elected Members designated as having a Community Safety portfolio? (C.T.o.C.)	Community Safety does not have its own portfolio but is covered under 'Community'	
Do all elected Members understand the benefits of partnership working? (C.T.o.C.)	All elected members have varying degrees of understanding of the benefits depending on current involvement	Members to be included in proposed partnership development training package
Has a review been undertaken of the recruitment and role of analysts? (C.T.o.C.) [Police to answer]		
Have the Police adopted the NCIS model as part of the force intelligence strategy? (C.T.o.C.) [Police to answer]		

Does the BCU Commander have delegated financial management to facilitate funding of Partnerships? (C.T.o.C.) [Police to answer]		
Have the local authorities and the police included specific resources in their base budgets to support community safety? (C.T.o.C.)	Yes £50,000 per annum from Carlisle City Council £20,000 from Cumbria Police	
Have the local authorities and police provided staff with cross-professional training to help them work with communities as teams addressing local problems? (C.T.o.C.)	No	
Has training been undertaken in all partner agencies for personnel on partnership building, problem solving and information analysis as well as crime prevention skills? (C.T.o.C.)	No	Partnership building and problem solving to be addressed late 2001
Have attempts been made to quantify the cost of crime by each partner? (S.I.N.)	This information has not been available but systems are being developed to provide costs to the public purse of individual crimes	
Is there an integrated approach to issues of social exclusion? (S.I.N.)	No	
Is there a clear approach to dealing with quality of life issues? (HMIC)	Not a formalised approach but quality of life issues are considered in all initiatives	

3. CRIME AND DISORDER AUDITS

	Current Position	Improvement Action
Are compatible IT systems in place to share information, collate crime and disorder data and to analyse and disseminate it? (C.T.o.C.)	Yes. Recently appointed Partnership Support Worker is assembling data warehouse for access and use by all Cumbrian partnerships. Bid also ongoing to Partnership Development Fund to enhance the system	
What methods of consultation are used? (HMIC)	Carlisle Citizens Panel survey Focus Groups Hard to Reach Groups	
Are customer satisfaction surveys used? (HMIC)	Satisfaction is an element of the consultation process and individual initiatives may be evaluated using this method	
Have "Hard to Reach" groups been targeted for their views? (S.i.N.)	Yes Ethnic Minority Community Gay/Lesbian Community Student Community	
Is there a clear focus for identifying problems through hot spot and repeat incident analysis and response? (HMIC)	Yes Hotspots identified as a priority area under last strategy. Hotspots Task Group has specific focus crime in these areas.	

4. PREPARING AND MANAGING STRATEGIES

	Current Position	Improvement Action
Is the Community Safety Strategy Costed? (C.T.o.C.)	No	
Are exit strategies put in place in relation to externally funded initiatives? (C.T.o.C.)	Yes	
Does the Community Safety Strategy and related Action Plans incorporate targets, realistic timescales and effective mechanisms for performance evaluation and review? (C.T.o.C.)	Strategy sets out to achieve 3% decrease in crime over the three year life. Individual initiatives are evaluated using a variety of methods	
How is the Community Safety Strategy communicated? (HMIC)	Circulation to relevant bodies/agencies Generally available to public Local media publicity	
What evidence is there of real community engagement in the development of the Strategy? (HMIC)	Communities are consulted as part of the audit process and the draft audit document is then consulted upon with relevant partners including the community. Consultation takes place again once the strategy is established	
Is any use made of the tools of the Crime and Disorder Act e.g. ASBOs? (HMIC)	Yes Two ASBOs in force and one in progress together with many cases where the ASBO process was started and resolved before application	Develop expertise in obtaining ASBOs
How is the Strategy Reviewed, Monitored and Evaluated and how often? Is there Performance Management System? (HMIC)	Regular reports to committee Mid Term Review Local Performance Indicators Best Value Performance Indicators Evaluations on a scheme by scheme basis	
Are evaluations of initiatives used to inform future work in similar situations? (HMIC)	Yes	

Is there an annual Community Safety Plan which links the annual Police Plan to Community Strategies? (HMIC) [Police]	Strategy links into Policing Plan and vice versa	

5. STRATEGIC ISSUES/INITIATIVES

What Issues/Initiatives were identified from the first Crime and Disorder Audit.

How are they being addressed.

What is the performance in reducing crime and disorder against the targets set?

ISSUE/INITIATIVE:-	DETAILS OF APPROACH AND PERFORMANCE	IMPROVEMENT ACTION
1. Shop Theft	Task Group has specific focus on retail crime. Shop Radio Link scheme has now developed into Carlisle Retailers Against Crime which is looking at other retail crime initiatives	Encourage more retailers into the scheme
2. Burglary From Dwellings	Task Group set up to look at Burglary, Vehicle Crime and Disorder. Successful application to RBI round 2 for Botcherby area of Carlisle has resulted in approx 35% reduction in burglaries	
3. Vehicle Crime	Task group as above – Two initiatives launched aimed specifically at vehicle crime. Evaluation suggests that the vehicle security message was successfully communicated	
4. Disorder	Task Group as above – Major enhancements to existing CCTV provision through successful applications to the Crime Reduction Programme.	Continue to seek to expand the system for maximum coverage of City Council area
5. Drug and Alcohol	Task group set up with specific Drug and Alcohol Focus	Need to link in to Communities Against Drugs Initiative closely to avoid duplication of work
6. Combined Hotspots	Task Group set up with specific Hotspots focus. Contains reps of the communities identified as hotspots. Currently working on major domestic CCTV initiative.	

Are there any issues identified subsequently which are now being addressed?

What is the performance in reducing crime and disorder?

ISSUE/INITIATIVE	DETAILS OF APPROACH AND PERFORMANCE	IMPROVEMENT ACTION
1. Youth Issues	Youth Conference arranged for September to include agencies in am and youth service users in pm. Aim to disseminate Crime and Disorder themes	Include Youth Issues in all aspects of future strategies.
2. Rural Issues	Rural Conference had been arranged but was cancelled due to Foot and Mouth outbreak. To be rearranged	Include Rural Issues in all aspects of future strategies
3.		
4.		

CRIME AND DISORDER – BENCHMARKING DETAILS

General

1. Name and Address of Authority Providing Information

Carlisle City Council
Civic Centre
Carlisle
CA3 8QG

2. Contact Officer

Name	Paul Musgrave
Title	Community Safety Coordinator
Telephone Number	01228 817011
e-mail	Paulm@carlisle-city.gov.uk

3. Budget

	2000/01 £	2001/02 £
Direct Employee Costs	£21,585	£21,702
Indirect Employee Costs	£3908	£3870
Expenditure on CCTV Schemes	£203,310	£183,810
Other Expenditure	£50,000	£50,000
TOTAL	£278,803	£259,382

4. Please give details of "Other Expenditure" (e.g. allocation to Partnership for initiatives etc)

£50,000 has been allocated to the partnership in the last two years running to deal with specific initiatives highlighted in the Strategy.

5. Staff Involvement

Please list those staff directly involved in Crime and Disorder/Community Safety:-

Job Title	Grading	% of Time
Community Safety Coordinator	SO2	100

A7 refers

"Hotspots Group" Initiative

Best Value Review

The focus group was held on Friday, 16th November 2001 in Flensburg Room, Civic Centre Carlisle.

Personal

The group was attended by 9 people (6 males and 3 females), who represented a local Tenants and Residents group, a residents' association, Cumbria Fire Service, the Design Department of Carlisle City Council, two representatives of an urban ward, a member of the Housing Department, a community officer and the ex-chairman of the Hotspot Group.

The Success of the Hotspots Group-v- Individual Task Groups

The group was encouraged to express their feeling as to how successful the Hotspot Group had been. It was concluded that the group had not really been able to achieve anything constructive, as they had found it difficult to focus on specific subjects to target. It became clear from the discussions that the group had been unclear about what their actual role had been, in fact when asked what the aim of the Hotspot Group had been, nobody could give an explanation. The second major point raised was the need for greater community involvement in such a group, in order to ensure the public's support.

Comments

"The Hotspots Group is not the way to go. The Hotspots Group struggled to find anything to do as the points have already been covered by individual groups like the Burglary Group."

"We started out by thinking of hotspot days, but this wasn't seen to be acceptable by the areas, as it would give the wrong idea to the residents and stigmatise the area i.e. to invade it for the day with police and council workers."

"We cut across all the work of the other specific groups, without having something particular to focus on i.e. we couldn't just focus on burglary for example."

"It has been problematic to find a suitable approach for the community. There was too much work for the small group."

"It needed to be a sustainable initiative, rather than a one off. Some areas are suspicious of groups like this. Regeneration has to include the community, otherwise you won't have their support."

"Members of the specific groups find it easier to go in hard, as they can target particular subjects."

"It needed to go into the community first hand and ask what should be targeted, rather than by asking individual agencies."

"I still feel that this group has a function, whether it be in some kind of co-ordinating way. We couldn't go in as fast as we had initially wanted."

"It must have members of the community in it, even if this slows the process."

"We must have community links."

"I don't think that there is much that you can tick against the Hotspots Group- maybe the anti-arson initiative, whereby piles of litter were removed all over the city, to prevent vandals setting it on fire."

"There is nothing big that you could flag up. The day of action was an attempt to do this. How do you make the group distinct from other groups?"

"It has allowed all the agencies to talk together and feedback what the community thinks."

"What the community wanted was a contract for change."

"It was about trying to work out what we do with troublesome individuals on estates and give the residents some back-up. There are people out there who are desperate for something to happen."

Where there any political problems associated with the group?

The group felt that there had been a conflict between the two councils, a competition of roles. They believed that the County Council didn't want it to happen and while the City Council supported it, they wouldn't comment on it.

Had resources proved to be any obstruction on the group's success?

The group all agreed that resources hadn't been a problem to the group, particularly at this stage. The major stumbling block was seen to be the lack of commitment of individuals and other agencies to the initiative, which often resulted in a lack of continuity at meetings.

Comments

"The group had money. Money didn't act as a barrier. Getting other agency commitment was a problem. Having written out to groups, some were helpful, whereas others didn't respond."

"There is a lack of continuity. It is difficult to always get the same people at the group. Maybe this is due to the amount of importance put on the group."

"I don't believe that resources were an issue at the stage we were at. Maybe if a day had been organised, then we might have run into problems due to commitment of support."

"I don't think that we could say that resources ever became an issue to the group. Commitment did."

"You need to get people to the meetings every time so that you get to know and trust them and have good discussions."

"I felt that communication was a problem as well; the minutes of the meetings were passed to the Community Newspaper and Carlisle Community Association, but they were only given one day's notice of the next meeting. There was a total breakdown of communication between the Hotspot Group and community groups." It was pointed out that since these problems, there has been a change in how administrative support is provided.

Community Consultative Group

The group was then asked to talk about the Community Consultative Group. It was pointed out that the group hadn't actually started work yet, so some members of the focus group were unclear as to its exact role. One member of the group summarised that "it is going to be a group which disseminates information to residents' groups and vice versa e.g. information from the Vehicle Crime group and the Burglary group."

The entire group agreed that there was a need for a central library containing all the reports and research results carried out by the other groups. This would allow all the groups to access it and use it constructively in their area. Secretarial support, again based centrally, was seen to be imperative as well.

Comments

"All reports/ research from different areas should be available within the Civic Centre so that if another group wants to do some work in an area, they have all the research available i.e. in a central library."

"In summary for future groups and progress, the City Council should provide a central research library and secretarial support."

"There was the feeling that the Hotspot Group didn't know what the other groups were doing. It was therefore suggested that the secretary should receive copies of the minutes/ reports from all of the other groups, so that these could be discussed and issues decided upon to be tackled in hotspots. There might be something that they could feedback to another group, or take on something like the day of action."

"Community groups don't always get copies of minutes and there are problems of bureaucracy getting them authorised."

The hotspots in the last strategy were geographically identified as priorities for the full 3-year period of the strategy. In that 3-year period some of the hotspots are no longer high crime areas. Would it be more effective to analyse crime data at regular intervals e.g. every 6 months, or to redefine where the crime hotspots are?

It was said that the areas chosen to be targeted were done so on the raw police data. As crime data is cyclical it was felt that the time period for review must be at least 1- 2 years. It was suggested that the decision should also be based on the public's perception of crime in the area.

Comments

"From experience, I don't think that hotspot areas change that quickly, but the types of crime will change over a period, which might affect what the group wanted to concentrate on. I think that it is only recently that this type of information has been available on a regular basis. We are trying to get this now, so that we can make operational decisions. I don't think that this was ever a problem with the group, but local information is very helpful, as well as raw police data."

"Community groups get to hear of unreported crime and they also see new trends as well."

Obviously the role of the Community Consultative Group is to feed information to other groups, what else should it do?

It was suggested that the group could perhaps consider how funding should be spent, and how it could be targeted at projects, which tie in with the perception of crime, rather than crime statistics.

Comments

"The group could maybe consider how funding is spent or put forward bids on how money should be spent e.g. lighting and CCTV. Sometimes when it is asked for, funds are not given as crime statistics don't back it up, but perhaps it is important to act upon perception of crime as well."

"This group could become another talking shop. It needs to have a clear focus and be able to achieve something particular in relation to fear of crime."

What sort of measurable outcomes would you like to see from the Community Consultative Group?

It was seen to be very important that the community see something tangible come from the workings of this group.

Comments

"If we tackle the fear of crime, then it will improve the quality of life in that area."

"People need to see action on the street if they are going to feel safer. That is why so many people call for more police on the streets."

"We need people from all communities to attend the meetings on a regular basis. People usually only seem to turn up to meetings when there are grants available."

"We had an initiative to reduce chip pan fires. We gave away 300 deep fat fryers for free. It was a tangible thing."

"We should notify the public that £x is to be spent on lighting and get people to turn up to a meeting and make suggestions as to how it should be spent."