

## Community Safety

**Director:** Steve Parrock  
**Executive Head:** Fran Hughes  
**Executive Lead:** Cllr Robert Excell

### Commercial Regulation, Food Safety, Health and Safety, Licensing & Trading Standards

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Council regulates commercial businesses to protect the public health, safety and welfare. These include businesses where food is prepared and sold; workplaces; traders that operate from Torbay; leisure facilities, etc.</p> <p>Key services provided include: -</p> <ul style="list-style-type: none"><li>• Food hygiene, food standards and Health &amp; Safety enforcement.</li><li>• Investigation of infectious disease.</li><li>• Health and Safety in the workplace</li><li>• Investigation of reportable accidents.</li><li>• Petroleum Licensing.</li><li>• Trading Standards</li><li>• Licensing of premises and personal licences.</li><li>• Hackney Carriage and Private Hire Vehicle Licensing.</li><li>• School Meals Client Monitoring.</li></ul>	<p>The Council has a statutory duty to provide a full range of Environmental Health, Trading Standards and Licensing regulatory responsibilities and the way in which it delivers this requirement is governed by a large number of statutes. The mechanism by which it delivers is prescribed as are the qualifications of the officers who can be authorised to carry out the work.</p>	<p>Demand is generally categorised into two main areas: proactive and reactive. Our proactive work is planned work, prescribed by legislation. Our reactive work is our response to demands from the population of Torbay where we have a statutory duty or power to intervene to protect public health, safety or welfare. Demand is largely driven by the duty on local authorities to comply with statutory legislation and activity levels are prescribed.</p>	<p>304</p>

## Community Protection

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>Community Protection includes core statutory services of Environmental Health, namely Pollution Control and Private Sector Housing Standards and Anti-Social behaviour. It also provides a wide range of other mandatory duties allied to these core themes.</p> <p>Community Protection key services are managed collectively to ensure neighbourhood issues are adequately addressed.</p>	<p>The Community Protection Team has a range of mandatory regulatory responsibilities and the way in which it delivers services is governed by a large number of statutes.</p>	<p>Demand is generally categorised into two main areas: proactive and reactive. Our proactive work is planned work, prescribed by legislation. Our reactive work is our response to demands from the population of Torbay where we have a statutory duty or power to intervene to protect public health, safety or welfare.</p> <p>Demand is largely driven by the duty on local authorities to comply with statutory legislation.</p>	<p>302 306</p>

## Safer Communities

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Safer Communities team now forms part of the wider Community Protection Team and co-ordinates the Safer Communities Partnership as well as managing the front line service delivery of a number of partnership funded projects. Its main aim is to reduce the incidence and fear of crime, making Torbay a safe and healthy place to live in and visit. The Council has statutory duties as a Community Safety Partnership and also has duties to meet the requirements of Section 17 Crime and Disorder Act. Torbay Council works with other partners including the Police, Fire, Probation Service and Torbay Care Trust, who also contribute to the Safer Communities Partnership. The care staff are funded as the Council's contribution to the partnership. However, all other staff are funded through a variety of grant funding arrangements.</p>	<p>The Council has a statutory duty to maintain a Crime and Disorder Reduction Partnership (Crime and Disorder Act 1998). This duty includes a number of specific elements including: Community Safety meetings held, formal multi-agency information exchange protocol, holding public meetings to consult with communities about priorities, rolling strategic assessment of crime and disorder, implementation of a strategy to reduce offending, delivery of the PREVENT agenda</p>	<p>Demand comes from a range of activities and interventions identified in the Community Safety Strategic Assessment. This document has identified the priorities for Torbay as being anti-social behaviour; offending/reoffending; violence in the home and night time economy issues.</p>	<p>307</p>

## Housing Options

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Housing Options Service provides a range of services to prevent homelessness and support individuals and families in crisis, through the provision of emergency and temporary accommodation. Based at Tor Hill House, Housing Options is the main referral route into any temporary accommodation contracted by the Authority.</p> <p>There is a statutory duty to produce a Homelessness Strategy and maintain a housing register. This requires the provision of a Housing Options service for prevention advice and homeless applications. In addition the Council has to provide emergency and temporary accommodation and access to support and supported accommodation to the meet different needs.</p>	<p>The Housing Options Team has a range of statutory duties to deliver emergency and temporary accommodation and prevent homelessness and manage the housing waiting list. The way in which it delivers services is governed by a large number of statutes.</p>	<p>The service is accessed by all client groups, families, young people, single people, and older people's including vulnerable groups with complex needs.</p> <p>Internal: Referrals are received from a range of Torbay Council business areas, e.g., Children and Adults social care, Housing Benefit, Housing Standards, Connections Offices.</p> <p>External: Social and private landlords, partner agencies, e.g. Probation, YOT, Care Trust, Health, Checkpoint.</p>	<p>Housing Options 308 311 314 312 309 313</p>

## Community Development

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Council works in partnership with the community to develop their capacity to influence services delivered and to increase their ability to commission services and improvements themselves. This is largely provided through an arrangement with the Torbay Community Development Trust.</p>	<p>The council is committed to building capacity within our community and voluntary sector to ensure that wherever possible we maximise the skills and expertise of our communities.</p>	<p>Demand is driven by the parameters of the agreement in place with the Community Development Trust and the agreed business plan for the next three years.</p>	<p>301</p>

## Health and Safety and Emergency Planning

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>This includes corporate health and safety, emergency planning and business continuity.</p>	<p><b>Health &amp; Safety &amp; Emergency Planning Team</b>            This team fulfils the organisation’s statutory requirements in relation to emergency planning in relation to the council’s duty as a category one responder under the Civil Contingencies Act and corporate health and safety to ensure that our minimum statutory obligations are fulfilled (Health and Safety at Work Act 1974).</p> <p><b>In House Corporate Health and Safety Support</b>            There are currently two members of staff who are employed specifically to protect the interests in Torbay Council and schools with regard to health and safety. They provide policy development and support, accident investigation, training to all council staff and schools. They are the competent persons required for an organisation of Torbay Councils size to fulfil its duties under the Health and Safety at Work Act.</p> <p>Emergency Planning            There are two members of staff who undertake a range of preparedness and response duties in relation to emergency planning and business continuity. These functions enable the council to appropriately respond to civil emergencies and minimise the impact of these demand pressures on other areas of the councils business.</p>	<p>Demand drivers include:</p> <ul style="list-style-type: none"> <li>• Number of accidents reported</li> <li>• Number of large public events in Torbay</li> <li>• Office rationalisation</li> <li>• Health and Safety training course required for staff including schools</li> <li>• Number of civil emergencies e.g. fires, flooding, landslips etc</li> <li>• Regional collaboration commitment through the Local Resilience Forum</li> <li>• Wide scale health protection incidents</li> <li>• Changes to the structure of the organisation in terms of amendments to business continuity and roles and responsibilities.</li> </ul>	<p>310</p>

## Divisional Management and Support

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>This service includes the Executive Head and the operational, financial &amp; administrative support functions including analytical and intelligence functions. It provides administrative support to all of the front line teams within the regulatory services elements of the unit. It also provides specialist technical support to manage the databases and performance data as well as financial support to the teams. The unit includes PA support to the Executive Head and has project management capability for front line work across the business unit. It also delivers the functions of the client for the cemeteries and crematoria contract; local Healthwatch; iNHS complaints advocacy; as well as the coordination of a number of partnerships, including PREVENT, Public Safety Advisory Group, the Torquay United Safety Advisory Group, and analytical support to the Safer Communities Partners, some public health functions as well as the Business Unit itself.</p>	<p>General telephone contact with all the teams is generally via the Council Contact Centre and the team was restructured to facilitate this change in July 2013. The residual administrative and intelligence support is specialist in nature and has to deal with the full range and diversity of statutory responsibilities which the wider business unit is responsible for. The team works across the Safer Communities Partnership agenda and is closely allied within the Public Health Team. The team, in its current configuration, was established on 1<sup>st</sup> April 2013 as a result of the budget reductions imposed as a new way of managing demand and focusing work in a more evidence based approach which then drives the work of the front line teams.</p>	<p>Demand drivers are dependent on the work flows of all the front line teams in the department, partnership working; agreed commissioning interventions and contract monitoring</p>	<p>303, 305 &amp; 300</p>