



Community Safety Summary

Service Review

2012/13

Service Name: Community Safety

Service Contact: Frances Hughes

Date of review:

Version No:

This document can be made available in a range of languages, on tape, in Braille, large print and in other formats.

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Introduction

The Community Safety Service are responsible for a wide range of public health, safety & welfare functions. These key functions include:

- Commercial Regulation including Food Safety, Food Standards, Infectious Disease control, Accident investigation, Torbay's duties as a Petroleum Authority, Trading Standards, Licensing of premises, personal licences, vehicles licences.
- Community Protection including pollution control, statutory nuisance investigation, environmental crime, street wardens, dog wardens, antisocial behaviour control, private sector housing standards, disabled facilities grant, home energy conservation, pest control, national assistance burials, air quality, contaminated land, licensing of industrial processes
- Community Development including Community Partnerships, support to minority groups, community centres, community asset transfer, Local Involvement Network (LINKs) and Healthwatch
- Corporate Emergency Planning & Business Continuity
- Corporate Health & Safety
- Safer Communities including Crime and Disorder Interventions, Domestic Abuse Services, Intensive Family Support Services & Family Intervention Project
- Client function for Cemeteries & Crematoria Contract
- Client function for School Meals Contract

Divisional Mgt and Operational Support:

What is provided?	<p>This area of the business unit covers the following areas of service:</p> <ul style="list-style-type: none">• Executive Head• Operational, financial & administrative support• Administrative support to all the front line teams within the regulatory services elements of the team;• Specialist technical support to manage the databases and performance data;• Financial support to the teams;• PA support to the Executive Head;• Project Management capability for front line work across the business unit;• *Cemeteries and crematorium client function;• Coordination of PREVENT agenda across the partnership;• Coordination and management of Freedom of Information, Environmental
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	Information Regulations and Land Charge enquiries
Why is it provided?	This department within the Community Safety business unit provides administrative support to all front line officers and to all the functions of the business unit. It also manages the financial pressures of a large, multi-faceted team with regulatory requirements e.g. Fixed Penalty notices, Licensing Fees, Petty Cash etc.
Who uses the services / what is the demand?	The main customers are internal and other areas of the business unit, but also the wider public sector such as Police, Fire Service, Probation, Health, Public Health. Key activities include: <ul style="list-style-type: none"> • 30000 phone calls per annum • 300 web pages • 2 main back office databases with 50+ users each
How much does it cost to provide?	Staff: FTE 11.1 Head Count 14 Budget: Total budget allocation for 2012/13 £336,000
How well are we providing it?	This area of the structure provides management and support within the business unit therefore contributes to the overall performance of the Community Safety department. Development of online licensing application processes resulting in 25% Temporary Event notifications being received online Improvement of customer access by providing a consistent 80% telephone answering rate for all customer enquiries

** A 25 year lease and concurrent management agreement exists with Westerleigh Ltd to manage the crematorium, cemeteries and five closed churchyards in the bay.*

Commercial Regulation, Food Safety, Health and Safety, Licensing and Trading Standards:

What is provided?	This area of the business unit covers the following areas of service: <ul style="list-style-type: none"> • Commercial Regulation • Food Safety • Food Standards • Infectious Disease control • Health and Safety • Accident investigation
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	<ul style="list-style-type: none"> • Torbay’s duties as a Petroleum Authority • Trading Standards (metrology, fair trading, product safety, consumer protection), • Licensing of premises (e.g. for alcohol and entertainment), personal licences, vehicles licences (for hackney carriages and private hire), caravan site licensing, skin piercing, etc • *Client function for school meals contract
<p>Why is it provided?</p>	<p>Environmental Health (including food safety, health and safety at work, private sector housing, pollution control)</p> <p>The Council has a statutory duty to provide a full range of Environmental Health regulatory responsibilities and the way in which it delivers these activities 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>The Council has an obligation to have regard to the Regulators Compliance Code when exercising its regulatory duties. This Code forms part of the Government’s Better Regulation Agenda. It aims to deliver significant benefits to low risk and compliant businesses, through better-focused inspection activity and an increased emphasis on advice for businesses</p> <p>Trading Standards</p> <p>The Council has a statutory duty to provide a full range of Trading Standards regulatory responsibilities (for example, food standards, weights and measures, product safety and fair trading) and the way in which it delivers this requirement is governed by a large number of statutes. The mechanism by which it delivers these activities is prescribed as are the qualifications of the officers who can be authorised to carry out the work.</p> <p>Licensing</p> <p>The Council has a statutory duty to provide a full range of Licensing regulatory responsibilities and the way in which it delivers this requirement is governed by a large number of statutes.</p>
<p>Who uses the services / what is the demand?</p>	<p>Examples of operational demand include:</p> <ul style="list-style-type: none"> • 900 premises licensed for the sale of alcohol • 3000 personal alcohol licence holders • 2000 registered food premises • 961 high risk food premises • 676 licensed drivers of hackney carriages and private hire vehicles • 469 licensed vehicles • 312 licensed taxi operators • 245 accidents notified • 298 infectious diseases notified, 13 outbreaks of infectious disease

	<p>investigated</p> <ul style="list-style-type: none"> • Fortnightly sampling of mussel beds to maintain compliance • Client function for school meals contract • 58 analytical food samples taken • 3851 trading standards complaints received 											
<p>How much does it cost to provide?</p>	<p>Staff: FTE 19.8 Head Count 21</p> <p>Budget: Total budget allocation for 2012/13 £489,000</p> <p>Projected income 2012/13 for this service is £459,000</p>											
<p>How well are we providing it?</p>	<p>Key:</p> <table border="1" data-bbox="464 864 769 1093"> <tr><td>Well below Target</td></tr> <tr><td>Below Target</td></tr> <tr><td>On Target</td></tr> <tr><td>Above Target</td></tr> <tr><td>Well Above Target</td></tr> </table> <table border="1" data-bbox="368 1167 946 1352"> <thead> <tr> <th>Performance Indicator</th> <th>2011/12 Target</th> <th>2011/12 Actual</th> </tr> </thead> <tbody> <tr> <td>food inspection of a + b risk food premises</td> <td>100%</td> <td>89%</td> </tr> </tbody> </table> <p>Torbay Council was commended by the department of Business, Innovation and Skills for its implementation of the Retail Enforcement Pilot, a project aimed to improve the efficiency of proactive regulatory inspections.</p> <p>Torquay Harbourside awarded Purple Flag for quality of night time entertainment on offer, and partnership working between the council, Police and businesses in managing the area.</p> <p>Torbay have introduced the Food Hygiene Rating System (FHRS), publishing how compliant with food safety regulation a business is. 597 businesses have been rated under this scheme, with 265 food businesses scoring the maximum score.</p> <p>99% of all licensing applications were completed within statutory timescales.</p> <p>There have been eight reviews of licensed premises including two expedited reviews</p> <p>In the last two years the Commercial Team secured 5 successful prosecutions,</p>	Well below Target	Below Target	On Target	Above Target	Well Above Target	Performance Indicator	2011/12 Target	2011/12 Actual	food inspection of a + b risk food premises	100%	89%
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	resulting in £11,230 fines and over £22,000 of other costs, for a variety of offences, including trading standards and health & safety infringements. The introduction of the No Cold Calling Homes initiative has been very popular with the Torbay residents, with over 1600 residents applying for a pack of information and stickers.
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** **School Meals Client Function.** Children's Services hold a contract currently with Eden foods for the provision of school meals. Through an Service Level Agreement the community safety team monitors this contract on their behalf and provides the funding for the part time post to carry out this function. This arrangements provides additional protection to the local authority as the contractual duties and those of a food safety and nutritional quality nature are all dealt with in one place. The Community Safety Business Unit derives an income from this arrangement at cost recovery.*

Community Protection:

<p>What is provided?</p>	<p>This area of the business unit covers the following areas of service:</p> <ul style="list-style-type: none"> • Pollution control including noise pollution, air pollution, environmental crime investigation such as fly tipping. permitting industrial processes • Improving Housing Standards in the private rented sector • Provision of licensing for Houses in Multiple Occupation • Provision and co-ordination of Disabled Facilities Grants • Provision of street warden service in key areas of Torbay • Provision of dog warden service, including dealing with enforcing dog fouling, reducing the public health risk posed by stray dogs. There is a statutory duty to maintain a capability to deal with stray dogs, 24 hours a day. • Contaminated land work, including expert analysis of proposed development sites • Co-ordination and management of Air Quality Management Area (AQMA), including data collection and analysis • Management of Anti-Social Behaviour cases, including the application for court orders such as ASBOs. • Management of unauthorised encampments, including court appearances for possession orders • Bringing empty properties back into use
<p>Why is it provided?</p>	<p>Environmental Regulation</p> <p>The Council has a statutory duty to provide a full range of Environmental Health, Housing Standards and Environmental regulation responsibilities and the way in which it delivers this requirement is governed by a large number of statutes. The mechanisms by which it delivers are prescribed as are the qualifications of the officers who can be authorised to carry out the work.</p> <p>The Council has an obligation to have regard to the Regulators Compliance Code when exercising its regulatory duties. This Code forms part of the Government’s Better Regulation Agenda. It aims to deliver significant benefits to low risk and compliant businesses, through better-focused inspection activity and an increased emphasis on advice for businesses</p> <p>Street Wardens are targeted at Torbay’s areas of highest need and although they are a discretionary service of the council, they are a critical partner in addressing delivering some of the mandatory services.</p> <p>Anti-social behaviour control is part of the council’s partnership commitment to improving Torbay under Section 17 of the Crime and Disorder Act 1998, and is a discretionary service of the council.</p>

<p>Who uses the services / what is the demand?</p>	<p>Examples of other demands for 2011/12:</p> <ul style="list-style-type: none"> • 750 complaints of environmental crime • 485 complaints of noise nuisance • 326 complaints about ASB • 468 stray dogs • 21 cases of unauthorised encampments • 13 live ASBO that need monitoring and enforcing • 25 enquiries in relation to national assistance burials, • 80 licensed HMO and 133 enquiries • 539 complaints of disrepair • 195 grant applications, including DFG and financial assistance • Currently 1271 long term empty properties in Torbay. As of March 2012, 420 have been brought back into use • 65 planning applications have required consultation • 11 new premises licence applications requiring consultation • 161 interventions following the identification of Category 1 Hazards in privately rented homes
<p>How much does it cost to provide?</p>	<p>Staff: 26 FTE – 26 Headcount</p> <p>Budget: Total budget allocation for 2012/13 £703,000</p>
<p>How well are we providing it?</p>	<p>The department has won two awards from Keep Britain Tidy including Council of the Year for its work relating to tackling Dog Fouling.</p> <p>For the last 5 years both collectively and individually the Street Warden Team have consistently won awards from the internal Customer Excellence Awards scheme for their hard work, innovation and community development work. We have also had winners from across the business unit in other categories every year.</p> <p>Torquay Harbourside awarded Purple Flag for quality of night time entertainment on offer, and partnership working between the council, police and businesses in managing the area.</p> <p>Since 2010 59 notices have been served in order to resolve such issues posing a health risk as drainage problems, accumulation or rubbish, statutory nuisances, fly-tipping, etc.</p> <p>Since 2010, the team have successfully prosecuted 9 people for offences such as dog fouling and littering, resulting in over £1300 in fines and costs.</p> <p>The Sort-It mediation project was launched in 2011, with the aim to help parties in low level dispute complaints come to a mutual agreement and resolution</p>

	<p>without resorting to formal interventions.</p>
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	<p>The Housing Standards section have served 57 legal notices since 2010, in order to improve the standards of privately rented accommodation by addressing such issues as damp, cold and electrical problems.</p>
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Safer Communities:

<p>What is provided?</p>	<p>This area of the business unit covers the following areas of service:</p> <ul style="list-style-type: none"> • Provides support to and co-ordination of the statutory Safer Communities Partnership • Delivers Family Intervention Project (FIP) for families with complex needs • Delivers Intensive Family Support Services for families with high risk needs • Works with Police, Fire, Probation Service, Torbay Care Trust to reduce incidence and fear of crime including awareness campaigns, support services, targeted interventions to reduce incidents of crime and disorder; targeted interventions to raise awareness and increase referrals of domestic abuse; • Coordination and delivery of Multi- agency Tasking Process for all neighbourhood crime across Torbay; • Analysis of crime trends and patterns for strategic assessment and tasking process; • Coordination of the Junior Lifeskills programme; • Providing front line services to victims of domestic abuse including the provision of Independent Domestic Violence Advisors (IDVAs); • To support the delivery of the three main strategic partnership priorities of : <p>Reducing Anti-social behaviour; Reducing Domestic abuse; and Reducing Offending and re-offending</p>
<p>Why is it provided?</p>	<p>The Council has a statutory duty to maintain a crime and disorder reduction partnership. 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>Who uses the services / what is the demand?</p>	<p>Targeted Community Interventions</p> <ul style="list-style-type: none"> • Locality Tasking – Delivery 52 x 1 hour multi agency tasking meetings a year, producing 52 intelligence documents, weekly monitoring and performance management – includes ensuring people across the multi agency setting deliver activities. • QED Project - Demand includes: Targeted 1-2-1 work with over 30 Individuals to address and support there needs. Development and delivery of activities including – weekly job club, parenting sessions,

identifying and developing future leaders, development of community centre board, supporting people to apply for funding and run their own community sessions, development and delivery of monthly newsletter, establish and manage weekly integrated working sessions for front line works in the community.

Family Intervention Project

- Working with up to 50 families a year, delivering approx 370 review meetings a year.
- Delivering 6 Tripple P parenting programmes a year over 8 weeks with on average 10 parents per group.
- Delivering Nurturing Group work to parents across service as and when required.
- Delivering 7 hours per week specialist health provision to families across service.
- Delivering 6 Phoenix Project courses per year - of 6 days each programme with on average 10 young people per group.
- Delivery 4 Residential Family Groups, for 48 people over a 3 day period.
- Delivery a weekly FIP Parents group, for up to 10 parents who are supported to provide ongoing peer support for new FIP families as well as raising funds to run activities for families etc.

Intensive Family Support Service

- Working with at least 25 families at any one time, whilst in addition supporting additional families that present as immediate crisis to children services – approx 170 families per year.
- Providing approx 45 hours of direct intervention work with each family, over an 8 week period.
- Visiting each family approx 35 times during the intervention.
- Delivering 170 family review meetings per year.

Domestic Abuse Services

- Provision of two independent domestic Violence Advisors to support high risk victims – case load of on average 20 at any one time, approx 150 over the year.
- Provide risk assessment, safety planning and support plan for high-risk victims of domestic abuse.
- Managing and delivering Domestic Abuse Health Forum 6 times a year.
- Recovery Toolkit Group Work – Delivering 4 x 12 week programmes throughout the year, leading to approx 48 women completing course.
- Domestic Abuse Children's Group – Delivering 3 x 12 week programmes throughout the year, leading to approx 24 young people completing the course.
- Domestic Abuse Pattern Changing Group – Delivering 3 x 12 week programmes throughout the year, leading to approx 36 women completing the course.

<p>How much does it cost to provide?</p>	<p>Staff: FTE: 37.1 Head Count: 38</p> <p>Budget: Total budget allocation for 2012/13: £837,000</p>																																
<p>How well are we providing it?</p>	<ul style="list-style-type: none"> • Torquay Harbourside awarded Purple Flag for quality of night time entertainment on offer, and partnership working between the council, police and businesses in managing the area. • 2010/11 Safer Communities Torbay helped achieve an overall reduction in crime across Torbay by 5.8 % <table border="1" data-bbox="379 853 1485 1368"> <thead> <tr> <th>Crime Type</th> <th>Total crimes 2009/10</th> <th>Total crimes 2010/11</th> <th>% Change</th> </tr> </thead> <tbody> <tr> <td>Theft of Vehicle</td> <td>161</td> <td>134</td> <td>-16.8</td> </tr> <tr> <td>Theft from Vehicle</td> <td>742</td> <td>655</td> <td>-11.7</td> </tr> <tr> <td>Vehicle Interference</td> <td>55</td> <td>52</td> <td>-5.5</td> </tr> <tr> <td>Domestic Burglary</td> <td>409</td> <td>380</td> <td>-7.1</td> </tr> <tr> <td>Criminal Damage</td> <td>2,209</td> <td>1,966</td> <td>-11</td> </tr> <tr> <td>Robbery</td> <td>56</td> <td>54</td> <td>-3.6</td> </tr> <tr> <td>Total crimes</td> <td>9,770</td> <td>9,208</td> <td>-5.8%</td> </tr> </tbody> </table>	Crime Type	Total crimes 2009/10	Total crimes 2010/11	% Change	Theft of Vehicle	161	134	-16.8	Theft from Vehicle	742	655	-11.7	Vehicle Interference	55	52	-5.5	Domestic Burglary	409	380	-7.1	Criminal Damage	2,209	1,966	-11	Robbery	56	54	-3.6	Total crimes	9,770	9,208	-5.8%
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Community Development:

<p>What is provided?</p>	<p>This area of the business unit covers the following areas of service:</p> <ul style="list-style-type: none"> • Supporting the 16 Community Partnerships • Support to the Community Partnerships Management Board • Supporting community projects e.g. Paignton Geoplaypark • Community Asset Transfer process • Support to communities to enable them to utilise Community First Government Funding • Support to the Healthwatch Pathfinder • Contract Management of the LINKs contract and re-commissioning of the new Healthwatch service • Supporting the implementation of the Localism Act • Supporting equality groups • Commissioning the CVA to support local volunteering groups • Mediation between local communities and statutory agencies
<p>Why is it provided?</p>	<p>The Community Development team is responsible for fulfilling the statutory requirements for the Council to provide a LINKs and subsequently a Healthwatch service.</p>
<p>Who uses the services / what is the demand?</p>	<p>Community Engagement general volume of enquiries:</p> <p>Average 70 email/phone enquiries per day</p> <p>Regular support provided to 240 volunteers. Advice and signposting regularly provided to 12 agencies</p> <p>16 groups cover whole geographical area of Torbay. 15 currently active. Run by 179 volunteers.</p> <p>Volunteer time equates to an estimated value of £19,274 per month (£231,288 per year)</p>
<p>How much does it cost to provide?</p>	<p>Staff: FTE 4.4 Head Count 5</p> <p>Budget: Total budget allocation for 2012/13: £241,0000</p> <p>Projected income for this service for 2012/13 £86,000</p>

<p>How well are we providing it?</p>	<p>Paignton Geoplay Park opened on 31/03/11</p> <p>The Geoplay Park has been a truly community-lead project. The idea originated from a consultation the Paignton Town Community Partnership held with residents back in 2008, when parents asked for a state of the art play facility in the area.</p> <p>While the Park intends to provide a facility for local children, it was also developed to kick start regeneration in the central part of Paignton – providing extra footfall for the local businesses and a new FREE tourist attraction for visitors.</p>
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Health and Safety and Emergency Planning

<p>What is provided?</p>	<p>This area of the business unit covers the following areas of service as a corporate resource for the council, and all of its services (including schools):</p> <ul style="list-style-type: none"> • Health and Safety training • Health and Safety advise to all council functions and schools • Response to emergency situations in Torbay 24 hours a day • Maintaining the councils response capabilities under the civil contingencies act • Supporting the aspirations of members and officers whilst protecting the council, its people, property, its reputation and the general public. • Maintaining and developing the council's Emergency Plans • Maintaining and developing Corporate Health and Safety Policies
<p>Why is it provided?</p>	<p>This team fulfils the organisation's statutory requirements in relation to emergency planning in relation to the councils 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</p>
<p>Who uses the services / what is the demand?</p>	<p>Corporate Health & Safety:</p> <ul style="list-style-type: none"> • Provision of Health and Safety Training to 1800 Council Staff • Provision of Health and Safety Training to 2500 Torbay School Staff • Provision of First Aid Training to Foster Carers • Health and Safety inspections and visits to 43 Schools • Health and Safety inspections and visits to 16 main office • Fire assessments and visits to 16 main offices <p>Emergency Planning:</p> <ul style="list-style-type: none"> • Provision of planning and support for council wide emergency preparedness, response and recovery • Provision of planning and support for the councils business continuity arrangements • Liaison arrangements with other category one responders for cross border issues
<p>How much does it cost to provide?</p>	<p>Staff: FTE 4.4 Head Count 5</p> <p>Budget: Total budget allocation for 2012/13: £189,000</p>

How well are we providing it?

This area of the business unit provides the organisation’s statutory requirements in relation to emergency planning therefore it contributes to the overall performance of the Community Safety department and the Council.

Notable incidents have including the fire at the Conway Court Hotel, the management of localised flooding, preparation for Olympic Torch Relay and Radio One Event.

Performance Indicator	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
% of Schools - health and safety inspections 12 month period	53	25	15%	29 (3/4)