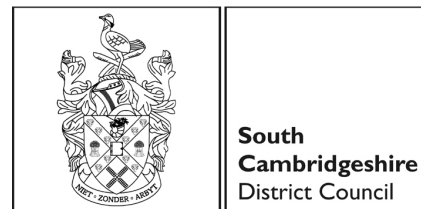


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dx: DX 729500 Cambridge 15  
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[www.scambs.gov.uk](http://www.scambs.gov.uk)



26 August 2011

To: Chairman – Councillor James Hockney  
Vice-Chairman – Councillor Bridget Smith  
Members of the Scrutiny and Overview Committee – Councillors Jose Hales,  
Roger Hall, Tumi Hawkins, Liz Heazell, Clayton Hudson, Mervyn Loynes,  
Mike Mason, Ted Ridgway Watt, Bunty Waters and David Whiteman-Downes

Quorum: 6

**There is a pre-meeting session at 6.15pm for members of the Committee only, to plan their lines of enquiry.**

Dear Councillor

You are invited to attend the next meeting of **SCRUTINY AND OVERVIEW COMMITTEE**, which will be held in the **SWANSLEY ROOM, GROUND FLOOR** on **TUESDAY, 6 SEPTEMBER 2011** at **7.00 p.m.**

Members are respectfully reminded that when substituting on committees, subcommittees, and outside or joint bodies, Democratic Services must be advised of the substitution *in advance of* the meeting. It is not possible to accept a substitute once the meeting has started. Council Standing Order 4.3 refers.

Yours faithfully  
**JEAN HUNTER**  
Chief Executive

**The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you.**

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## AGENDA

## PAGES

### PROCEDURAL ITEMS

- 1. Apologies**  
Councillor Mervyn Loynes has sent his apologies; Councillor Alison Elcox will attend as his substitute.
- 2. Declarations of Interest**  
Please note that the Constitution requires that when considering any decision in respect of which a member of the Committee is subject to a party whip, the member must declare the existence of the whip. Under the Code of Conduct, any Councillor who has a personal or prejudicial

interest should declare this at the meeting.

**3. Minutes of Previous Meeting**

To authorise the Chairman to sign the Minutes of the meeting held on 30 June 2011 as a correct record. The minutes have been published and can be viewed at:

<http://modern.gov/ie/ListDocuments.aspx?CId=417&MId=5454>

**4. Public Questions**

**5. Crime & Disorder Reduction Partnership (CDRP): Performance Review and Strategic Assessment 1 - 50**

The Committee is invited to discuss the proposed restructure of the CDRP and the 2011 Strategic Assessment. Discussions will be informed by the CDRP Performance Reports for 2010/11 – Q4 and 2011/12 – Q1.

**6. Review of Comments, Compliments and Complaints Policy 51 - 60**

The Committee is invited to comment on the proposed revisions to the Policy.

**7. Customer Service Excellence 61 - 68**

The Committee is invited to consider and comment upon the attached work plan.

**8. Work Programme 2011/12 69 - 74**

**9. Monitoring the Executive**

Members are invited to inform the Committee regarding portfolio meetings attended, specifically:

- Issues challenged and the result
- Issues where the Committee could add further value

Portfolio	Date of meeting	Monitor(s)
Environmental Services	9 August	Cllr Mike Mason Cllr Jose Hales
Housing	20 July	Cllr Liz Heazell Cllr Jose Hales
Sustainability, Planning and Climate Change	8 July	Cllr Roger Hall Cllr Clayton Hudson
Cambridgeshire County Council's Adults' Wellbeing and Health Overview and Scrutiny Committee	7 July	Cllr Hall

**10. To Note the Dates of Future Meetings**

The future meeting dates for 2011/12 are as follows:

**2011:** 03 November at 2pm and 15 December at 2pm

**2012:** 06 February at 2pm and 29 March at 2pm

### **Exclusion of Press and Public**

The law allows Councils to consider a limited range of issues in private session without members of the Press and public being present. Typically, such issues relate to personal details, financial and business affairs, legal privilege and so on. In every case, the public interest in excluding the Press and Public from the meeting room must outweigh the public interest in having the information disclosed to them. The following statement will be proposed, seconded and voted upon.

"I propose that the Press and public be excluded from the meeting during the consideration of the following item number(s) ..... in accordance with Section 100(A) (4) of the Local Government Act 1972 on the grounds that, if present, there would be disclosure to them of exempt information as defined in paragraph(s) ..... of Part 1 of Schedule 12A of the Act."

If exempt (confidential) information has been provided as part of the agenda, the Press and public will not be able to view it. There will be an explanation on the website however as to why the information is exempt.

#### **OUR VISION**

- We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation.
- We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

#### **OUR VALUES**

We will demonstrate our corporate values in all our actions. These are:

- Trust
- Mutual respect
- A commitment to improving services
- Customer service

## **GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL**

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

### **Security**

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

### **Emergency and Evacuation**

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

### **First Aid**

If someone feels unwell or needs first aid, please alert a member of staff.

### **Access for People with Disabilities**

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Infra-red hearing assistance systems are available in the Council Chamber and viewing gallery. To use these, you must sit in sight of the infra-red transmitter and wear a 'neck loop', which can be used with a hearing aid switched to the 'T' position. If your hearing aid does not have the 'T' position facility then earphones are also available and can be used independently. You can obtain both neck loops and earphones from Reception.

### **Toilets**

Public toilets are available on each floor of the building next to the lifts.

### **Recording of Business and Use of Mobile Phones**

The Council is committed to openness and transparency. Until such time as the Council's Constitution is updated to allow public recording of business, the Council and all its committees, sub-committees or any other sub-group of the Council or the Executive will have the ability to formally suspend Standing Order 21.4 (prohibition of recording of business) for the duration of that meeting to enable the recording of business, including any audio / visual or photographic recording in any format or use of social media to bring Council issues to a wider audience. To minimise disturbance to others attending the meeting, all attendees and visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings.

### **Banners, Placards and similar items**

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

### **Disturbance by Public**

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

### **Smoking**

Since 1 July 2008, the Council has operated a new Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

### **Food and Drink**

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.

**SOUTH CAMBRIDGESHIRE DISTRICT  
CRIME & DISORDER REDUCTION PARTNERSHIP**

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**REPORT TO:** CDRP Board

26 July 2011

**AUTHOR/S:** Philip Aldis, Community Safety Officer

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**CDRP REVIEW GROUP PROPOSALS**

**Purpose**

1. For the board to approve the recommendations by the CDRP Review Group.

**Background**

2. At its meeting on Tuesday 26 April 2011, the CDRP Board agreed that a CDRP Project Review Board would be established to review how the CDRP operates and the resources required (see minute 95, CDRP Board minutes, 26/04/2011).
3. In taking this work forward the review board agreed a set of key principles that would form the basis of any future delivery model. These principles were:
  - Creating flexible and dynamic structures that can respond to changing local priorities or external issues.
  - Moving away from static partnerships, to supporting joint working in communities, practically as one team on the ground
  - Reducing costs by cutting the number of partnerships, meetings and bureaucracy.
  - Meeting the legislative requirements of the Crime and Disorder Act

**Proposal**

4. The Review Group proposes that
  - a monthly District Tasking and Co-Ordination group (DTCG) is established to take joint action on local operational community safety issues.
  - the CDRP Board should take a strategic view, shaping priorities and holding agencies to account in an annual meeting (reflecting the approach taken by the Cambridgeshire Together Board).

**Monthly District Tasking and Co-ordination Group**

5. The DTCG will address local emerging community safety issues that have been identified by any CDRP partner agency through emerging crime data or by Neighbourhood Panel priorities. Partners will be expected to identify items for the agenda, particularly where they require other partners' input and assistance, or need to make other partners aware of issues
6. Key to the success of the DTCG is having the right people at the table for each agenda item. It is envisaged that partners will identify an appropriate representative, ensuring they are briefed on their agency's priorities and planned approach, as well as being empowered to make decisions and commitments at the meeting.

## Paper 1

7. Another vital element of the DTCCG is to enhance information sharing, not just regarding to cases/problems but also to ensure more efficient use of resources and approaches across the Partnership.
8. The DTCCG will have senior engagement from partner agencies. Jean Hunter, SCDC Chief Executive, has offered to chair the group initially to help establish the group, although all partners will be expected to share the chairing responsibilities, particularly if they have brought a complex agenda item to the meeting.

### **Annual CDRP Board meeting**

9. The review group recognised that quarterly board meetings are resource intensive. This proposal will shift the focus for improving community safety to the DTCCG, and as a result will remove the need for the CDRP board to meet on such a regular basis.
10. However the Review Group wants to ensure partners and the DTCCG are accountable to the CDRP Board. By meeting annually in the autumn, this would facilitate the Board holding agencies to account for delivery on priorities and local issues, as well as setting strategic CDRP priorities for the following year through the existing Strategic Assessment process.

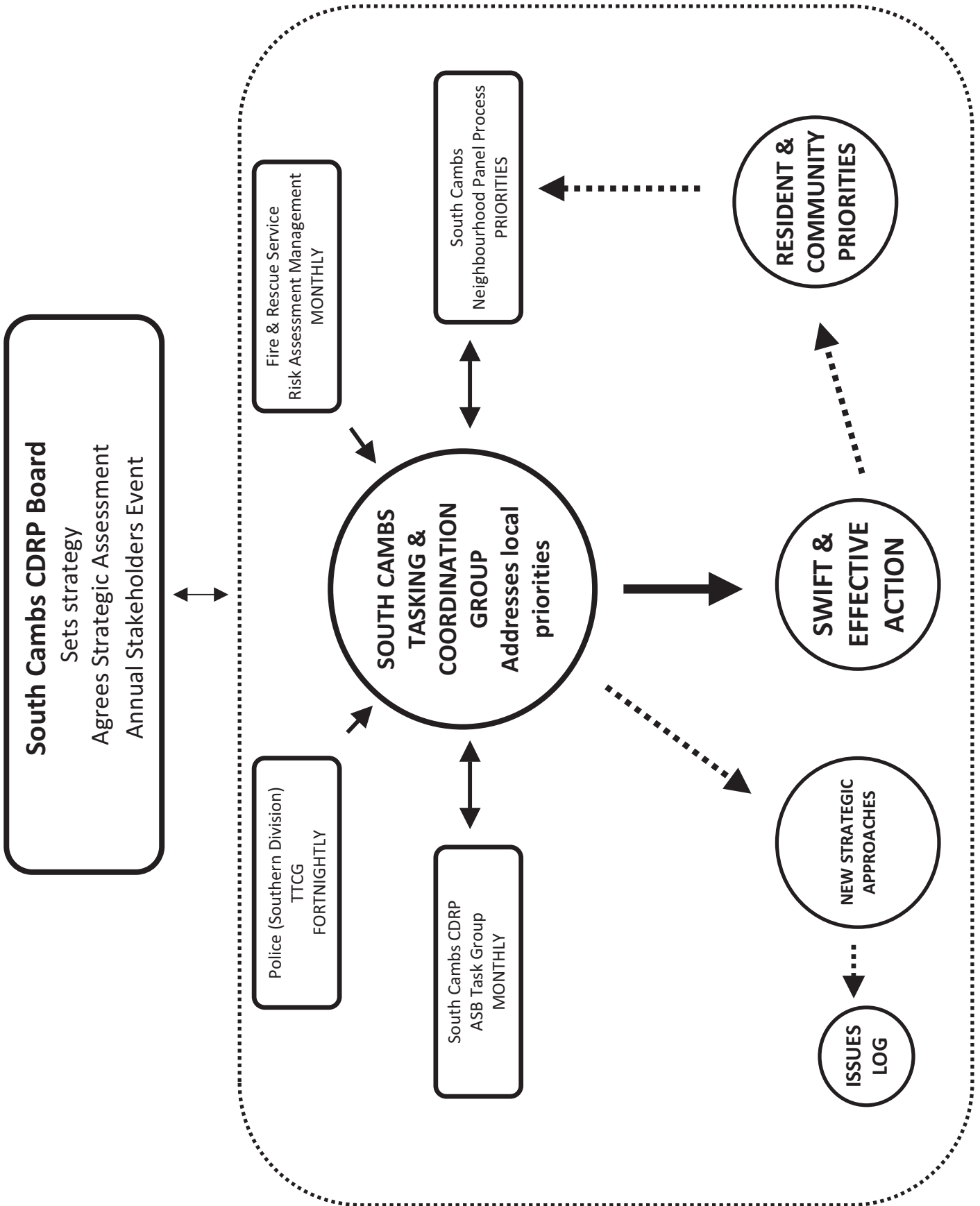
### **Summary**

11. In summary, the proposed approach takes into consideration:
  - Not all priorities/problems require all partners to contribute
  - Information sharing about specific cases or initiatives, proposed approaches or emerging priorities is key to the success of the DTCCG, and will help partners identify whether they need to contribute or not and what action they need to take.
  - DTCCG membership should be at an appropriate level so that tasking and co-ordination of staff and resources can take place.
  - DTCCG membership is flexible, with attendance and seniority being determined by the priority, and people attending for the part of the meeting relevant to them.
  - For complex issues or issues involving more detail to be looked at, additional groups may be established on a Task and Finish approach
  - The CDRP Board remains accountable to the District Council's Scrutiny and Overview Committee, and normally attends in September

### **Recommendations**

12. The Board is recommended to approve the following proposals:
  - Establish a District Tasking and Co-Ordination group to meet from September 2011
  - With immediate effect to disband the Executive Group
  - From October 2011, CDRP Board meetings to convert to an annual meeting

**Philip Aldis**  
**Community Safety Officer**  
**South Cambs District Council**  
**July 2011**



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**Paper 2****Report to: All Cambridgeshire Community Safety Partnerships (CSP)****From: Cambridgeshire County Council Research & Performance Group****Purpose:** To provide clarity of this year's Strategic Assessment process**Introduction**

All CSPs are legally required to produce an annual strategic assessment, as specified by the minimum standards that came into effect in August 2007.<sup>1</sup> The aim of the strategic assessment is to support the CSPs in developing an evidence-led approach to address issues around community safety.

*"The statutory framework requires partnerships to include the following components in the strategic assessment:*

- *analysis of the levels and patterns of crime, disorder and substance misuse;*
- *changes in the levels and patterns of crime, disorder and substance misuse since the last strategic assessment;*
- *analysis of why these changes have occurred; and*
- *assessment of the extent to which last year's plan was implemented."*

2

The strategic assessment evolves year on year as we learn from what works and adjust to reflect the changes that have taken place to the partnerships. Following on from a review of the 2010 strategic assessments, the existing guidance available and conversations with partners, the following process and format are recommended for 2011. The table below highlights some of the comments that were received from CSPs and changes to be made to resolve them.

<b>Comment</b>	<b>Change</b>
Some lack of understanding of the Victim, Offender, Location (VOL) presentation	Provide clearer explanation of VOL Provide more guidance of partnership working to address underlying issues
Need to access to underlying data/analysis	Provide appendix bundle to include additional data/ charts
Document length – too long	Reduce number of key lines of enquiry
More CSO involvement needed	CSOs to be part of scanning process CSOs to be part of editing document OSGs to be contribute to content
Greater use of partnership data	A review of data sources will take place. With an offer to discuss with partners best use of data <sup>3</sup>
A need to provide more recommendations for the partnership	More recommendations to be included. Scanning of national best practice and discussion with leads on what interventions the partnership should discuss

These changes should allow for a more integrated holistic document, with greater involvement from the Community Safety Officers (CSO) and strategic leads for specialist

<sup>1</sup> The Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007.

<sup>2</sup> Developing a Strategic Assessment An effective practice toolkit for Crime and Disorder Reduction Partnerships and Community Safety Partnerships October 2007

<sup>3</sup> Previous years has shown that some data sources sent to us are not as robust as others. However it must be noted that Cambridgeshire County Council Research & Performance Group does not has the capacity to re-analysis every partnership data source.

## Paper 2

areas. Furthermore, the strategic assessment will be a living document and would include the priorities once agreed. An example structure for the document can be seen in appendix 1.

### **Process**

As before, we will follow the recommended SARA<sup>4</sup> model for the process. This year there will be an emphasis on early scanning. This will allow more time for analysis on emerging issues and discussions with partners, and potentially a reduction in the number of key lines of enquiry. This in turn should produce a more focussed document.

#### ***Scan***

- Review all issues within the district, with input from CSOs about which areas might form the key lines of enquiry.
- Matrix for decision making process for deeper analysis
- Use of Constabulary risk assessment of

#### ***Analyse***

- Conduct a more in-depth analysis of problem areas, including what the partnership has done and progress made. This would integrate some of the work previously presented in separate sections to enhance understanding of what works.
- Working closely with partners to attempt to identify cross-cutting issues and underlying causes

#### ***Respond***

- The document will include clear recommendations. These should be jointly written with partners and CSOs
- The response element is seen through the action plans written by the CSPs, which should include proven and effective interventions.

#### ***Assess***

- Re-examine the 2011 process to develop the 2012 strategic assessment

### **Format**

The Jill Dando Institute recommends that strategic assessments are written in the victim, offender, location (VOL) problem triangle rather than the crime chapter methodology. This allows for a greater level of understanding of underlying causes of community safety problems instead of 'descriptions' of the crime patterns within the CSP area.

For 2011, the emphasis this year will be to produce a working adaptable document that provides the partnership with a solid starting point from which to form action plans. To this end, less 'data' will be within the main document but will instead be made available within the supporting information pack.

For this year's document the recommendation is that for each VOL theme the following 5 areas will be covered.

- Key Information (what is the problem)
- Current work being carried out (what are we already doing)
- Progress made in tackling the problem (how successful is the current activity)
- Gaps identified (gaps in intervention or intelligence)
- Recommendations (possible future work)

The following examples give an explanation of what each section might look like;

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<sup>4</sup> Scan – Analyse – Respond - Assess

## Paper 2

*Victims* - Those groups of people who suffer high levels of victimisation or are particularly vulnerable to particular crimes, any identified areas of need, and the inclusion of recommendations for partners.

*Offenders* - Those groups of people who are the most prolific or are most likely to become offenders, any identified areas of need, and the inclusion of recommendations for partners.

*Locations* - Those geographic areas and times often referred to as hotspots, which have high levels of offences any identified areas of need, and the inclusion of recommendations for partners.

### **Data Sources**

Please see attached document "2011 Strategic Assessment Data Sources" for list of data sources to be reviewed.

### **Community Consultation**

It is a requirement that:

*"The partnership will consult its communities about crime and disorder issues in their area and also about what priorities the partnership should tackle"*<sup>5</sup>

The partnership therefore needs to agree what process it wishes to adopt for consulting with the public. The move to a living document allows more flexibility in the timescale for the consultation.

### **Suggested Timescale**

July 14 <sup>th</sup> – Aug 4 <sup>th</sup>	- Scanning
Aug 1 <sup>st</sup> – 14 <sup>th</sup>	- Consult with CSOs/OSG and agree key lines of enquiry
Aug 15 <sup>th</sup> – 31 <sup>st</sup>	- Write introduction & scanning sections
Sept 1 <sup>st</sup> – 30 <sup>th</sup>	- Analysis & write main section
Oct 1 <sup>st</sup> – 19 <sup>th</sup>	- Complete editing with partners & agree draft recommendations
Oct 20 <sup>th</sup> – Nov 30 <sup>th</sup>	- Present to CSPs and agree priorities
Dec – Jan 2012	- Complete documents

### **Recommendations**

- That the partnership support the proposed process and format changes for this years strategic assessment
- That the partnership identifies a clear process and timescale to allow for consulting with the public in 2011.
- That partners contact the Research & Performance Group at their earliest convenience to discuss appropriate use of data sources.
- That the partnership commits to the process by supporting the sharing of information and notes the impact on resources for its partners and in particular the CSO's time.

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<sup>5</sup> Delivering Safer Communities: A guide to effective partnership working

## **Suggested content for a partnership strategic assessment document<sup>6</sup>**

### **Contents**

**Title page**

**Executive summary**

#### **Section 1: Introduction**

**The introduction**

**The team**

**Methodology**

**Data sources**

#### **Section 2: The Analysis**

**Contextual information**

**The scanning exercise**

**The analysis**

**Current Activity and Progress**

#### **Section 3: Priorities**

**The priority selection process**

**The strategic priorities**

#### **Section 4: Gaps in Current Activity, Provision and Intelligence**

**Local experience**

#### **Section 5: Conclusion**

**Next steps**

**Appendices**

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<sup>6</sup> Adapted from the Home Office Toolkit suggested structure 2007

## DATA SOURCES – STRATEGIC ASSESSMENTS 2011

The table below outlines the main data sources required for the strategic assessment.

Agency	Data Source	Data Type	Data Availability/ Comments	Contact	Actions
CAMBRIDGESHIRE CONSTABULARY	Cambridgeshire Constabulary	<ul style="list-style-type: none"> <li>Recorded Crime &amp; Detections</li> <li>Offender &amp; Victim data</li> <li>Incidents / Calls for Service</li> <li>Racist Incidents</li> <li>Speed complaints</li> <li>GAP database</li> <li>Neighbourhood priorities</li> <li>Risk Assessments for emerging issues</li> </ul>	The accuracy of location information (grid references) for police data is questionable pre Feb 07 and requires continual monitoring and improvements.		Data to be collected from Parkside – LR to be arrange date
CAMBRIDGESHIRE COUNTY COUNCIL	Social Services	<ul style="list-style-type: none"> <li>Child protection and looked after children data</li> <li>Information on vulnerable groups and where they reside</li> </ul>	<ul style="list-style-type: none"> <li>Snapshot data by ward. Inhand – Dec 05, Mar 06 Dec 06</li> <li>Referral data for all reasons in hand for 2005/06, 2006/07 and 2007/08</li> <li>Domestic violence contacts in hand for 2006/07 &amp; 2007/08</li> <li>Inhand (currently county as whole) - Jan-Dec06. Meeting in July to agree data needs. Could get at least 05/06 &amp; 06/07</li> </ul>	Children – Sarah Bowman or Jill Sheldon (PA Janet Lee)  Vulnerable adults – Caroline Webb	MS – to request data  LR to request data
	Education	<ul style="list-style-type: none"> <li>Truancy and exclusions</li> <li>Balding Survey incl Bullying</li> </ul>	<ul style="list-style-type: none"> <li>Sarah Bowman holds data</li> <li>SD has reviewed most recent</li> </ul>	Mike Sladen <b>Telephone No:</b> 01223 716871 <b>Mobile:</b> 077718 62754	LR to contact MSladen for data
	Youth Offending Service	<ul style="list-style-type: none"> <li>Youth offender data</li> <li>Incl PPO</li> <li>Clients where drugs an issue</li> </ul>	<ul style="list-style-type: none"> <li>Data in hand for 2006/07</li> <li>07/08 – first time entrants</li> </ul>	(YOS Info & Comms Manager). YOS to support her involvement.	MS has requested data

Agency	Data Source	Data Type	Data Availability/ Comments	Contact	Actions
	Research Group	<ul style="list-style-type: none"> <li>Population changes</li> <li>Deprivation</li> <li>Economic</li> </ul>			
	Domestic Violence Advocacy Service	<ul style="list-style-type: none"> <li>Victim profile of high risk caseload of service</li> </ul>	Data can be downloaded by month. Data includes profile of victims incl # of children and relationship with perp. Can be provided by district.	Simon Keress	
	Road Safety	<ul style="list-style-type: none"> <li>Joint incidents and accidents report completed each year.</li> </ul>	2008 report in hand Link is <a href="http://www.cambridgeshire.gov.uk/transport/monitoring/network/joint+road+casualty+report.htm">http://www.cambridgeshire.gov.uk/transport/monitoring/network/joint+road+casualty+report.htm</a>	Andy Hebb (constabulary) and Kamila Gielnik (CCC)	
	Drug Action Team	<ul style="list-style-type: none"> <li>Drug misuse / drug related crime</li> <li>Drug Treatment – incl age, gender of attendance &amp; types of drug</li> <li>Needle find data</li> </ul>	PB to share existing work with LR  Needle find collected by district, some better than others	Tina Lee	
	Trading Standards	<ul style="list-style-type: none"> <li>Doorstep Trader complaints data</li> <li>Underage sales of alcohol</li> </ul>	<ul style="list-style-type: none"> <li>2005/06 postcode data. Limited use</li> <li>PB has 2006 data</li> <li>This year a summary of what the task force is doing would be useful</li> </ul>	MS to list contact person.	
<b>PROBATION</b>	Probation	<ul style="list-style-type: none"> <li>Caseload and risk factors</li> <li>Offender needs</li> </ul>	<ul style="list-style-type: none"> <li>04/05 – 06/07 data in hand</li> <li>Kamila has written a report 2009</li> </ul>		
<b>HEALTH</b>	Emergency Depts (ED)	<ul style="list-style-type: none"> <li>Assault Injuries</li> </ul>	<ul style="list-style-type: none"> <li>Addenbrookes: 2006-2011 Inhand</li> <li>Hinchingbrooke: Feb-Jun 2011 Inhand</li> </ul>	Adrian Boyle – Addenbrooke's  David Monk - Hinchingbrooke Hospital	Data received on monthly basis from both EDs

Agency	Data Source	Data Type	Data Availability/ Comments	Contact	Actions
	Primary Care Trusts	<ul style="list-style-type: none"> <li>Morbidity data</li> <li>Hospital admissions</li> <li>Assaults on GP and Primary Care staff</li> </ul> <p style="text-align: center; color: magenta; font-size: 1.2em;"><i>GET FROM DAAT</i></p> <ul style="list-style-type: none"> <li>Drug Related deaths</li> <li>Drug related poisoning deaths</li> <li>Patients referred to drug treatment</li> </ul>	NB death info 2005 most up-to-date	Helen Whyman (Senior Public Health Information Specialist) Health to support their involvement.	No need to request primary data – should be included in alcohol needs ass etc
	Ambulance Trust	<ul style="list-style-type: none"> <li>Treatment of assault victims</li> </ul>	Report by Luke Talibudeen, latest data held Oct 06		<b>Data still outstanding</b>  LMeats & JMassie currently progressing data sharing
<b>FIRE SERVICE</b>	Cambridgeshire Fire & Rescue	<ul style="list-style-type: none"> <li>Hoax calls</li> <li>Malicious fires / arsons</li> </ul>	<ul style="list-style-type: none"> <li>Data from 02/03. Data readily available. Data by district &amp; type of fire</li> <li>Susan has mapped most 2009 data</li> </ul>		Data being received monthly
	Survey / Consultation	<ul style="list-style-type: none"> <li>Baldings</li> <li>Community safety survey 2010 (used last time)</li> <li>British Crime Survey 2007/08 (July 08)</li> </ul>	<b>Review needed</b>		
<b>CAMBRIDGE CITY COUNCIL</b>	Local Authority Housing Dept / Housing Associations	<ul style="list-style-type: none"> <li>ASB reports</li> <li>Reason for transfer applications</li> <li>Evictions</li> <li>Other associated enforcement actions</li> </ul>		Sandra Farmer Area Housing Manager South 01223 458312 Andrew Latchem Area Housing Manager North 01223 458402	

Agency	Data Source	Data Type	Data Availability/ Comments	Contact	Actions
	Environmental Health	<ul style="list-style-type: none"> <li>Disorder / ASB Data e.g. noise complaints (can look at by ward &amp; day/night)</li> <li>Flytipping</li> <li>Dog fouling/strays</li> </ul>	Review needed	Selwyn Anderson 01223 457891	
	Streetscene	<ul style="list-style-type: none"> <li>Needlestick data – Note PB</li> <li>Graffiti reports</li> <li>Abandoned vehicles</li> <li>Street drinking / homelessness (more qualitative data &amp; in early stages)</li> </ul>	Review needed	Darren Wade 01223 458064  John O'Brien 01223 458285  Dave Greening 01223 457977	
	CCTV	<ul style="list-style-type: none"> <li>Arrest and incident figures</li> </ul>	Review needed	Martin Beaumont 01223 457441	
	City Centre Management	<ul style="list-style-type: none"> <li>Tourist figs / pedestrian counts / shopper counts</li> </ul>		Emma Thornton 01223 457446	
	Projects/ Initiatives	<ul style="list-style-type: none"> <li>Action plans</li> </ul>		Tom Kingsley PSO 01223 547042	
	EAST CAMBRIDGESHIRE DC	Local Authority Housing Dept / Housing Associations	<ul style="list-style-type: none"> <li></li> </ul>		Vanessa Mainwaring – Hereward Housing 0845 850 5757
Environmental Health		<ul style="list-style-type: none"> <li>ASB</li> <li>Dog fouling</li> <li>Abandoned vehicles</li> <li>Fly tipping</li> <li>Graffiti</li> <li>Noise nuisance</li> <li>Needle finds</li> </ul>	Review needed	Caroline Littleboy 01353 665555	
City Centre Management/ CCTV		<ul style="list-style-type: none"> <li>Nick Ball to provide description of available information</li> </ul>	Review needed		LR to contact Nick for details
Projects/ Initiatives		<ul style="list-style-type: none"> <li>Action plans</li> </ul>		Issy Bridge	
FENLA ND DC	Local Authority Housing Dept / Housing Associations	<ul style="list-style-type: none"> <li>Complaints to housing re tenants / tenants against which action has been taken,</li> </ul>		Ralph Wilson, FDC General 01354 654321	



Agency	Data Source	Data Type	Data Availability/ Comments	Contact	Actions
	Environmental Health	<ul style="list-style-type: none"> <li>All reported EH issues by members of the public on PLACIS</li> </ul>	Review needed	Rob Mitchell	
	Strategy & Partnerships	<ul style="list-style-type: none"> <li>Results of consultation with minority groups. Feedback re dispersal orders and from NP. Current FSP priorities</li> </ul>		Annabel Tighe, FDC; David Bailey, FDC; Di Atkinson	
	CCTV	<ul style="list-style-type: none"> <li>All CCTV recorded incidents by month since 2003 start-up of scheme. Camera locations against activity</li> </ul>		Mick Napier, FDC StreetSafe CCTV Manager, 01945 427160	
	Projects/ Initiatives	Action plans		Rob Mitchell	
HUNTINGDONSHIRE DC	Local Authority Housing Dept / Housing Associations	<ul style="list-style-type: none"> <li>ASB – Luminus</li> <li>Hunts DC Housing department</li> </ul>	Review needed	Phil Roszier 01480 428777 Jon Collen 01480388220	
	Environmental Health	<ul style="list-style-type: none"> <li>List of incidents: Noise complaints, Abandoned Vehicles, Dog fouling, Stray/Dangerous dogs *up-to-date</li> </ul>		Sandra McKerral 01480 388473 (supplies quarterly info)	
	Operations/Street Rangers	<ul style="list-style-type: none"> <li>Abandoned Vehicles</li> <li>Graffiti</li> <li>Fly Tipping</li> <li>Fly Posting</li> <li>Needle finds</li> </ul>		Heidi Field 01480 388650 Sonia Hansen 01480 388630	
	Street Wardens	<ul style="list-style-type: none"> <li>Calls for service e.g. ASB, arson, Criminal Damage, graffiti, fly tipping, and general quality of life issues</li> </ul>			
	Strategy & Partnerships	<ul style="list-style-type: none"> <li></li> </ul>			
	CCTV	<ul style="list-style-type: none"> <li>List of incidents (incl. call sources) * from Apr 06</li> <li>GIS locations of cameras</li> </ul>		Dave Harris (supplies monthly info)	
	Projects/ Initiatives	<ul style="list-style-type: none"> <li>Action plans</li> </ul>		Claudia Deeth – PSO 01480 388233	

Agency	Data Source	Data Type	Data Availability/ Comments	Contact	Actions
SOUTH CAMBRIDGESHIRE	Local Authority Housing Dept / Housing Associations	<ul style="list-style-type: none"> <li>ASB reports</li> <li>Reason for transfer applications</li> <li>Evictions</li> <li>Other associated enforcement actions</li> <li>Homelessness</li> </ul>	<ul style="list-style-type: none"> <li>03/04 data Inhand</li> <li>PE1 returns Inhand 05/06 Q4 – 06/07 Q3</li> </ul>	Pauline Gardner, Housing Services Manager 01954 713040 or Susan Carter, Housing Advice & Options Manager 01954 713044	
	Environmental Health (& Streetscene)	<ul style="list-style-type: none"> <li>Disorder / ASB Data e.g. noise complaints</li> <li>Flytipping</li> <li>Dog fouling/strays</li> <li>Needlestick data</li> <li>Graffiti and abandoned vehicle reports</li> </ul>	2003/04, 2004/05 and Q1-3 of 2005/06 Inhand for most data types	Chris Bradley, Enforcement Officer 01954 713407  Stuart Harwood-Clarke, Environment Operations Manager 01954 713498 Chris Bradley, Enforcement Officer 01954 713407	
	Projects/ Initiatives	<ul style="list-style-type: none"> <li>Action plans</li> </ul>		Philip Aldis, Community Safety Officer 01954 713344	

# South Cambridgeshire Crime & Disorder Reduction Partnership

## Community Safety Plan April 2011 to March 2014

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## Introduction

South Cambridgeshire remains one of the safest places to live in the country. The South Cambridgeshire Crime and Disorder Reduction Partnership brings together a number of agencies who by working together in a co-ordinated way can contribute to keeping crime low and communities safe.

The CDRP brings additional value to the front-line work of the Police, bringing together a number of agencies whose day to day work also contributes to the wider and often more long-term picture of preventing and reducing crime and promoting community safety. This year the CDRP have also set a remit to contribute to the multi-agency work undertaken to improve road safety.

This Rolling Plan does not include everything that each of those agencies contributes, instead it seeks to give a flavour of the wide range of actions that each of the partners will contribute to addressing the priorities we have set for the next three years.

However it is also clear that agencies cannot do it alone. Communities and residents have a vital part to play. It is clear from attendance of Neighbourhood Panels that there is great interest in the topic of reducing crime, disorder and anti-social behaviour. So may I take this opportunity to encourage you to continue to come along to your local Neighbourhood Panel, provide information to the police and continue to help shape local policing priorities.

You can find out where and when your next Neighbourhood Panel is by visiting the "My Neighbourhood" pages on the Cambridgeshire Constabulary website ([www.cambs.police.uk](http://www.cambs.police.uk)) or the Neighbourhood Panels page on the South Cambridgeshire District Council website ([www.scambs.gov.uk](http://www.scambs.gov.uk)).

Finally, should you become a victim or witness a crime or anti-social behaviour, please ensure that you contact Cambridgeshire Constabulary on 0345 456 456 4 or in an emergency dial 999, and always request a crime number.

Rick Hylton  
Assistant Director of Community Safety, Cambridgeshire Fire and Rescue Service and  
Chair of South Cambridgeshire Crime & Disorder Reduction Partnership

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### Section 1: CDRP Priorities and Plans

In October 2010 the CDRP produced its annual Strategic Assessment, which presented a summary of intelligence analysis for the District to assist the CDRP in reviewing current plans and setting priorities for the forthcoming year. This year's strategic assessment has included the most up to date crime data, important local intelligence gathered from the Neighbourhood Panel meetings, and detail from previous public involvement exercises. The CDRP has agreed the following priorities:

- Reducing Burglary of Homes
- Reducing the number of repeat victims of Anti-Social Behaviour
- Reducing Farm Crime
- Improving Road Safety

To find out more about how the Partnership came to agree these priorities you will find it helpful to read this year's Strategic Assessment document. This is available at <http://www.scamb.gov.uk/CommunityandLiving/CommunitySafety/default.htm>

#### ***Priority 1: Reducing burglary of homes***

##### **Why is this a priority?**

Our Strategic Assessment showed that burglary of homes (known as Dwelling Burglary) in the district had decreased by 14.7% during the period September 2009 to August 2010, compared to the twelve month period prior to that. Despite this change when compared with the crime levels of 14 other similar authorities over the last 12 months South Cambridgeshire remains poor being the third worst compared within this family group.

##### **What will we do?**

Reduce the dwelling burglary rate to below levels of 2009 - 2010.

##### **What will our approach be?**

The CDRP has an established Serious Acquisitive Crime Task Group to drive forward multi-disciplinary activities that relate to the prevention and detection of dwelling burglary within the District. The Task Group will focus on burglary but will also have the remit to address any increases in vehicle crime. The CDRP wants to work together to provide good advice to residents about how they can keep their property safe by making good use of E-cops, Neighbourhood Watch Schemes, crime prevention events and the Neighbourhood Panel process, as well as providing articles and information to Parish Councils that can be reproduced in community magazines. When hotspot areas are identified we plan to run targeted initiatives. We will work closer with the neighbouring Cambridge City Community Safety Partnership as analysis has shown that dwelling burglary hotspots are often on the boundary fringes with Cambridge.

##### **How will we measure success?**

At the end of March 2012, the recorded burglary rates per 1,000 households will be lower than the 2009-10 rates of 9.6.

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**What data will we use to measure the success?**

Recorded crime information held by the Police and Home Office Iqunta system.

**Priority 1: Action plan for reducing burglary of homes in the District**

Action	Milestones	Lead agency	Other partners
1.1 CDRP to operate a dynamic and informed multi-agency Task Group to ensure consistent and energetic engagement at a local level.	1.1a Group to meet bi-monthly and share information about dwelling burglary and vehicle crime, including police analysis updates to identify areas requiring attention and inform the direction of partnership initiatives  1.1b Police to share with relevant partners updates of the dwelling burglary and vehicle crime priorities being managed under the Police Level 1 Tactical Tasking and Co-ordination Group process, including successes and learning for the wider group  1.1c Task Group to seek opportunities to work with Cambridge Community Safety Partnership where relevant.	Police	Police Authority, Fire & Rescue Service, SCDC Community Safety, Trading Standards
1.2 Address known serious acquisitive crime offenders through the PPO scheme	See Section 2 for more information.		

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Action	Milestones	Lead agency	Other partners
1.3 Provide support and advice to residents about keeping their property secure	<p>1.3a Encourage members of the community to register on e-cops and NHW schemes and distribute regular crime prevention messages through these communication channels. To assess the numbers registering and expansion or setting up of schemes.</p> <p>1.3b Distribute relevant crime prevention information at community safety events; Neighbourhood Panel meetings; and to Parish Councils</p> <p>1.3c Maintain effective communications through the delivery of seasonal crime prevention messages and good news stories through the media, South Cambs Magazine, and Police website.</p>	<p>Police</p> <p>SAC Task Group</p> <p>Police SCDC</p>	SAC Task Group
1.4 To facilitate the target hardening of the most vulnerable households in the district	<p>1.4a Promotion of and active referrals into the countywide Bobby Scheme to deliver home security improvements to the elderly and vulnerable</p> <p>1.4b Assist vulnerable individuals in accessing relevant support services through the promotion of, and active referrals into the Cambridgeshire Homeshield scheme</p>	<p>Police Shrievalty Trust</p> <p>All CDRP Partner Agencies and SAC Task Group</p>	
1.5 Combat Distraction Burglars and Rogue Traders	<p>1.5a Respond to calls from residents concerned about rogue traders</p> <p>1.5b Work with local communities to prevent residents becoming victims of rogue traders and distraction burglary</p> <p>1.5c Work with Task Group to consider establishing No Cold Calling Zones in the District, based upon criteria and where required to reduce doorstep crime</p> <p>1.5d Ensure CDRP representation and involvement at Countywide Distraction Burglary group</p>	County Trading Standards Service	Police, SCDC Housing, Bobby Scheme

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Action	Milestones	Lead agency	Other partners
	1.5e Ensure Task Group receives updates about, and supports the activity conducted by the Constabulary's divisional Distraction Burglary Group.		



**Priority 2: Reducing number of repeat victims of anti-social behaviour**

**Why is this a priority?**

Our Strategic Assessment showed that anti-social behaviour affected 21.4% of people once or twice a month and 12.7% of people were affected either every day or several times a week. A Cambridgeshire Constabulary survey showed that 1.10% of South Cambridgeshire residents perceived that there was a high level of ASB in their area in the rolling 12 months until the end of November 2010. Anti-social behaviour affects people's view of their local area and their perceived likelihood of becoming a victim of crime. The cumulative impact of repeat incidents of anti-social behaviour can be very damaging.

**What will we do?**

We will work together to take appropriate action against individuals causing the problems.

**What will our approach be?**

We will consider problems caused by individuals and areas within communities. When individuals are referred to the CDRP's monthly Anti-Social Behaviour Task Group, information is shared by the agency professionals present, and agreement found on the best action to be taken. Whenever areas are prioritised at Neighbourhood Panels, these are automatically referred to the Task Group to identify further work necessary. Often this will be a balance of arranging extra support and positive activities, as well as using tools and powers available to tackle anti-social behaviour.

**How will we measure success?**

We will review each individual case on a monthly basis at our monthly Task Group meetings, with a target of seeing improvement in 75% of cases referred to our ASB Task Group within 12 months of referral.

**What data will we use to measure the success?**

Recorded incident data held by the Police as well as data collated from the annual strategic assessment questionnaire.

**Priority 2: Action plan for reducing number of repeat victims of anti-social behaviour**

Action	Milestones	Lead CDRP Agency	Other partners
2.1 Ensure victims and witnesses of anti-social behaviour are supported from complaint through to resolution.	2.1a Clarify definition of a repeat victim and promote awareness of the definition amongst agencies	ASB Caseworker	ASB Task Group
	2.1b Determine what action should be taken when a repeat victim is identified and make sure agencies are aware of the procedures	ASB Caseworker	
	2.1c Provide a tailored level of service to all victims of ASB by adhering to a unified set of agreed minimum service standards for victims and witnesses	ASB Task Group	
	2.1d Promote minimum standards agreed by CDRP for victims by ensuring officers know what the minimum standards are	ASB Caseworker	
	2.1e Identify senior lead officer in each agency to resolve complex ASB cases	ASB Task Group	
	2.1f Communicate with individuals at all stages of process and keep them updated through email, meetings, phone.	ASB Caseworker	
	2.1g Build working relationship with Victim Support.	ASB Caseworker	

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Action	Milestones	Lead CDRP Agency	Other partners
<p>2.2 To use problem solving approach to tackle local anti-social behaviour issues and assist in the effective deployment of resources.</p>	<p>2.2a Develop anti-social behaviour database to be used to inform, track and manage ASB in a more co-ordinated approach.</p> <p>2.2b Work with SCDC in improving data sharing between departments with a view to extending to external agencies</p> <p>2.2c Introduce risk assessment process for referrals.</p> <p>2.2d To continue the multi-agency problem solving approach by tackling local problems in collaboration with other partners through Task and Finish groups.</p> <p>2.2e Bar Hill DPPO Task and Finish Group to identify and address alcohol related anti-social behaviour.</p>	<p>ASB Caseworker</p> <p>SCDC</p> <p>ASB Caseworker</p> <p>ASB Caseworker</p> <p>SCDC Police</p>	<p>SCDC Police</p> <p>ASB Task Group</p> <p>Parish Council, Trading Standards, Locality Team</p>
<p>2.3 Develop working practices with social and private sector landlords to ensure a consistent approach.</p>	<p>2.3a Collate policies and procedures and ASB contacts from all relevant partner agencies and housing providers to identify best practice and achieve problem solving.</p> <p>2.3b Encourage participation of other housing providers in multi-agency problem solving.</p>	<p>ASB Caseworker</p>	<p>ASB Task Group</p>

**Priority 3: Reducing Farm Crime**

**Why is this a priority?**

A scanning exercise of commercial victims of crime was completed as part of the 2010 Strategic Assessment process, and from this farm premises were highlighted as the top business location for crime in South Cambridgeshire. In addition, South Cambridgeshire has seen a year on year increase (since 2006/07) in offences committed on farms, (67 offences in 2006/07<sup>1</sup>; 75 in 2007/08; 110 in 2008/09; and 120 offences in 2009/10).

**What will we do?**

Reduce the number of offences committed on farm premises to below levels recorded in 2009 - 2010.

**What will our approach be?**

There are groups already in place at both a county and regional level with the remit to monitor and manage rural crime issues and as a CDRP we will work with these to ensure a two way communication of district and cross border issues. We want to provide good advice to farm owners about how they can keep their premises and property safe, we will do this by promoting Countryside Watch and via the Rural Crime Action Team we will utilise their networks to share information. In addition we will utilise analytical documents to shape the design and delivery of bespoke crime prevention materials, and run rural crime roadshows.

**How will we measure success?**

At the end of March 2012, the recorded number of offences committed on farm premises will be lower than the 2009-10.

**What data will we use to measure the success?**

Recorded crime information held by the Police and Fire Service Arson data.

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<sup>1</sup> Strategic Assessment Year

**Priority 3: Action plan for reducing Farm Crime in the District**

Action	Milestones	Lead CDRP agency	Other partners
3.1 Develop strong channels of communication to ensure issues concerning farm crime are identified and responded to accordingly.	<p>3.1a Nominated CDRP representative to attend the County Rural Crime Action Group meetings as an active member on behalf of the CDRP and feedback, as appropriate.</p> <p>3.1b Cambridgeshire representative at the Eastern Region Rural Crime meetings to ensure the dissemination of relevant information that may impact upon the South Cambridgeshire area i.e. cross border activity in Bedfordshire and emerging crime trends on farm premises.</p>	<p>CDRP</p> <p>Police</p>	<p>Police</p> <p>CDRP</p>
3.2 Collate and present information to direct target hardening activity in the most vulnerable locations.	3.2a Commission a piece of research to understand the nature of offences being committed on farms in South Cambridgeshire (to include issues such as the level of offences being committed in the hotspot areas; the potential impact/disruption of these offences; and any common modus operandi or environmental weaknesses) and take appropriate action in response to the findings and recommendations.	County Council Crime Research Team	Police Fire Service Countryside Watch
3.3 Provide support and advice to residents about keeping their property secure	<p>3.3a Utilising the analytical documents referenced at 3.1 and 3.2 above design and deliver bespoke rural crime prevention materials for the farming community (subject to funding being secured).</p> <p>3.3b Promote Cambridgeshire Countryside Watch and encourage members of the community to register on e-cops and distribute messages through these channels of communication.</p> <p>3.3c Develop the delivery of joint security surveys at farm premises, representatives of the Police Crime Reduction Unit inviting Countryside Watch to attend.</p> <p>3.3d To organise and conduct rural crime meetings or roadshows in hotspot areas in conjunction with the relevant Neighbourhood Policing Team. Also considering a presence at local events that attract the farming community i.e. Fenland Country Fair.</p>	<p>Police (Crime Reduction Unit/RCAT)</p> <p>Police</p> <p>Police/ Countryside Watch</p> <p>Police / Countryside Watch</p>	<p>Countryside Watch Fire Service Police (NPT)</p> <p>Countryside Watch</p> <p>SCDC Fire Service</p>

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Action	Milestones	Lead CDRP agency	Other partners
3.4 Work with the Rural Crime Action Team to raise awareness of rural crime issues amongst frontline staff, increasing information exchange	3.4a Rural Crime Action Team and Countryside Watch to deliver rural crime briefings to Neighbourhood Policing Staff via a series of input sessions. Hot spot areas to be a priority. Other partners/workers to be invited, on an identified needs basis.	Police	Countryside Watch

**Priority 4: Improve Road Safety**

**Why is this a priority?**

As part of the 2010 Strategic Assessment process, residents answered questions in the Community Safety Survey about their local area, particularly in relation to community, well-being, and anti-social behaviour issues. When respondents were asked to comment upon Anti-Social Behaviour, anti-social use of vehicles (e.g. speeding or illegal parking) was one of the areas of greatest concern with 45% of respondents identifying this as a 'very' or 'fairly' big problem. In addition respondents were given the opportunity to raise other concerns around community safety and 27% of these were vehicle related, with issues including speeding, parking controls and road safety for cyclists. Tackling road safety issues is also a regular neighbourhood priority adopted across the Neighbourhood Panels in South Cambridgeshire.

**What will we do?**

We will work together to deliver a number of preventative and enforcement activities addressing particular road safety issues and concerns.

**What will our approach be?**

The CDRP has already identified the need to improve its relationship with the Cambridgeshire and Peterborough Road Safety Partnership (CPRSP) and the Cambridgeshire County Road Safety Team, understanding their roles and priorities and how this fits in with work being conducted at a local level. We will build upon existing links to develop a shared awareness of the work being undertaken and co-ordinate joint road safety activity, where appropriate. We will consult with our road safety colleagues when a road safety issue is adopted as a neighbourhood priority to ensure a full response in addressing the issue.

**How will we measure success?**

As this is the first time the CDRP have undertaken to improve road safety as a priority, we will treat this reporting year as the baseline for identifying future performance targets. We will seek to identify the number of road safety events that have been held including their outcomes, and the frequency that relevant legislation has been utilised to manage the anti-social use of vehicles.

**What data will we use to measure the success?**

Police, Fire Service and County Council statistics and data collated from the annual strategic assessment questionnaire.

**Priority 4: Action plan for improving Road Safety in the District**

Action	Milestones	Lead CDRP agency	Other partners
<p>4.1 Develop strong channels of communication to ensure the identification and/or escalation of road safety issues impacting upon the district.</p>	<p>4.1a CPRSP representative to attend the CDRP Board meetings as an active member, providing quarterly KSI and Accident data figures (including locations) and detail of activity being co-ordinated at a county level. Also acting as a conduit to communicate district issues to relevant county level partners.</p> <p>4.1b County Road Safety Team to notify relevant parties of diversion routes planned through South Cambs villages when major routes are closed, allowing the opportunity for dialogue.</p> <p>4.1c To ensure that road safety issues are incorporated into the community safety consultations that feed into the Strategic Assessment process.</p>	<p>CPRSP County Council Road Safety Team</p> <p>County Road Safety Team</p> <p>County Council Research Team</p>	<p>CDRP</p> <p>Police Fire Service Ambulance Service</p> <p>CDRP</p>
<p>4.2 Encourage the responsible use of roads through the delivery of preventative information; advice or support and enforcement activities.</p>	<p>4.2a Promote the CPRSP website (<a href="http://www.cprsp.gov.uk/">http://www.cprsp.gov.uk/</a>) and the relevant campaigns it delivers, providing endorsement and/or support of the accompanying materials.</p> <p>4.2b Continue the delivery of the “Drive to Arrive” programme to sixth form students, feeding detail of the outcomes to relevant Neighbourhood Panels for information.</p> <p>4.2c Work towards the wider roll out of the bin sticker campaign in South Cambridgeshire, with initial focus on priority locations.</p> <p>4.2d Actively utilise relevant legislation and powers to effectively manage anti-social vehicle use, including those available under Section 59 of the Police Reform Act 2002 (vehicles being used in a manner which causes alarm, distress or annoyance).</p>	<p>All CDRP Members</p> <p>Fire Service</p> <p>SCDC CCC</p> <p>Police</p>	<p>Schools</p> <p>CPRSP County Road Safety Team</p>

Action	Milestones	Lead CDRP agency	Other partners
4.3 Provide a complete response to neighbourhood level road safety issues.	4.3a CPRSP and/or County Road Safety Team to be consulted when road safety issue adopted to ensure: i) relevant county level resources are harnessed (where appropriate) in support of local action i.e. mobile safety camera unit ii) awareness of work conducted at a county level that will contribute to tackling the issue i.e. A1307 campaign and remedial works, and can be fed back as part of the neighbourhood panel response.	Police	CPRSP County Road Safety Team
	4.3b Continue to support the provision of highly visible enforcement activity such as police patrols and Speedwatch as a community initiative.	Police	Public

**Section 2: Mainstreamed Activities**

**Reducing Domestic Abuse**

Work to reduce domestic abuse is currently carried out by the Cambridgeshire Domestic Abuse Partnership. This Partnership comprises of the Domestic Abuse Strategy Group, Domestic Abuse Partnership Implementation Group and Domestic Abuse Task Groups who work on a countywide basis with key agencies to address domestic violence. However, it is important to point out that in response to new government legislation work is underway to restructure the Cambridgeshire Domestic Abuse Partnership. The restructure will be completed in 2011/12.

Southern Cambridgeshire’s Domestic Abuse Task Group is a sub-group of the Crime and Disorder Reduction / Community Safety Partnerships in Cambridge City, East and South Cambridgeshire, comprising of managers and practitioners who aim to address domestic abuse in Cambridgeshire through implementing County and local strategies. A representative of the CDRP will attend the Southern Cambridgeshire Domestic Abuse Task Group and take forward projects such as production of cards with domestic abuse helpline numbers. The task group has an action plan which focuses work in priority areas.

Objectives of the task group are to:

- Ensure the delivery of local, regional and national domestic violence strategies, especially regarding awareness raising among service users and partner agencies;



### Paper 3

- Develop a multi-agency forum for relevant practitioners and managers to share best practice on domestic abuse work;
- Identify local gaps in service provision;
- Develop sub-groups, as appropriate, to support the work of the Cambridgeshire Domestic Abuse Strategy Group;
- Ensure representation is sent to the Domestic Abuse Partnership Implementation Group.

### Reducing Re-offending

On the 18<sup>th</sup> June 2009 the Government published a formal guidance document for all CDRPs and their partner agencies, entitled '*Integrated Offender Management: Government Policy Statement*'. The document provided direction to CDRPs and Local Criminal Justice Boards to bring together the management of repeat offenders under one "integrated offender management" (IOM) framework. IOM is based on five key principles:

- All partners tackling offenders together;
- Delivering a local response to local problems;
- Offenders facing their responsibility or facing the consequences;
- Making better use of existing (and proven) programmes and governance;
- All offenders at high risk of causing serious harm and/or re-offending are in scope.

In essence, this means drawing together existing schemes such as the Prolific and Priority Offender and Drugs Intervention Programmes allowing resources to be combined and tasks to be delivered more efficiently and effectively, therefore providing capacity for a further cohort of offenders (yet to be determined) to be managed. In 2010/11 much work has taken place to develop and establish a local model of Integrated Offender Management and the South Cambridgeshire CDRP have played a significant role in shaping its design, as active members of both the strategic and working groups. 2011/12 will be the year where IOM begins to be properly implemented locally.

The importance of achieving sustainable reductions in crime was further reinforced in April 2010 as reducing re-offending became a statutory responsibility for all Crime and Disorder Reduction Partnerships/Community Safety Partnerships in England and Wales. The CDRP remains committed to reducing offending and re-offending and continues to support the schemes in place to manage those offenders causing most harm to our community.

### **Section 3: How the CDRP works**

The CDRP brings together a number of agencies that all can have an effect on reducing crime and improving community safety, adding value to the day-to-day work of the police. All of the projects and initiatives listed in the plan contribute to the overall picture of reducing crime and improving community safety. Some projects are core day to day work of the CDRP agencies, for example the wide range of work carried out by youth workers and domestic violence services. Other projects bring together 2 or 3 agencies working together on a special project, for example a themed crime reduction event and various problem solving task groups. This rolling plan does not include every piece of work going on in the District to reduce crime. Instead it clearly lays out key actions that will contribute to the Partnership's priorities.

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The CDRP Board meets on a quarterly basis to make key strategic decisions such as producing the Strategic Assessment, the yearly Rolling Plan and ensuring the funding is spent as directed. These decisions are then taken forward by the Executive Group. We also have a number of Task Groups that carry forward specific work on the CDRP priorities: the ASB Task Group meet on a monthly basis, the Serious Acquisitive Crime Task Group meets every other month, and the Domestic Abuse Task Group meets quarterly. The CDRP reports to the District Council's Scrutiny Committee who can ask for regular updates from the CDRP to check progress toward targets. At the time of writing it is unknown how much funding will be received for 2011-12; the CDRP will aim to agree its yearly funding plan in April 2011.

You can get involved with the work of the CDRP by:

- Reporting crime or anti-social behaviour to the police, you can contact Cambridgeshire Constabulary on 0345 456 456 4 or in an emergency dial 999.
- Attending Neighbourhood Police panels in your area to help set policing priorities in your community. You can find out where and when your next Neighbourhood Panel is by visiting the "My Neighbourhood" pages on the Cambridgeshire Constabulary website ([www.cambs.police.uk](http://www.cambs.police.uk)) or the Neighbourhood Panels page on the South Cambridgeshire District Council website ([www.scambs.gov.uk](http://www.scambs.gov.uk)).
- Signing up to e-cops, a free email service from Cambridgeshire Constabulary keeping you up to date with community news and policing in your neighbourhood. To join complete the simple on-line registration form by visiting the address <https://www.cambs-police.co.uk/myneighbourhood/ecops/>
- Supporting community initiatives in your area such as Speedwatch

### Other CDRP priority tasks

In addition to our strategic priorities outlines in this rolling plan, the CDRP is also required by the Home Office to carry out a number of actions including:

APRIL	Agree and publish 2011-12 CDRP funding plan
MAY-AUG	CDRP Public Consultation in preparation for 2011 Strategic Assessment
SEPT	South Cambridgeshire District Council Scrutiny Review of CDRP Performance
OCT	Produce 2011 Strategic Assessment using latest crime data, priorities from Neighbourhood Panels, and results from recent and relevant public consultations
QUARTERLY	Produce report on crime statistics and progress on CDRP priorities CDRP Board meeting

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### Targets:

Each of the chosen priorities in this plan have local targets agreed so the Partnership can effectively manage performance against the priority. These indicators have been agreed locally and are relevant specifically to the priorities agreed for South Cambridgeshire. The targets we have set are also directly linked to targets in the Sustainable Community Strategy.

### **Section 4: Funding**

Each year the CDRP receives some funding to help support its projects and initiatives.

In 2010-11, we allocated our funds as follows:

#### **Safer Stronger Communities Fund**

ASB Caseworker - £16,600

Funding to SCDC Housing to address ASB issues with all residents of South Cambs - £10,000

CDRP Partnership Support Officer - £23,500

Integrated Offender Management Scheme - £5,000

Crime reduction messages on Tesco TV - £1,560

3 vehicle crime reduction events and use of trap car - £4,500

Targeted policing to reduce burglary - £5,000

Contribution toward re-settlement of PPOs in the district - £500

Enforcement action to make environmental improvements - £159

Projects to resolve cases of ASB - £550

#### **Pooled Fund**

Banner to reduce traffic issues outside schools - £60

### ***Section 5: Neighbourhood Panels***

#### **How the CDRP links to the Neighbourhood Panels**

Neighbourhood Panels provide an excellent opportunity for local communities to influence the setting of local priorities in response to crime and disorder issues, and hear feedback about how those priorities have been addressed.

After each Neighbourhood Panel meeting, priorities and actions are carried forward in the following way:

- Policing actions are taken forward by the appropriate Neighbourhood Policing teams, in many cases they will liaise with other CDRP agencies
- Issues of anti-social behaviour are referred to the CDRP Anti-Social Behaviour Task Group, which meets monthly to share information held by each agency and agree action. As well as discussing individual cases, the group discusses and agrees action to address the more general ASB problems raised at Neighbourhood Panels
- Other non-police related actions emerging from Neighbourhood Panels (e.g. this may include actions relating to street lighting, refuse or fire safety issues) are referred to contact points in the relevant partner agency, who then take appropriate action.

**Section 6: CDRP successes in the last 12 months**

**Addressing Serious Acquisitive Crime**

- 37 No Cold Calling Zones now established in the district with applications for 3 more
- 13 events in South Cambs aimed at reducing burglary
- 3 vehicle crime reduction events held in South Cambridgeshire; 2000 people advised about vehicle crime reduction
- Over 10 talks on burglary prevention delivered by Police to vulnerable groups in South Cambs
- Funding for targeted policing to tackle burglary led to 4 arrests being made and 4 search warrants executed where stolen property was found
- Visits made by the Police Shrievally Trust 'Bobby scheme', carrying out security improvements to the homes of vulnerable residents

**Addressing Anti Social Behaviour**

- Questionnaire carried out as part of strategic assessment shows that the majority of residents (51.7%) are rarely affected by ASB
- 5 ABCs signed - 1 ASBO issued
- 2 Problem Solving groups set up to focus on ASB hot-spot areas
- 5 multi-agency ASB days held as part of 'The Streets' programme reaching over 700 young people
- Street Football sessions aimed at 10-15 year olds held at 5 locations and attended by approximately 12 young people per session
- Engaged with young people in a positive, constructive way through detached youth work
- Cambridgeshire Fire and Rescue Service ran a series of activities and initiatives aimed at reducing instances of arson amongst young people

**Addressing Domestic Abuse**

- Over 500 cards with domestic violence helpline numbers distributed across South Cambs to health professionals, housing officers and youth workers.
- Domestic Violence Directory of Services revised and available on the SCDC website.
- 4 Freedom Programmes held to help victims of domestic abuse; each session was attended by approximately 25 people

**Reducing re-offending**

- 7 South Cambridgeshire offenders intensively managed through the Prolific and other Priority Offender scheme (FYTD – Dec 2010)
- Prolific and other Priority Offender interventions funding used to assist two clients in gaining qualifications and access to employment.
- Southern Prolific and other Priority Offender and Drugs Intervention Programmes co-located and merged in preparation for full implementation of Integrated Offender Management.
- Southern Prolific and other Priority Offender and Drugs Intervention Programmes are working closely with the 'ONE' project, a new project launched at HMP Peterborough that aims to engage and support male offenders aged 21 or over, serving a custodial sentence of less than 12 months.

**Section 7: Glossary**

**Acceptable Behaviour Contracts** – a written agreement by an individual not to carry on with certain acts, which could be construed as anti social behaviour. An ABC is not legally binding, but a breach of an ABC can be cited in proceedings for an ASBO.

**Acquisitive crime:** comprises theft from a person, robbery and other thefts of personal property.

**ASB** - Anti-Social Behaviour

**Anti-Social Behaviour Orders:** ASBOs are statutory measures that aim to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress. An order contains conditions prohibiting the offender from specific anti-social acts or entering defined areas. It is anticipated that under new legislation ASBOs will no longer exist.

**Baseline year:** the year that the CDRP has chosen as being the year that progress will be compared to. For the 2009 to 2010 strategy we used statistics from April 2008 to March 2009. For this strategy we will compare crime statistics with April 2009 to March 2010.

**British Crime Survey (BCS):** The British Crime Survey (BCS) measures the amount of crime in England and Wales by asking people about crimes they have experienced in the last year. The BCS includes crimes which are not reported to the police, so it is an important alternative to police records. Victims may not report crime for various reasons. Without the BCS the government would have no information on these unreported crimes. The British Crime Survey (BCS) moved to an annual cycle from 2001/02, with over 50,000 interviews of people aged 16 or over now taking place per year.

**BCS Comparator Crime:** this figure was devised by the Home Office to enable direct comparison to be made between recorded police statistics and the British Crime Survey. Ten types of police recorded crime are included under the banner of BCS Comparator Crime.

**CDRP** – Crime and Disorder Reduction Partnership

**Crime statistics** - the statistics used in this strategy have come from a number of sources.

Generally we have referred to statistics from the most recent available statistics for a full reporting financial year, April 2009 to March 2010. Comparisons showing rises and falls in crime have compared the April 2009 – March 2010 statistics with April 2008 to March 2009, which was our baseline for our previous strategy. By comparing these two years it enables a direct comparison to be made between the start of the last strategy and this new one.

**Criminal Damage** – damage to buildings, dwellings, vehicles, industrial areas and recreation grounds. Figures also include cases of arson.

**Deliberate Fires** - reckless or careless behaviour where the nature of fire is known to be unpredictable and not easy to control.

**Freedom Programme** – A programme for women to understand the effects of domestic violence on children, gain self-esteem and provide them with the skills to recognise future abusers.

### Paper 3

**Immobilise** - [www.immobilise.com](http://www.immobilise.com) a free nationwide secure database system that allows people to protect property by registering on-line any valuables that may be stolen such as mobile phones or laptops.

**Integrated Domestic Abuse Programme** - a group programme for convicted offenders which focuses on concepts like control and misuse of power. Offenders are expected to talk openly about their violence to the group, and listen to others' experiences – this, along with the educational content of the course has been proven to help violent men recognise the impact of their violence, take responsibility for their actions and eventually stop their violent behaviour.

**Integrated Offender Management** – the overarching framework that brings together existing programmes to jointly identify, assess and manage those offenders causing the most harm in their local community.

**MAPPA** – a set of arrangements to manage the risk posed by the most serious sexual and violent offenders (of which there are 700 in the county). The arrangements bring together the Police, Probation, and Prison Services in Cambridgeshire into what is known as the MAPPA responsible authority.

**MARAC** – Multi Agency Risk Assessment Conference

**Neighbourhood Panels** – a forum where members of the community, police and partner agencies can meet to promote and improve community safety.

**Neighbourhood Watch** – community based crime reduction initiative that brings together communities and resident groups, working closely with the police.

**Police “Command and Control” Data** - This is a dynamic dataset and numbers are accurate at the precise time and date of extraction. It includes only the non-crime incidents reported to the police.

**Primary Care Trust (PCT)** - Primary care is the care provided by people you normally see when you first have a health problem such as a doctor, dentist, optician or pharmacist.

**Prolific and other priority offender scheme (PPO)** - The Home Office estimates 5,000 people are responsible for one in ten offences and introduced the Prolific and other priority offenders scheme; there are three parts:

*Deter:* to stop people (overwhelmingly young people) engaging in offending behaviours and graduating into prolific offending

*Catch and Convict:* to actively tackle those who are already prolific offenders by fast-tracking them through the criminal justice process

*Rehabilitate and Resettle:* to work with identified prolific offenders to stop their offending by offering a range of supportive interventions. Offenders will be offered the opportunity of rehabilitation or face a very swift return to the courts

**Serious Acquisitive Crime** – This means crimes where someone takes something that does not belong to them, e.g. burglary from a house, theft from a car or theft of a car, robbery of personal property

## Paper 3

**Strategic Assessment** - A strategic assessment presents and interprets the summary findings of analysis of community safety issues. The purpose of the strategic assessment is to assist the Crime and Disorder Reduction Partnership in revising the partnership plan by identifying issues that are likely to affect the partnership in the coming year and recommends relevant priorities. As set out in the Police and Justice Act 2006, it is produced annually.



# South Cambridgeshire Crime and Disorder Reduction Partnership










## Performance Report

Q4 – 2010-11

<b>AUTHOR:</b>	Research Group – Cambridgeshire County Council
<b>CONTACT NO:</b>	01223 715310
<b>DATE:</b>	April 2011
<b>PRODUCED FOR:</b>	South Cambridgeshire CCRP

## South Cambridgeshire Crime and Disorder Reduction Partnership Performance Summary

*This report is produced to support the performance management processes for the CDRP and covers only those priorities where data is currently available.*

<u>CDRP Priorities<sup>1</sup> (all by end 2009-10)</u>	<u>Progress</u>
<b><i>Dwelling Burglary</i></b>	
<ul style="list-style-type: none"> <li>• Reduction in dwelling burglary below 2008-09 level</li> </ul> <p><u>This target has been met – 24% decrease since 2008/9</u></p>	
<b><i>Vehicle Crime</i></b>	
<ul style="list-style-type: none"> <li>• Reduction in thefts of vehicles below 2008-09 level</li> </ul> <p><u>This target has been met – 40% decrease since 2008/9</u></p>	
<ul style="list-style-type: none"> <li>• Reduction in thefts from a vehicle below 2008-09 level</li> </ul> <p><u>This target has been met – 27% decrease since 2008/9</u></p>	
<b><i>Domestic Violence</i></b>	
<ul style="list-style-type: none"> <li>• To have a rate of repeat incidents of domestic violence no higher than 28% (NI – 32)<sup>2</sup></li> <li>• 50% increase in referrals to the IDVAS</li> </ul>	 <div style="border: 1px solid black; padding: 2px; text-align: center;">n/a</div>
<b>Key</b>	
Better position	
No change or still some concern	
Worse position	

### Areas for concern:

None

<sup>1</sup> Based upon content of 2008-2011 rolling plan

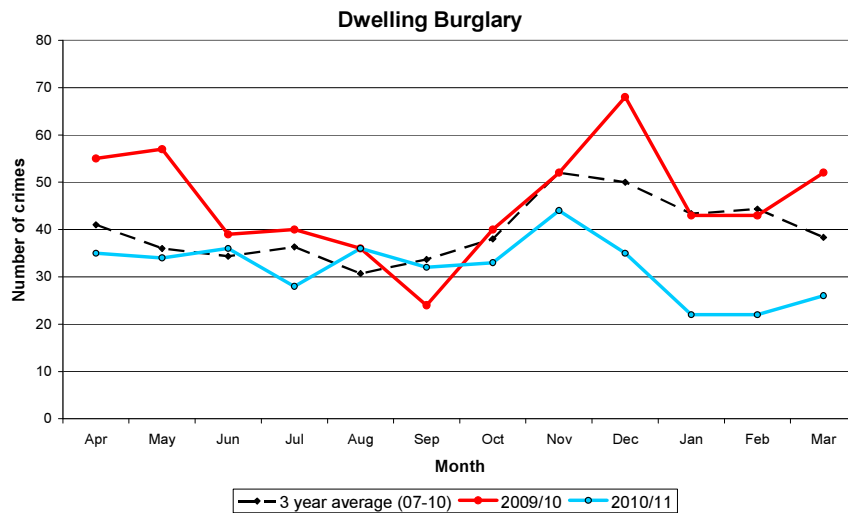
<sup>2</sup> Local Area Agreement - Countywide target

**1. DWELLING BURGLARY**

The CDRP requirement is to reduce the number of recorded offences below levels for 2008-09.

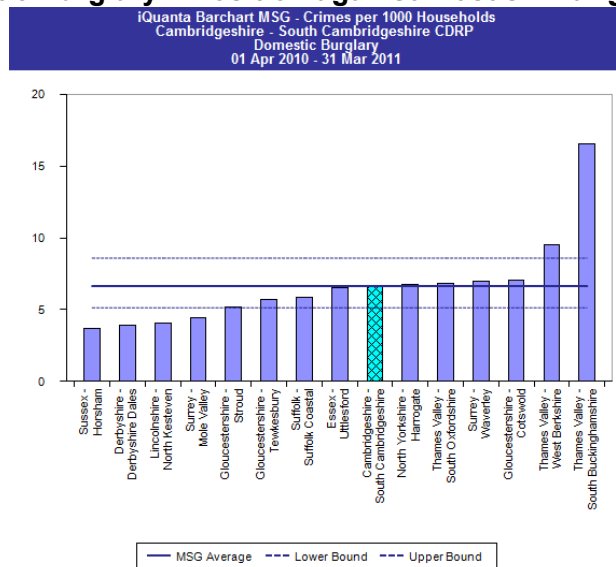
There were 70 offences in the final quarter of 2010/11, as compared to 138 in 2009/10. Monthly totals have remained consistently below those recorded in the previous year, and in 2008/9. This target has been met, with a 24% decrease in incidents.

**Figure 1.1: Dwelling Burglary**



South Cambridgeshire stood in 5<sup>th</sup> position when compared to its most similar family group members in quarter four, a dramatic improvement from 12<sup>th</sup> position during quarters 2 and 3. For the full year 2010/11, the district came in at 9<sup>th</sup> position and average compared to its most similar group.

**Figure 1.2: Domestic Burglary – Position against most similar group<sup>3</sup>**



<sup>3</sup> iQuanta is updated monthly approximately 24<sup>th</sup> of each month. Therefore in the report for this quarter the most recent data available on iQuanta is the period ending May 2010.

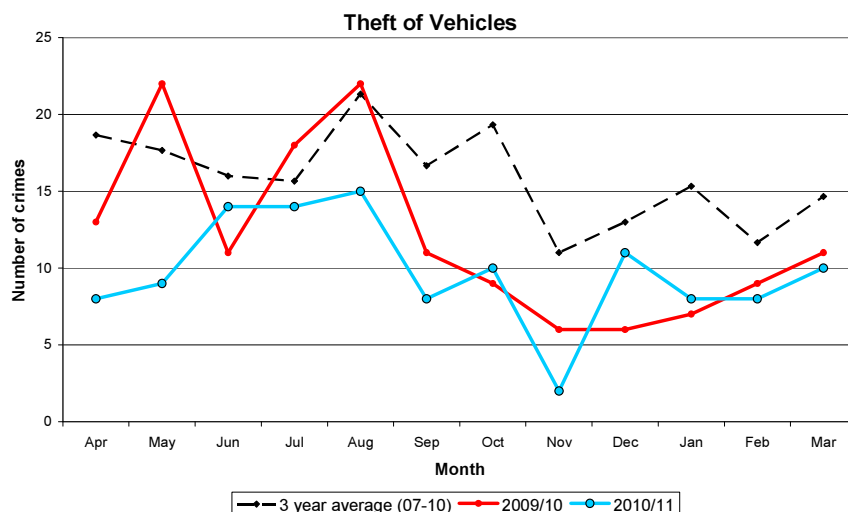
**2. VEHICLE CRIME**

**Theft Of Vehicles**

The CDRP requirement is for reduction in thefts of vehicles below 2008-09 levels.

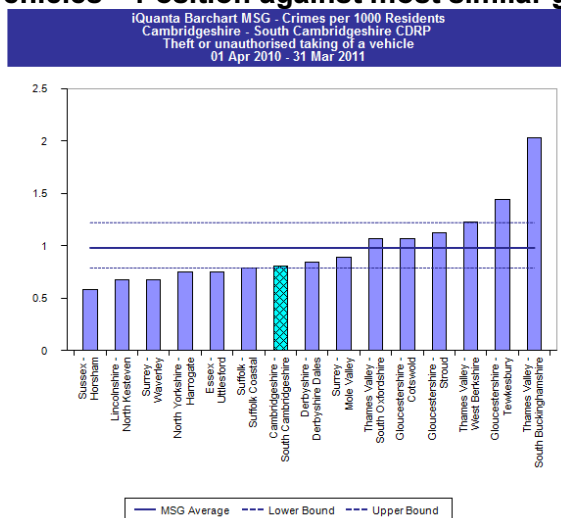
For the final quarter of 2010/11, 26 incidents of vehicle theft were recorded, as compared to 29 in 2008/9. This is also below figures recorded for the previous year (2009/10). For the full financial year, **117** crimes were recorded, a reduction of 40% on figures for 2008/9. This target has therefore been met.

**Figure 2.1 Theft Of Vehicles**



For the fourth quarter of 2010/11, South Cambridgeshire stands at 7<sup>th</sup> when compared to most similar family group members. Looking at the year as a whole, the district also lies at 7<sup>th</sup> position, and average in comparison.

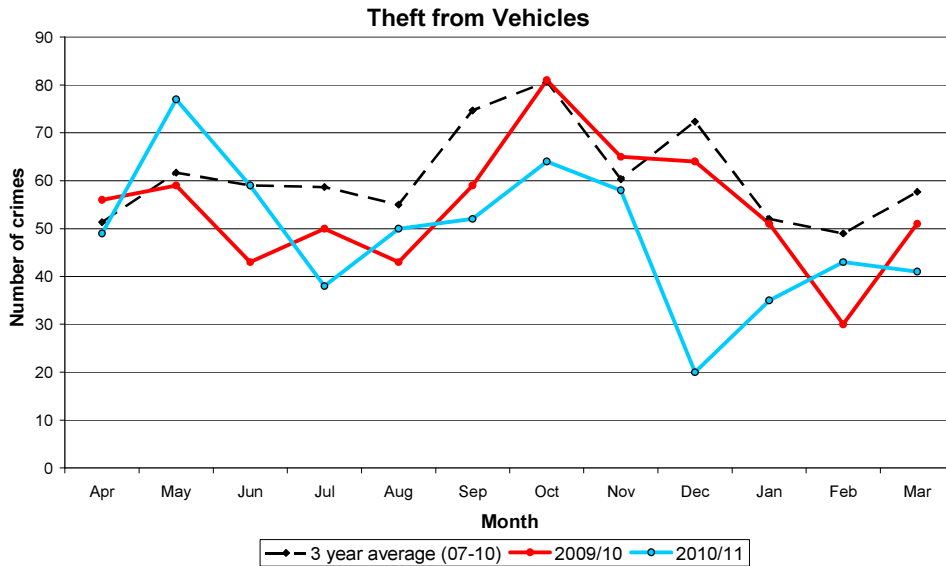
**Figure 2.2: Theft of Vehicles – Position against most similar group**



**Theft From Vehicles**

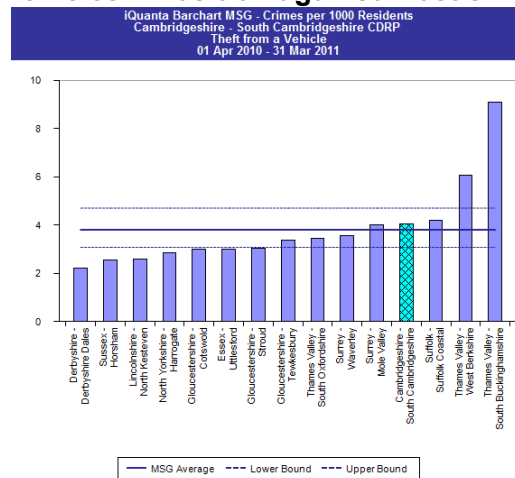
The CDRP requirement is for reduction in thefts from vehicles below 2008-09 levels. During the final quarter of 2010/11, **119** incidents of vehicle theft were recorded, as compared to 172 in 2008/9. For the full financial year, **586** crimes were recorded, a 27% decrease on 2008/9. This target has therefore been achieved.

**Figure 2.3: Theft From Vehicles**



For the fourth quarter the district stands at 10<sup>th</sup> position when compared to its most similar family group. Examining the full financial year we see that South Cambridgeshire comes in at 12<sup>th</sup> position and average in comparison to its most similar group members for Thefts from Vehicles. It should be noted however that despite the fact that the district remains within the “average” measure for iQuanta, performance should still be concerning as the numbers are skewed significantly by one poorly performing district.

**Figure 2.4: Theft from Vehicles – Position against most similar group**



### 3. DOMESTIC VIOLENCE

#### Multi-Agency Risk Assessment Conference (MARAC)

Cambridgeshire	FY 2008-09	FY 2009-10	FY 2010-11
Number of MARAC cases (Cambridgeshire)	271	399	407
NI 32 – Rate of repeat victimisation of MARAC cases	26%	27.5%	34.5%

The target for NI 32 is that the repeat rate should not be higher than 28%, a target which we have not yet met in 2010/11. The financial year 2008-09 was the baseline-setting year for this target.

#### Independent Domestic Violence Advocacy Service (IDVAS)

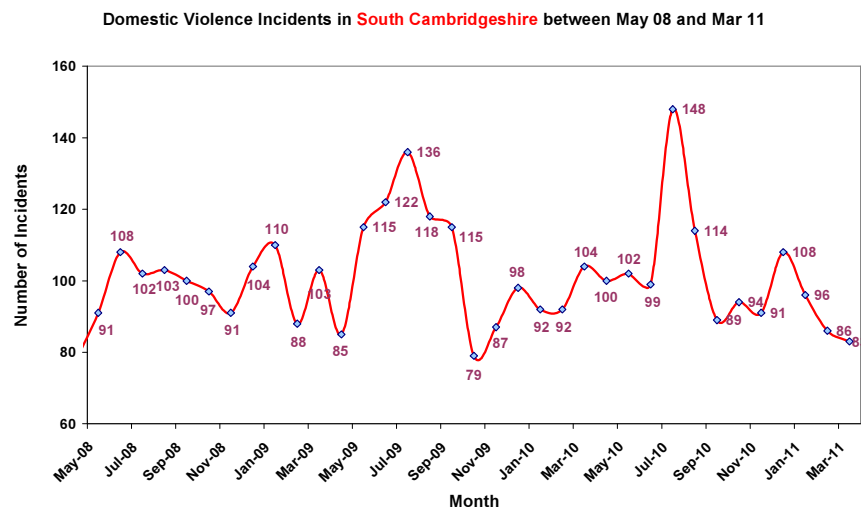
IDVAS works with high-risk cases across the county referred from Cambridgeshire Constabulary. The table below breaks down caseload by district for each quarter.

CDRP	Total 2009/10	2010-11 Q1	2010-11 Q2	2010-11 Q3	2010-11 Q4	Total 2010/11
Cambridge City	292	86	98	58	64	306
East Cambridgeshire	112	24	37	26	41	128
Fenland	212	34	36	38	50	158
Huntingdonshire	233	92	76	83	59	310
South Cambridgeshire	136	33	40	41	40	154
<b>Cambridgeshire</b>	<b>985</b>	<b>269</b>	<b>287</b>	<b>246</b>	<b>254</b>	<b>1,056</b>

During Q4 2010-11 South Cambridgeshire made up 16% of the referrals to the IDVAS. For the full financial year 2010/11, this district saw **128** cases referred to the IDVAS, 12% of the full countywide number.

#### Police Incident data

The chart below shows the number of domestic abuse incidents per month within the district up to March 2011. These are 'all incidents which have been closed as Domestic Incidents, either verbal or violent, where parties are over the age of 18. This measure is compliant with the ACPO definition of Domestic Abuse'.



**265** Domestic Violence incidents were reported to the police during the final quarter of 2010/11 representing an increase on the same period for the previous year. The requirement is to increase the number of Domestic Violence Incidents reported to the police by March 2010 from the baseline of 2008-09. When examining the full financial year 2010/11, a total of 1,210 incidents were recorded, as compared to 1,175 in 2008/9. This target has therefore been achieved.

# South Cambridgeshire Crime and Disorder Reduction Partnership



## Performance Report

Q1 – 2011-12

<b>AUTHOR:</b>	Research Group – Cambridgeshire County Council
<b>CONTACT NO:</b>	01223 715310
<b>DATE:</b>	July 2011
<b>PRODUCED FOR:</b>	South Cambridgeshire CDRP

## South Cambridgeshire Crime and Disorder Reduction Partnership Performance Summary

*This report is produced to support the performance management processes for the CDRP and covers only those priorities where data is currently available.*

<b><u>CDRP Priorities<sup>1</sup> (all by end 2009-10)</u></b>	<b><u>Progress</u></b>
<b><i>Dwelling Burglary</i></b>	
<ul style="list-style-type: none"> <li>• Reduction in dwelling burglary below 2009-10 level</li> </ul>	<div style="background-color: #00FF00; width: 40px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> </div>
<b><i>Farm Crime</i></b>	
<ul style="list-style-type: none"> <li>• Reduction in farm crime below 2009-10 level</li> </ul>	<div style="background-color: #FFFF00; width: 40px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> </div>
<b>Key</b>	
Better position	<div style="background-color: #00FF00; width: 20px; height: 15px; display: flex; align-items: center; justify-content: center;"> </div>
No change or still some concern	<div style="background-color: #FFFF00; width: 20px; height: 15px; display: flex; align-items: center; justify-content: center;"> </div>
Worse position	<div style="background-color: #FF0000; width: 20px; height: 15px; display: flex; align-items: center; justify-content: center;"> </div>

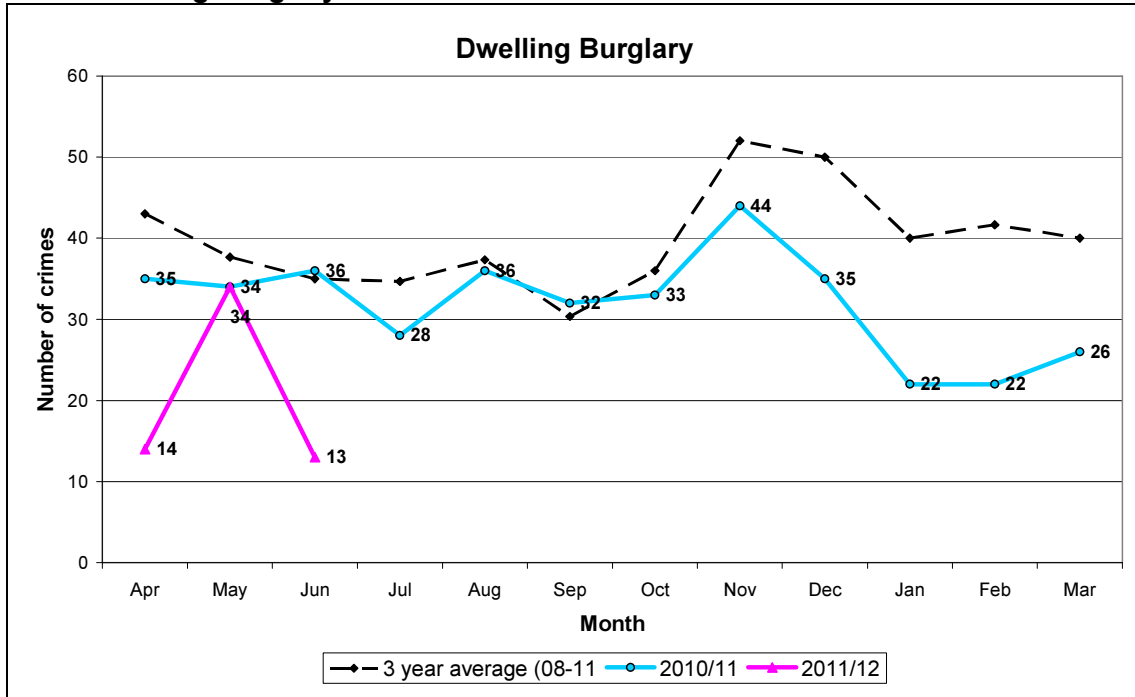
<sup>1</sup> Based upon content of 2008-2011 rolling plan



**1. DWELLING BURGLARY**

The CDRP requirement is to reduce the number of recorded offences below levels for 2009-10.

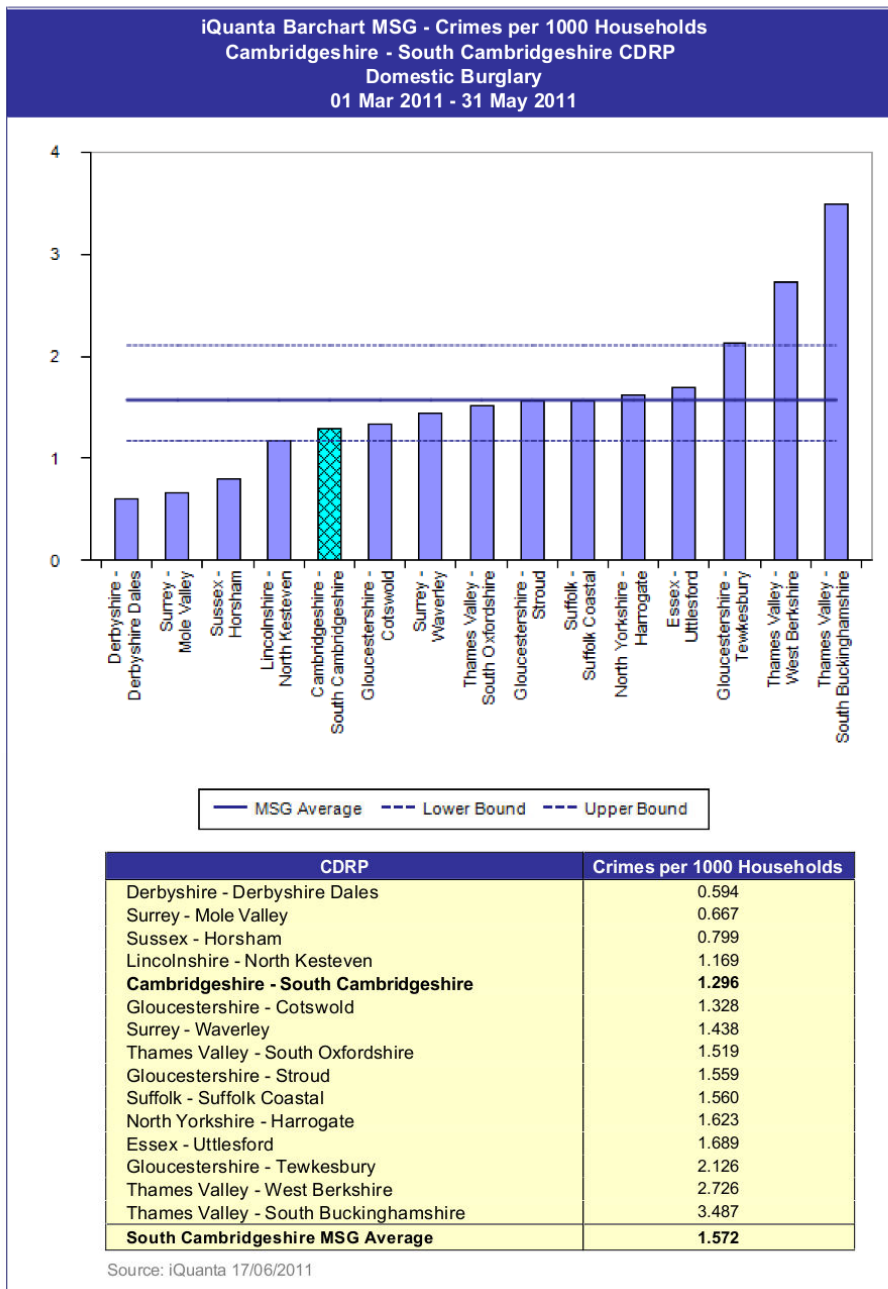
**Figure 1.1: Dwelling Burglary**



South Cambridgeshire stood in position when compared to its most similar family group members in quarter four, a dramatic improvement from 12<sup>th</sup> position during quarters 2 and 3. For the full year 2010/11, the district came in at 9<sup>th</sup> position and average compared to its most similar group.

UNCLASSIFIED

Figure 1.2: Domestic Burglary – Position against most similar group<sup>2</sup>



<sup>2</sup> iQuanta is updated monthly approximately 24<sup>th</sup> of each month. Therefore in the report for this quarter the most recent data available on iQuanta is the period ending May 2010.

## 2. FARM CRIME

Please note that the data included here is not 'performance data' in the same sense as data presented above. This is due to there being no current requirement to report to Central Government on farm crime and therefore not being included within CADET. The data has been identified through the police recorded crime data as those offences categorised as Locus type 'Agricultural' and Locus Subtypes 'barn' and farm'.

### Background

In 2010/11 South Cambridgeshire recorded 115 crimes categorised as 'Farm Crime'. This accounted for 11% of the total crime for the district. The Strategic Assessment 2010 identified that between 2006/07 and 2009/10 offences committed on farms have increased by 53 (79%).

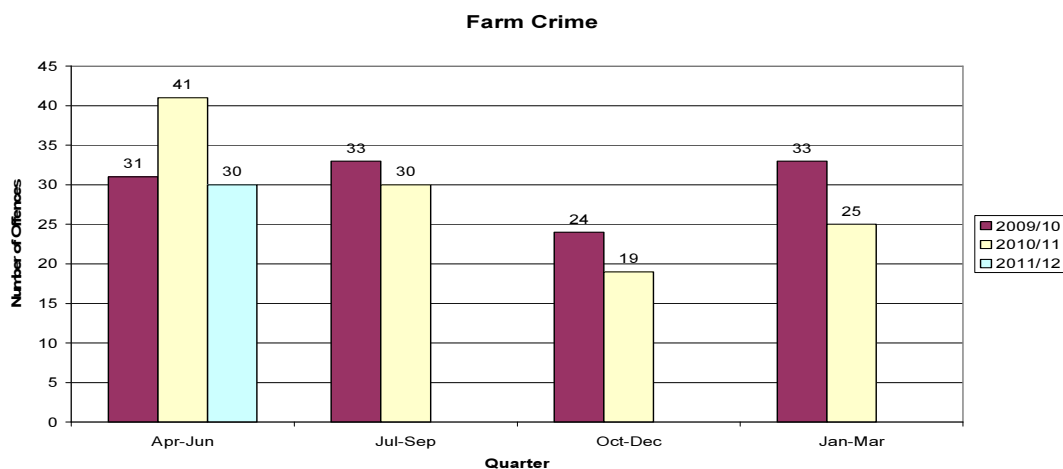
The table below shows the types of crime recorded for the past two years on farms. It can be seen that in both years theft offences accounted to the largest proportion of crimes and that there was an increase of 30% (15 offences) between 2009/10 and 2010/11. Burglary also accounts for a large proportion of offences.

CRIME TYPE	Year	
	2009/10	2010/11
BURGLARY	41	35
CRIMINAL DAMAGE	26	13
DRUG OFFENCES	2	1
THEFT & HANDLING STOLEN GOODS	49	64
VIOLENCE AGAINST THE PERSON	3	2

**Table 1.1 Farm Crime by Home Office Crime Sub Type**

### Ongoing Monitoring

Monthly levels of offences vary dramatically and therefore reviewing quarterly figures is more appropriate. For the current quarter crime levels are similar to those in 2009/10 although five of the thirty offences were against repeat victims.



### 3. EMERGING ISSUES

#### **Crime Performance**

An assessment of the latest crime performance data (Appendix 1) does not highlight any emerging issues that the partnership needs to discuss.

#### **Other Issues**

The County Domestic Violence Coordinator Simon Kerss has raised concerns regarding the number of domestic violence incidents occurring in Cambourne recently. See agenda item 9.

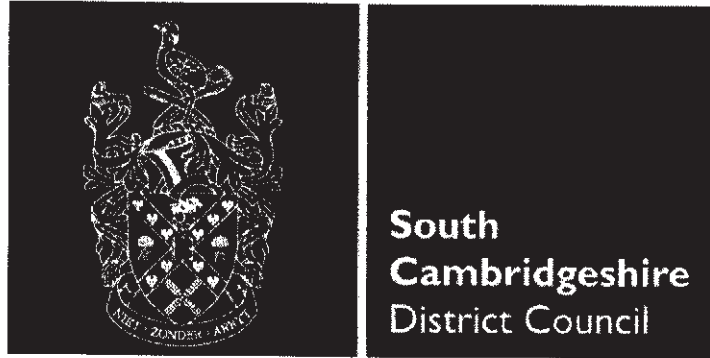
A brief analysis of police recorded crime data shows that there were 20 offences of violence committed in Cambourne during the first quarter of 2011-12. Of these, 8 were related to domestic violence.

## APPENDIX 1 - CADET Highlights

Performance for year to date

	Earlier Period		Later Period		Numeric Change	Apparent Change
	From	To	From	To		
	Apr-10	Jun-10	Apr-11	Jun-11		
All Crime	1,477		1,321		-156	- 10.6%
BCS Comparator Crime	870		672		-198	- 22.8%
Serious Acquisitive Crime	327		206		-121	- 37.0%
Burglary Dwelling	104		61		-43	- 41.3%
All Robbery	7		7		0	No Calc
Vehicle Crime	216		138		-78	- 36.1%
Aggravated vehicle taking	0		4		4	No Calc
Theft from vehicle	185		96		-89	- 48.1%
Theft of a Vehicle	31		38		7	+ 22.6%
Handling Stolen Goods	0		2		2	No Calc
Most Serious Violence	11		5		-6	- 54.5%
Homicides	2		0		-2	- 100.0%
Wounding Endangering Life	7		4		-3	- 42.9%
Grievous Bodily Harm without Intent	2		1		-1	- 50.0%
Assaults With Less Serious Injury	92		74		-18	- 19.6%
All Recorded Violence with Injury	103		79		-24	- 23.3%
Serious Sexual Offences	13		14		1	+ 7.7%
Rapes	2		2		0	No Calc
Sexual Assaults	9		9		0	No Calc
Other Serious Sexual Offences	2		3		1	+ 50.0%
All Violent Crime	255		222		-33	- 12.9%
All Violence Against the Person	233		199		-34	- 14.6%
All Sexual Offences	15		16		1	+ 6.7%
All Robbery	7		7		0	No Calc
Criminal Damage	264		245		-19	- 7.2%
All Damage to Dwellings	34		35		1	+ 2.9%
All Damage to Other Buildings	28		24		-4	- 14.3%
All Damage to Vehicles	111		90		-21	- 18.9%
All Other Damage	81		84		3	+ 3.7%
Arson	10		12		2	+ 20.0%
All Theft and Handling	606		512		-94	- 15.5%
Shoplifting	32		59		27	+ 84.4%
Theft from the Person	7		6		-1	- 14.3%
Theft in a Dwelling	16		26		10	+ 62.5%
Theft of Pedal Cycles	78		65		-13	- 16.7%
Other Classified Thefts & Handling	244		208		-36	- 14.8%
Vehicle Interference	13		10		-3	- 23.1%
All Racially Aggravated Crime	5		11		6	+ 120.0%
All Racially Aggravated Violence	3		10		7	+ 233.3%
All Racially Aggravated Harassment	1		0		-1	- 100.0%
All Racially Aggravated Damage	1		1		0	No Calc
All Drugs Offences	39		81		42	+ 107.7%
Drugs (Trafficking)	3		7		4	+ 133.3%
Drugs (Simple Possession)	35		74		39	+ 111.4%
Drugs (Other Offences)	1		0		-1	- 100.0%

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# **Handling of Customer Comments, Compliments and Complaints**

Corporate Policy Document

July 2011 review (v1)

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## 1. Introduction

This document sets out how South Cambridgeshire District Council manages and responds to comments, compliments and complaints.

South Cambridgeshire District Council is committed to providing excellent customer service and aims to be a listening council, providing first class services to all. In June 2011 the Council achieved national Customer Service Excellence accreditation for all its front-line and support services. The policy supports the Council's service standards and helps us maintain a culture of excellent customer service as an organisation which listens to its customers, recognises good practice, acknowledges and investigates when things have gone wrong, putting in place actions to learn and improve in the future.

The views of our customers are important to the Council; they help us shape services to support the needs of our communities, provide insight into what we are doing well and where we can improve and enable us to provide a responsive service that changes and adapts in accordance with customer need.

~~Committed to improving services and providing excellent customer service,~~ The Council will treat complaints, comments and compliments with respect and seek to understand the customer's point of view.

The Council will endeavour to resolve problems at the time they are brought to its attention, ~~within the constraints that apply and~~ to the customer's satisfaction. In order to achieve this, all staff are empowered to deal, where possible, with issues and complaints at source. Where this is not possible, the formal complaints procedure ~~will~~ should be applied.

## ~~2. Scope~~

~~This document sets out how South Cambridgeshire District Council manages and responds to complaints, comments and compliments.~~

~~This policy supports the Customer Service Strategy and is linked with the Handling of Unreasonable or unreasonably Persistent Complaints Policy.~~

## 3. Complaints, comments and compliments – Definitions

### 3.1 Complaint

A complaint is an expression of dissatisfaction or concern, however made, about the standard of service, actions or lack of actions by the District Council and its staff, affecting an individual customer or group of customers.

A complaint is not a service request. A service request is defined as a customer contact that for the first time brings a matter to the Council's attention and requests a service offered by the council.

*Do these statements need qualifying? E.g if customer says it's a complaint then it's a complaint but in any case SCDC would endeavour to resolve at first contact. Do missed bins need a separate section, as a 'universal service'?*

### 3.2 Comment

A comment can be described as a volunteered personal opinion or belief, feedback or remark expressed by a customer. Unless specifically requested, there is not an automatic assumption that the Council will reply to comments. However, where it is felt appropriate or where the customer indicates they expect a reply, this should be sent within 10 working days.

### 3.3 Compliment

A compliment is defined as a customer statement of positive recognition or praise for a service or member of staff.

## 4. Complaints, comments and compliments – Process

### 4.1 Complaints Process

The formal complaints process has a three stage structure. Stage one and two complaints are investigated by the Council, stage three complaints are investigated independently by the Local Government Ombudsman.

In all circumstances the Council will act in accordance with its values; Trust, Mutual Respect, Customer Service, Commitment to improving services.

Officers responding to complaints are encouraged to speak with complainants during the investigation of the complaint to help gain a greater understanding of the complainant's point of view.

#### Informal Stage

Customers are asked, before submitting formal complaints, to contact us to establish whether we can deal with their concern promptly and satisfactorily. In cases such as a missed bin collection, this is more likely to result in an efficient resolution than awaiting a formal written response.

At the initial point of contact with the customer, the officer should, where possible, determine the extent to which the concerns being raised can be addressed through simple steps to put things right or an apology, without recourse to the formal procedure. Where such a solution is not possible or appropriate, the customer should be advised that the Council's formal procedure will be followed.

#### Stage 1

Stage one complaints will be registered and acknowledged (within three working days) by the Customer Service Coordinator.

Registered complaints will be passed to the appropriate Corporate Manager, who will review the complaint and either respond personally or arrange for the appropriate Service Manager to respond (within 10 working days of acknowledgement). All stage one responses will be signed by the Corporate Manager, or in absence of a Corporate Manager a Service Manager.

The Corporate Manager or Service Manager will send the response directly to the complainant, providing a copy of the response to the Customer Service Coordinator.

### **Stage 2**

A complaint will enter stage two of the process if the complainant advises that they are dissatisfied with the result of stage one. In exceptional circumstances a complaint may be escalated to stage two in the first instance.

Stage two complaints will be registered and acknowledged (within three working days) by the Customer Service Coordinator.

Registered complaints will be passed to the appropriate member of the Senior Management Team, who will review the complaint and liaise with the appropriate Corporate Manager and/or Service Manager.

The Senior Management Team member will send the response directly to the complainant (within 20 working days of acknowledgement), providing a copy of the response to the Customer Service Coordinator. All stage two responses will be signed by a member of the Senior Management Team.

### **Stage 3**

If a complainant is dissatisfied with the outcome of the stage two complaint they may wish to enter stage three of the complaints process and contact the Local Government Ombudsman directly.

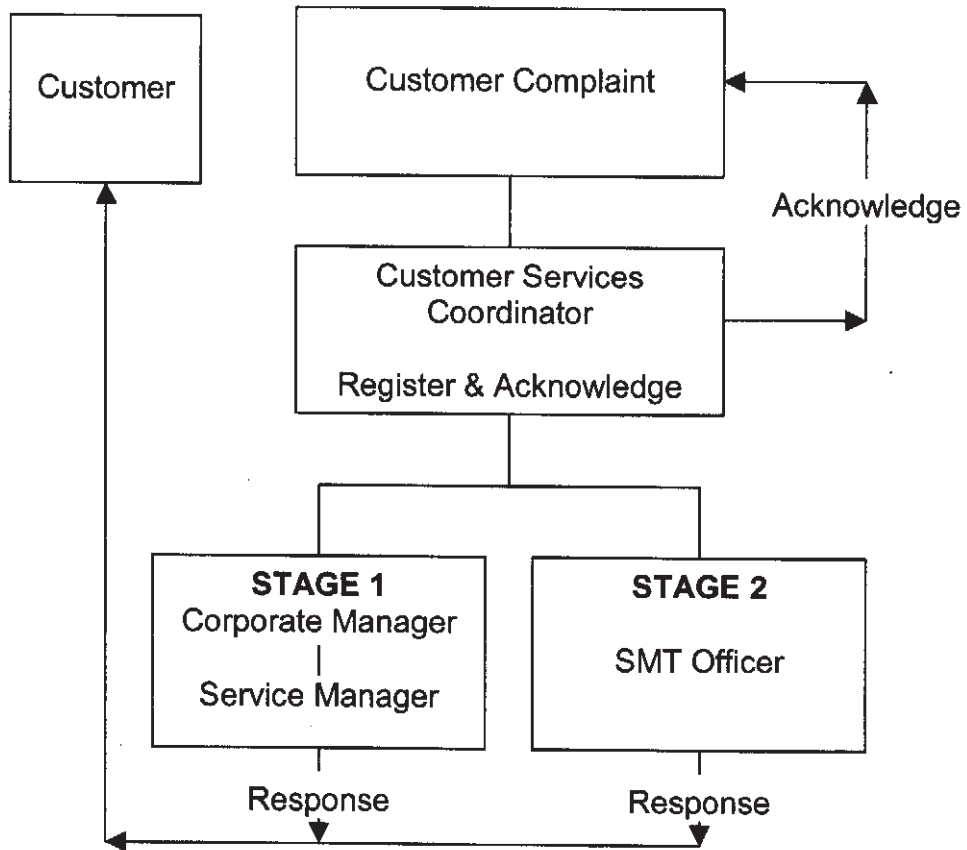
A complainant may approach the Local Government Ombudsman at any stage of the complaints process, although the Ombudsman will not usually investigate complaints unless the Council has had an opportunity to investigate at stages one and two first.

Stage three complaints will be registered and acknowledged (within three working days) by the Customer Service Coordinator.

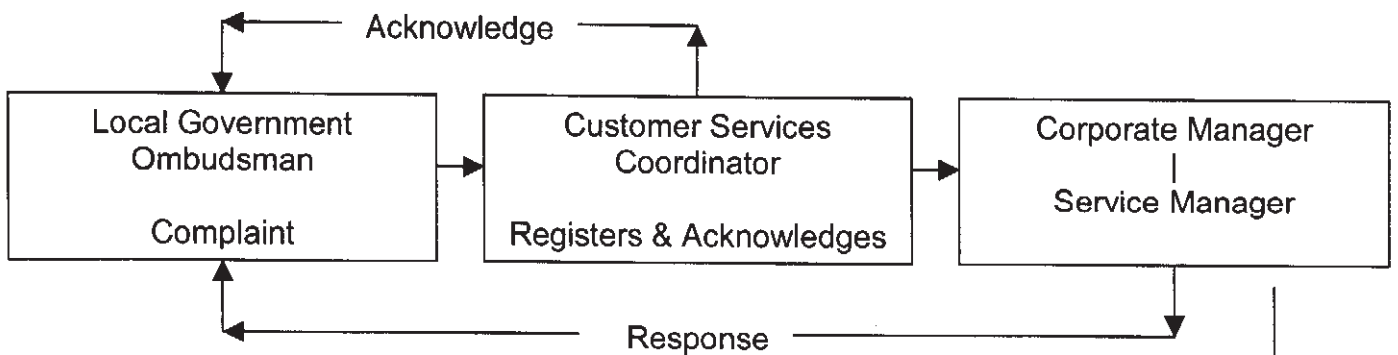
Registered complaints will be passed to the appropriate Corporate Manager, who will review the complaint and either respond personally or arrange for the appropriate Service Manager to respond within 28 days. Note the response deadline is 28 days not 28 working days. All stage three responses will be signed by the Corporate Manager, or in absence of a Corporate Manager a Service Manager.

The Corporate Manager or Service Manager will send the response directly to the Local Government Ombudsman, providing a copy of the response to the Customer Service Coordinator.

**Stage 1 & 2 Complaints Flowchart**



**Stage 3 Local Government Ombudsman Complaints Flowchart**



## 4.2 Comments Process

Customer comments are managed outside of the complaints process. Comments made to the Customer Services Coordinator will be forwarded to the appropriate Service Manager to consider.

Unless specifically requested, there is not an automatic assumption that the Council will reply to comments. However, where it is felt appropriate or where the customer indicates they expect a reply, this should be sent within 10 working days.

Service Managers are expected to record comments relating to their Service Area.

## 4.3 Compliments Process

Copies of all compliments should be provided to the Customer Services Coordinator, who will maintain a central register of compliments.

Compliments should be celebrated and shared amongst Service Areas, and will be publicised via the Council's regular communication channels (Intranet, website and magazines).

## 5. Exceptions

The following exceptions apply to this policy:

- Unless the Chief Executive determines that there are exceptional~~der normal~~ circumstances the Council ~~is unable to~~will not investigate complaints relating to issues that are greater than 12 months old.
- The complaints process cannot be used to complain about the conduct of Councillors ~~of a Councillor~~. Complaints of this nature should be directed to the Monitoring Officer at [monitoring.officer@scambs.gov.uk](mailto:monitoring.officer@scambs.gov.uk).
- The complaints process excludes complaints made by our suppliers, partners and other public authorities regarding our business relationships.
- ~~• Staff grievances cannot be dealt with through the complaints process. Staff grievances are covered in the Grievance Policy and Procedure.~~
- Where statutory procedures are in place, complainants should use these procedures to pursue their complaint.

## 6. Learning from complaints

The Council values complaints and uses the information to inform service planning that shape services that support the needs of the customer. To this end all respondents to complaints are required to complete a 'Learning from Complaints Form'.

The Learning from Complaints Form provides an opportunity for officers to review the complaint and identify any lessons learnt and any corrective action taken. A copy of

Responding to Complaints, Comments and Compliments

the form ~~must~~ should accompany a copy of the response sent to the Corporate Customer Service Coordinator before the complaint can be deemed closed.

Learning from complaints will be recorded centrally by the Customer Service Coordinator and reported to Senior Management Team and the Lead Member on a quarterly basis. Lessons learnt will be shared across the Council.

### **Internal complaints**

The Council recognises the crucial importance of effective internal customer relationships between services, without which an efficient and effective front-line service to external customers cannot be provided.

Inevitably, with severe resource pressures on all services, there will be occasions when internal customer relationships become strained or break down. In such situations, concerns around the conduct and actions of internal colleagues and teams should be addressed through the Council's normal management arrangements, and should be raised via the employee's line manager or team's Service or Corporate Manager in the first instance. Such issues should be addressed through effective inter-service discussions, or escalated via corporate manager to the Chief Executive and management team if required

Unless exceptional circumstances prevail, it is not appropriate to use the Council's Grievance Procedure to resolve internal service-level disputes.

## **7. Reporting complaints and compliments**

~~Quarterly reports are made to Senior & Executive Management Teams, Service First Steering Group and the Lead Member for customer service~~ Complaints handling performance and key learning points will be reported to the Council's management team and Portfolio Holder on a quarterly basis.

These reports include the following quantitative data:

- volume of complaints
- complaints by stage
- complaints by corporate area
- acknowledge and response rate
- theme of complaints
- Learning from Complaints

Qualitative feedback will also be gathered via a ~~quarterly~~ survey of closed complaints. The survey will gather the following information:

- complaint handling satisfaction
- communication satisfaction
- complaint process satisfaction
- speed of response satisfaction

The Complaints, Comments and Compliments Policy will be reviewed on an annual basis or when statutory requirements change.

## **8. Unreasonable or unreasonably persistent complaints**

The Council recognises that customers may exert pressure on the authority when making a complaint, as they believe that the Council has failed in its service to them. Such pressure may be persistent, but in most cases this is reasonable and acceptable.

A small minority of complainants may pursue their complaints in ways that can impede the investigation of their complaint, or impose a significant and disproportionate resource requirement on the authority. Such actions can occur during the investigation of a complaint, or once investigations have been completed. In these cases, a complainant may be considered unreasonably persistent.

Unreasonable or unreasonably persistent complainants are not covered within this policy. The policy for Unreasonable or Unreasonably Persistent Complainants should be used when considering restrictive measures with customers.

Violent or abusive behaviour towards staff will not be tolerated under any circumstances. Please refer to the Council's policies and reporting guides relating to health and safety and violence at work for further information.

## **9. Anonymous complaints**

Anonymous complaints should be passed to the Customer Service Coordinator who will register the complaint and pass to the appropriate Corporate Manager for investigation.

## **10. Confidentiality**

In accordance with the 1998 Data Protection Act, the Council will maintain the confidentiality of all personal information, and not disclose it outside of South Cambridgeshire District Council without the express permission of the customer.

## **11. Role Descriptions**

This section describes the roles and responsibilities of individuals and teams involved in the Complaints, Comments and Compliments Policy.

### **11.1 Members and Officers of the Council**

Members and Officers of the Council are required, in the first instance, to forward all complaints and compliments to the Customer Service Coordinator.

Where Members are submitting complaints on behalf of residents, and are acting as advocates for residents, they will receive copies of all relevant correspondence relating to the complaint and may be the principal point of contact. In all cases, Members are invited to liaise with the Customer Service Co-ordinator to determine when an enquiry should be treated as a complaint, based on the guidance given in Section XX above, and explore how the council can provide the optimum support to ensure a satisfactory resolution for all parties.

Members and Officers receiving customer comments should forward these comments to the appropriate Service Manager.

### **11.2 Customer Service Coordinator**

The Customer Service Coordinator will register and acknowledge all complaints within three working days. Compliments will also be registered and maintained on a central record.

Complaints and Learning from Complaints Forms will be passed to the appropriate Corporate Manager. The Customer Service Coordinator will also provide the response date.

Responses and Learning from Complaints Forms will be registered with the original complaint and a central record will be maintained.

Complaints and compliments will be reported in accordance with section seven of this policy.

### **11.3 Corporate Managers**

Corporate Managers are responsible for reviewing all complaints for the services under their management. Corporate Managers may respond personally to a complainant or may ask a Service Manager to respond. All responses must be signed by the Corporate Manager or in their absence a Service Manager.

### **11.4 Responding Officer**

The responding officer is responsible for investigating and responding to the complaint in accordance with the Customer Service Standards detailed below:

- If the investigation into your complaint will not be completed within ten working days, you will receive a letter informing you of the progress and expected timescales.
- If we have made a mistake, you will receive an apology.
- If we were at fault, you will be told what measures are being taken to put things right.

A letter template, attached as Appendix 1, has been created to help managers ensure responses to complainants meet the customer service standards.

The investigation of a complaint should be conducted in accordance with the Council values; trust, mutual respect, commitment to improving services and customer service. Investigations should be carried out objectively and responding officers should aim to resolve the complaint to the customer's satisfaction within the limitations that apply.

The response should be sent direct to the complainant and a copy provided to the appointed Customer Service Coordinator.



# Customer Experience Work Programme

Date Issued: 6-Sep-11

01-Sep-11 – 31-Mar-13

**N.B** – This is a rolling work programme. New actions will replace completed actions as appropriate.

## Implementation Status

<b>R</b>	Little or no progress has been made to date. Target date likely to be missed.
<b>A</b>	Some progress has been achieved but concerns about ability to meet completion date.
<b>G</b>	The improvement action has been completed or is on track for completion within timescale.

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
Customer Experience Strategy							
0	<b>G</b>	<p>The development of the Customer Experience Strategy and associated work programme.</p> <p><b>N.B</b> - The strategy will assimilate this work programme pulling together the CSE development plan and the Council's work in regards to the customer experience under three distinct elements:</p> <p><b>#1 – The Customer</b></p> <ul style="list-style-type: none"> <li>• Customer Feedback</li> <li>• Customer Satisfaction &amp; Consultation</li> <li>• Customer Journey</li> <li>• Customer Insight</li> </ul> <p><b>#2 – The Service</b></p> <ul style="list-style-type: none"> <li>• Customer Contact Centre</li> <li>• Avoidable Contact</li> <li>• Access Channels &amp; Channel Shift</li> <li>• Customer Charter &amp; Council Commitments</li> <li>• Process Review &amp; Optimisation</li> </ul>	30-Nov-11	Paul Knight	Rachael Fox	None Required	

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
		<b>#3 – The Organisation (Culture)</b> <ul style="list-style-type: none"> <li>• Training &amp; Development</li> <li>• Promotion</li> <li>• Staff Satisfaction</li> <li>• Commitment to Excellence</li> <li>• Partnership Working</li> </ul>					
<b>Element #1 – The Customer</b>							
1.1	G	<b>Customer Feedback</b> (a) Revise and embed the service planning process to ensure that each service area identifies how they are using customer insight and feedback to improve the customer experience. (b) Implement a digital LCD TV display system located within the reception area, to display customer feedback, actions resulting, performance information, and a live #SCDC twitter feed. (c) Ensure a complainant satisfaction survey is sent out with all upheld complaint responses.	(a) 30-Sep-11 (b) 31-Mar-12 (c) 01-Oct-11	(a) Paul Howes (b,c) Paul Knight	(a) Richard May (b,c) Rachael Fox	None Required	<b>N.B –</b> (a) Part of the Policy & Performance Work Programme. <b>N.B –</b> (b) The digital LCD TV display will require the use of a dedicated desktop PC taken from existing stock and the purchase of 1 digital LCD TV funded from the reception equipment budget.
1.2	G	<b>Customer Satisfaction &amp; Consultation</b> The review and development of (a) the quarterly reception customer satisfaction survey and (b) support services satisfaction monitoring.	a) 31-Oct-11 b) 01-Apr-12	Paul Knight	Rachael Fox	None Required	<b>N.B –</b> There is a requirement for service managers and service officers to take ownership for the monitoring and recording of customer satisfaction.
1.3	G	<b>Customer Journey</b> (a) To deliver a Council wide programme of customer journey mapping linked to the programme of process reviews and optimisation (action 2.5) and beginning with a focus on services provided through the current	(a) 30-May-12 (b) 31-Dec-11	Paul Knight	Rachael Fox	None Required	<b>N.B –</b> (a) There is a requirement for service managers and service officers to engage with, and take ownership for, customer journey mapping

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
		<p>contact centre service.</p> <p>(b) To install privacy screens at reception to provide the public with an appropriate environment to discuss sensitive information.</p> <p>(c) To agree a clear Council position on the use of voicemail, including consideration to its removal, and communicating this throughout the authority.</p>	(c) 31-Mar-12				within their service.
1.4	<b>G</b>	<p><b>Customer Satisfaction &amp; Consultation / Customer Insight</b></p> <p>(a) Review current provision for consultation within service areas including customer satisfaction, (b) build a database of consultation activities, (c) launch a corporate consultation panel and regularly publish results.</p> <p>(d) Review &amp; Development of the quarterly reception customer insight survey.</p> <p>(e) Commission a review of online communities, pressure groups, blogs, forums and other online dialogue within South Cambridgeshire.</p> <p>(f) Develop single location for customer insight and performance information and promote its use for the development of policy and strategy.</p>	<p>a) 31-Oct-11</p> <p>b) 31-Dec-11</p> <p>c) 31-Mar-12</p> <p>d) 31-Mar-12</p> <p>e) 30-Sep-11</p> <p>f) 31-Mar-11</p>	<p>(a, b, c, e, f) Paul Howes</p> <p>d) Paul Knight</p>	<p>(a, b, c, e, f) Richard May</p> <p>d) Rachael Fox</p>	<p>(a, b, c, e, f) TBD</p> <p>(d) None Required</p>	<b>N.B</b> – (a, b, c, e, f) Part of the Policy & Performance Work Programme.

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
<b>Element #2 – The Service</b>							
2.1	G	<p><b>Customer Contact Centre Project</b> To deliver the implementation of, and the seamless transition to, the Council's new customer contact centre service, internally managed and located on-site.</p>	03-Dec-12	Alex Colyer	Paul Knight	<p>1 x Process Review Officer</p> <p>£159K Capital Investment</p>	<b>N.B</b> – Please see the Project Initiation Document for further requirements from existing Council resources.
2.2	G	<p><b>Avoidable Contact</b> (a) Through the process review and optimisation work programme, identify avoidable contacts and make demonstrable improvements in processes to reduce them.</p> <p>(b) Promote and embed a clear message regarding the customer and organisational benefits of reducing avoidable contact throughout the Council, seeking confirmation of understanding and enthusing and empowering services to contribute. The message will be detailed in the customer experience strategy.</p>	<p>a) 31-May-12</p> <p>b) 30-Nov-11</p>	<p>a) Paul Knight</p> <p>b) Paul Knight</p>	<p>a) Lorraine Sears</p> <p>b) Rachael Fox</p>	None Required	
2.3	G	<p><b>Access Channels &amp; Channel Shift</b> (a) Through the customer contact centre project, deliver and promote an increased range of cost effective access channels.</p> <p>b) Through the customer contact centre project, deliver a fluid and flexible service, scalable to meet rising or reducing customer contact volumes, and/or changes (natural migration or specifically encouraged) in customer access channel usage (channel shift).</p>	<p>a) 03-Dec-12</p> <p>b) 03-Dec-12</p> <p>c) 31-Mar-12</p> <p>d) 31-Mar-12</p> <p>e) 31-Mar-12</p> <p>f) 31-Mar-12</p>	<p>a) Alex Colyer</p> <p>b) Alex Colyer</p> <p>c) Steve Rayment</p> <p>d) Alex Colyer</p>	<p>a) Paul Knight</p> <p>b) Paul Knight</p>	None Required	<b>N.B</b> – (c) Part of the ICT Work Programme.

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
		<p>c) Through the website improvement project, increase, make appealing and promote the number of possible online transactions.</p> <p>d) Through the Cambridgeshire Connection Project, provide and promote a two-way self-service information-sharing portal.</p> <p>e) Promote and embed a clear channel shift strategic vision throughout the Council, seeking confirmation of understanding and enthusing and empowering services to contribute. The vision will be detailed in the customer experience strategy.</p> <p>f) Promote the use of free mobile apps including 'fix my street' and 'my council services'.</p>		<p>e) Paul Knight</p> <p>f) Paul Knight</p>	<p>c) Paul Grainger</p> <p>d) Paul Knight</p> <p>e) Rachael Fox</p> <p>f) Rachael Fox</p>		
2.4	G	<p><b>Customer Charter &amp; Council Commitments</b> To (a) develop, (b) implement and (c) embed a customer charter including Council commitments, based on customer, member and officer consultation.</p>	<p>a) 31-Jan-12</p> <p>b) 29-Feb-12</p> <p>c) 30-Jun-12</p>	Paul Knight	Rachael Fox	None Required	
2.5	G	<p><b>Process Review &amp; Optimisation</b> To deliver a Council wide programme of (a) process reviews beginning with a focus on services provided through the current contact centre, (b) process optimisation. This work will be conducted in partnership with service managers and service officers and will provide the foundation for the customer journey mapping programme and provide vital support to the implementation of the new customer contact centre.</p>	<p>a) 31-May-12</p> <p>b) 30-Sep-12</p>	Paul Knight	Lorraine Sears	None Required	<p><b>N.B</b> – There is a requirement for service managers and service officers to engage with, and take ownership for, process review and optimisation within their service.</p>

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
2.6	G	<p><b>Customer Experience Performance Monitoring</b></p> <p>(a) Rationalise and review customer experience performance indicators within CorVu.</p> <p>(b) Rationalise and review customer experience performance reporting.</p> <p>(c) Publicise customer experience performance information on the Council's website.</p>	<p>a) 12-Sep-11</p> <p>b) 12-Sep-11</p> <p>c) 01-Jan-12</p>	<p>a) Rachael Fox</p> <p>B) Rachael Fox</p> <p>c) Rachael Fox</p>	<p>a) Paul Knight</p> <p>b) Paul Knight</p> <p>c) Paul Knight</p>	None Required	
<b>Element #3 – The Organisation (Culture)</b>							
3.1	G	<p><b>Training &amp; Development</b></p> <p>(a) Complete the Council wide roll-out of the 'What a Performance' training programme, including lessons learnt from the sessions already completed, and (b) ensuring personal commitments are reviewed via the Personal Development Reviews.</p> <p>c) Review the 'What a performance' training programme and the specific needs of individual services, to inform the agreement of an option or options for the 2011/12 customer service training programme, including opportunities for combined member and officer workshops.</p>	<p>a) 31-Mar-12</p> <p>b) 01-Oct-11</p> <p>c) 31-Mar-12</p>	<p>a) Susan Gardner-Craig &amp; Richard May</p> <p>b) Alex Colyer</p> <p>c) Alex Colyer</p>	<p>a) Peter Naylor</p> <p>b) Susan Gardner-Craig</p> <p>c) Rachael Fox &amp; Susan Gardner-Craig</p>	TBD	<b>N.B</b> – Funding for Council wide roll out to be agreed.
3.2	G	<p><b>Promotion – Sharing Success</b></p> <p>Develop and launch a 'SUCCESS!' function on the home intranet page, which when clicked provides officers with a text box and attach picture option, to share successes. Submitted successes will be forwarded directly to the communications team for publication as appropriate.</p>	31-Mar-12	Paul Grainger	Brigitte Wilson	None Required	<b>N.B</b> – Feasibility to be explored with web improvement project team.

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
3.3	G	<b>Promotion – Cambridgeshire Connection</b> Promote the launch of the Cambridgeshire Connection, a UK local government first, using local media, social media, national exposure through local government publications and the local government group annual conference 2012.	31-Jul-12	Alex Colyer	Paul Knight	None Required	
3.4	G	<b>Promotion – The Customer Contact Centre</b> Promote the successful launch of the Council's new contact centre using local media, social media, and national exposure through local government publications.	31-Mar-13	Alex Colyer	Paul Knight & Gareth Bell	None Required	
3.5	G	<b>Promotion – The Local Government Challenge 2012</b> Develop, and submit an application to host a challenge (focusing on the customer experience) as part of the national competition.	30-Sep-11	Senior Management Team	Paul Knight	None Required	
3.6	G	<b>Promotion - National Customer Service Week 2011</b> To (a) develop, (b) deliver a programme of activity to mark National Customer Service Week 2011.	a) 02-Sep-11 b) 03-Oct-11	Paul Knight	Rachael Fox	None Required	<b>N.B</b> – Officers & members will be called upon to get actively involved in the delivery of the week's events.
3.7	G	<b>Promotion - National Customer Service Week 2012</b> To (a) develop, (b) deliver a programme of activity to mark National Customer Service Week 2012.	a) 31-Aug-12 b) 01-Oct-12	Paul Knight	Rachael Fox	None Required	<b>N.B</b> – Officers & members will be called upon to get actively involved in the delivery of the week's events.
3.8	G	<b>Promotion – Motivating &amp; Enthusing</b> To deliver customer focused inspirational speakers as part of the corporate lunchtime seminar programme.	31-Mar-12	Jean Hunter	Paul Knight & Jane Cusworth	None Require	

No.	Status	Actions	Completion Date	Accountable Officer	Lead Officer/s	Additional Resources	Notes / Quarterly Progress Update
3.9	G	<b>Staff Satisfaction</b> To (a) develop, (b) implement a quarterly 'one touch' intranet based staff satisfaction poll.	a) 01-May-12 b) 30-June-12	Paul Knight	Rachael Fox	None Required	
3.10	G	<b>Commitment to Excellence</b> (a) To attend a series of visits to other authorities deemed to be providing an excellent customer experience, and to bring back and share learning within the Council.  (b) In conjunction with service managers and officers, develop and embed bespoke mechanisms for maintaining up to date CSE self- assessment documents for re-inspection.  (c) Complete a two-day CSE interim inspection.  (d) Implement a single CorVu Customer Experience Scorecard to incorporate monitoring of all customer service standards and reported quarterly.	(a) 30-June-12  (b) 31-Mar-12  (c) 30-Jun-12  (d) 15-Sep-11	Paul Knight	Rachael Fox	None Required	<b>N.B</b> – (a) to include members, service managers and officers.
3.11	G	<b>Partnership Working</b> To (a) engage in discussions, at officer level, with the Council's strategic partners, and (b) to identify joint working opportunities towards the delivery of an enhanced customer experience.	(a) 31-Dec-11 (b) 31-Mar-12	Paul Knight	Rachael Fox Lorraine Sears	None Required.	



## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Scrutiny and Overview Committee  
**AUTHOR:** Scrutiny Development Officer

6 September 2011

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**WORK PROGRAMME 2011/12****Purpose**

- 1 To enable the committee to plan its work programme for the remainder of 2011/12.

**Options**

2. The Committee may wish to agree the draft programme at Appendix A subject to amendments made at this meeting.

**Considerations**

3. At the meeting of 30 June the committee agreed to the draft programme as presented, subject to an amendment to one of the February topics; monitoring of waste and recycling would scrutinise progress on the target of achieving 65% recycling and composting by 2012.
4. The committee had planned to scrutinise community transport at today's meeting, looking at the effect of funding decisions and County Council's wider plans. However the County Council's relevant portfolio holders are unavailable and so the item has been delayed to the November meeting.
5. The committee has been asked to review the effectiveness of the member development strategy in November. This would add to the Council's ability to demonstrate that the strategy is councillor-led in its formulation, implementation, monitoring and evaluation.
6. Further topics may be chosen from suggestions from residents, members, officers and partners, and the Council's Forward Plan as at <http://scambs.moderngov.co.uk/mgListPlans.aspx?RPId=293&bcr=1>.
7. A revised draft work programme is at **Appendix A** and the Committee is invited to discuss, amend and agree this.

**Selecting topics for scrutiny in 2011/12**

8. In choosing topics for the work programme, Members are reminded of their agreed selection criteria as at **Appendix B**.
9. All activities need to add value to the work of the Council and contribute to the achievement of its corporate objectives.
10. The committee may also perceive that it now has a greater responsibility for helping the Council to demonstrate openness and accountability, given the reduction in external audit and inspection and the growing emphasis on self-regulation.

### **Task and Finish Groups**

11. The Sheltered Housing task and finish group has held three meetings to date. These initially focussed on background research into the issues, and analysis of the data from the recent support needs assessment. The group made an interim recommendation to the housing portfolio holder in July, suggesting that he should meet with political colleagues at the County Council to set out this Council's position regarding the support service for sheltered housing residents. More recently they have begun to develop some core values for the service and looked at a variety of delivery models.
12. The task and finish group has been awaiting the outcome of today's meeting of the County Council's Cabinet. Depending on that, there is a possibility that the timescale for this review may need to be extended. Four members of this committee sit on the sheltered housing task and finish group and so the chairman may invite them to provide a verbal update.
13. There is capacity to set up a second task and finish group. At the last meeting, the committee agreed to set up a group to look at partnership working. However, the Chairman has now been advised that the senior management team are currently addressing partnership working and it would therefore be useful to await their findings before proceeding.
14. Another suggestion was to review the Council's progress on its sustainability aims, focussing specifically on the 'greenness' of South Cambridgeshire Hall. However, the Climate Change Working Party is already working on an action plan and so the Committee may wish to maintain a watching brief on progress for the time being. The vice-chairman of this committee sits on the Working Party and may therefore be invited to provide an update on progress.
15. A review of communication and community engagement has been on hold pending the appointment of a communications manager. The new appointee is due to arrive on 10 October and so managers have requested that a task and finish group be delayed until the New Year.
16. A decision on whether to review absence management has been deferred, awaiting the outcome of the work being undertaken by senior officers and the Portfolio Holder for Finance and Staffing. First quarter figures for 2011/12 showed a marked improvement and so the committee is advised to wait until the next meeting, when the half-year data will be available.

### **Progress on past recommendations**

17. The report of the Customer Contact Review was presented to the Cabinet on 7 July and all nine recommendations were accepted in full. Work is now underway to deliver the recommended changes and improvements to customer contact services. Cllr Bygott is attending this meeting and may therefore be invited to report any progress.
18. The report of the Planning Services Review was also presented to the Cabinet on 7 July. Officers presented a corresponding action plan, which undertook to "monitor and oversee the full implementation of ... Scrutiny Task and Finish Group recommendations".
19. Cllr Mason, the chairman of the task and finish group is maintaining a watching brief on progress and will monitor the action plan via portfolio holder's meetings. Progress currently observed includes:

- continuing meetings of the Parish Council IT forum
  - plans to hold an operational review of enforcement
  - workshop for improving the efficiency of the planning committee
  - an operational review of enforcement
20. The chairman of the committee may invite Cllr Mason to talk about any further progress he has observed.
21. Progress reports on previous task and finish groups have been scheduled for monitoring during 2011/12.
22. **Implications**

Financial	The Committee has a discretionary budget of £5,000. Up to £3,000 may be needed for Member training. Some external venues carry a small hire charge. External witnesses and co-optees may claim expenses.
Legal	The Local Government Act 2000 requires the Council to have at least one scrutiny committee. The Police and Justice Act 2006 requires that crime and disorder appears on at least one agenda each year. The Constitution states that the Committee will set its own work programme.
Staffing/ capacity	The committee is supported by one scrutiny officer. Each item selected for scrutiny will require support by at least one lead officer. Capacity for sub committee work is also dependent on the number of elected members available and willing to participate
Risk Management	The potential burden on the organisation of supporting scrutiny work must be balanced against the potential value it can add. External scrutiny carries the risk of affecting the Council's relationship or credibility with partners.
Equal Opportunities	All proposed changes to policy or services require an Equality Impact Assessment

**Involvement of Children and Young People**

23. Children and Young People (CYP) have been actively invited to suggest topics and this will continue. The Committee has also agreed to involve CYP in reviews and to ensure that all reports to the committee demonstrate CYP involvement.

**Consultation**

24. Cabinet, elected members, senior officers and residents have been invited to suggest potential topics. Parish councils continue to be consulted during the year.
25. Ongoing consultation with nearby councils, including the county council, explores the potential for joint scrutiny activities.

**Effect on Corporate Objectives**

26. The Committee's selection criteria ensure that any topic selected for scrutiny will contribute to at least one of the Council's priorities. Scrutiny itself helps to demonstrate that this is a listening Council, providing first class services accessible to all.

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## Draft Work Programme 2011/12

3 November	1 Community Transport 2 Medium Term Financial Strategy 3 Report of the Sheltered Housing task and finish group (may be delayed) 4 Economic Development Strategy - update 5 Member Development Strategy?
17 November	All-members workshop on budget and service planning: growth bids; potential savings; HRA self-financing arrangements
15 December	1 Customer Service Excellence update 2 Planning Services task and finish group update 3 Performance Management task and finish group update – to include an update on Performance Improvement Action Plan
2 February 2012	All-members Budget scrutiny workshop – based on draft 2012/13 budget
2 February	1 2012/13 Budget
6 February	2 Waste and recycling service action plan - monitor progress on the target of 65% recycling and composting by 2012
29 March 2012	1 Local Strategic Partnership 2 Progress at Northstowe and Cambridge fringes
3 May 2012 7pm	Cancelled

**Potential task and finish groups:**

Partnership/ joint working

Communication and community engagement (current strategy is out of date)

Localism and Decentralisation Bill/ Act - impact on council, partners and residents (Royal Assent due November/December)

**Other topics suggested:**

Absence management/ sickness performance – await outcome of SMT work on this

Drainage issues - joint scrutiny with County Council

Job evaluation/ HR service – February?

SCDC achievement of sustainability aims – potential collaboration with Climate Change working group

Planning enforcement/ S106 compliance (consider in December with Planning t&amp;f update?)



## PAPER Analysis



When considering whether to adopt an item onto its agenda programme, the Committee will score the item using the following criteria:

1. **Public Interest:** the concerns of local people should influence the issues chosen for scrutiny  
(1= low public interest, 2=medium public interest, 3=high public interest)
2. **Ability to change:** priority should be given to issues that the Committee can realistically influence  
(1= little chance of changing, 2=reasonable chance, 3=good chance)
3. **Performance:** priority should be given to the areas in which the Council, and other agencies, are not performing well.  
(1= good performance, 2=moderate performance, 3=low performance)
4. **Extent:** priority should be given to issues that are relevant to all or large parts of the District.  
(1= only one ward, 2= multi-ward issue, 3=the entire District)
5. **Replication:** work programmes must take account of what else is happening in the areas being considered to avoid duplication or wasted effort.  
(1= already well covered, 2=already partly covered, 3=not already covered)

Also of major importance is the extent to which any potential scrutiny issue has implications for the Council's priorities, as well as the overall vision:

“To make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation. We will be a listening Council, providing a voice for rural life and first-class services accessible to all.”

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