

**Community Safety 2015 Action Plan**

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| **‘insight’ recommendation** | | **Verdict** | **Actions** | | **Resp Officer** | **Priority** | | **Comp Date** | **Progress Status** | **Update** |
| **1. Improving service value for the customer** | | | | | | | | | | |
| **1.1** | Insight believes that the Community Safety Duty Officer should be available during the same time as the CAT service and not just 10.00 – 4.00 pm as presently available. | Partially Agreed | Extend Duty to 9-5pm as an interim measure.  Review timescales in 6 months from this date once work with CAT and Igloo has been completed, to agree further development of the Duty Officer function to scope offer of 8.00 -6.00 pm | | RB | 2 | | 01/08/2015  28/02/2016 |  |  |
| **1.2** | Customers wanted to know exactly what action will be taken as a result of their call. Insight believes what is agreed to happen as a result of a call should be detailed for the individual complainant in writing. | Agreed | Action Plan letter to always go out to customers (where appropriate). This is already part of the process documentation.  Blind case checks will start taking place from July 2015 specifically focussing on this recommendation. | | RB | 1 | | 01/07/2015 |  |  |
| **1.3** | Insight would like to see more promotion of what the service can achieve and outcomes, in the press, in my Great Place, on the website, local publications, leaflets & video clips. | Agreed | Current Communication Plan (2014-15) to be reviewed and amended to incorporate a strategy for each of the raised points. | | RB/Comms | 2 | | 01/03/2016 |  |  |
| **1.4** | Great Places to raise awareness of the service in local neighbourhoods encouraging reporting and to guide communities to support those who suffer from nuisance. | Agreed | To be included in the Communication Plan as per 1.3 | | RB/ Comms | 2 | | 01/03/2016 |  |  |
| **1.5** | Make it easier for customers to report ASB by providing one dedicated 0300 number night and day. | Agreed | September 2015 will see the launch of a 0300 number to replace the 0845 OOHS.  Adopting a single number requires further discussions and testing to ascertain if this is achievable in the long term | | RB | 1  2 | | 01/09/2015  01/08/2016 |  | CSM has negotiated changes to service to afford an interim solution. Further discussion around having one number are needed to progress. |
| **1.6** | The website to include relevant numbers for support, crime stoppers, police and partners to offer alternatives sources of help, see section 8 of the report. | Partially Agreed | We would always encourage customers to report to us direct, as well as other agencies. The number of agencies we work with across different LAs makes this more difficult, therefore national numbers and key partners will be included from December 2015. | | RB/COmms | 3 | | 01/12/2015 |  |  |
| **2. Improving the effectiveness of Great Places in managing Community Safety** | | | | | | | | | | |
| **2.1** | Insight recommends resources to manage Community Safety are reviewed by the senior team to reduce the caseload permanently to a more manageable number, which benchmarked higher at GPHG than all other registered providers. | Strongly Agreed | | Review resourcing structure and agree permanent solution. | RB | | 1 | 29/09/2015 |  |  |
| **2.2** | Insight support the need for more resources and any discussion with the CSM on how this can be achieved to continue the expertise built in to the team | Strongly Agree | | Recruit a Community Safety Team Leader post. | RB | | 1 | 01/09/2015 |  | Agreement in place from directors, awaiting benchmarking data from HR to progress. |
| **2.3** | Multi agency partnerships could be further enhanced by local managers building relationships with local police and social services. | Agree | | Mapping exercise to be completed which will include clear responsibilities for attending meetings. | RB/ Regions/ SI | | 2 | 01/06/2016 |  | Mapping exercise started in 2014 (incomplete) Service Improvement team. |
| **2.4** | Insight recommends multi- agency training from GPHG to dispel the myths of GPHG responsibilities and information sharing between agencies. | Partially Agreed | | CSM to review all ISPs and ensure they are fit for purpose. The current ISPs sit outside of the CST, responsibility for the ISPs need to be brought into the CST. During this process training opportunities and closer multi-agency working / development can be considered as required. It is impossible to put a timeframe on external agencies take up of potential training offers. ISPs to be reviewed within 12months. | RB | | 2 | 01/07/2016 |  |  |
| **2.5** | Insight suggests access to IT for the teams to enable electronic performance management and monitoring of all category cases in Community Safety and Neighbourhood teams. | Agreed | | Intec Project to be progressed. New system to be designed and rolled out. | RB/ BS | | 1 | 01/04/2016 |  | Igloo-BS meeting taken place to assess capacity to move forward, awaiting feed back from BS |
| **2.6** | Insight suggests training for Neighbourhood teams by the Community Safety Manager to encourage a more common understanding of each others activities in neighbourhoods | Partially Agreed | | Training for the following teams has been agreed:   * CAT * Repairs team * Regional teams   The recommendation that the CSM personally provides all training is not agreed, the intention is to have Community Safety Staff deliver the training with the CSM/ Team Leader supporting as necessary. | RB/CST | | 1/2 | 01/06/2016 |  | 1st DV training session with CAT has taken place, further session booked in with RAM.  CSM has put together core legal training for Regional Teams which is currently being rolled out, once this is complete, more specific training to be rolled out by the CST |
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| **2.7** | Great Places to consider whether there is a role for Resident Groups with training to support local officers with low level nuisance through evidence gathering, support for the complainant and witnesses. | Disagree | | Resident Groups to work with Regions on prevention, **not** appropriate to be part of investigations or with Case Management interventions | Regions | | - | - |  |  |
| **2.8** | Great Places to ensure information relating to Community Safety Team is clearly explained during sign-up of new customers especially around low level nuisance. | Agreed | | The role of Community Safety will be explained as part of the sign-up process, including the responsibilities placed upon customers around ASB. | RB/Jenny Perkins | | 2 | 01/08/2015 |  |  |

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| **3. Improving efficiencies through systems and processes** | | | | | | | | |
| **3.1** | Train the Customer Access Team (CAT) who’s willing to do more to support customers on Community Safety as the first point of contact. | Disagree | A broader assessment of Group direction is needed to consider how the relationship between CAT and CST can be developed further. This will be achieved by December 2015. | RB | 1 | 21/12/2015 |  | Initial meeting scheduled for July 2015. |
| **3.2** | Great Places would benefit by enabling access to case manager across to relevant teams. | Disagree | Axis is currently specified to notify viewers of basic information. However since this Scrutiny Review, this facility has been tested and we are aware this not working correctly, Igloo to pick up and fix issue.  New system will allow limited access to non HM teams. | RB/Igloo | 1 | 01/09/2015 |  | Awaiting date from Igloo |
| **3.3** | Insight suggests training for Neighbourhood and CAT teams to ensure they are confident what can be done to address Community Safety. Guidance to be developed for managing some low level category ‘c’ cases. | Agreed | Training as per 2.6  Guidance on dealing with Low Level / Tenancy Management issues to be rolled out by 01/09/15 | RB/ SIT |  | 01/09/2015 |  | (1st session has taken place)  Service Improvement team to roll out guidance once CSM has signed off. |
| **3.4** | Insight suggests local neighbourhood staff could support the Community Safety team where the case is a distance from the base of the Community Safety service, to gather evidence on site from local people. | Agreed | CST will start tasking Regions in appropriate cases from 01/07/15 | RB | 1 | 01/07/2015 |  | AD has agreed that Regions should / will provide support. |
| **3.5** | Insight would like to see front line staff receive training so they know what specific information is required, which forms evidence to support an investigation and for quicker diagnosis. | Agreed | Training as per 2.6.  The training listed in 2.6 will include sessions on information and evidence gathering for appropriate roles. | RB |  |  |  |  |
| **3.6** | Insight recommends additional training is provided for Orbis staff to enhance the customer experience of out of hours, with basic advice and signposting and to gather evidence. | Agreed | Annual training 1st session April 2016  Refresher training to be prepared by Orbis and approved by CSM by 01/06/16 | RB | 2 | 01/06/2016 |  | Review took place in 2014 and identified training needs to be revisited and was included on SIP |
| **3.7** | Insight recommends a new customer satisfaction survey to increase the current 2 questions asked to enable greater customer reflection, to aid learning from closed cases. | Agree | We now have a new set of questions which compliment the previous satisfaction questions, that focus on the customer journey and experience rather than focussing on the outcome, this was launched in April 2015. | RB | 2 | 01/09/2015 |  | COMPLETED |