

WANDSWORTH BOROUGH COUNCIL

REGENERATION AND COMMUNITY SAFETY OVERVIEW AND SCRUTINY
COMMITTEE – 2ND NOVEMBER 2009

EXECUTIVE – 9TH NOVEMBER 2009

Report by the Director of Technical Services setting out the annual quality and performance review (AQPR) of the Community Safety Division for the municipal year 2008/9.

SUMMARY

Background. The Community Safety AQPR is late in the cycle for reporting of annual reports due to the number of strands of partnership work to which it refers. The 2007/8 AQPR was reported in February 2009 (Paper No. 09-183). The report highlighted that Wandsworth has the lowest recorded crime rate in Inner London, and 2008/9 saw this position maintained and improved. The report covers the work of Community Safety as a Council service, and also refers to developments in the CDRP and other cross-cutting and partnership areas of activity.

Policy. Community Safety is embedded in the Sustainable Community Strategy and the Council's own corporate business plans and performance framework. The requirement for the Council to consider and implement crime prevention in the planning and delivery of services is driven by Section 17 of the Crime and Disorder Act 1998. The CDRP is governed by legislation and guidance referred to in this report. The Council has a pro-active commitment to working in partnership with Police and other partners to reduce crime and disorder, and to ensure that the crime and disorder reduction agenda is aligned with strategies and operations including those relating to drugs and alcohol, anti-social behaviour and adult and youth offending and reoffending.

Issues/proposals. The report contains a recommendation that the Retail Radio charges are increased by 2.5 % for rental and by 2% for lost handsets and that additional payment methods are reviewed and offered to subscribers.

Director of Finance comments. The Community Safety Division (CSD) revenue and capital performance against budget for 2008/9 and budgets for 2009/10 are set out in paragraphs 147 to 148. Total revenue expenditure of £2,723,000 was

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incurred in 2008/09. This included Safer and Stronger Communities revenue expenditure of £376,000 funded by Area Based Grant (ABG). Total capital expenditure of £425,000 included £88,000 funded by capital grant for SSC. The increase in the charge for Retail Radio, shown in paragraph 51, is set to recover the costs of providing the service and there will therefore be no net change to the budget.

Supporting information. A number of background papers are referred to at the end of the report. References to areas of service activity that have been reported elsewhere are noted in the relevant sections of the main body of the report.

Conclusions. 2008/9 was a year of considerable further change in terms of the CDRP and this impacted directly on CSD. Other changes included preparations for the changeover of CCTV from analogue to digital recording, increasing outreach work, further changes in Police personnel and methods of working, and new opportunities, particularly with the launch of the Street Pastors pilot scheme in Wandsworth Town Centre. CSD continues deliver a wide range of services and is regularly complimented on the exemplary work all the staff deliver. Ever increasing demands from partners internally and externally as well as from residents present considerable challenges for service delivery. The Division continues to perform to the Chartermark accredited standards, actively contributes to the strengthening of existing partnerships and continues to innovate in responding in partnership to identified crime and disorder problems.

GLOSSARY

ABC	Acceptable Behaviour Contract
ABG	Area Based Grant
ACPO	Association of Chief Police Officers
ANPR	Automatic Number Plate Recognition
AQPR	Annual Quality and Performance Review
ASB	Anti Social Behaviour
ASBA 2003	Anti Social Behaviour Act 2003
ASBO	Anti Social Behaviour Order
ASBU	Anti Social Behaviour Unit
BCS	British Crime Survey
BCU	Basic Command Unit
BME	Black and Minority Ethnic
BVPI	Best Value Performance Indicator
CCTV	Closed Circuit Television Camera
CDA	Crime and Disorder Act 1998
CDRP	Crime and Disorder Reduction Partnership
CMU	Crime Management Unit (Police)
CPA	Comprehensive Performance Assessment

CPO	Crime Prevention Officer
CPS	Crown Prosecution Service
CSD	Community Safety Division
CSDWG	Community Safety and Disorder Working Group
CTCG	Community Tasking and Coordinating Group
DAAT	Drug and Alcohol Action Team
EIA	Equality Impact Assessment
ESCS	Environmental Services and Community Safety
FLaSH	Fire, Locks and Safety in the Home (Scheme)
FTE	Full time equivalent
GOL	Government Office for London
HMIC	Her Majesty's Inspectorate of Constabulary
IBO	Integrated Borough Operations (Police)
IT	Information Technology
LAA	Local Area Agreement
LGBT	Lesbian Gay Bi-Sexual and Transgender (Forum)
LSP	Local Strategic Partnership
MAPPA	Multi Agency Public Protection Arrangements
MPA	Metropolitan Police Authority
NI	National Indicator
NSGWI	National Steering Group for Watch Issues
NW	Neighbourhood Watch
PC	Police Constable
PCSO	Police Community Support Officer
PCT	Primary Care Trust
POG	Partnership Operations Group
PPO	Prolific and other Priority Offenders
PVE	Preventing Violent Extremism
PSA	Public Service Agreement
RIP	Racial Incidents Panel
RoSPA	Royal Society for the Prevention of Accidents
RRAA200	Race Relations Amendment Act 2000
RSL	Registered Social Landlord
SCS	Sustainable Community Strategy
SLA	Service Level Agreement
SNT	Safer Neighbourhood Team
SPSS	Stay Put Stay Safe (scheme)
SSCF	Safer and Stronger Communities Funding
TOC	Train Operating Company
WILS	Wandsworth Independent Living Scheme
WPCC	Wandsworth Policing Consultative Committee
WVSS	Wandsworth Victim Support Scheme
YOT	Youth Offending Team

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1. **Recommendations.** The Regeneration and Community Safety Overview and Scrutiny Committee are recommended to support the recommendation in paragraph 3.
2. If the Overview and Scrutiny Committee approve any views, comments or recommendations on the report, they will be submitted to the Executive for its consideration.
3. The Executive is recommended to approve the increase in the charges to subscribers for Retail Radio as detailed in paragraph 51 and Table 1 on page 15 of this report and the option for subscriptions to be paid on a monthly standing order or direct debit basis as alternatives to payment by an annual, one-off arrangement.
4. **Introduction.** This paper is the fifth AQPR for the Community Safety Division and builds upon the comprehensive Best Value Report of Community Safety and the Youth Offending Team (YOT) (Paper No. 03-412), reported to the former Environment and Public Services Overview and Scrutiny Committee in June 2003. The format of this report has been adjusted to accord with AQPR guidance issued by the Policy Unit in January 2008.
5. **Key achievements during 2008/9.**
 - a) Satisfaction with action taken locally to reduce crime and vandalism, appears from local dip surveys to have maintained the 2007 level when 65% were satisfied and 4% dissatisfied (57% and 16% in 2005). Local satisfaction that the Police are doing a good job in the Borough (89%) was significantly greater than that achieved across the Met (58%), the third best result in London, and reflects in part its work with partners including Community Safety;
 - b) The Borough continued to benefit from the lowest crime rate in Inner London with a further fall in the overall number of reported offences;
 - c) The Borough achieved further reductions in reported offences for major crime types and a reduction in volumes of personal robbery of 21.5%, one of the best performances in London;
 - d) Gun crime fell by 45.5%;
 - e) Residential burglary was reduced by 23.9% and by the year end was at a twenty year low;
 - f) The number of total notifiable offences showed a reduction of 9.2% total volume of all offences. Wandsworth had the best performance in London;
 - g) Community Safety Division retained two Chartermarks for Community Safety and Crime Prevention Services.

- h) The statutory requirements for the completion of the annual review of the Strategic Assessment and Partnership Plan were again met within timescales in spite of late Government guidance to CDRPs and Wandsworth CDRP was one of very few to hold a Face the Public Meeting;
- i) Over 900 pieces of evidence for criminal investigations were provided and 118 people were arrested from CCTV contributions to dealing with late night disorder, whilst over 2000 requests were made for CCTV footage.
- j) Neighbourhood Watch was successfully extended to 22.7% of borough residents with 465 volunteer co-ordinators.
- k) 881 victims of burglary were referred to the Wandsafe service which retained its 0% repeat victimisation rate.
- l) 120 disabled young people attended the Safer Citizen event and further developed the Junior Citizen scheme.
- m) 37 projects were undertaken ranging from alley gates to environmental design enhancements at various sites to design out the opportunity for crime and disorder and many more requests were made for further advice relating to crime prevention
- n) The Safer Stations Initiative entered its 16th year of improving safety in and around the 14 railway stations in the borough.
- o) Lead in partnership with Trading Standards the ‘Scamnesty’ initiative to reduce mail scams and fake promotions, which was of particular benefit to older people.
- p) Developed closer working relations with the Drug and Alcohol Action Team (DAAT) – particularly the Drug Intervention Project.
- q) Public houses in Putney utilised Retail Radio for the first time.
- r) Successful introduction of the second pilot of Alertbox in Tooting Bec;
- s) Extensive consultation with Neighbourhood Watch on service priorities and a new Strategy for Neighbourhood Watch in the Borough;
- t) Not in My Neighbourhood Week with a sustained week-long programme of events; and
- u) Comprehensive update of the information sharing arrangements for the CDRP to ensure they remain fit for purpose and in line with MPS guidance.

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6. **Service aims and objectives.** The Division is responsible for delivering a number of Key Issue targets which are regularly reported on as part of the Council's Corporate Business Plan. CSD's activities form part of the annually updated Business Plan for Environmental Services and Community Safety which supports the Technical Services Department Business Plan.
7. The Community Safety Division (CSD) continues to coordinate the Council's activities with respect to the Crime and Disorder Act 1998 (CDA) and associated subsequent legislation, including the Police & Justice Act 2006 and the implementation of the CDA review. Key aspects include Section 115 of the CDA (information sharing) and Section 17 (the duty to consider crime and disorder reduction in all areas of activity). The Anti Social Behaviour Unit's (ASBU) work involves the use of an increasing range of powers, particularly those provided by the Anti Social Behaviour Act (2003) and subsequent amending legislation. CCTV work is covered by specific legislation and guidance which is referred to in annual reports for the service.
8. The CSD produced, developed and monitored the three year rolling Partnership Plan (2009-2012) on behalf of the Crime and Disorder Reduction Partnership (CDRP) and will be responsible for developing and progressing annual community safety strategic assessments and the annual refresh of the Partnership Plan which will link closely to future AQPRs. The Division implements specific strands of the Partnership Plan through direct service provision, either as a Council service or on behalf of the CDRP. The principal areas of activity include:-
 - a) the Strategic Assessment and Partnership Plan and support for the CDRP, including management of external funding for crime and disorder reduction;
 - b) counter terrorism and input to the Prevent and Protect agendas and to MAPPA;
 - c) Neighbourhood Watch and voluntary sector development in crime and disorder reduction;
 - d) Junior and Safer Citizen schemes;
 - e) older and other vulnerable people – community safety issues
 - f) CCTV, Retail Radio and business watch support and development;
 - g) anti social behaviour and disorder policy and enforcement, and work with communities affected by anti-social behaviour;
 - h) crime prevention and security, including security grants;

- i) Safer Stations;
 - j) volume crimes including burglary, (particularly the Wandsafe burglary aftercare service and distraction burglary), and street crime reduction initiatives;
 - k) victim and witness issues;
 - l) policing and patrol matters, including the Street Pastors; and
 - m) supporting other linking strategies and influencing policy to further the aims of Section 17 of the Crime and Disorder Act 1998.
9. **Legislative framework.** The work of the Community Safety Division, within the Environmental Services and Community Safety Division, is driven by several pieces of legislation and associated circulars and guidance, primarily:-
- a) the Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, which relates to activities in connection with the CDRP;
 - b) the Anti Social Behaviour Act 2003 (ASBA 2003) and the Police Reform agenda linked to the Police Reform Act 2002;
 - c) the Respect Agenda, which aims to tackle anti social behaviour and its causes; and
 - d) the Wandsworth Local Strategic Partnership's Sustainable Community Strategy (2008-18).
10. **Strategic Assessment and Partnership Plan (2008 – 2011) and support for the CDRP.** The Partnership Plan for 2008-2011 represented one of the over-riding documents guiding the work of the Community Safety Division during the municipal year 2008/9. The Partnership Plan was based on a Strategic Assessment, which was undertaken during 2007/08, together with associated consultation (including the first statutory Face the People meeting held on 4th February 2008). The themes of the Partnership Plan for 2008/09 were:-
- a) residential burglary;
 - b) street crime, robbery and violent crime;
 - c) motor vehicle crime;
 - d) anti social behaviour;

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- e) crime and disorder in Tooting Town Centre;
 - f) youth crime (including gangs and weapons); and
 - g) drugs.
11. The priorities were substantively carried through from the previous Crime, Disorder and Drugs Reduction Strategy into the Partnership Plan, though the emphasis and focus changed.
12. The Partnership Plan (2008/11) and the Sustainable Community Strategy (2008/18) formed the underpinning values of the Community Safety parts of the Environmental Services and Community Safety (ESCS) combined Business Plan and the following paragraphs provide details of the work and performance of Community Safety Division around its key areas of work.
13. **National Community Safety Plan, PSA and LAA Targets.** The National Community Safety Plan (2006-2009) contained the Government's over-riding three-year priority target to reduce crime by 15%, and further in high crime areas, by 2007-2008. Performance against this target was reported in last year's AQPR (Paper No. 09-159). The measure for this reduction was the BCS "basket" of comparator crimes. The LAA targets for 2008/09 were comprehensively overhauled in the light of the introduction of National Indicators. The LAA targets for 2008/09 were agreed by the CDRP and the community safety targets were:
- NI 15 Serious violent crime rate;
 - NI 16 Serious acquisitive crime rate;
 - NI 19 Rate of proven re-offending by young offenders;
 - NI 30 Re-offending rate of prolific and priority offenders; and
 - NI40 Drug users in effective treatment.
14. In addition to the new National Indicator targets, three 'old' LAA Police-led reward targets, which related to domestic violence, continued for 2008/09 and will conclude at the end of 2009/10.
15. **Support for the LSP and CDRP.** The Division provides support and programme management for the CSDWG, primarily in terms of managing the SSCF programme and negotiating the overall allocation of funding for projects between the SSCF and the BCU with the Police and the Government Office for London. A gap analysis was undertaken to determine priority projects for 2008/09. A report on the activities of the Topic Groups is reported elsewhere on this agenda. The Division supports strategic links to other related areas of work, including drugs, youth offending, adult re-offending, older people and extremism.
16. During 2008/09, a further review of the tasking arrangements for the CDRP was undertaken with the aim of strengthening compliance with the National

- Intelligence Model (NIM) method of working. The result of the review was the re-launch of a Partnership Operations Group (POG) aligned clearly to the priority strands in the Partnership Plan.
17. Sitting above the Partnership Plan, the Sustainable Community Strategy (SCS) continued to be the overall driver for the Service through the Safer Wandsworth strand. The Strategy drew on the information and priorities identified through the CDRP's Strategic Assessment and Partnership Plan. The Local Area Agreement included the Safer Stronger Communities Fund (SSCF) element of the Area Based Grant funding from the Home Office which, with the approval of the LSP, was allocated to priorities identified by the CDRP, following a gap analysis and round of commissioning negotiations undertaken by Community Safety Division.
 18. **CDRP reform.** During 2008/09, the local implementation of the changes flowing from the Government's review of CDRPs in 2007/08 was undertaken. The changes were reported to the Committee (Paper Nos. 07-770 in September 2007, 07-958 in November 2007, 08-42 in January 2008, and 08-187 in February 2008). As previously reported, the Government published guidance for CDRPs ('Delivering Safer Communities: A Guide to effective partnership working (Guidance for Crime and Disorder Reduction Partnerships and Community Safety Partnerships)').
 19. **Policing and Safer Neighbourhood Teams.** In 2007/08, the Safer Neighbourhood Teams were fully in place across the Borough. CSD had extensive contact at all levels with the Safer Neighbourhood Teams, and some excellent operational links were forged, though the task of maintaining effective partnership work is labour-intensive due to the rapid turnover of officers in the teams. The work undertaken in previous years in supporting strategic corporate efforts to press for more Police officers to be allocated to the Borough, bore fruit with the announcement of new resources for a dedicated SNT for Tooting Town Centre and redirected resources for a dedicated team at Clapham Junction Town Centre. These teams started operations on 1st April 2009.
 20. **Business Plans.** As part of the continuing alignment of the business processes of Community Safety with those of the Environmental Services arm of Environmental Services and Community Safety. The Community Safety Division's business plan is now fully integrated into the wider service area. Community Safety is a contributor to numerous plans and strategies within the Council and across partnerships with other agencies. The highly complex performance management task is a challenge in view of the number of action plans and strategies involved and the ongoing performance requirements of the LSP/LAA and the CDRP.
 21. **Issues faced by the service that have affected service performance.** The additional workload arising from the requirement to update the Partnership Plan

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- annually has been absorbed with significant input from the Head of Environmental Services and Community Safety and partner agencies.
22. The continuing high turnover of population and the change in demographics in the Borough present a continuing challenge for Neighbourhood Watch, as there is a decreasing pool of older volunteers with more disposable time and a constant turnover of Co-ordinators, which means that the task of identifying and supporting new volunteers is ongoing.
 23. The high rate of Police turnover means that constant effort is needed to maintain good contacts and also ensure that previously agreed partnership working arrangements suffer a minimum of disruption as personnel change, often being posted from other local authority areas where structures and policies relating to community safety differ - in some cases markedly.
 24. The intermittent presence of a Police officer in the CCTV Control Room for the earlier part of 2008/9 delayed the re-instatement of the ANPR machine in the CCTV Control Room. This also affected the capability of the team, though steps were taken to provide Police officers on a rota basis at peak demand times in the latter part of the year. Turnover in retail staff meant that training demands for Retail Radio remained persistently high.
 25. The Council has continued to receive a light touch from GoL in terms of Community Safety. Whilst in one respect this is a very positive indication that Wandsworth is seen to be performing well, it does mean that the Division has had to be pro-active in ensuring that regular contact with GoL officers is maintained. Reorganisation at the Home Office and at GoL also meant that new links had to be forged.
 26. The first National CCTV Strategy was reported (Paper No. 08-185) to this Overview and Scrutiny Committee in February 2008. Publication of guidance flowing from the actions contained in the Strategy did not take place in 2008/09. However, it was evident from the London CCTV Managers' Group that work in a number of policy areas was progressing through dialogue between civil servants and CCTV Practitioners.
 27. Under the 'One Future' reform of Victim Support services in England and Wales, Victim Support Wandsworth underwent a major transition changing many of their operational practices as it merged into a single new national charity, and involving the winding up of the local charity. These changes necessitated a series of negotiations to ring-fence local (Wandsworth) assets within the new national organisation and maintaining the existing services in the Borough. Novation of the then current three year contract was successfully achieved without disruption to the service provided to victims and witnesses. The contract with Victim Support was due for renewal in October 2009. An extension of the contract has

- been sought and a new 3 year contract is currently under negotiation between the Council and Victim Support which is reported elsewhere on this agenda.
28. The more active scrutiny role of the Regeneration and Community Safety Overview and Scrutiny Committee led to additional intensive work for the Division relating to Neighbourhood Watch.
 29. Staff sickness had a marked impact during 2008/09. There were a small number of unavoidable long-term absences due to operations which placed additional pressure on other officers in the Division.
 30. The fragility of the CCTV infrastructure, which is now being replaced, was a significant area of demand in view of the additional officer time required to maintain continuity of recording.
 31. **Changes to the Service.** There was consolidation following the reorganisation of the Division in 2007/08. The reliance on agency staff was eliminated.
 32. The closer integration of Community Safety within the combined Environmental Services and Community Safety has opened up opportunities for more collaborative work. In particular, Community Safety has continued to work closely with Trading Standards on No Cold Calling Zones, Operation Blunt crackdowns and distraction burglary and with the Licensing Team on alcohol-related disorder issues.
 33. **Performance over the past year.** The main areas of activity during 2008/9 are summarised in the following paragraphs.
 34. **Community Events.** The Community Safety Division was heavily engaged in a variety of community initiatives throughout the year, including the following:-
 - a) A new Home Office initiative was launched in October 2007 entitled 'Not In My Neighbourhood Week'. The Community Safety Division organised a wide range of activities during that week, and this was followed up in 2008/9 by a much fuller programme of activities which was reported to the Committee in February 2009 in Paper No. 09-162. Over 3,250 (3,100) people were contacted during the week and over 30 (26) events were held during the ten day period. (Figures in brackets are for 2007/08). One of the main events during the week was the third Wandsworth Victim and Witness Conference.
 - b) The third Safer Citizen scheme was held in April 2008. This was seen as a great success and continues to be developed for 2009 and future years. A detailed report was reported (Paper No. 09-160) to this Committee in February 2009.

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- c) Ongoing training sessions took place for Neighbourhood Watch co-ordinators who had signed up to become Emergency Volunteers. This was part of an ongoing programme of training so that, in the event of a major incident occurring in the Borough, the volunteers would be able to assist the uniformed public services. One session was on the flu pandemic, whilst many of the volunteers also undertook problem-solving training.
 - d) Over 40 Community Safety Road Shows were held across the Borough replacing the Safe and Secure Desk in Age Concern. These Road Shows targeted places where there is either a large footfall, such as supermarkets or they were age-specific such as luncheon clubs, day centres or sheltered housing. This is a much more effective way of reaching people and promoting both crime prevention and community safety advice.
 - e) The second 'No Cold Calling Zone' which was launched in Tooting in February 2008 following a report (Paper No. 07-956) to this Overview and Scrutiny Committee in November 2007 was well supported by the SNT officers in Tooting Ward. The other existing zone in Doverhouse Road, SW15 (West Putney) was also well supported by the Ward SNT officers.
 - f) Two (one in 2007) Aladdin's Cave events took place in the Town Hall, with the aim of raising awareness of burglary risks and providing reassurance through a visible effort to reunite victims of burglary with the property they had stolen from them. The events were jointly organised by the Community Safety Division and the Police (CID and SNT officers). All property recovered was put on display and all victims of burglary were invited by the Police to come and view the items.
35. **Neighbourhood Watch (NW)**. A full biennial re-registration of all Neighbourhood Watch co-ordinators was undertaken in 2008/09. The exercise identified a number of co-ordinators who had either moved away or were no longer active and steps were taken to replace them.
36. Over eighty Neighbourhood Watch co-ordinators are currently signed up to be Emergency Volunteers so that, in the event of a major incident in the Borough, they could assist the Emergency Services. The Fire Service is also keen to get the support of the Emergency Volunteers and offered training on flooding. The training will be on a continual basis so that as new people sign up to be co-ordinators they can also be trained as an Emergency Volunteer if they are willing to do so.
37. The extensive consultation associated with the development of a Neighbourhood Watch Strategy for Wandsworth represented a major piece of work during the year. A scrutiny has been undertaken and from it a new strategy has been prepared. The results of the consultation and the new draft Strategy were reported

to the Committee (Paper No. 08-140) in June 2008 and (Paper No. 09-161) in February 2009.

38. **Junior and Safer Citizen Schemes.** The Junior Citizen Scheme, aimed at year 5 children (10 year olds), has been running in Wandsworth since 1988. The scheme provides the children with 12 emergency scenarios that they may encounter in life and teaches them in an interactive way how to react. The main aim of the programme is to learn about safety by experiencing risk. In 2008, 1,890 pupils participated in the two Junior Citizen schemes. A decision was made to apply for RoSPA accreditation in 2008 and also to celebrate 20 years of junior citizen. These plans were brought to successful fruition in 2008/09.
39. In May 2008, the Safer Citizen scheme ran and provided essential safety and crime prevention awareness for up to 70 pupils from Oak Lodge and Linden Lodge Schools. For the second year running, the venue was the Randall Close Day Centre in Battersea. This venue is ideal as it is a day centre for disabled adults. The continued active support and involvement of the centre management and service users in the initiative were vital to its success.
40. The Community Safety Division also progressed the establishment of the Wandsworth Community Safety Trust. Proposals for the charity were submitted (Paper No. 06-939) to the Corporate Resources Overview and Scrutiny Committee in November 2006 and subsequently approved by the Executive. The legal processes have been largely completed and a new company limited by guarantee was incorporated in 2008. Following the identification of additional Trustees and external pump-priming funds, an application for charitable status for the company is expected to be processed by December 2009.
41. **Anti Social Behaviour.** The Anti Social Behaviour Unit (ASBU) continued to address anti-social behaviour and undertook effective co-ordination activities, primarily in partnership with local police, the YOT, Preventions, RSLs and the Housing Department. An increasing number of cases and developments around interventions continue to strengthen the CDRP's ASB processes. Details of the work of the ASBU were reported (Paper No. 08-640) to this Committee in September 2008 and the annual report is reported elsewhere on this agenda
42. In 2008/9 over 460 individuals have been referred to the unit, over 33% of which have been profiled in detail, and 14 applications for Anti Social Behaviour Orders (ASBOs) were granted at various Courts in addition to a range of other judicial outcomes. A (provisional) total of 17 Acceptable Behaviour Contracts (ABCs) were concluded in 2008/9, with the ASBU taking either a lead or supporting role in these cases depending on the housing status and age of the subject. (A further six ABCs are being validated). The number of individuals reviewed in detail as a proportion of the total number of referrals has remained fairly constant, though the number in 2008/9 increased pro rata given the increase in referrals compared with the previous year. The complex needs of many of the subjects and the

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- seriousness of the offending behaviour being reviewed led to a general increase in the time taken to undertake the reviews.
43. The ASBU is actively engaged with the Prolific and other Priority Offender (PPO) process and is a core member of a specialist multi-agency task force tackling serious violent crime amongst young people, working closely with Police, YOT, the Youth Service and Probation amongst others.
 44. **CCTV**. In 2008/9 no new permanent Town Centre/public domain CCTV cameras were installed. An update of the CCTV team activities was reported to this Committee in June 2009, Paper No. 09-475. The most significant change is nearing completion, due in November/December 2009 with the complete digital upgrade of the CCTV recording system which will be reported in the next CCTV annual report to this Committee.
 45. Police continue to advise that around 50% of cases processed by their Criminal Justice Unit for prosecution at court continue to make use of evidence obtained from the CCTV system. Of the 2089 responses to evidence requests provided by the CCTV Team in 2008/9, approximately 5% were made by insurance companies, solicitors or other lawyers asking about road traffic collision evidence. A standard Subject Access fee of £10 is currently charged per request. For the calendar year to 31st December 2008, the late night disorder monitoring detected 486 (430 in 2006) incidents at 215 (103 in 2006) separate locations and assisted the Police in their response and subsequent actions in these cases. The apparently large increase in geographical spread of incidents should be treated with some caution as there was a break in continuity of the analytical support in one quarter of 2006.
 46. Access continues to be available to all 196 cameras across the eight overground railway stations, namely: Queenstown Road; Battersea Park; Balham; Clapham Junction; Wandsworth Common; Wandsworth Town; Earlsfield and Putney. This facility provides a measure of continuity between the Council's public domain camera system and the Train Operating Companies' (TOCs) systems, who continue to support the Safer Stations Initiative, which is reported elsewhere on this agenda.
 47. The post of CCTV Controller (appointed to post in Nov 2006) has continued to have marked effects in producing performance information on how CCTV is employed. This resource has allowed for superior information/feedback in how the system is used as well as being able to plan for the automation of some tasks currently undertaken manually. It is felt that after the initial 'bedding-in' period this information will, via various on-board diagnostic features, assist with forward planning and assignment of staff resources in CCTV applications. The CCTV Controller was recruited to provide increased support and guidance for the Council's CCTV operation. As a result, greater information on performance is being obtained, which will help inform future CCTV usage across the Borough.

48. Comprehensive details of the CCTV operation were included in the CCTV Annual Report, submitted (Paper No.09-475) in June 2009 to this Overview and Scrutiny Committee.
49. **Retail Radio and Alertbox.** In 2008/9, Retail Radio had 117 subscribers in five town centres. Numbers are down by 10 due to the effects of the economic recession as many smaller retailers say they can not afford the cost. This is in spite of what is thought to be a very low level of charging relative to other schemes in larger town centres in London and elsewhere. The networks remain very active and provided valuable information to both radio users and the CCTV Control Room. Subscribing retailers remained very positive about the scheme. The revised version of the rental agreement for subscribers to Retail Radio continues to be used successfully.
50. The installation of message recording in Summer 2009 is further improving use of the radio system and will help in the training of new users in radio use.
51. A review of rental charges for Retail Radio and associated equipment provided to retailers in the Borough's main Town Centres has been undertaken. The charges are set to recover costs each year and take into account costs of administration and maintenance/renewal of equipment. Currently, retailers are charged the subscription on a one-off basis with no option to pay monthly by standing order or direct debit. It is considered sensible to offer these latter facilities to those customers who might prefer them. The process would be simple to introduce and would guarantee regular income without the need to 'chase' retailers for payment of the annual fee. The proposed changes to rental charges are shown in Table 1 below. Increasing functionality of the website is expected to offer scope to explore the possibility of online payment at a later stage.
52. Alertbox, which is a simpler, more localised radio scheme aimed at secondary retail parades, was launched during Not in My Neighbourhood Week in October 2007 at Replingham Road, SW18 (Southfields). A second scheme was launched in early 2009/10 in the Upper Tooting Road area. A third scheme is planned for November 2009 in Northcote Road. Ongoing evaluations of the schemes regularly show unanimous support for the initiative, with all the current users wishing to continue. There is now a demand for additional boxes in other parts of the Borough.

Table 1 Proposed Retail Radio charges.

Retail Radio charges	Current charge	Proposed charge	Increase
Annual subscription	£204.00	£210 (£17.50 per month)	2.5%
Lost/damaged handset	£270	£275	2%

The increases are scheduled to come into effect on 1st April 2010.

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53. **Crime reduction surveys and projects, including alley gates.** During 2008/9, 29 (12 in 2007/8) rear alley gate schemes were introduced to prevent unauthorised access to alleyways at the rear of properties affected by burglary and other anti-social behaviour, including graffiti, property damage, fly-tipping, and alcohol/drug abuse. The schemes, which were undertaken in consultation with all affected property owners and occupiers, provide lockable gates, together with side panels to enclose communal rear alleyways. Works were also carried out at three locations to improve schemes installed in previous years. Paper No. 09-474 reported to this Committee on 24th June 2009 details the large number of schemes completed
54. The largest gating/crime prevention scheme and probably the most complicated scheme of the year involved working with St George's Hospital on their plans to modify the access points along the Effort Street and Maybury Street boundary. This project took considerable officer time to improve the whole area and, as a result of the works, all users can now see pedestrians walking along the hospital perimeter thereby reducing the risk of robbery and assault significantly.
55. Gating Orders (Paper No. 07-225) have not as yet been implemented in the two priority locations, Jeypore Passage, SW18 (Wandsworth Common) and Crowthorne Close, SW18 (Southfields), which suffered from burglary and anti-social behaviour. These sites continue to be monitored for crime and disorder, and the SNT officers have paid particular attention to these locations in their Wards. Should these locations again become a priority, then orders will be progressed
56. The Senior Community Safety Officer continues to undertake crime prevention and reduction surveys for other Council departments as well as the Metropolitan Police, residents' associations and Neighbourhood Watch groups. To increase crime prevention design advice capacity in CSD, the Crime Prevention Services Manager is also studying for an advanced crime prevention certificate which will be completed at the end of 2009.
57. Assistance continues to be given to Police in undertaking Stay Put Stay Safe (SPSS) surveys, over 30 were undertaken in 2008/9, often at short notice. None of those assisted through SPSS surveys and emergency security installation works have suffered a subsequent actual break-in by a violent perpetrator, and the victims have been enabled to continue their lives without removal to a shelter remote from friends and employment. The work is highly sensitive, usually urgent, must be carried out to a high standard and involves close work between Community Safety, Housing Department, RSLs, Children's Services and Adult Social Services departments.
58. The Community Safety Division has again organised training days for Police Safer Neighbourhood Team Officers, which focussed variously on crime prevention, anti social behaviour, neighbourhood watch and distraction burglary. As a result over 150 SNT officers have were briefed on these issues and there

- have been repeated requests for further training to be provided. In a reciprocal move, the Police Problem Solving Officer provided training in problem solving for relevant officers in Community Safety.
59. **Safer Stations**. The Safer Stations Action Plan has been monitored, updated and added to throughout the year following regular and ongoing meetings of the Working Group. Meetings of the Safer Stations Partnership have continued and have been well supported by representatives of the TOCs. Full details of the Safer Stations initiative for 2008/9 are reported elsewhere on this agenda.
 60. Out-of-Borough stations, including Barnes Station, Tooting and Streatham Common continue to be monitored for crime prevention in partnership with Richmond, Merton and Lambeth Councils respectively.
 61. **Wandsafe**. The Crime Prevention Services Group within CSD provides residents of Wandsworth with Wandsafe, which is a burglary aftercare service that has been operational in the Borough since August 1998. The service offers free of charge and without obligation, advice, assistance and support to victims of either a domestic burglary or distraction burglary offence. Domestic security surveys (i.e. home visits) are offered to victims and, when accepted, are carried out at a time convenient to the householder between the hours of 8am and 11pm. Due to demand, Wandsafe is in the main a reactive service. However, Wandsafe will where possible adopt a proactive approach to reducing burglary by offering advice to neighbouring residents and others who are concerned by burglary. The principle of which is to reduce the trend for repeat victimisation and to diminish the risk to neighbouring properties in an area where the method of such crimes may easily be repeated due to a particular trend. Wandsafe currently has one full time officer who is supported by ad hoc administrative support. Wandsafe has satisfactorily served the above mentioned client group without serious complaint for the past eleven years.
 62. In the main, referrals continue to come via the Crime Management Unit (CMU) at Battersea Police Station. Victims can and often do refer themselves following incident or receipt of the standard Wandsafe letter. This letter is sent to all victims who fall within the Wandsafe remit and is despatched by the CMU in order to comply with current data protection issues. Occasionally others, such as Safer Neighbour Team Officers, Victim Support workers, General Practitioners, Social Workers, Health Visitors and Independent Living Coordinators refer victims or vulnerable persons for assistance. Victims that for whatever reasons were not reported to police at the time of commission are also often assisted.
 63. Once a referral has been received, the Wandsafe Officer will arrange to visit the victim at his/her home address, usually the venue where the burglary was alleged to have taken place. Victims may also be advised by telephone or email when questions are of a straight forward nature. In such cases victims will have previously been sent a full domestic security information pack containing a

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- variety of topical information. In particular a booklet entitled 'How Secure is Your Home' [a good guide to domestic security] and information with regard to obtaining the services of FLaSH.
64. During a visit, the Wandsafe Officer will advise on ways that existing security arrangements may be improved. A full domestic security survey is conducted in the presence of the occupier or their agent. The guidelines for such advice follow those ascribed by the Metropolitan Police and Master Locksmith Association. The aim in providing the Wandsafe service is to prevent similar offence from occurring in the area and to, where possible, stop repeat victimisation.
65. Following a domestic security survey or telephone advice contact, the Wandsafe Officer will, if required, refer the client on to another agency or agencies that may be of further assistance to them by virtue of the service that they provided. Services that may be considered as beneficial are as follows: -
- a) FLaSH: [Fire Locks and Safety in the Home] offered in partnership with London Fire Brigade, Victim Support, Wandsworth Council, and Battersea Crime Prevention Panel. FLaSH supply and fit, free of charge Yale and Mortise locks to front and back doors, sash and casement locks to windows. FLaSH also conduct a fire safety assessment of the home and supply and fit smoke detectors to British Standard, where necessary. The FLaSH service is not means tested and offered to all those living in the Borough of Wandsworth regardless of ability to pay, (though donations are accepted by the scheme).
 - b) Victim Support Wandsworth: Who offer various support services to any victim and/or witness of crime living in the Borough of Wandsworth.
 - c) WATCH [Lifeline Pendant]: Is the Council's emergency home response service available 24 hours a day, 365 days a year. The service is offered to residents who subscribe, usually the elderly, vulnerable or disabled.
 - d) Age Concern: Offer various services for the over 50's such as the Handy Person Scheme, Be a Friend scheme and the Out and About Service for lonely, vulnerable and isolated people.
 - e) Adult Social Services: Referrals can be made via the Access Team for clients visited by Wandsafe who appear to have care needs that extend beyond those that can be met by the police service or other agency mentioned.
66. The Wandsafe service provided to each client is evaluated three months after the initial burglary aftercare visit took place. A questionnaire consisting of 16 short questions is sent to the service user for completion together with a pre paid envelope to encourage prompt return. The evaluation procedure is conducted internally, is anonymous with regard to the victim's details save for their

- reference number, unique to Wandsafe. This allows the recipient freedom to comment on the service provided regardless.
67. Upon return of the completed evaluation questionnaire an analysis is made and a performance chart created. Subsequently a review of each year's results running from 1st April to 31st March is undertaken.
 68. Burglary Victims in the Borough of Wandsworth for the period April 2008 to March 2009. Overall there were 1822 reported, residential burglary offences in the Borough of Wandsworth, down by 22% from the previous year. Subsequently the Crime Management Unit referred 881 of those victims to the Wandsafe Burglary Aftercare Service. All persons referred received one or more of the following: Domestic Burglary Information Pack; Home Visit; Telephone Advice Call or email communication or: Referral to another service as appropriate.
 69. Several of the home visits during this period generated referrals onto one or more of the following services: FLASH free lock-fitting service; a General Practitioner; the Well-being co-ordinator for the elderly or vulnerable; The relevant Mental Health Team; Wandsworth WATCH Alarm Service; Neighbourhood Watch; Safer Neighbourhood Team Police Community Support Officer (PCSO); Wandsworth Police; Victim Support; Age Concern; Wandsworth Bereavement Service; Balham Community Counselling Service; Occupational Therapy Services or the Wandsworth Carers Association: Social Services Access Team.
 70. In addition, recognising that neighbours of burglary victims are vulnerable or where there is thought to be a prolific offender operating in an area, the Wandsafe officer will provide advice to a minimum of 12 properties usually, neighbours living next to or opposite the burglary venue. Libraries, off licences or wine merchants, dry cleaners, tube stations, Post Offices, news agents and Parking Shops around the Borough have also, from time to time, displayed domestic burglary information packs for collection by respective service user. In total, some 1,700 packs were distributed throughout the year. Safer Neighbourhood officers are undertaking cocooning work relating to burglary cases not referred to Wandsafe (i.e. second, third and more time victims).
 71. Victimisation. With regard to Wandsafe referrals during the period 2008/9 Borough-wide, three victims had suffered a second offence although none were burglaries. This nil burglary re-victimisation rate was significantly better than the average national rate for burglary re-victimisation.
 72. Partnership working. 82% of victims providing feedback said that the police had informed them of the Wandsafe service and 76% agreed that they had received a letter from the Council and/or the police informing them of the service. 70% said that they were not members of a Neighbourhood Watch and of those, 43% said that they would like more information about how to become a watch member or

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- watch coordinator. 30% reported that they were members of a watch. No one failed to answer the question.
73. Client satisfaction. Overall 64% of clients said that the Wandsafe service was excellent, 23% said good, 8% said that the service was average and 5% said that the service was poor, this matter was thought to be linked to a false expectation of what the service could offer.
74. Client response to the service. Only 7% of clients said that they had not implemented any changes. 41% said that they had completed most of the changes, whilst 22% said that they had carried out all that was recommended by the visiting Wandsafe officer. Reasons given for not making any changes to security were; moving out, cost or lack of time, one said they did not see the need to upgrade security at this time
75. A total of 83% said that the Wandsafe visit had increased their awareness of the importance of domestic security, whilst 87% of persons visited mentioned that they would continue to make improvements as and when time and funds allow. 79% of victims said that they were insured.

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The table below shows the number of Wandsafe visits broken down by Ward.

Table 2 Wandsafe visits by Ward 2008/9

	2008/9	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total Year
Balham	63	8	4	8	3	2	2	8	5	4	7	5	7	63
Fairfield	53	6	3	4	2	5	6	3	5	5	7	2	5	53
Latchmere	19	1	0	3	1	1	0	2	2	2	2	1	4	19
Northcote	59	2	2	6	6	3	5	6	3	8	6	6	6	59
Queenstown	20	1	1	1	1	4	4	2	1	2	1	0	2	20
Shaftesbury	37	1	1	1	1	5	2	1	7	6	4	4	4	37
St. Mary's Park	36	2	2	3	4	2	3	6	4	2	1	2	5	36
East Putney	50	6	6	9	2	4	5	2	3	2	2	6	3	50
Roehampton	32	2	1	1	3	3	2	5	4	1	0	5	5	32
Southfields	25	2	3	5	1	1	0	2	3	1	2	1	4	25
Thamesfield	70	6	5	11	5	4	6	6	3	4	2	4	13	70
West Hill	11	0	1	0	0	2	1	2	1	2	1	1	0	11
West Putney	33	1	2	1	1	4	1	2	5	1	3	6	6	33
Bedford	55	2	1	4	5	0	5	4	5	4	5	10	7	55
Earlsfield	35	1	2	2	2	0	5	1	4	3	3	7	5	35
Furzedown	87	5	4	6	3	8	5	9	8	16	7	6	10	87
Graveney	49	4	1	5	7	6	3	1	5	3	4	4	6	49
Nightingale	61	6	6	3	6	3	7	4	4	5	7	4	6	61
Tooting	43	2	7	2	6	4	2	4	3	3	4	2	4	43
Wandsworth Common	43	3	1	3	1	4	2	0	5	6	9	3	6	43
Wandsafe Visits	146	3	15	9	9	14	10	14	14	10	16	12	20	146
Neighbour Visits	1752	36	180	108	108	180	120	180	144	120	192	144	240	1752
Advised	725	58	38	70	51	51	56	57	57	71	65	67	84	725
Special Operations	1700	250	0	0	300	200	150	0	0	200	100	150	350	1700
Total Referrals	881													

Note: - 'Advised' category applies to Wandsafe Clients and other residents who have received [Domestic crime prevention advice] from a Wandsafe Officer by telephone - Mail - post or in person. Advised will also include those victims who have declined a visit but received crime prevention advice. 'Neighbour Visits' are the neighbouring properties of the victim receiving a Wandsafe visit. Special operations are all other burglary reduction initiatives.

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76. Extended advice service. As several changes, such as the inception of the Metropolitan Police Service Safer Neighbourhood Teams, have taken place the service offered by Wandsafe has developed with a decrease in face to face visits, an increase in advice to residents by other means and support for SNT Officers to promote good practice and consistency of advice. Wandsafe now also provides domestic burglary prevention workshops to agencies such as Generate, WILS (Wandsworth Independent Living Scheme) for young adults leaving care. WILS clients also receive a domestic security survey, visit and referral on to the FLaSH lock fitting service. Sure Start (young parent centre) are also offered work shops for service users on an annual basis. Other priority projects of a similar nature can be undertaken upon request.
77. **FLaSH (Fire, Locks and Safer Homes) Monitoring Group.** This group comprises the Council's Community Safety Division, including the Wandsafe Burglary Aftercare Officer, the Housing Department, as well as Victim Support Wandsworth, the Metropolitan Police, Help the Aged, and the Fire Service. The FLaSH scheme has been operating for more than three years and is a Borough-wide lock-fitting undertaking, which also includes the supply and fitting of smoke alarms. The Steering Group acts as a co-ordinating and reference stakeholder body.
78. The scheme is funded by all of these agencies/departments and provides a free service to all residents. In 2008/9, 417 jobs were completed and of these 78% included a fire safety check and 325 smoke alarms were fitted. Feedback from the service users continues to be excellent.
79. Some long term funding for 2009/10 and 2010/11 for FLaSH has been secured through the Older People's Strategy group, part of the LSP which will allow the FLaSH scheme to continue to provide its high quality service
80. Relevant statistics for the FLaSH service for 2008/9 are shown in tabular form in the Topic Group committee paper reported to this Committee.
81. **Victim Support.** For the second year of the three year term the Council remained in contract with Victim Support Wandsworth (WVSS), a registered charity, for the provision of services to victims of crime. The arrangement was approved by the Executive (Paper No. 06-459) in June 2006 and was subsequently approved by the Executive commencing from 1st October 2006. The contract value for 2008/9 was £61,610. The contract, which is due for renewal from 1st October 2009, is administered by CSD and the performance of WVSS is regularly reviewed. The changeover to a single national charity has meant that a novation of the contract from Wandsworth Victim Support to (the national) Victim Support was required and this was dealt with under the SO83a procedure in January 2009. The changeover also meant a change in management for the local office, as the Interim Manager was promoted to head the South West London group of schemes.

82. The changeover was achieved without loss or reduction of service, and reassurance was provided that local resources would remain ring-fenced to the Borough. The previous volunteer management group was disbanded, and the local manager is being encouraged to establish a local 'friends' group to maintain wider links within the Borough.
83. The ASBU agreement with Victim Support for volunteer time to be made available by the scheme to support victims of anti-social behaviour in ASBO cases continued, in spite of this being a civil rather than a criminal matter. This additional service has continued to be contained within Victim Support's resources. It also ensures that a gap in the national Judicial System does not leave victims and witnesses in anti-social behaviour civil cases in the Borough without support.
84. During 2008/9, the scheme met or exceeded all of the targets prescribed in the contract, as it did during 2007/8. The service continues to perform well and the table below sets out the number of clients Victim Support responded to between 1st April 2008 and 31st March 2009. These numbers do not directly relate to previous years as the national charity records crimes and referrals in a different format. However, clients continue to be seen face to face rather than by being contacted by phone. Levels of personal contacts continue to be high and are at or about the same level as in previous years.
85. All referrals to Victim Support were contacted by the Scheme. There was an average of 44 active volunteers working in a range of roles with the scheme at any one time during 2008/09. The spread of activity included Management and Trusteeship, (largely engaged in winding up the local charity), victim and witness support, counselling and fundraising. A recent audit recognised the Wandsworth scheme as being well run and effective in terms of service provision.
86. The format and types of information Victim Support in Wandsworth collect has changed from previous years. From the spreadsheet (Table 14) in Appendix 1, it can be seen that over 22% of the 14,479 referrals relate to theft and 15% are associated with burglaries - both domestic and business properties. Referrals relating to actual bodily harm, robbery and assault make up the next largest number of referrals.
87. **Anti Bullying Strategy**. The Strategy has been extensively reported elsewhere, and CSD has been closely involved in the development of the Strategy, contributing to the Steering Group. The launch of the Strategy in January 2008 was an important milestone in addressing the community safety needs of school aged young people.
88. **Service comparison with other London Boroughs**. The way that local authorities structure their services for community safety and CDRP support vary widely. For this reason, there is no official data on service comparisons. In

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- discrete service areas, such as CCTV and Anti Social Behaviour, some practitioner-led comparative snapshots have been undertaken, but these have served mainly to show up the wide differences between the ways in which councils in London provide their services. In terms of CCTV, it appears that Wandsworth has one of the largest local authority owned CCTV systems in London and has one of the smaller officer teams.
89. The Home Office publishes ASB data, but this has been shown to be incomplete and a national exercise was started in 2008/09 which is still not complete, to fill in the gaps in data retrospectively. There are differences between authorities in their approach to the use of ASB powers. For instance some authorities make proactive use of Dispersal Zones, (Lambeth and Merton Councils included). Wandsworth has a different, more measured approach. This sort of difference applies equally in terms of ASBOs. For these reasons, the ASB data published by the Home Office cannot be used reliably for comparative purposes.
90. The local Victim Support office submits regular statistics on its work to the national organisation, and feedback is that the Wandsworth scheme is one of the most active and successful in the country. Comparative data is not publicly available, though it is expected that annual reports for the national organisation will provide some context for assessing local performance in future years.
91. Crime data is readily available, and is one of the measures by which CSD's performance, as well as that of the Council as a whole, is measured. Wandsworth continued to benefit from the lowest crime rate in Inner London by a considerable margin.
92. **Counter terrorism, community tension and preventing extremism (PVE).** Community Safety Division has worked with the Police and other agencies to co-ordinate multi-agency work to increase resilience in terms of potential terrorist activity. CSD has also contributed to PVE work and engaged in initial work around community tension in consultation with Police and the GOL. In March 2008, counter-terrorism awareness training in two sessions was provided for over 60 of the most senior managers in the Council. As a result of these sessions, a roll out to a much greater number of officers was considered essential, and sessions have been rolled out during 2009.
93. **Issues/areas to be addressed in relation to performance.** The area where there was a significant dip in performance was spend against the capital programme which arose from delays in the commencement of the digital conversion contract for the CCTV system. The main reason for the delay was the introduction of improved interim arrangements for maintenance of the cameras. The expenditure figures are shown in Table 9.
94. Sickness absence continued to be tightly managed. Notwithstanding, the congruence of a small number of long-term sickness absences for operations

- resulted in a deterioration in the overall sickness average. Short term absence is generally less than average.
95. The main issue for the service as a whole is to remain flexible and responsive in the face of constant change. CSD is highly dependent on the performance of partners and a key part of the task is to maintain excellent communications and working relationships with partner agencies and community representatives, whilst continuing to achieve corporate targets. Staff in all areas often receive verbal compliments from visiting Police squads and investigating officers but this rarely translates into written confirmation due to the transient and peripatetic working life of investigating officers.
96. **Complaints, compliments and suggestions.** During 2008/9 no complaints were received. In the same period a high number of compliments were anecdotally expressed to CSD. A small selection of the written comments is shown below. Two suggestions were also submitted.
- “This (Wandsafe) is a great Service “
“I am now able to lock my windows before going to bed”. (After a Wandsafe visit).
“We were very satisfied with the advice and the referral to Victim Support”. (After a Wandsafe visit)”
97. **Key Issues, Top-line Indicators, Best Value Performance Indicators.** The Community Safety Division has a number of Best Value Performance Indicators (BVPIs) with which it contributes as part of its role in co-ordinating the CDRP. The last three years’ figures are shown in the following tables for crime related Best Value Performance Indicators (BVPIs), compared to the performance in 2007/08. Other performance out-turn figures are included in the published Corporate Business Plan 2008.

Table 3 Crime statistics

Crime Statistics	2004/05	2005/06	2006/07	2007/08	2008/9
No. Violent Crimes (violence against the person, sexual offences and robbery per 1000 population)	28.11	29.42	27.98	25.0	18.1
No robberies (personal & commercial) /1000 population	5.38	6.03	6.13	5.0	4.1
No domestic Burglaries/1000 population	21.17	16.88	20.65	17.9	14.1
No vehicle crimes/1000 population (theft of and from motor vehicles)	15.05	15.68	15.19	15.0	13.5
Reduction on overall British Crime Survey comparator crime	18,533	18,016	17,389	16,143	13,816
No racial incidents recorded by the Council/1000 population	49.61	39.78	60.41	49.47	49.67
No of total theft and handling offences per 1000 population	41.0	39.3	40.0	38.6	35.3
No of total criminal damage offences per 1000 population	14.3	12.1	10.2	10.5	10.2
No of total notifiable offences per 1000 population (all crime)	102.2	98.0	100.5	94.1	86.6

98. Regular quarterly reports on crime trends were presented to this Committee and to the CDRP as well as all the actions that CSD, the Council and CDRP partners contribute to tackling crime and disorder. In 2008/9, the rate of violent crimes fell for the third year running, with a 27.6% reduction, with a drop of 18.0% in the robbery rate, and the vehicle crime rate fell by 10%. For the fourth year running, there was a reduction in the number of BCS comparator crimes, amounting to a 25% fall over 4 years, coupled with a one year 21.2% drop in the rate of domestic burglary. The rate of total notifiable offences per 1000 population has fallen by 15.3% over four years.
99. During 2008/9, Wandsworth maintained its record as having the lowest crime rate in Inner London. The gap between Wandsworth and the second lowest (Lewisham) widened, with the crime rate in Wandsworth being 27% lower than the second lowest. In Inner London, Wandsworth had the third (second in 2007/08) lowest crime rate for vehicle crime recorded and the third (unchanged from 2007/08) lowest rate for robbery and the second (third in 2007/08) lowest for violence against the person. When compared with the 'Most Similar' family group, which differs from the previous year comparison grouping, Wandsworth recorded the fourth lowest rate for violence against the person and eighth lowest for motor vehicle crime and robbery. Overall, Wandsworth was fifth best performing borough in the family for the total notifiable offence rate. (Total number in family group - 15)

100. The performance measures for 2008/09, compared with previous years are shown in Table 4 below:-

Table 4: Performance Measures

Performance Measures	2004/05	2005/06	2006/07	2007/08	2008/9
Maintenance cost per technical services CCTV camera	£1557	£1965	£1676	£1569	£1866
Cost per household within NW	£221	£108	£180	£180	£180
Wandsafe victim and neighbour cost	£288	£169	£248	£265	£275
Admin cost/grant Client cost	12.4%	29.1%	29%	39%	40%
Sickness days per FTE	10.5	11.5	4.7	4.8	9.6
% Borough households covered by NW	37.7%	35.9%	19.7%	21.4%	21.3%
No subscribers to NW messages	662	725	727	764	805
% Wandsafe referrals receiving visits	12.3%	25%	12%	8%	16%
Retail radio users	152	169	129	127	117
FLaSH referrals		271	378	408	417
ASBU referrals	230	336	335	448	461
Telephone response under 15 seconds	95%	100%	94%	92%	90%
Letters responded to in less than 10 days	92%	96%	91%	96%	96%
Wandsafe victims re-victimised	0%	0%	0%	0%	0%
Grants processed within 10 days		89%	100%	100%	100%
% ASB referrals assessed within 3 working days		99%	100%	100%	100%
Complaint received	0	1	4	0	0
Compliments received	37	46	37	38	9

101. CCTV camera maintenance costs were 19% higher in 2008/9 than in 2007/8. This is mainly due to the ongoing deterioration of analogue recording equipment and the age of the 'matrix' equipment, which was replaced during 2009/10. Maintenance costs fluctuate depending on external factors such as the weather causing corrosion of components and normal wear and tear, but economies continue to be sought to offset the increasing maintenance requirements of the older equipment.

102. There continues to be an increase in subscribers to the neighbourhood watch messaging system as more residents want to know more about establishing a neighbourhood watch grouping in their community. Over 70% of co-ordinators now have access to a computer and email. The quality of messages was improved

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during 2008/09 to ensure that no detail that could be prejudicial went out in any of the bulletins.

Table 5 Community Safety Division Outputs 2007/08 and previous three years

Service output	2004/05	2005/06	2006/07	2007/08	2008/9
CCTV - no. of urban surveillance cameras available	213	215	225	237	248
CCTV – no. of other cameras available	572	668	739	837	870
CCTV – no. of evidence items supplied	1317	1884	2572	1687	2089
CCTV – no. of late night disorder arrests	N/A	104	121	97	108
Wandsafe – no. of victim visits	157	252	219	184	155
Wandsafe – no. of neighbour visits	1824	3024	2628	2448	1752
Wandsafe Repeat victimisation rate	0%	0%	0%	0%	0%
FLaSH – no. of referrals	-	-	378	408	417
FLaSH - % referrals to over 60s	-	-	54%	63%	Not available
Neighbourhood Watch – no. of Watches	855	824	454	452	465
Neighbourhood Watch – no. of launches/relaunches	14	22	31	41	25
Neighbourhood Watch - % of Borough households in	37.7	35.9	19.7	21.4	21.3
Neighbourhood Watch - no. of households in	47579	45832	25174	27651	28077
E-mail crime messaging – no. of subscribers	662	725	727	764	821
ASBOs – no. obtained	11	9	25	26	14
ABCs – no. issued	14	25	22	40	17*
Junior Citizen – no. of participants	2170	2043	1928	2457	1890
Alley gating initiatives – no. started	-	18	30	18	29
Comm. Safety Division – no. of sick days/absence	214	207	99	85.5	189

*6 more ABCs are believed to have been issued. These are being validated.

103. The number of CCTV cameras both in town centres and in residential, Council owned, estates has increased significantly in recent years, in excess of 1000 cameras (1113). No further permanent town centre CCTV cameras are scheduled for installation in future years, although approximately 50 additional cameras on housing estates are scheduled for the next 18 months. Police have advised that evidence from CCTV is used in around 50% of the cases processed by their

Criminal Justice Unit for prosecution at court. As a result the number of requests for evidence has accelerated too – 402 more than the previous year. More late night disorder incidents are also caught on camera, with a 10% rise in arrests directly attributable to CCTV operations, which has considerably helped keep late night disorder crime figures in check.

- 104. The number of Wandsafe visits and neighbour visits fluctuates with the burglary figures. It should be noted that Wandsafe provides a unique high quality service, ensuring that victims do not become victims of repeat offences. With a 0% repeat victimisation rate this is considerably better than national and regional figures.
- 105. Demand for the FLASH service continued to increase during 2008/9. Additional support and funding was finally obtained in late 2008/9 to maintain and increase this service, and Wandsworth Victim Support are actively seeking alternative sources of external funding with the support of the Steering Group.

Table 6 Security Equipment fitted by FlaSH scheme 2007/08

Type of equipment fitted by FLASH	Total for 2007/08	Totals for 2008/9
Door Chain	53	83
Door Viewer	70	83
Keys	140	111
Smoke Alarms	323	325
Back Door Lock	102	75
Front Door	98	110
Patio Lock	14	2
Window Lock	477	436
Other	74	88
London Bar	67	40
Repair	25	26
Keysafe	32	46
Fireproof letterbox	1	2
Birmingham Bar	8	3

- 106. **Citizens' Charter targets** 96% of all calls to the service were answered within 5 rings and 96% of all received correspondence was responded to within 10 working days.
- 107. **Staffing issues.** The staff team in CSD continue to provide a high level of commitment. The staff team have demonstrated continuing commitment with most officers working significant extra hours, including weekends and evenings to support partnership events and forums and meet the needs of service users. At last one member of the team is operational between the hours of 0730 and 2400 during weekdays and 1000 and 0300 at weekends. At times, reliable, trained sessional workers supplement the CCTV Operators, to ensure that the rota is

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- maintained. The team was consistently high achieving through flexible working and still found time to support a number of good causes in a voluntary capacity.
108. **Current staffing levels.** The establishment of FTE officers was 16.5, supplemented by 2 Police secondees, 1 temporary contract post, 0.5FTE post in the wider ESCS, 2 consultants and 1 'resident' Police Inspector. CSD again benefited from the employment of a short term summer student placement, without whose hard work many of the summer campaigns would not have been as successful as they were in terms of crime prevention materials provided to the public. The Police secondee in the ASBU remained throughout the year and provided a valuable link into Police intelligence. A number of Fire Service and SNT officers have proved to be very pro-active and enthusiastic about working with CSD around events and Roadshows and have shared some of the outreach work in the community. The Police Co-ordinator for Junior Citizen Scheme again contributed exceptional effort to working with all partners and particularly CSD and contributed to securing external recognition for the schemes.
109. **Recruitment and retention issues.** The team remained stable during 2008/9 and no serious recruitment difficulties in the team were encountered, mainly due to the flexible approach adopted to accepting applicants below management level with transferable skills rather than insisting on previous community safety experience. An active training programme continued to be tailored to develop team members and meet service needs.
110. **Sickness levels.** The Division's staff continued to reduce the number of days of sickness absence through 2006/07 and 2007/8, but there was a significant increase in average days per person from 4.8 in 2007/08 to 9.6 in 2008/9. This was due to a small but significant number of long term illnesses and hospital operations and not to short-term absences.
111. **Volunteers.** CSD benefited from the input of a number of ad hoc and short term volunteers during 2008/9. The LSP's Community Safety Network was facilitated by CSD and regular meetings were held with the Chairman of the Network. The main work with volunteers, other than regular contacts with Safer Neighbourhood Panel chairs, and work with the Crime Prevention Panels, has been in recruiting and training volunteers for Neighbourhood Watch, which is the largest voluntary group in the Borough. The Council was represented on the Wandsworth Victim Support Management Group, which consists of volunteers, and the scheme is active in the recruitment and training of volunteers to work with victims of crime. The Junior and Safer Citizen Schemes benefit from the contribution made by a number of long-term volunteers. Community Safety officers also acted as volunteers in their own time, both within the Borough and elsewhere. The Wandsworth Superquiz was again arranged mainly by CSD volunteers.
112. **Quality improvements.** CSD successfully retained Chartermarks for the Community Safety and Crime Prevention Services Groups, which in the former

- case has been held continuously for ten years since 1999. The number of partial compliance areas was maintained at 2 in each case. CSD was the only Council team of its size to achieve and maintain two Chartermarks. Chartermark standards are adhered to even after the cancellation of the existing format.
113. The RoSPA accreditation process for Junior Citizen was undertaken in 2008/09.
 114. Service delivery has been enhanced with even greater visibility of team members at events throughout the Borough, and partnership working in support of these events has again been exceptionally good. An Energy Champion has been identified and efforts have been made to encourage re-cycling. Car-sharing and use of the pool car by officers attending events is common-place and is encouraged. A bicycle is available for use by visiting staff. The pool car was upgraded from petrol to a diesel powered vehicle.
 115. **Community engagement and customer satisfaction**. One of the key indicators for CSD is the public perception of crime in the Borough. Whilst there was no major residents' survey during 2006/07, (as the survey is run every two years and had last taken place in 2005/06), a survey has recently been undertaken in 2007/08. The results of the survey were reported to Corporate Resources Overview and Scrutiny Committee in September 2007 (Paper No 07-875). The main conclusion was that 'on crime prevention, there is a greater awareness of the actions being taken locally and of their effects in improving the environment'. The survey also found that 'most residents have a positive view of the work done by the Police and the Council to deal with crime, with 87% saying they thought the Police do a good or very good job, and 85% saying they thought the Council do a good or very good job in dealing with local crime. A report to Wandsworth Local Strategic Partnership (Paper 'D') on 19th October 2009 showed that between 2003 and 2008, the perception of crime as a matter most needing improvement improved by over ten percentage points. In 2008, crime was ranked third by this criteria, having been seen as the top issue in 2003. In the Place survey, improvement in crime in areas to live was seen as the most important issue and the third most in need of improvement. The Wandsworth Residents' Survey shows that over 50% consider crime levels to be good and over 80% think they are good or neither good nor bad.
 116. Feedback is routinely obtained from participants at events and meetings organised by CSD. Specific feedback is invited from teachers attending Junior Citizen Scheme with their classes, and feedback from the pupils is also encouraged.
 117. Community Safety often get compliments for their work with victims of crime, children and teachers visiting Junior and Safer Citizens, working with a range of partners and advising potential victims of crime particularly the most vulnerable such as disabled or very frail people.

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118. **Publicity and communications.** During 2008/09, a Communications Sub-Group was established to develop a publicity programme for the CDRP – providing a clearer framework for the good work which had previously been undertaken and which had been aligned to the crime prevention calendar and input from the CID and the third sector.
119. Community Safety Division again made use of its three poster site bookings in February, June and October 2008. The 70 sites created an excellent opportunity to disseminate eye-catching messages across the Borough on a variety of vital crime-related issues. Regular articles were also included in Brightside, Welcome to Wandsworth, Homelife and Wandsworth at 6 and the Council's Website.
120. The Neighbourhood Watch messaging service continued to provide a popular and valuable source of information on local crimes to geographically targeted audiences and to alert Co-ordinators to the need to be alert for particular types of crime. Member feedback has resulted in a number of improvements to the system.
121. **Safeguarding children and vulnerable adults.** The Council has statutory obligations under Section 11 of the Children Act 2004, which is concerned with safeguarding and promoting the welfare of children, and applies to Council services generally. While no single specific Act applies to 'Safeguarding Vulnerable Adults', the same principles are being applied to both children and adults. The contribution that CSD staff can make to support the wellbeing of children and vulnerable adults is kept under review, including opportunities for frontline staff to contribute to the safeguarding agenda.
122. There were two referrals in 2008/9, following 3 for 2007/08. CSD has made a major contribution to Safeguarding through the introduction of vetting for Neighbourhood Watch Co-ordinators, which has since led to this practice being adopted more widely nationally by ACPO. The Safer Citizen scheme and ongoing work with service users at Randall Close Day Centre have extended mainstream community safety provision to vulnerable people who had previously not had access to the services provided. The ASBU in its contact with vulnerable families have also made headway in Safeguarding referrals. Officers also participated in the MARAC and MAPPA processes.
123. **Use of resources –budgetary control and funding sources.**
124. **Internal funding – Revenue budget.** The Division's revenue budget for 2008/9 totalled £2,782,000. The outturn details are shown in the following table:-

Table 7 CSD revenue budget outturn 2008/09

Budget head	Actual	Revised Budget	Variance
	£'000	£'000	£'000
Town Centres CCTV	507	474	+ 33
Neighbourhood watch	85	85	-
Burglary Aftercare	43	40	+ 3
Community Safety Grants	103	119	- 16
Community Safety General excluding capital financing	1,985	2,064	- 79
Total	2,723	2,782	- 59

125. Internal funding – Capital budget. The Division's Capital budget for 2008/09 totalled £421,000. The outturn details for the individual schemes are shown in the following table:-

Table 8 CSD Capital budget outturn 2008/9

<u>Project</u>	<u>Expenditure</u>	<u>Capital Programme</u>	<u>Variance</u>
	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Ingrave Street/Wye Street CCTV cameras	20	31	- 11
Lower Richmond Road CCTV cameras	45	44	+ 1
Trinity Road/Dorlcote Road CCTV cameras	92	83	+ 9
Replacement of rapid deployment CCTV cameras	64	60	+ 4
Conversion of CCTV to Digital (Phase 1) *	-	97	-97
Rear Alleyway Improvement Works	44	40	+ 4
Safer Stations – Grants/Works around Stations	30	30	-
Watchlink Security Grants	23	20	+ 3
Final Accounts for completed schemes	19	16	+ 3
Total	337	421	- 84

* delay in commencing the digital conversion contract resulted in a considerable underspend, which was carried forward to the 2009/10 financial year.

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126. External Funding (accountable officer function). The Community Safety Division also manages a number of external funding sources on behalf of the CDRP. In 2008/9 these included:-

Table 9: External funding sources 2008/9

	Capital (£)	Revenue (£)	Total (£)
Safer and Stronger Communities Fund – Government Office for London	87,615	375,714*	463,329
Borough Command Unit Fund – Metropolitan Police	42,000**	333,152	375,152
Total	129,615	708,866	838,481

* includes £65,500 for Drug Action Team (DAT)

** includes £27,000 notional contribution to Safer and Stronger Communities Fund

127. In 2008/9, CSD secured central Government grants as shown in the table above. The Safer and Stronger Communities Fund (SSCF), totalling £463,329, was supplemented by direct funding from the Police Basic Command Unit (BCU) amounting to £375,152. Whilst the Police Senior Management Team can set priorities, the CDRP has to be consulted before these resources are committed. In Wandsworth, the consultation took place at an early stage in the formulation of the CDRP's priorities for expenditure. 100% spend was achieved on grant funds administered by the Council. The final progress report and claim form for SSCF, submitted to Government Office for London at the end of the 2008/9 year, is included as Appendix 2 to this report and gives details of the projects completed and the costs incurred for them.
128. **Grants.** In order to develop partnership working and to empower others to improve community safety and reduce disorder, the Division provides a number of grant schemes. In April 1994, the Policy and Finance Committee (Paper No. 94-278) established a grants programme for crime prevention schemes for Neighbourhood Watches, Business Watches, sports start-ups and voluntary organisations. The Best Value Review of Community Safety and the Youth Offending Team, submitted to the then Environment and Public Services Overview and Scrutiny Committee in June 2003 (Paper No. 03-412) contained recommendations that the grants programme be continued.
129. Generally, the grant schemes are demand-led, and individual applications are considered if they are supported and recommended by a Police SNT Officer or the Community Safety crime prevention officer (CPO). In 2008/9 capital grants of £15,375 compared to £4,028 in 2007/8 and £10,528 in 2006/07. The awarding of security grants can and does take considerable time as many voluntary

organisations develop these security initiatives in their spare time and considerable ‘hand-holding’ is required to bring a grant to fruition. In 2008/9, 4 grants were made.

Table 10: Security Grants

Grant scheme	Amounts				Comment
	2005/6	2006/07	2007/08	2008/9	
					Type of grant (2008/09)
Neighbourhood Watch	£1585	£383	£383	£7,000	2 grants awarded
Voluntary Organisation Security	£9793	£10145	£3145	£8,375	2 grants awarded
Sports	-	-	£500	-	1 grant awarded

130. **Property considerations for the delivery of service.** Community Safety Division occupies floor space at Frogmore Complex, SW18 (Fairfield). The space is recycled from former industrial space and is actively managed to take account of changes in staffing and partnership arrangements, with a ‘hot desk’ allocated to a Police officer in the CCTV Control Room with access to a Police computer. There is a dedicated desk space allocated to a seconded Police officer in the Anti Social Behaviour Unit.
131. In response to the CDRP reforms introduced by the Police and Justice Act 2006, and following discussions locally, an existing meeting room has been adapted for use by the Police Borough Liaison Officer. The arrangement aims to improve partnership communications and the cost of the floor space is partially offset by reductions in travelling time and telephone and transport costs by CSD officers travelling to remote Police sites. During 2007/08, the office was occupied part time by the Partnership Inspector. Occupancy became full time in 2008, with the Partnership Inspector being based at Frogmore full time once the Police IT systems were fully commissioned.
132. The accommodation and utility costs for these arrangements are met by the Council. The salary and other overhead costs are met by the Metropolitan Police Service. CSD are ‘hot-meeting’ in other existing meeting rooms at Frogmore or at the Town Hall as the predominantly multi-agency and partnership working involves a higher than average number of meetings with external partners. A further saving may be the introduction of video conferencing within the CSD office to enable officers to confer with external partners without the need to meet in person, thereby contributing to the sustainability agenda and saving time in potentially avoidable travel. Although it was not possible to progress this option in 2008/09, it is still proposed that the options should be explored further as existing arrangements elsewhere at Frogmore are no longer viable.

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133. The reception function for CSD is provided by the administration team at the main Frogmore reception and by the One Stop counter team on the 5th Floor of the Town Hall Extension. This does not involve any dedicated floor space or staffing. A new security system for visitors to the general office was introduced in 2008, to supplement the dedicated arrangements for the CCTV Control Room. The office has in excess of 2,400 external visitors/year.
134. CSD is also a user of temporary accommodation for the Junior Citizen and Safer Citizen schemes, which provide training for over 2,000 Year 6 pupils each year. The space requirement is the equivalent of a small primary school. Over recent years, accommodation has either been short use temporary occupation of premises awaiting disposal, or short term 'hot-space use' of educational premises where the regular users are not in occupation for the time period required. In this way, space is secured rent free, with only the additional costs of cleaning, security and attendance being met from the funding available for the scheme. In 2008/09, CSD made temporary use of space provided by one educational establishment and one religious foundation.
135. The Road Show vehicle provides an outreach crime prevention and community engagement resource for use by CSD and the Police Safer Neighbourhood Teams. The vehicle has replaced a van, which had come to the end of its useful life and lacked the flexibility to provide the facilities offered by the new vehicle. The SNT officers enthusiastically adopted the use of the vehicle in 2007/08 and even more so in the current year. The vehicle has also been used extensively by CSD for targeted work in Neighbourhood Watch areas and also for multi-agency Road Shows to identified hotspot locations. The vehicle is extremely flexible and can access a variety of locations, whilst being large enough to attract attention, proving very useful at Road Show events in supermarket car parks. The vehicle is wheelchair-friendly and has seating for older people stopping by for advice on security.
136. The Table below indicates actions planned to continue to ensure that assets are managed to maximum effect:

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Table 11: Asset management action plan

Action	Targets	Resourcing	Timescale	Officer Responsible	Comment
Review operation of Roadshow vehicle after further 12 months	Review report produced with recommendations for increasing profile and usage of vehicle	Existing (CSD)	To be completed by June 2009	J Whittington	In excess of 2500 residents visited the roadshow vehicle since 1st January 2009
Secure premises for 2009 Junior Citizen Scheme fortnights	Agreement obtained to use of suitable accommodation rent-free and for dates required to suit primary school schedules	Existing (Police with CSD support)	To be completed by November 2008	PC I Featherstone /S Yoxall	Secured Kiaros Centre Sherwood, Lodge, Earlsfield
Office for Police use at CSD offices	Bring identified space into use as full time occupancy by Police Partnership Inspector	Existing CSD and new Police equipment funded from BCU	To be completed by Autumn 2008	J Whittington / Insp D Northway	Complete
Video Conferencing	Re-assess need for this facility in the light of the new Police office	Existing (CSD)	To be completed September 2009	J Whittington	Deferred pending completion of IT upgrades centrally
Retention or disposal of CCTV Van	Establish Police requirements for further SLA to use vehicle for surveillance duties.	Existing (CSD) with Police BCU funding	To be established by April 2009	J Whittington / Insp C Lett	Vehicle disposed of June 2009 and equipment salvaged
Display screens	Review suitability of existing CSD display boards for a range of events	Existing (CSD)	Review to be undertaken by February 2009 and orders placed for alternatives if required.	S Yoxall	New boards delivered to CSD Spring 2009

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ANPR Machine	Retrieve from Empress State Building and re-commission for use in CCTV Control Room (Frogmore)	Existing (CSD) /Police	Kit to be located and agreement secured to relocate back to Frogmore by January 2009 and re-connection to be completed by March 2009	J Whittington / Inspector Operations, and IBO Manager	ANPR returned to CSD in February 2009
CCTV Matrix and recording equipment	In the light of industry developments, progress digital migration for CCTV system matrix	Programmed expenditure from approved Housing and Community Safety Capital budgets	Tenders by February 2009 and works to be completed by Summer 2009	J Whittington, (under DTS lead), A Pike/N Reid and Design Service	Digital upgrade underway from 07/09 with completion due 11-12/09
Deployable CCTV cameras	Review existing stock of cameras, identify upgrade needs and purchase additional new cameras to meet identified operational needs	Existing (CSD)	Review to be completed by December 2008. New technology needs to be identified and orders placed by March 2009	J Whittington	Purchase completed. Deployed across Borough
2009/10					
Purchase and operation of 3 new deployable CCTV cameras	Arrange for the deployment in partnership with MPs of 3 additional cameras	Existing CSD	Autumn 2009	J Whittington	Trials underway but delayed due to matrix replacement

Review use of all CSD vehicles including Millie, roadshow van	Assess scope for more intensive use where appropriate	Existing CSD	Spring 2010	R Greaves	On programme
Replace CCTV console in CCTV room	Meet revised Health and Safety requirements of new console	Existing (CSD)	January 2010	J Whittington	On programme
Consolidate digital cameras, lap tops and other ICT equipment	Insure all equipment to regularly be utilised to the best of its ability	Existing (CSD)	Spring 2010	J Whittington	On programme
Developing Retail Radio equipment both in CCTV room and users	Improving use of existing radio equipment and arranging a maintenance contract	Existing (CSD)	Spring 2010	J Whittington	On programme

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137. Use of meeting rooms for Partnership meetings, including community groups has continued to receive active consideration. The work of CSD involves interaction with a very wide range of groups, agencies and individuals. CSD has facilitated use of Council rooms for a range of partnership meetings, including the CDRP. Rooms have been made available to, amongst others, Police for SNT meetings and the Aladdin's Cave exhibitions, to the LGBT Forum, the Borough Neighbourhood Watch Association and the Domestic Violence Forum.
138. Management reviews have included the suitability and use of existing deployable cameras, flexible/shift work by CCTV Operators, the optimum use of CSD Offices, the Web pages for Community Safety, optimising use of vehicles, and the development of Road Show events to take services to users in their localities. Forthcoming reviews will include work with the Wandsworth Policing Consultative Committee and SNT Panels to strengthen community consultation arrangements, Self Assessment of the CDRP under the Hallmarks, a review of how the changes to the MPA's Hate Crime Forum (formerly the Race Hate Crime Forum) could feed through to local monitoring arrangements, and improved liaison between the ASBU and the PPO teams (achieved Spring 2009).
139. **Impact of service delivery in respect of equality issues.** The Government in 2002/03 introduced an Equality Standard for Local Government. CSD has a positive role in demonstrating the Council's commitment to encouraging good race relations through the provision of culturally sensitive services and procedures to support and promote local Black and ethnic minority communities. Progress towards achieving the equality standard, including actions on race, disability and gender, were reported in full in the report on the Council's Equality Plan in October 2008 (Paper No. 08-794).
140. Officers have continued to encourage people from Black and Minority Ethnic (BME) communities and people with disabilities to engage with services and to report crimes to the Police and to participate in community-based crime and disorder reduction initiatives. However, this is an on-going process. The project work with the Leonard Cheshire team and service users at Randall Close Day Centre and the Safer Citizen training days have broadened even further CSD's engagement with and services for vulnerable adults and young people with disabilities. The Head of Community Safety represents the Council at meetings of the London-wide Race Hate Crime Co-ordinators at the MPA. CSD supports the meetings of the LGBT Forum, and is actively engaged in the Racial Incidents Panel, the Domestic Violence Forum and the Disabilities Working Group
141. In 2008/9, CSD continued to be a contributor to the development and delivery of the Older People's Strategy, leading on the Neighbourhood strand, and this work continues into the implementation phase. CSD is a contributor to the Anti-Bullying Strategy and the associated Action Plan.

142. Community safety services are universal, though extensive targeting takes place to ensure best use of resources and to respond to hotspot demand both geographically and thematically. The mixed-gender outreach team has proved beneficial in facilitating contacts across cultural boundaries. The service has sought to accommodate the needs of specific groups by making officers available at times and places convenient to those being contacted. As such the offices are both a nerve centre and a hub, with a flow of visitors from statutory agencies, but contact with the community is almost exclusively in homes, public meeting rooms and on the streets of the Borough. Similarly, the partnership with Leonard Cheshire through the Randall Close Day Centre in Battersea has continued the work with older people and those with disabilities. The Safer Citizen Scheme has also greatly assisted in developing greater awareness of the very real personal safety issues affecting those with learning difficulties and young people with other disabilities.
143. The Council's Race Hate Crime Forum went through a period of re-appraisal as the Authority considered its future. In the interim, the Council continued to monitor and report upon the delivery of the Race Hate Crime Action Plan agreed with the MPA. The MPA have now resolved that the Forum should encompass all strands of hate crime. It was resolved locally that the Council's Action Plan would be subsumed into the Partnership Plan updates in future years. Actions attributable to Community Safety have been monitored through a departmental action plan, which feeds through to the Council's Corporate Equality Scheme Action Plan. The Head of Community Safety represented the Council as Race Hate Crime Co-ordinator at the regular meetings of the MPA's Hate Crime Co-ordinators' Group, and this role has broadened out to encompass all hate crimes in 2009.
144. Equality Impact Assessments (EIAs) Two EIA's were produced in 2008: one on Junior Citizen the other for Anti-Social Behaviour. Following extensive consultation, several improvements were noted and have been put into an action plan for the forthcoming year. These included extending the Safer Citizen Scheme to other disabled young people not yet covered, and asking new and existing Neighbourhood Watch Co-ordinators to complete an equality monitoring form, which helps CSD to improve its service across the Borough.
145. Consultation with minority communities has mirrored operational activities, with Borough wide consultations being restricted to major public attitude questions. Such an approach is encouraged in the Government's guidance to CDRPs to avoid duplication of effort. The provision of signing and translation has been taken into account in the arrangement of meetings where there is a known need.
146. **Forward action plan for continuous improvement.** CSD is constantly reviewing its business, and a number of developments were identified in 2008/9. The programme management of the Area Based Grant funding includes an annual

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assessment of gaps in provision. The main areas for development for 2008/09 were:-

- a) Neighbourhood Watch – following a scrutiny of neighbourhood watch, introduce a new strategy for neighbourhood watch in the Borough;
 - b) Community engagement – Road-show vehicle introduced that has increased face-to-face contact with the public. Community Safety Division in partnership with the Police introduced the Aladdin’s Cave initiative, which attempts to reunite burglary victims with their stolen property. We supported the Fire Service again in 2008/09 with the Mela, which is aimed at engaging with the Asian Community;
 - c) CCTV – Progressing the changeover from analogue to digital recording. This was tendered in March 2009 with a start date of 27/07/09 and completion is expected in November/December 2009;
 - d) Anti-Social Behaviour – Maximisation of diversion and use of ABCs. Use of post conviction (1c) ASBOs and increased prioritisation of PPO cases; and
 - e) Community Safety has been working in partnership with Trading Standards, Police and others on firework issues and rogue traders and has been represented at the Licensing Liaison meetings. Members of the Licensing team have also been in attendance at the Late Night Disorder Meetings. Further joint working is being explored.
147. **Comments of the Director of Finance.** The Community Safety Division revenue and capital performance against budget for 2008/09 and budgets for 2009/10 are as follows:

Table 12 Community Safety budgets

	2008/09	2008/09	2009/10
<u>Revenue Expenditure</u>	Actual	Budget	Budget
	£'000	£'000	£'000
Town Centre CCTV	507	474	515
Neighbourhood Watch	85	85	86
Burglary Aftercare Service	43	40	40
Community Safety Grants	103	119	118
Safer and Stronger Communities	376	376	365
General	825	904	875
Capital Financing	784	784	841
	2,723	2,782	2,840

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<u>Capital Programme</u>	2008/09 Actual £'000	2008/09 Programme £'000	2009/10 Programme £'000
Crime Reduction Strategy	337	421	147
Safer and Stronger Communities	88	88	98
	425	509	245

148. The Safer and Stronger Communities revenue budget shown above is funded through the Area Based Grant (ABG). In addition to the £365,000 ABG in 2009/10, the CSD will also receive a contribution of £50,000 from the BCU for the Anti Social Behaviour Unit. The increase in the charge for Retail Radio, shown in paragraph 52, is set to recover the costs of providing the service and there will therefore be no net change to the budget.

149. **Conclusion.** The Council's Community Safety Division continued to deliver a high quality service, as recognised by the successful renewal of the Charter Marks for the Community Safety and Crime Prevention Services Groups. The Division continues to support a heavy workload and sustain a wide range of operational partnerships and to deliver services that contribute to the Borough having the lowest crime rate in Inner London.

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23rd October 2009

Background Papers

The following background papers were used in the preparation of this report:-

1. Paper No. 94-278 - Policy and Finance Committee, April 1994. Report on the establishment of a security grants programme.
2. Paper No. 03-412 - Environment and Public Services Overview and Scrutiny Committee, June 2003. Best Value Report of Community Safety and the Youth Offending Team.
3. Paper No. 06-459 – Regeneration and Community Safety Overview and Scrutiny Committee, June 2006. Report on Victim Support outturn and proposal to renew the contract, commencing in October 2006.

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4. Paper No. 06-939 - Corporate Resources Overview and Scrutiny Committee, November 2006. Report on proposals to introduce a Wandsworth Crime Prevention Charity.
5. Paper No.07-58 - Regeneration and Community Safety Overview and Scrutiny Committee, January 2007. AQPR for 2005/6.
6. Paper No. 07-225 - Regeneration and Community Safety Overview and Scrutiny Committee, February 2007. Report on new legislation to implement Gating Orders.
7. Paper No. 07-770 – Regeneration and Community Safety Overview and Scrutiny Committee, September 2007. Report on CDRP.
8. Paper No. 07-875 – Corporate Resources Overview and Scrutiny Committee, September 2007. Report on Attitude Survey results
9. Paper No. 07-956 - Regeneration and Community Safety Overview and Scrutiny Committee, November 2007. Report on No Cold Calling Zone launched on the Dover House Road Estate on West Putney Ward and the proposal to extend it.
10. Paper No. 07-958 – Regeneration and Community Safety Overview and Scrutiny Committee, November 2007. Report on CDRP.
11. Paper No. 08-42 – Regeneration and Community Safety Overview and Scrutiny Committee, January 2008. Report on Strategic Assessment.
12. Paper No 08-140 – Regeneration and Community Safety Overview and Scrutiny Committee, June 2008. Report on Neighbourhood Watch consultation.
13. Paper No 08-185 – Regeneration and Community safety Overview and Scrutiny Committee, February 2008. Report on National CCTV Strategy.
14. Paper No. 08-187 – Regeneration and Community Safety Overview and Scrutiny Committee, February 2008. Report on the Partnership Plan.
15. Paper No. 08-413 – Regeneration and Community Safety Overview and Scrutiny Committee, June 2008. Annual Report on CCTV.
16. Paper No. 08-640 – Regeneration and Community Safety Overview and Scrutiny Committee, September 2008. Report on the Anti Social Behaviour Unit.
17. Paper No 08-794 – Corporate Resources Overview and Scrutiny Committee, October 2008. Corporate Equality Plan.
18. Paper No 09-160 – Regeneration and Community Safety Overview and Scrutiny Committee, February 2009. Report on Safer Citizen Scheme.
19. Paper No 09-161 – Regeneration and Community Safety Overview and Scrutiny Committee, February 2009. Report on Neighbourhood Watch Strategy.
20. Paper No 09-183 – Regeneration and Community Safety Overview and Scrutiny Committee, February 2009. Community Safety AQPR (2007/08)
21. Paper No 09-474 – Regeneration and Community Safety Overview and Scrutiny Committee, June 2009. Report on Gating Schemes.
22. Paper No 09-475 – Regeneration and Community Safety Overview and Scrutiny Committee, June 2009. Report on CCTV Operations.
23. Corporate Business Plan 2008 – Wandsworth Borough Council.
24. Anti Bullying Strategy 2008 – Children’s Services Department, Wandsworth Borough Council.
25. “Delivering Safer Communities: A Guide to Effective Partnership Working” – Home Office.

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26. Wandsworth Local Strategic Partnership, October 2009 – Paper ‘D’. Report on Residents Survey results.

If you would like to inspect any of these documents please contact Mr R Greaves – 020 8871 6588; email – rgreaves@wandsworth.gov.uk

All reports to Overview and Scrutiny Committees, regulatory and other committees, the Executive and the full Council can be viewed on the Council’s website (www.wandsworth.gov.uk/moderngov) unless the report was published before May 2001, in which case the Committee Secretary Mr M. Newton (Tel 020 8871 6006); email mnewton@wandsworth.gov.uk can supply it if required.

Table 14: Victim Support Contacts by Crime Type 2008/09

Crime Category	Letter	Phone Not Seen	Visit Seen	Visit	Office	No Contact	Other	Total
Murder	10	130	3	11	46	14	0	214
Manslaughter	6	12	2	4	23	7	0	54
Homicide -Totals	16	142	5	15	69	21	0	268
Attempted Murder	6	28	1	3	34	1	1	74
Attempted Rape	4	31	1	3	21	0	1	61
Rape of Female < 16	4	8	0	0	0	6	0	18
Rape of Female ≥ 16	17	100	2	5	28	12	1	165
Rape of Male <16	-	-	-	-	-	-	-	-
Rape of Male ≥ 16	1	6	0	0	0	0	0	7
Rape Totals	26	145	3	8	49	18	2	251
Buggery	-	-	-	-	-	-	-	-
Indecent Assault Female <16	3	31	0	1	7	6	0	48
Indecent Assault Female ≥16	33	126	0	0	33	39	2	233
Indecent Assault Male <16	-	-	-	-	-	-	-	-
Indecent Assault Male ≥16	2	6	1	0	20	0	0	29
Other Sexual Assault Totals	38	163	1	1	60	45	2	310
Indecency	1	4	0	0	0	4	1	10
Gross Indecency with Child	-	-	-	-	-	-	-	-
Other Sexual Offences Totals	1	4	0	0	0	4	1	10
Personal Property	1017	380	4	6	101	296	0	1804
Business Property	99	21	2	3	0	1	0	126
Assault with Intent to Rob	0	6	0	0	2	0	0	8
Robbery Totals	1116	407	6	9	103	297	0	1938
GBH Wounding	132	135	3	8	23	49	1	351
Attempt to Choke/Suffocate	-	-	-	-	-	-	-	-
Possession of Firearm with Intent	3	4	1	0	3	0	1	12
Racially aggravated GBH/ wounding	-	-	-	-	-	-	-	-
Assault GBH Wounding Totals	135	139	4	8	26	49	2	363
ABH	1109	558	25	10	213	279	12	2206
Throw Corrosive	-	-	-	-	-	-	-	-
Common Assault / Battery	497	131	5	1	50	92	4	780
Allowing Dog to Injure	-	-	-	-	-	-	-	-
Racially aggravated ABH	25	8	0	1	2	4	0	40
Racially aggravated common assault	28	16	1	1	4	8	0	58
Assault ABH Totals	1659	713	31	13	269	383	16	3084
Aggravated Burglary not dwelling	0	0	0	0	0	1	0	1
Aggravated Burglary	22	12	3	0	3	6	1	47
Aggravated Burglary Totals	22	12	3	0	3	7	1	48
Burglary - Dwelling	2295	86	0	2	6	21	1	2411

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Burglary - Not Dwelling	388	3	0	0	4	1	0	396
Distraction Burglary	98	7	0	1	0	0	0	106
Burglary Totals	2781	96	0	3	10	22	1	2913
Theft from person	552	19	1	2	2	12	0	588
Pickpocket	16	1	0	0	0	0	0	17
Snatch	249	17	1	0	1	17	0	285
Theft from person Totals	817	37	2	2	3	29	0	890
Theft in dwelling	487	66	0	1	5	17	0	576
Theft of pedal cycle	568	12	0	0	0	23	0	603
Theft from Motor vehicle	1117	2	0	0	05	0	0	1124
Theft of Motor vehicle	551	2	0	0	0	1	0	554
Other Theft	2406	58	0	2	21	41	0	2528
Other Thefts Totals	5129	140	0	3	31	82	0	5385
Obtain Property by deception	148	14	0	0	6	0	0	168
Fraud Totals	148	14	0	0	6	0	0	168
Criminal Damage Endangering Life	1	1	0	0	0	0	0	2
Criminal Damage	735	9	2	0	11	9	0	766
Racially Aggravated Criminal Damage	2	0	0	0	0	0	0	2
Threats to Destroy or Damage Property	11	0	0	0	0	0	0	11
Criminal Damage Totals	749	10	2	0	11	9	0	781
Threats or Conspiracy to Murder	285	99	3	0	29	44	1	461
Threats Total	285	99	3	0	29	44	1	461
Arson Endangering Life	14	16	0	0	7	5	0	42
Other Arson	27	0	0	0	0	2	0	29
Arson Totals	41	16	0	0	7	7	0	71
Affray		10						10
Blackmail	2	0	0	0	0	0	0	2
Harassment	248	44	7	0	39	35	0	373
Indecent Exposure	19	35	0	0	0	20	0	74
Kidnapping	5	1	0	0	0	7	0	13
Other Offences	594	225	8	11	153	77	3	1071
Witness Intimidation	25	16	0	0	7	9	0	57
Other Crime Totals	893	331	15	11	199	148	3	1600
Reckless Driving		6				3		9
Road Death Involving Crime Totals	0	6	0	0	0	3	0	9
Road Death Non Crime	0	0	0	0	0	0	0	0
Non Crime	1	4	0	0	23	5	0	33
Other Totals	1	4	0	0	23	5	0	33
Harassment	37	102	4	1	46	15	0	205
Fear of Violence	37	13	0	0	0	1	0	51
Breach of ASB Order	0	0	0	0	0	0	0	0
Racially Aggravated Harassment	34	8	0	0	10	7	0	59
Harassment Totals	108	123	4	1	56	23	0	315
Grand Totals	13971	2629	80	77	988	1197	30	18972

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