

WANDSWORTH BOROUGH COUNCIL

REGENERATION AND COMMUNITY SAFETY OVERVIEW AND SCRUTINY  
COMMITTEE – 9TH FEBRUARY 2009

EXECUTIVE – 16TH FEBRUARY 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 2007/08.

SUMMARY

Background. The Community Safety AQPR is late in the cycle for reporting annual reports due to the number of strands of partnership work to which it refers. The 2006/07 AQPR was reported in January 2008 (Paper No. 08-43). The report highlighted that Wandsworth has the lowest recorded crime rate in Inner London, and 2007/08 saw this position maintained. 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 policies of the Local Strategic Partnership and the Council's own corporate business plans and performance framework. The requirement for the Council to consider 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 relating to drugs and alcohol, anti-social behaviour and youth offending.

Issues/proposals. The report contains a recommendation that the Retail Radio charges are increased by 4.6% for rental and by 4.5% for lost handsets and that additional payment methods are offered to subscribers.

Director of Finance comments. The Community Safety Division revenue and capital performance against budget for 2007/08 and budgets for 2008/09 are set out in paragraph 137. In addition to the stated revenue expenditure in 2007/08

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the CSD were responsible for Area Based Grant (ABG) revenue expenditure of £451,000. The ABG revenue budget for 2008/09 is £376,000 but CSD will also receive a contribution of £72,000 from the BCU for the Anti-Social Behaviour Unit. The increase in the charge for Retail Radio, shown in paragraph 51 and Table 1, 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. 2007/08 was a year of considerable change in terms of the CDRP and this impacted directly on CSD. Other changes included reorganisation, further changes in Police personnel and methods of working, and new challenges, particularly with the expansion of work to meet the specific community safety needs of older people. The service continued to perform to a Chartermark accredited standard, actively contributed to the strengthening of existing partnerships and continued to develop new ways of responding to identified crime and disorder problems.

### GLOSSARY

ABC	Acceptable Behaviour Contract
ABG	Area Based Grant
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
CDDRS	Crime, Disorder and Drugs Reduction Strategy
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
DAT	Drug Action Team
EIA	Equality Impact Assessment
ESCS	Environmental Services and Community Safety Division
FIP	Family Intervention Project
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)
ID	Identity (Card)
IT	Information Technology
IYS	Integrated Youth Service
LAA	Local Area Agreement
LGBT	Lesbian Gay Bi-Sexual and Transgender (Forum)
LSP	Local Strategic Partnership
MPA	Metropolitan Police Authority
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
WEMCF	Wandsworth Ethnic Minorities Consultation Forum
WILS	Wandsworth Independent Living Scheme
WPCC	Wandsworth Policing Consultative Committee
WVSS	Wandsworth Victim Support Scheme
YOT	Youth Offending Team

1. **Recommendation.** The Regeneration and Community Safety Overview and Scrutiny Committee are recommended to support the recommendation in paragraph 3.

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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 pages 14 and 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 fourth 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. However, the format of this report has been adjusted to accord with new AQPR guidance issued by the Policy Unit in January 2008.
5. **Key achievements during 2007/08.**
  - a) A marked improvement in satisfaction with action taken locally to reduce crime and vandalism, with 65% being satisfied and 4% dissatisfied (57% and 16% in 2005);
  - 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 reductions in reported offences for all major crime types and reversed a rising trend in racial incidents;
  - d) Wandsworth achieved a 6.9% reduction on overall BCS comparator crime against an MPS target of 5.5%;
  - e) Over two years, crime on stations in the Borough has fallen by 21.3%;
  - f) The new statutory requirements for a Strategic Assessment and Partnership Plan were met within timescales in spite of late Government guidance to CDRPs;
  - g) Successful introduction of Alertbox at Replingham Road (Southfields); and
  - h) Record year for attendance at Junior and Safer Citizen schemes.
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 Division.

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 and 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).
8. The CSD produces, develops and monitors the three yearly Partnership Plan 2008-2011 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. A separate report on the strategic assessment is presented elsewhere on this agenda. 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;
  - 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 and Retail Radio;
  - 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; and

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- 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.
10. **Crime Drugs and Disorder Reduction Strategy, Strategic Assessment and Partnership Plan 2008 – 2011 and support for the CDRP.** The Crime Drugs and Disorder Reduction Strategy 2005 – 2008 was in its third and final year, and continued to guide the work of the Division during 2007/08. A new Partnership Plan for 2008-2011 provided the over-riding framework for 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 CDDRS were:-
- a) reducing crime and the fear of crime;
  - b) anti-social behaviour;
  - c) crimes committed against and by young people; and
  - d) substance misuse and offending.
11. The priorities were substantively carried through into the Partnership Plan, though the emphasis and focus changed. The priorities identified for the Partnership Plan were Residential Burglary, Street Crime (including Robbery and Violent Crime), Motor Vehicle Crime, Anti-Social Behaviour (including around some housing estates) and Crime and Disorder in Tooting Town Centre.
12. The Partnership Plan and the Sustainable Community Strategy form the underpinning values of the Community Safety parts of the Environmental Services and Community Safety Division's (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. The measure for this reduction was the BCS "basket" of comparator crimes, and efforts to work toward the PSA1 reduction target overshadowed other activity. A number of community safety targets were included in the LAA, and work was undertaken on the development of additional targets for 2007/08. During the latter part of the year, work was undertaken to prepare for a new performance regime governed by National Indicators, which was introduced for 2008/09. For 2007/08, PSA1 continued along with the 'Old' LAA targets, including Police-led Reward Targets, which related to Domestic Violence.
14. **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 2006/07. Reports on the activities of the Topic Groups under the CDRP umbrella were collated and submitted to the CSDWG and to the Committee. The Division supports strategic links to other related areas of work, including drugs and youth offending.
15. During 2007/08, a 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 establishment of a Partnership Operations Group (POG) to replace the former, Police-led Community Joint Tasking Group (CTCG). The Group was piloted and worked well initially, but has been found to require some changes to make it sustainable.
16. 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 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.
17. **CDRP reform.** During 2007/08, the Government's review of CDRPs was implemented. There were a number of significant changes that impacted on the local partnership. These changes, together with actions taken to implement them, were reported to the Committee (Paper Nos. 07-770 in September 2007, 07-958 in

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- 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)').
18. **Policing and Safer Neighbourhood Teams.** In 2007/08, the Safer Neighbourhood Teams were fully in place across the Borough. Additional officers were made available for some of the larger Wards as part of a Metropolitan-wide allocation. CSD supported the case for local flexibility in allocating the extra PCSOs to high demand Wards. CSD had extensive contact at all levels with the Safer Neighbourhood Teams, and some excellent operational links have been forged. The Division was again involved in supporting strategic corporate efforts to press for more Police officers to be allocated to the Borough, both to increase the basic strength, but also to take account of the exceptional demands arising from the enormous passenger volumes at Clapham Junction and Tooting Broadway Stations. CSD supported local Police colleagues during an HMIC inspection of Wandsworth BCU in January 2008, which resulted in a positive outcome.
  19. **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 Division, Community Safety Division no longer continued with a separate business plan, instead contributing to a combined plan. Community Safety is a contributor to numerous plans and strategies within the Council and across partnerships with other agencies. The 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.
  20. **Issues faced by the service that have affected service performance.** The service had to respond to the major changes arising from the Government's implementation of the CDRP reforms and Police and Justice Act 2006. The major changes associated with this legislation resulted in significant additional work as well as changes to working methods. Not only did the structure of the CDRP change, but the requirement to update the CDDRS/Partnership Plan changed from once every three years to once a year. Whereas Crime Audits were required once every three years, they have now become annual, with a mid-year refresh. Although Wandsworth CDRP was already generally a model for best practice, there were important changes contained in new regulations and guidance. The transition in LAA arrangements and the changes to the relationship between the LSP and the CDRP meant additional work in monitoring and reporting.
  21. The work with Older People and with people with disabilities developed significantly, as did the involvement with work on counter-terrorism. These demands were absorbed within the team. The continuing high turnover of

- population in the Borough presents a challenge for Neighbourhood Watch, as there is a constant turnover of Co-ordinators, which means that the task of identifying and supporting new volunteers is ongoing.
22. The Police have undergone a number of changes, including an ongoing overhaul of data protection and information sharing and the roll-out of ‘problem-solving’ policing. As a result, National Intelligence working methods and tasking have progressively been adopted in more areas of partnership working. Other issues included changes to management structure and the usual high turnover in Police personnel – in one case, the IBO manager changed three times in as many months. This high rate of 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.
  23. The intermittent lack of a Police officer in the CCTV Control Room and the continued delay in re-instating the ANPR machine in the CCTV Control Room 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 high.
  24. 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 also disrupted contacts with departmental civil servants, and new links had to be forged.
  25. The first National CCTV Strategy was published by central Government in October 2007, following extensive consultation. Forty-four actions are recommended in the Strategy. Full details of this document and the implications for the Council were reported (Paper No. 08-185) to this Overview and Scrutiny Committee in February 2008.
  26. Under the ‘One Future’ reform of Victim Support services in England and Wales, Victim Support Wandsworth underwent a major transition in preparation for the merger of the scheme into a single new national charity, paving the way for the winding up of the local charity. The changes necessitated a series of negotiations to make the case that the assets of the local charity should be properly ring-fenced in the new national organisation and that the existing services in the Borough should be maintained.
  27. 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 Safer Neighbourhood Teams and Neighbourhood Watch.

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28. **Changes to the Service.** The reorganisation of the Division also referred to in paragraph 99, reduced administrative support within the team and consolidated the generic community safety role of a number of officers in the team. The reliance on agency staff was eliminated.
29. The closer integration of Community Safety within the combined Environmental Services and Community Safety Division has opened up opportunities for more collaborative work. In particular, Community Safety has worked closely with Trading Standards on No Cold Calling zones and distraction burglary and with the Licensing Team on alcohol-related disorder issues.
30. In April 2008, the previous Head of Environmental Services and Community Safety left the Council's service, with his replacement, the current Head of Service, commencing duties at the end of July 2008. Continuity of service was maintained prior to and through this period of transition.
31. **Performance over the past year.** The main areas of activity during 2007/08 are summarised in the following paragraphs: -

**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. A more detailed report is included elsewhere on this agenda;
- b) The second Safer Citizen Event was held in April 2007. This was seen as a great success and one that should be further developed in 2008. A more detailed report is included elsewhere on this agenda;
- c) Training sessions took place for Neighbourhood Watch co-ordinators who had signed up to become Emergency Volunteers. This was part of an on-going 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 flooding and how street co-ordinators could assist the Fire Service, whilst many of the volunteers also undertook problem-solving training.
- d) Community Safety Roadshows replaced the Safe and Secure Desk in Age Concern. These roadshows target places where there is either a large footfall, such as supermarkets or they are 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' was launched in Tooting in February 2008 following a report (Paper No. 07-956) to this Overview and Scrutiny Committee in November 2007.
  - f) In 2007 the first Aladdin's Cave initiative took place, which was jointly organised by the Community Safety Division and the Police. This event, which was held in the Town Hall on a Saturday, was aimed at reuniting victims of burglary with their stolen property. All property recovered was put on display and all victims of burglary were invited by the Police to come and view the items.
32. **Neighbourhood Watch (NW)**. All Neighbourhood Watch co-ordinators who agreed to be vetted were completed and ID cards were issued. Some people opted not to be vetted and resigned. From now on all prospective co-ordinators are vetted when the initial interest is made. This saves time later if for any reason they are found not to be suitable for the role.
33. Eighty-four Neighbourhood Watch co-ordinators 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.
34. A Neighbourhood Watch Scrutiny has been undertaken and from it a new strategy has been prepared. A more detailed report is included elsewhere on this agenda.
35. **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 2007, 1,980 pupils participated in the two 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.
36. In May 2006 a pilot scheme was set up in the same format as Junior Citizen but specifically adapted for young people of an older age who all have some form of disability. Oak Lodge and Linden Lodge Schools were involved in the initial planning and all Year 7 young people from Oak Lodge attended a three day special event at Roehampton University and all 11 to 18 year olds at Linden Lodge School attended. This was so successful that it was decided to run it again but this time the venue for 2007/08 was the Randall Close Day Centre in Battersea. This venue is ideal as it is a day centre for disabled adults and therefore is a very user-friendly centre. The active support and involvement of the centre management and service users in the initiative were vital to its success.

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37. The Community Safety Division also progressed the establishment of a Wandsworth Crime Prevention Charity. Proposals 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. This charity will help to develop and adapt both the Junior Citizen and Safer Citizen Scheme to ensure they are kept up to date. It will also hopefully support other smaller community safer projects.
38. **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, 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.
39. In 2007/08 over 450 individuals have been referred to the unit, over 33% of whom have been profiled in detail, and 26 applications for Anti Social Behaviour Orders (ASBOs) were granted at various Courts in addition to a range of other judicial outcomes. A total of 34 Acceptable Behaviour Contracts (ABCs) were concluded in 2007/08, with the ASBU taking either a lead or supporting role in these cases depending on the housing status and age of the subject. The number of individuals reviewed in detail as a proportion of the total number of referrals has remained fairly constant, though the number in 2007/08 increased pro rata given the 33% increase in referrals compared with the previous year.
40. 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 YOT, the Integrated Youth Service (IYS), and Probation amongst others.
41. During the year, the ASBU has facilitated the development of a Family Intervention Project (FIP) pilot run by Servite Housing Association. Progress has also been made on the systems and procedures in the Unit, with agreement being reached with the Police on a standard referral form for ASB cases and the introduction of timed stages for processing cases. A service level agreement (SLA) is in place for the ASBU Manager's BCU-funded post. The ASBU continues to work with other authorities to assist in breach proceedings for "all England" orders. Training continues for the Safer Neighbourhood Teams and other partners, and training was provided for 84 SNT officers. Liaison arrangements have been reviewed to ensure they are in line with current best practice. The Unit has become adept in adopting any new relevant ASB legislation and guidance, which has broadened the range of legal remedies and

- increased the complexity of the work. Regular liaison meetings with the Crown Prosecution Service (CPS) and the Courts Service proved exceptionally helpful
42. **CCTV.** In 2007/08, additional schemes were completed in the following areas – Lower Richmond Road, SW15 (Thamesfield) (3 cameras), Trinity Road, SW18 (Wandsworth Common) ('toast rack' area and local shops (4 cameras)), and Wye Street/Ingrave Street, SW11 (Latchmere) (2 cameras).
  43. Police 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 1687 responses to evidence requests provided by the CCTV Team in 2007/08, 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 2007, 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.
  44. At the end of 2006/07 permission was granted to access 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 commenced operation in June 2007 and provides a measure of continuity between the Council's public domain camera system and the Train Operating Companies' systems.
  45. During the early part of the 2007/08 financial year the existing police officer seconded to the CCTV Control Room in the Frogmore Complex took retirement. One of the many benefits of having a police presence is that the previous ANPR (automatic number plate recognition) database can be re established to certain principal through routes in the Borough.
  46. Attempts to source a suitable replacement officer on a voluntary basis were unsuccessful but in August 2008 the department was successful in re-negotiating for the provision of a full-time equivalent police officer secondment to complement the work of the CCTV operators. This marked the resumption of a long-standing arrangement, which had variously seen full time light-duties officers or response officers on a peak demand rota working in the CCTV Control Room.
  47. The Council's Design Service undertook preparatory work to prepare a very extensive specification to invite tenders for the replacement of the main CCTV computer control system and upgrading of the videotape-based analogue recording system to a superior digital-based alternative. Apart from moving away from the soon to be obsolete tape solution, a digital arrangement allows for a great

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- many improvements in the service, not least the opportunity to redirect a greater proportion of officer time into pro-active surveillance operations and less on changing tapes, which currently involves 86 multiplexed video recorders and no further need for the bulk purchase of tapes. It is estimated that the successful contractor, subject to the tendering procedure, will be appointed in the Spring and that works should be completed by Summer 2009.
48. The post of Senior CCTV operator (appointed to post in Nov 2006) has continued to have marked effects in producing performance information on how CCTV is employed. Along with plans for an entirely new camera control system, as mentioned above, due for completion in 2009, this extra 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 Senior CCTV operator 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.
49. Comprehensive details of the CCTV operation were included in the CCTV Annual Report, submitted (Paper No. 08-413) in June 2008 to this Overview and Scrutiny Committee.
50. **Retail Radio and Alertbox**. In 2007/08, Retail Radio had 127 subscribers in five town centres. The networks were very active and provided valuable information to the CCTV Control Room. Subscribing retailers remained very positive about the scheme. The new version of the rental agreement for subscribers to Retail Radio continues to be used successfully.
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.

**Table 1 Proposed Retail Radio charges.**

<b>Retail Radio charges</b>	<b>Current charge</b>	<b>Proposed charge</b>	<b>Increase</b>
Annual subscription	£195.00	£204 (£17.00 per month)	4.6%
Lost/damaged handset	£258.50	£270	4.5%

The increases are scheduled to come into effect on 1st April 2009.

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). The scheme covered 30 retailers. In the first week of the scheme being operational, a group of troublemakers were successfully ejected from one of the premises with the support of three other retailers who had picked up the alert. An evaluation of the scheme was undertaken in April 2008 and showed unanimous support for the scheme, with all the users wishing to continue.
53. **Crime reduction surveys and projects, including alley gates.** During 2007/08, 12 (10 in 2006/07) 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. The schemes completed or commenced in the year were:-
- a) Edencourt Road, SW17 (Furzedown) - gate;
  - b) Beechmore Road, SW17 (Queenstown)- gate;
  - c) Maybury Street / Commonfield, SW17(Tooting) - installation of an environmental fence;
  - d) Moyser Road, SW16 (Furzedown) – two gates;
  - e) Quarry Road, SW18 (Wandsworth Common)– installation of two gates and entry system;
  - f) Augustus Road, SW19 (West Hill)– Fence, trellis and two gates;
  - g) Alston Road, SW17 (Tooting) – Gate and railing

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- h) Ansell Road, SW17 (Tooting) – Modification of railing on previously installed scheme;
  - i) Sheepcote Lane, SW11 (Latchmere) – Wall top railings installed;
  - j) Kellino Street, SW17 (Tooting) – two gates plus railings
  - k) Beaumont Road, SW19 (West Hill)– gates and railings
  - l) Corsehill Street, SW17 (Furzedown) – Gate and over panel installed.
54. During the year additional schemes were surveyed, designed and developed across the Borough, including the following areas, for proposed installation during 2008/9:
- a) Wimbledon Park Road, SW19 (Southfields)- gate;
  - b) Balham High Road, SW12 (Nightingale) – gates, railings and access control;
  - c) Brudenell Road, SW17 (Tooting)– gate and railings;
  - d) Topsham Road, SW17 (Tooting) – gate and railings;
  - e) Keildon Road, SW11 (Northcote) – gate and railing;
  - f) Littleton Street, SW18 (Earlfields) – fence;
  - g) Plough Road, SW11 (Northcote)– gates and access control;
  - h) Salvador, SW17 (Graveney) – gates and emergency egress.
55. Under new regulations for Gating Orders, reported to this Committee in February 2007 (Paper No. 07-225), proposals were embarked upon to address two additional locations in Jeypore Passage, SW18 (Wandsworth Common) and Crowthorne Close, SW18 (Southfields), which suffer from burglary and anti-social behaviour. Lengthy delays have been experienced due to clarification of procedures under the gating order regulations.
56. The Senior Community Safety Officer is also involved in undertaking crime prevention and reduction surveys for other Council departments, including Children’s Services and Adult Social Services, Administration, Housing and Leisure and Amenity Services as well as the Metropolitan Police, residents’ associations and Neighbourhood Watch groups. Assistance continues to be given to Police in undertaking Stay Put Stay Safe (SPSS) surveys, 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.
57. The Community Safety Division has organised training days for Police Safer Neighbourhood Team Officers, which focussed variously on crime prevention, anti social behaviour, neighbourhood watch and distraction burglary.
  58. **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. Full details of the Safer Stations initiative for 2007/08 are reported elsewhere on this agenda.
  59. The Barnes Station ‘perception’ survey was completed at the end of 2006/07 by officers from CSD and identified a number of issues that have been recommended for implementation, in partnership with Richmond Council’s Safer Transport Group. Meetings about the improvements to the station, which is being led by Richmond Council, have continued through 2007/08.
  60. **Wandsafe**. The Crime Prevention Services Group within CSD provides the Wandsafe burglary aftercare service, which has been running since 1998. This service offers, free of charge and without obligation, advice and support to victims of domestic burglary and burglary of distraction within the Borough. Home visits are offered and when accepted carried out at times convenient to householders. It is a response service to victims and also provides proactive advice to neighbouring residents, 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 crime may easily be repeated. There is currently one Wandsafe Officer, with some sessional and part-time administration support, who has been serving the above mentioned client group in Wandsworth for the past nine years.
  61. In the main, referrals continue to come via the Police Crime Management Unit (CMU) at Battersea Police Station. Victims can and do refer themselves following receipt of the standard Wandsafe letter. In some cases, others, such as General Practitioners, Social Workers and Health Visitors refer victims to the Wandsafe service whose burglaries, for various reasons, were not reported to the police at the time of the offence. Once a referral has been received the Wandsafe Officer will arrange to visit the victim at his/her home address, or the venue where the burglary took place. During a visit, the Wandsafe Officer will advise the client of ways to improve or enhance existing domestic security measures. The guidelines for such advice follow those ascribed by the Metropolitan Police. The aim of Wandsafe is to prevent another similar offence from occurring. In some circumstances, victims may be advised by telephone, rather than through a visit. Victims in both cases will have previously been sent a full domestic security

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- information pack together with information with regard to the Borough-wide free lock-fitting service known as “FLaSH”.
62. Following a visit the Wandsafe Officer will, if required, refer the client on to another agency that may be of further assistance to them by virtue of the services that they provide. Services that may be considered to be beneficial to the above mentioned client group are as follows: -
- a) Fire, Locks and Safety in the Home (FLaSH): Free lock fitting and smoke detector installation service offered in partnership by Victim Support Wandsworth. FLAaSH is not means tested and is available to victims of crime and vulnerable people who live in fear of becoming a victim of burglary;
  - b) Victim Support Wandsworth: offers 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: is for the over 60’s. Various services such as the Handy Person Scheme, Be a Friend and Out and About are available;
  - e) Social Services Access Team: referrals can be made via the access team for clients seen by Wandsafe whose care needs extend beyond those that can be met by the police, Wandsafe burglary After-Care service or other agencies.
63. A post visit evaluation follows three months later. A questionnaire, consisting of 14 simple questions is sent to the victim for completion together with a pre-paid envelope. The evaluation procedure is conducted internally but is anonymous with regard to the victim’s details.
64. Upon return of the completed evaluation questionnaire an analysis is made and a performance chart created. Subsequently a review of each year running from 1st April to 31st March is undertaken
65. Burglary Victims in the Borough of Wandsworth in 2007-2008. There were 2,331 reported, residential burglaries in the Borough of Wandsworth. Wandsworth Police Division recorded the same number. Of these, Police referred 1,131 victims to Wandsafe for the Burglary Aftercare Service. In total, during the same period, the service received 1,157 referrals. All referees received one or more of the following services: a Burglary After-care Information Pack; a home visit from the Wandsafe Officer; telephone advice.
66. Home visits also generated a referral on to another service such as: the FLaSH free lock-fitting service; a General Practitioner; the Well-being care co-ordinator for

- the elderly or vulnerable; the Wandsworth WATCH Alarm Service; Neighbourhood Watch; Safer Neighbourhood Team Officers; Victim Support; Age Concern; Wandsworth Bereavement Service; Balham Community Counselling Service; or Occupational Therapy Services.
67. In addition to this, recognising that neighbours are equally vulnerable or where there is a prolific offender operating in an area, the Wandsafe service also provided advice to at least 12 adjacent neighbours. Libraries, Off Licences and Wine Merchants, Dry Cleaners, News Agents and Parking Shops around the Borough have also kindly displayed burglary aftercare packs for collection by service users. In total some **5,025** packs were distributed throughout the year.
68. Victimisation. In 2007-2008, Borough-wide no victims had suffered from a second offence. This was significantly better than the average national rate for burglary re-victimisation.
69. Partnership working. 75% of victims providing feedback said that the police had informed them of the Wandsafe service and 67% agreed that they had received a letter from the Council and/or the police informing them of the service. 44% said that they were not members of a Neighbourhood Watch and of those, 56% said that they would like more information about how to become a watch member. 15% reported that they were members of a watch, whilst 8% failed to answer the question.
70. Client satisfaction. Overall 63% of clients said that the Wandsafe service was excellent, 23% said good, 9% average and no-one said that the service was poor. 5% did not give any answer.
71. Client response to the service. Only 2% of clients said that they had not implemented any changes. Of that 2%, 22% said that it was due to cost and 22% said lack of time, the remainder giving no answer.
72. A total of 84% 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 time and funds allowed. 51% of victims were insured.
73. The table below shows the number of Wandsafe visits broken down by Ward.

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**Table 2 Wandsafe visits by Ward 2007/08**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total Year
Balham	17	13	10	4	4	10	14	2	12	6	4	8	104
Fairfield	10	13	3	3	7	3	1	3	2	9	2	5	61
Latchmere	2	6	7	1	1	2	2	3	2	4	2	4	36
Northcote	11	13	7	4	6	4	4	4	5	5	1	1	65
Queenstown	2	3	4	1	2	7	5	4	4	1	0	1	34
Shaftesbury	8	15	6	7	6	2	1	1	2	4	3	2	57
St. Marys Park	2	4	4	2	3	1	0	6	3	4	2	2	33
<b>Total</b>	<b>52</b>	<b>67</b>	<b>41</b>	<b>22</b>	<b>29</b>	<b>29</b>	<b>27</b>	<b>23</b>	<b>30</b>	<b>33</b>	<b>14</b>	<b>23</b>	<b>390</b>
<b>Wandsworth/Putney</b>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total Year
East Putney	11	9	4	3	5	6	5	8	5	4	4	3	67
Roehampton	11	4	6	3	0	1	2	4	1	13	7	2	54
Southfields	1	3	2	1	1	1	0	2	2	6	1	2	22
Thamesfield	4	11	4	5	2	7	6	5	9	10	7	4	74
West Hill	7	2	3	2	1	1	2	3	4	2	3	1	31
West Putney	3	3	3	1	0	3	2	5	4	4	2	2	32
<b>Total</b>	<b>37</b>	<b>32</b>	<b>22</b>	<b>15</b>	<b>9</b>	<b>19</b>	<b>17</b>	<b>27</b>	<b>25</b>	<b>39</b>	<b>24</b>	<b>14</b>	<b>280</b>
<b>Wandsworth/Tooting</b>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total Year
Bedford	3	12	2	13	4	9	8	6	7	9	3	12	88
Earlsfield	2	4	1	5	2	1	1	2	3	5	5	0	31
Furzedown	4	3	4	3	11	11	10	8	9	7	12	2	84
Graveney	7	7	6	3	6	9	4	2	2	7	6	3	62
Nightingale	5	10	9	7	4	5	7	9	6	11	5	4	82
Tooting	8	8	7	6	6	5	6	3	5	6	3	1	64
Wandsworth Common	6	5	1	3	6	2	2	5	12	6	4	4	56
<b>Total</b>	<b>35</b>	<b>49</b>	<b>30</b>	<b>40</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>35</b>	<b>44</b>	<b>51</b>	<b>38</b>	<b>26</b>	<b>467</b>
<b>Total Figures</b>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Wandsafe Visits	20	14	27	27	12	7	20	16	11	5	15	10	184
Neighbour Visits	240	168	324	324	144	84	240	192	132	60	180	120	2208
Advised	104	134	66	67	65	83	62	69	88	118	62	110	1028
Special Operations	150	200	200	750	350	150	200	1000	275	350	300	1100	5025
<b>Total</b>	<b>514</b>	<b>516</b>	<b>617</b>	<b>1168</b>	<b>571</b>	<b>324</b>	<b>522</b>	<b>1277</b>	<b>506</b>	<b>528</b>	<b>557</b>	<b>1340</b>	<b>8440</b>
Total Referrals	124	148	93	94	77	90	82	85	99	123	76	66	1157

**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 [12] neighbouring properties of the victim receiving a Wandsafe visit. Special operations are all other burglary reduction initiatives.

74. The future. 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 and Sure Start (young parent centre). Other projects of a similar nature can be undertaken upon request.

75. **FLaSH - Fire Locks and Safer Homes.** In partnership with Help the Aged, the London Fire Service and Victim Support Wandsworth, the Community Safety Division continues to run the FLaSH multi-agency steering group for the Borough wide lock-fitting and home fire safety service. The scheme is funded to provide domestic security assessment/improvement to residential properties. The scheme is managed and administered by Victim Support Wandsworth. The Fire Service has an active Service Level Agreement with FLaSH and the Police also contribute towards the running costs of the scheme. Help the Aged provide the use of a vehicle, free of charge. In 2007/08, FLaSH provided additional or enhanced security for 408 homes, (an increase of 30 (7.3%) on the previous year), and also participated in more than a dozen community safety events throughout the year. The scheme continued to receive positive feedback from users of the service. Up to 97% of those receiving a service from FlaSH felt considerably more secure since FlaSH had visited them. Comments from a couple of service users were:-

“I am 87 and live alone and I now feel more secure.”

“Having someone check your home for fire safety and putting locks etc into place just makes you feel so much safer.”

A new leaflet is planned for 2008/09, and Health Partnership funding for FlaSH has also been pledged for 2008/09 and (provisionally) the following two years.

76. **Victim Support.** 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 this Committee (Paper No. 06-459) in June 2006 and was subsequently approved by the Executive commencing from 1st October 2006. The contract value for 2007/08 was £56,250 in 07/08. The contract is administered by CSD and the performance of WVSS is regularly reviewed. During 2007/08, the scheme met or exceeded all of the targets prescribed in the contract, as it did during 2006/07. 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.

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77. The ASBU agreement with WVSS for volunteer time to be made available to support victims of anti-social behaviour in ASBO cases continued, in spite of this being a civil rather than a criminal matter. This service has continued to be contained within Victim Support's resources.
78. The service continues to perform well and the table below sets out the number of clients Victim Support responded to between 1st April 2007 – 31st March 2008. There number of clients being seen face to face rather than by letter or phone continued at around the same level as in the previous year – 6% in 2007/08 compared with 6.4% in 2006/07.
79. All referrals to Victim Support were contacted by the Scheme. There were 44 active volunteers working in a range of roles with the scheme. The spread of activity included Management/Trusteeship, 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.
80. 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.

Table 3 Victim Support performance

Category of crime	Total Referrals		
	05/06	06/07	07/08
<b>Murder</b>	6	91	214
<b>Attempted murder</b>	8	171	54
<b>Manslaughter</b>	N/A	N/A	(74)*
<b>Rape</b>	61	263	251
<b>Indecent assault</b>	116	328	310
<b>Robbery</b>	1421	2483	1938
<b>Assault GBH wounding</b>	161	401	363
<b>Assault ABH</b>	2954	5018	3084
<b>Aggravated burglary</b>	17	68	48
<b>Burglary totals</b>	1841	2760	2913
<b>Theft from person</b>	1173	444	890
<b>Other theft (car/bike)</b>	2859	3749	5385
<b>Fraud</b>	114	174	168
<b>Criminal damage</b>	926	630	781
<b>Threats</b>	315	671	461
<b>Arson</b>	34	85	71
<b>Other crimes</b>	1399	1400	1600
<b>Harassment</b>	207	783	315
<b>Road crimes</b>	12	116	9
<b>Total</b>	13641	19635	18972

\*Not included in total

81. Whilst the balance of types of crimes involved with referrals has altered, the total number was only 3.3% lower than in 2006/07 and still 39% higher than the total for 2005/6. A more detailed breakdown of the 2007/08 figures is shown in [Appendix 1](#). The figures for 2007/08 were compiled using a different format in preparation for the transfer to the national database. The continuing high level of demand for Victim Support services has been assisted by consistency of Police administration in making referrals to the scheme.
82. **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 discrete service areas, such as CCTV and Anti-Social Behaviour, some comparative snapshots have been undertaken, but these have served mainly to show up the wide differences between the way in which councils in London provide their services. In terms of CCTV it appears that Wandsworth has one of

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- the largest local authority owned CCTV systems in London and has one of the smaller officer teams.
83. The Home Office publishes ASB data, but this has been shown to be incomplete and an exercise is underway (in 2008/09) 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 pro-active 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.
84. The local Victim Support office submits regular statistics 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.
85. 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.
86. **Counter Terrorism, Community Tension and Preventing Extremism (PVE).** Community safety 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. These areas formally became work areas for CSD during 2007/08 for the first time, though the Division has been involved in building community resilience for many years.
87. **Issues/areas to be addressed in relation to performance.** The area where there was a dip in performance was the spend against the capital programme which arose from delays on three CCTV schemes. The figures are shown in Table 9. The delays were due to utility and fibre installation difficulties. 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.
88. **Complaints, compliments and suggestions.** During 2007/08 no complaints were received. In the same period 38 compliments were sent to CSD. A selection of these are shown in paragraph 108. Two suggestions were also submitted. One related to the colour of the lanyards that are used as bus pass holders and as a result of that suggestion a selection of colours were ordered. The other suggestions were relating to the launch of the Dover House Road 'No Cold

Calling Zone' launch. These were passed to Trading Standards for consideration and action.

89. **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 4 Crime statistics**

<b>Crime Statistics</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>
No. Violent Crimes (violence against the person, sexual offences and robbery per 1000 population)	28.11	29.42	27.98	25.0
No robberies (personal & commercial) /1000 population	5.38	6.03	6.13	5.0
No domestic Burglaries/1000 population	21.17	16.88	20.65	17.9
No vehicle crimes/1000 population (theft of and from motor vehicles)	15.05	15.68	15.19	15.0
Reduction on overall British Crime Survey comparator crime	18,533	18,016	17,389	16,143
No racial incidents recorded by the Council/1000 population	49.61	39.78	60.41	49.47

90. 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 2007/08, the rate of violent crimes fell for the second year running, with a 10.69% reduction, with a drop of 18.4% in the robbery rate, and the vehicle crime rate fell by 1.2%. For the third year running, there was a reduction in the number of BCS comparator crimes, amounting to a 6.9% fall, coupled with a 13.4% drop in the rate of domestic burglary. The rise in the rate of racial incidents in 2006/07 was reversed with a 18% reduction in 2007/08.
91. During 2007/08, Wandsworth maintained its record as having the lowest crime rate in Inner London. In Inner London, Wandsworth had the second lowest crime rate for vehicle crime recorded and the third lowest rate for robbery and violence against the person. When compared with the family of Boroughs, which includes 7 similar boroughs both in Inner and Outer London, Wandsworth recorded the third lowest rate for violence against the person and for motor vehicle crime. Overall, Wandsworth was second (third in 2006/07) best performing borough in the family.

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92. The performance measures for 2007/08, compared with previous years are shown in Table 5 below:-

**Table 5: Performance Measures**

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

93. CCTV camera maintenance costs in 2007/08 were 6.4% lower than the previous year though they 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.

**Table 6      Community Safety Division Outputs 2007/08 and previous three years**

<b>Service output</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>
CCTV - no. of urban surveillance cameras available	213	215	225	237
CCTV – no. of other cameras available	572	668	739	837
CCTV – no. of evidence items supplied	1317	1884	2572	1687
CCTV – no. of late night disorder arrests	N/A	104	121	97
Wandsafe – no. of victim visits	157	252	219	184
Wandsafe – no. of neighbour visits	1824	3024	2628	2448
Wandsafe Repeat victimisation rate	0%	0%	0%	0%
FLaSH – no. of referrals	-	-	378	408
FLaSH - % referrals to over 60s	-	-	54%	63%
Neighbourhood Watch – no. of Watches	855	824	454	452
Neighbourhood Watch – no. of launches/relaunches	14	22	31	41
Neighbourhood Watch - % of Borough households in	37.7	35.9	19.7	21.4
Neighbourhood Watch - no. of households in	47579	45832	25174	27651
E-mail crime messaging – no. of subscribers	662	725	727	764
ASBOs – no. obtained	11	9	25	26
ABCs – no. issued	14	25	22	40
Junior Citizen – no. of participants	2170	2043	1928	2457
Alley gating initiatives – no. started	-	18	30	18
Comm. Safety Division – no. of sick days/absence	214	207	99	85.5

94. 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 (1074). 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 – 36.5% up on the previous year. More late night disorder incidents are also caught on camera, with a 16% rise in arrests directly attributable to CCTV operations, and have considerably helped keep crime figures in check.
95. 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 3% repeat victimisation rate this is considerably better than national and regional figures.
96. Demand for the FLaSH service increased during 2007/08. Additional support and funding is needed 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 7 Security Equipment fitted by FlaSH scheme 2007/08**

<b>Type of equipment fitted by FLaSH</b>	<b>Total for 2007/08</b>
Door Chain	53
Door Viewer	70
Keys	140
Smoke Alarms	323
Back Door Lock	102
Front Door	98
Patio Lock	14
Window Lock	477
Other	74
London Bar	67
Repair	25
Keysafe	32
Fireproof letterbox	1
Birmingham Bar	8

97. **Citizens' Charter targets** 96% of all calls to the service were answered within 5 rings and 92% of all received correspondence was responded to within 10 working days.
98. **Staffing issues.** The staff team in CSD provided a good level of continuity, with the Crime Prevention Services Manager settling into his new role. The staff team have demonstrated a high degree of 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 maintained. Unavoidable long-term sickness arising from hospital operations has placed some strain on the team, though short-term illness was relatively very low. The team consistently 'punch above their weight' through flexible working and still found time to support a number of good causes in a voluntary capacity. The new format of the Wandsworth Young Person of the Year Superquiz proved particularly successful.
99. **Current staffing levels.** The reorganisation of Community Safety saw a reduction of one agency post and one short-term contract post. The former was mitigated by provision of some administrative support from elsewhere in ESCS, and the latter was offset by the successful recruitment of the officer concerned to a post in the wider ESCS grouping with half his time allocated to Community Safety work. The establishment of FTE officers post-re-organisation was 16.5, supplemented by 2 Police secondees, 1 Temporary contract post, 2 consultants and 1 'resident' Police Inspector. CSD again benefited from the employment of two short term summer student placements, 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 contributed exceptional effort to working with all partners and particularly CSD.
100. **Recruitment and retention issues.** The team remained stable during 2007/08 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.
101. **Training.** In February 2008 all four cctv operators and the Senior Community Safety Officer (Technology) attended an ASET training course and have gained a level 2 Certificate for CCTV Operatives (Public Space Surveillance) by examination. This has allowed each to qualify for Security Industry Authority (SIA) accreditation – an essential requirement for undertaking third party monitoring work.
102. **Sickness levels.** After the number of days of sickness absence that the Division's staff had was significantly reduced in 2006/07, there was a very slight increase in average days per person from 4.7 to 4.8 in 2007/08. This was due to long term illness arising from operations, and not to short-term absences.
103. **Volunteers.** CSD benefited from the input of a number of ad hoc and short term volunteers during 2007/08. 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. The Council is 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.
104. **Quality improvements.** CSD successfully retained the Chartermark for the Community Safety and Crime Prevention Services Groups, which in the former case has been held continuously since 1999. The number of partial compliance

## ***Community Safety AQPR***

- areas was maintained at 2 in each case. CSD is the only Council team of its size to achieve and maintain two Chartermarks.
105. Service delivery has been enhanced with greater visibility of team members at events throughout the Borough, and partnership working in support of these events has been exceptionally good. Information standards have received attention with a revision of the CCTV Code of Practice, and initial work on information sharing arrangements, which came to fruition in 2008/09. 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.
106. **Community engagement and customer satisfaction.** To show level and trend. 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.
107. 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.
108. 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. A sample of comments is as follows:
- 'I would like to thank you and your Section for the support you gave us for our Christmas Day for the elderly in Battersea Park'.
- 'Ms G.....'s presentation and organisation on the night were both first class'.
- 'A resident rang to say congratulations on the Wandswatch newsletter'.
- 'Thank you for the talk and items delivered to the Aquarius Ward. I thought the session went well and was pitched just right'.

- ‘Thanks and congratulations to all the team for the work they put into the NIMNW’.
109. **Publicity and communications.** Community Safety Division again made use of its three poster site bookings in February, June and October 2007. The 70 sites create an excellent opportunity to disseminate hard-hitting, high profile messages across the borough on a variety of vital crime-related issues. Several articles were also included in Brightside, Welcome to Wandsworth, Homelife and the Older Persons Paper (which has since been incorporated into Brightside). One example was the extensive publicity for the new No Cold Calling Zone in Tooting.
110. 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.
111. **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 being kept under review, including opportunities for frontline staff to contribute to the safeguarding agenda. The service’s senior managers have attended a briefing on this broad obligation, and other officers have also now attended briefings on what to look for and where to channel any concerns.
112. There were no referrals in 2006/07, but there were three from CSD staff arising from their contacts with families in 2007/08. CSD has made a major contribution to Safeguarding by pressing for the introduction of vetting for Neighbourhood Watch Co-ordinators, which has since led to this practice being adopted more widely nationally. 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 work was acknowledged by the Home Office and included as best practice on their website.
113. **Use of resources –budgetary control and funding sources.**
114. **Internal funding – Revenue budget.** The Division’s revenue budget for 2007/08 totals £2,310,000 under five discrete heads, excluding external funding sources. The outturn details are shown in the following table:-

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**Table 8 CSD revenue budget outturn 2007/08**

<b>Budget head</b>	<b>Actual</b>	<b>Revised Budget</b>	<b>Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Town Centres CCTV	451	450	+1
Neighbourhood watch	81	85	-4
Burglary Aftercare	45	49	-4
Community Safety Grants	121	117	+4
Community Safety General including capital financing	1,606	1,609	-3
<b>Total</b>	<b>2,304</b>	<b>2,310</b>	<b>-6</b>

115. Internal funding – Capital budget. The Division's Capital budget for 2007/08 totals £420,000 comprising nine individual project heads, excluding external funding sources (see paragraph 117 below). Of the nine schemes, five involved the design and installation of new CCTV cameras across the Borough, one the provision of new rapid deployment CCTV cameras for instant response to emergency incidents, one to provide links to the 196 cameras across the seven overground railway stations in the Borough, one for upgrade works to the CCTV Control Room at the Frogmore Complex and one for Neighbourhood Watch Initiatives Boroughwide. The outturn details are shown in the following table:-

**Table 9 CSD Capital budget outturn 2007/08**

<b>Project</b>	<b>Capital Programme</b>	<b>Expenditure</b>	<b>Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Ingrave Street/Wye Street CCTV cameras	65	35	-30*
Lower Richmond Road CCTV cameras	95	49	-46*
Roehampton Lane CCTV cameras	9	9	-
Tooting Broadway/ Tooting Bec CCTV cameras	12	12	-
Trinity Road/Dorlcote Road CCTV cameras	100	40	-60*
Replacement of rapid deployment CCTV cameras	60	60	-
CCTV links to overground railway stations	6	7	+1
CCTV Control Room upgrade	23	24	+1
Neighbourhood Watch initiatives (boroughwide)	50	53	+3
<b>Total</b>	<b>420</b>	<b>289</b>	<b>-131</b>

\* these projects were delayed due to programming difficulties experienced by the fibre-providing utility company, resulting in a considerable underspend, which was carried forward to the 2008/09 financial year.

116. External Funding (accountable officer function). The Community Safety Division also manages a number of external funding sources on behalf of the CDRP. In 2007/08 these included:-

**Table 10: External funding sources 2007/08**

	Capital	Revenue	Total
Safer and Stronger Communities Fund – Government Office for London	£82,615	£380,714*	£463,329
Borough Command Unit Fund – Metropolitan Police	£42,000**	£333,152	£375,152
Total	124,615	713,866	£838,481

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

\*\* includes £32,000 contribution to Safer and Stronger Communities Fund

117. In 2007/08, CSD secured central Government grants amounting to £838,481 as shown in the table above. The Safer and Stronger Communities Fund (SSCF), totalling £463,329, was supplemented by direct funding from the Police Borough Command Unit (BCU) amounting to £375,152. Whilst the 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 2007/08 year, is included as Appendix 2 to this report and gives details of the projects completed and the costs incurred for them.

118. **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.

119. Generally, the grant schemes are demand-led, and individual applications are considered if they are supported and recommended by a Police crime prevention officer (CPO). In 2007/08 capital grants of £4,028 were paid compared to £10,528

## Community Safety AQPR

in 2006/07. This is a marked reduction on previous years, but has been offset by the number of gating schemes being undertaken. In 2007/08, 3 grants were made.

**Table 11: Security Grants**

Grant scheme	Amounts			Comment
	2005/6	2006/07	2007/08	
Neighbourhood Watch	£1585	£383	£383	1 grant awarded
Voluntary Organisation Security	£9793	£10145	£3145	1 grant awarded
Sports	-	-	£500	1 grant awarded

120. **Property considerations for the delivery of service.** Community Safety Division occupies floor space at Frogmore Complex, SW18 (Fairfield). The space 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.
121. In response to the CDRP reforms introduced by the Police and Justice Act 2006, and following discussions which commenced tentatively in 2006/07, 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 Borough Liaison Chief Inspector. Occupancy became full time in 2008, with the Partnership Inspector being based at Frogmore once the Police IT systems were fully commissioned.
122. 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 2007/08, it is still proposed that the options should be explored further as existing arrangements elsewhere at Frogmore are very primitive and inconvenient to use.
123. The reception function for CSD is provided by the Operational Services administration team at the main Frogmore reception and by the One Stop counter team on the 5<sup>th</sup> 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.

124. 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 2007/08, CSD made temporary use of space provided by two educational establishments – both in the public sector.
125. In 2006/07, three way funding was identified to purchase a Roadshow vehicle to provide an outreach crime prevention and community engagement resource for use by CSD and the Police Safer Neighbourhood Teams. This provision was devised as a replacement for rented space at Southside when the short-term lease expired. 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 procurement process commenced at the end of 2006/07, with the vehicle being fitted out in 2007/08. The benefits of the new peripatetic service, replacing a fixed base with its associated high fixed property costs, were set out in Paper 04-151 to the former Environment and Public Services Overview and Scrutiny Committee in February 2004. The time lag in implementing the change was tied up with the extended roll out of Neighbourhood policing which was disruptive to service planning and delivery whilst this major change was being introduced within the Police BCU. 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 roadshows 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 Roadshow events in supermarket car parks. The vehicle is wheelchair-friendly and has seating for older people stopping by for advice on security.
126. The Table below indicates actions planned to continue to ensure that assets are managed to maximum effect:

**Table 12: Asset management action plan**

Action	Targets	Resourcing	Timescale	Officer Responsible
Review operation of Roadshow	Review report produced with recommendations	Existing (CSD)	To be completed by June 2009	J Whittington

**Community Safety AQPR**

vehicle after further 12 months	for increasing profile and usage of vehicle			
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
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
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
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
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
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

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	John Whittington, (under DTS lead), Andy Pike/Noel Reid and Design Service
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	John Whittington

127. 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.
128. Management reviews have included the suitability and use of existing deployable cameras, flexible/shift work by CCTV Operators, the use of CSD Offices, the Web pages for Community safety, optimising use of vehicles, and the development of roadshow events to take services to users in their localities. Forthcoming reviews will include work with the Policing Consultative Committee and Police SNTs to strengthen community consultation arrangements, Self Assessment of the CDRP under the Hallmarks, a refresh of the CDRP’s Partnership Operations Group (POG), 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.
129. **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 November 2007.

## ***Community Safety AQPR***

130. 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 facilitates the meetings of the LGBT Forum, and is actively engaged in the Domestic Violence Forum and the Disabled Hate Crime working group
131. In 2007/08, CSD was an active contributor to the development 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.
132. 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. The service has missed the direct input of the WEMCF but has benefited from very close involvement with the LGBT Forum. Similarly, the exemplary partnership with Leonard Cheshire through the Randall Close Day Centre in Battersea has greatly aided 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.
133. 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.

134. Equality Impact Assessments (EIAs) Two EIA's were produced in 2007: one on Neighbourhood Watch and the other on Junior Citizen. 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.
135. Consultation with minority communities has mirrored operational activities, with Boroughwide 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.
136. **Forward action plan for continuous improvement.** CSD is constantly reviewing its business, and a number of developments were identified in 2007/08. An Action Plan is attached as Appendix 3. The programme management of the Area Based Grant funding includes an annual assessment of gaps in provision. The main areas for development are:-
- a) Neighbourhood Watch – undertake a scrutiny of neighbourhood watch, introduce vetting of co-ordinators, increasing the number of Watches and further developing training for Co-ordinators;
  - 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 2007/08 with the Mela, which is aimed at engaging with the Asian Community.
  - c) CCTV – Progressing the changeover from analogue to digital recording. It is proposed that this will go to tender in February 2009 with anticipated start in summer 2009.
  - d) Anti-Social Behaviour – Greater use of post conviction (1c) ASBOs and increased prioritisation of PPO cases;
  - e) Community Safety has been working in partnership with Trading Standards 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.

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137. **Comments of the Director of Finance.** The Community Safety Division revenue and capital performance against budget for 2007/08 and budgets for 2008/09 are as follows:

**Table 13 Community Safety budgets**

	2007/08	2007/08	2008/09
Revenue Expenditure	Actual	Budget	Budget
	£'000	£'000	£'000
Town Centre CCTV	451	450	474
Neighbourhood Watch	81	85	85
Burglary Aftercare Service	45	49	40
Community Safety Grants	121	117	119
Safer and Stronger Communities	451	451	376
General	858	861	904
Capital Financing	748	748	784
	<u>2,304</u>	<u>2,310</u>	<u>2,782</u>

	2007/08	2007/08	2008/09
Capital Programme	Actual	Programme	Programme
	£'000	£'000	£'000
Crime Reduction Strategy	289	420	421
Safer and Stronger Communities	88	88	88
	<u>377</u>	<u>508</u>	<u>509</u>

138. In addition to the above revenue expenditure in 2007/08 the CSD were responsible for Area Based Grant (ABG) revenue grant aided expenditure of £451,000. The ABG revenue budget for 2008/09 is £376,000 but CSD will also receive a contribution of £72,000 from the BCU for the Anti-Social Behaviour Unit. 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.

139. **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 an increased 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.

The Town Hall,  
Wandsworth,  
SW18 2PU.

30<sup>th</sup> January 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.
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. 07-956 - 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.
9. Paper No. 07-958 – Regeneration and Community Safety Overview and Scrutiny Committee, November 2007. Report on CDRP.
10. Paper No. 08-42 – Regeneration and Community Safety Overview and Scrutiny Committee, January 2008. Report on Strategic Assessment.
11. Paper No 08-185 – Regeneration and Community safety Overview and Scrutiny Committee, February 2008. Report on National CCTV Strategy.
12. Paper No. 08-187 – Regeneration and Community Safety Overview and Scrutiny Committee, February 2008. Report on the Partnership Plan.
13. Paper No. 08-413 – Regeneration and Community Safety Overview and Scrutiny Committee, June 2008. Annual Report on CCTV.
14. Paper No. 08-640 – Regeneration and Community Safety Overview and Scrutiny Committee, September 2008. Report on the Anti Social Behaviour Unit.
15. Corporate Business Plan 2008 – Wandsworth Borough Council.

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16. Anti Bullying Strategy 2008 – Childrens Services Department, Wandsworth Borough Council.
17. “Delivering Safer Communities: A Guide to Effective Partnership Working” – Home Office.

If you would like to inspect any of these documents please contact Mr R Greaves – 020 8871 6588; email – [rgreaves@wandsworth.gov.uk](mailto: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](http://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](mailto:mnewton@wandsworth.gov.uk) can supply it if required.

Appendix 1

Table 14: Victim Support Contacts by Crime Type 2007/08

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
<b>Homicide -Totals</b>	<b>16</b>	<b>142</b>	<b>5</b>	<b>15</b>	<b>69</b>	<b>21</b>	<b>0</b>	<b>268</b>
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
<b>Rape Totals</b>	<b>26</b>	<b>145</b>	<b>3</b>	<b>8</b>	<b>49</b>	<b>18</b>	<b>2</b>	<b>251</b>
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
<b>Other Sexual Assault Totals</b>	<b>38</b>	<b>163</b>	<b>1</b>	<b>1</b>	<b>60</b>	<b>45</b>	<b>2</b>	<b>310</b>
Indecency	1	4	0	0	0	4	1	10
Gross Indecency with Child	-	-	-	-	-	-	-	-
<b>Other Sexual Offences Totals</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>10</b>
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
<b>Robbery Totals</b>	<b>1116</b>	<b>407</b>	<b>6</b>	<b>9</b>	<b>103</b>	<b>297</b>	<b>0</b>	<b>1938</b>
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	-	-	-	-	-	-	-	-
<b>Assault GBH Wounding Totals</b>	<b>135</b>	<b>139</b>	<b>4</b>	<b>8</b>	<b>26</b>	<b>49</b>	<b>2</b>	<b>363</b>
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
<b>Assault ABH Totals</b>	<b>1659</b>	<b>713</b>	<b>31</b>	<b>13</b>	<b>269</b>	<b>383</b>	<b>16</b>	<b>3084</b>
Aggravated Burglary not dwelling	0	0	0	0	0	1	0	1
Aggravated Burglary	22	12	3	0	3	6	1	47
<b>Aggravated Burglary Totals</b>	<b>22</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>48</b>
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
<b>Burglary Totals</b>	<b>2781</b>	<b>96</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>22</b>	<b>1</b>	<b>2913</b>
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
<b>Theft from person Totals</b>	<b>817</b>	<b>37</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>29</b>	<b>0</b>	<b>890</b>
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
<b>Other Thefts Totals</b>	<b>5129</b>	<b>140</b>	<b>0</b>	<b>3</b>	<b>31</b>	<b>82</b>	<b>0</b>	<b>5385</b>
Obtain Property by deception	148	14	0	0	6	0	0	168
<b>Fraud Totals</b>	<b>148</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>168</b>
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
<b>Criminal Damage Totals</b>	<b>749</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>11</b>	<b>9</b>	<b>0</b>	<b>781</b>
Threats or Conspiracy to Murder	285	99	3	0	29	44	1	461
<b>Threats Total</b>	<b>285</b>	<b>99</b>	<b>3</b>	<b>0</b>	<b>29</b>	<b>44</b>	<b>1</b>	<b>461</b>
Arson Endangering Life	14	16	0	0	7	5	0	42
Other Arson	27	0	0	0	0	2	0	29
<b>Arson Totals</b>	<b>41</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>71</b>
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
<b>Other Crime Totals</b>	<b>893</b>	<b>331</b>	<b>15</b>	<b>11</b>	<b>199</b>	<b>148</b>	<b>3</b>	<b>1600</b>
Reckless Driving		6				3		9
<b>Road Death Involving Crime Totals</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>9</b>
Road Death Non Crime	0	0	0	0	0	0	0	0
Non Crime	1	4	0	0	23	5	0	33
<b>Other Totals</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>5</b>	<b>0</b>	<b>33</b>
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
<b>Harassment Totals</b>	<b>108</b>	<b>123</b>	<b>4</b>	<b>1</b>	<b>56</b>	<b>23</b>	<b>0</b>	<b>315</b>
<b>Grand Totals</b>	<b>13971</b>	<b>2629</b>	<b>80</b>	<b>77</b>	<b>988</b>	<b>1197</b>	<b>30</b>	<b>18972</b>

## **Appendix 2**

**Area Base Grant**

**End of Year Report**

**Stronger & Safer Communities Fund 2007/8**

1	<b>Education</b> Philip Prior	Place2be	Continue hubs in identified primary schools to provide a range of therapeutic interventions.	To address children's emotional problems, behavioural and mental health needs. Provide training for professionals working with young people and parents/carers.	£21,000	£15,000	£195,583	8	2,442 school children have access to the scheme. 2 additional schools joined the scheme in Sept 07, 8 schools are now involved. Meets CDRP targets in supporting victims of crime and preventing ASB and youth bullying.
2	<b>Battersea Crime Prevention Panel</b> Martin Stratton	Battersea Estate Outreach Worker	Fund existing outreach worker.	Improve quality of life for whole of community, by providing activities for young people at risk of offending or social exclusion.	£15,000	£12,500	£72,000	17	Early intervention work with 22 targeted young people. 177 young people have worked in general crime prevention workshops. Engaging SUK gang members.
3	<b>Education</b> Trevor Harper	Improving attendance at Frances Barber Unit	Improve attendance through developing alternative educational programmes and targeted EWO support	Improve attendance and consolidate practices.	£43,000	£36,500	£87,000	42	Of the 15 targeted students 12 have improved their attendance. 3 of the 12 have been re-integrated to school.
4	<b>Education</b> Trixi Langley	Improving attendance at Nightingale School for hard to reach/at risk pupils	Improve attendance by use of learning mentor to target at risk pupils.	Improve attendance and punctuality. Reductions in exclusions and developing strong school/home partnerships.	£26,000	£23,500	£35,000	67	The school is achieving 80% attendance, a significant number of KS4 students are now staying in school. There has been a 50% increase in time spent in school in comparison to 2006/7.

5	<b>DoLAS(YOT)</b> Diane Emmanus	Manager of Prevent've Youth Service	Management of range of youth crime prevention projects. Develop virtual YIP in Battersea. Production of names and at risk assessments for the PAYP scheme and the YIP. Leading on prevent and deter strategy.	Reduce offending and anti social behaviour	£28,900	£26,500	£48,000	55	23 young people have signed ABC's diverting them from offending. 150 young people have participated in the KickZ workshops
6	<b>DoLAS(YOT)</b> <b>Diane Emmanus</b>	Roehampton-ton Senior YIP	Target 50 young people at risk of offending, for intensive support and intervention.	Engagement of 60% of target. Involvement of additional 100 people from estate.	£15,000	£14,000	£172,000	8	Engaged 40 (80%) targeted young people at risk of offending. Also engaged a further 108 non-core group. 10% reduction in arrest rates amongst core 50.
7	<b>Victim Support</b> <b>Helen Burdock</b>	Young Persons Service	Provide emotional and practical support to young people who have been affected by crime.	Build confidence and self esteem of young people and reduce their fear of crime and likelihood of becoming a repeat victim/perpetrator.	£18,000	£16,500	£35,000	47	150 young people accepted the offer of 1 to 1 support. 700 young people received phone call support in addition to the 1,700 who were sent a letter. 36 workshops delivered reaching 2,335 young people.
8	<b>Wandsworth Borough NW</b> <b>Sylvie Chrzanowska</b>	Distraction Burglary Initiative	Continue the successful work of the multi agency approach to tackling distraction burglary.	Reduce the number of first time victims. Improve effectiveness and response to cases. Develop good practice guide in tackling distraction burglary for professionals. Increase reporting.	£15,000	£11,500	£15,000	77	973 potential victims spoken to regarding distraction burglary. Over 100 professionals received training on the subject.

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9	<b>WBC Admin. Flore Pirard</b>	Omnidata	Funding for maintenance and upgrading of omnidata software	Continuing of data sharing in line with information sharing agreements and data protection act. Cleansing and sanitising processes improved resulting in accurate mapping and sharp analysis.	£5,000	£4,000	£5,000	80	Software used to provide essential data on graffiti and arson, in helping to identify trends.
10	<b>MPS/WBC Roger Appleton/Paul O’Herlihy</b>	NIM’s Partnership Analyst	Continuation of funding of post which provides CDRP with timely critical analysis of borough crime/drug and disorder patterns and trends.	Strategic analysis of crime and disorder for CDRP and operational groups. Improved co-ordination and data capture of disorder incidents. Detailed analytical reports. Development of national intelligence model locally.	£17,000	16,000	£34,000	47	Officer produces quarterly reports for CDRP and CSWG, summarising performance on priority crime categories and disorder. Also produces reports for Safer Neighbourhood Steering Group.
11	<b>Community Safety Division Sue Yoxall</b>	Late Night Disorder Project	Provide additional resources to extend operational hours of CCTV control room. Support detection of crime and ASB associated with late night disorder. Provide intelligence led information and support for licensing officers. Convene bi-monthly multi-agency meetings and annual report.	Increase staff CCTV monitoring. Annual report, bi-monthly meetings. Contribute to ASB/Fear of Crime strategies, particularly in respect of new licensing legislations.	£27,000	£22,000	£40,000	55	Operators in control room from 10pm to 3am on Fri/Sat. Full reports sent to Licensing Sgt, Licensing Team (WBC) and the Late Night Monitoring Group.

12	<b>Community Safety Division John Whittington</b>	ASB Publicity	Provide publicity material associated with the work and outcomes of the ASBU. Provide educational material to the public on the work of the ASBU.	Public have better understanding of the work of the ASBU. Provide timely publicity in appropriate cases.	£2,000	2,000	£4,000	50	10,000 cards produced, which are to be distributed throughout the borough.
13	<b>Community Safety Division John Whittington</b>	ASBU Case Manager	Provide legal and technical advice to applicants in ASB proceedings. Prepare cases, attend court and represent the ASBU at meetings.	Prepare accurate and substantive case papers for processing's associated with ASB. Provide advice to partner agencies on ASB. Contribute to ASB and fear of crime strategies.	£28,500	£26,500	£40,000	66	26 ASBO's have been obtained with 43 active.
14	<b>Community Safety Division John Whittington</b>	ASBU Inter-agency Liaison Co-ordinator	Act as single point of contact for agency referrals, and assessment/collation of partnership ASB information. Management of witness care in issued applications.	Convene RSL liaison meetings, Housing Dept Liaison Meetings and co-ordinate ASB Consultations with partnership ASC Co-ordinator. Liasing with witnesses and Court Officers for issue proceedings.	£25,000	£23,000	£29,343	78	26 ASBO's have been obtained with 43 active.
15	<b>London Probation Yannick McKenzie</b>	Prolific and Priority Offenders	Continue small inter-agency team to oversee the resettlement and rehabilitation of offenders.	Co-ordination of enhanced supervision and surveillance of offenders formerly identified as prolific and priority cases.	£53,000	£47,869	£122,211	39	Report requested

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16	<b>Victim Support Helen Burdock</b>	Domestic Violence Advocacy	Establish domestic violence advocacy service, in conjunction with the MPS Community Safety Unit.	Recruit, train and employ 1FTE domestic violence advocate. Support victims of domestic violence.	£26,000	£24,500	£52,000	47	<b>1,738 referrals received, all victims are contacted within 48 hours.</b>
17	<b>Community Safety Division Steve Jiggins</b>	Alley Gates	Gate off alleyways, which create opportunities for various types of criminal activity.	Reduce crime and the fear of crime	£15,000	£15,000	£30,000	50	Schemes identified and prioritised and works completed to 8 schemes
	<b>Community Safety Division/MPS Robert Greaves</b>	Road Show Vehicle Equipment	Purchase of display equipment and materials for Crime Prevention/Community Safety vehicle	Deliver targeted crime prevention safety message in hot spot areas and reduce the fear of crime.	£5,000	£3,000	£45,000	7	The vehicle has attended 40 events, LED sign installed to advertise services at events.
19	<b>Community Safety Division John Whittington</b>	Mosquito	Purchase equipment to be attached to identified buildings, which emit high frequency sound which can disperse young groups of people.	Reduce both anti social behaviour and the fear of crime.	£4,000	£2,000	£15,000	13	4 Mosquito alarms have been installed. There has been a reduction of ASB, where the alarms have been deployed.
20	<b>Community Safety Division John Whittington</b>	FLaSH	Free security and fire check service for all borough residents. Also locks and smoke alarms fitted.	Reduce repeat victims of burglary and fire prevention	£10,800	£10,800	£50,000	22	460 jobs completed. 329 smoke alarms fitted. 95% of clients said that it made them feel safer in their homes.
21	<b>Community Safety Division Sue Yoxall</b>	NHW Newsletter/Bulletin	Produce quarterly crime prevention news letter for members of Neighbourhood Watch	To inform borough residents of current crime trends in the borough and offer advice on crime prevention.	£3,000	£345	£3,000	11	20,000 full colour newsletters were produced, which provided crime prevention advice.

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22	<b>DOLAS Dianne Emmanuel</b>	Arson Prevention Scheme	Selected young people to take part in the LIFE programme 5-day course, who are likely to be fire setters.	Change to attitude of the young people who take part, and reduce the number of young people involved in arson.	£5,000	£5,000	£6,000	83	5 targeted young people attended the course
23	<b>Housing Dept. Ian Stewart</b>	Longstaff Estate CCTV	Provide CCTV coverage on the estate to be feedback to CCTV control room at Frogmore Complex	CCTV will enable real time monitoring of hotspot areas of crime and anti social behaviour.	£43,000	£39,815	£73,000	55	Scheme completed. Reduction in number of complaints for ASB.