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INVOLVEMENT AND PARTNERSHIPS, DEMOCRATIC SERVICES, CUSTOMER  
SERVICES AND SAFER COMMUNITIES**

**Community Partnerships**

The proposed **locality pilot** in the southern area of the Borough has been agreed. This will replace the Southern Area Forum and the Southern Area Committee and aims to build on the role of Parish and Town Councils in terms of devolved service delivery and community engagement. A working group has been established and the pilot will commence at the beginning of April 2011.

Work continues to develop **Participatory Budgeting** across the Borough, with the **Area Forums** working in partnership with the Area Committees and Parish Councils to implement appropriate programmes in each area. The Scarborough Rural Area held two extremely busy decision events on the 10<sup>th</sup> and 12<sup>th</sup> February 2011, with over 800 people participating in the two events.

The Area Forum Support Team hosted some very popular workshops for those communities wishing to hold **street parties**, either as part of the national Big Lunch or the Royal Wedding Celebrations. A manual has also been developed to assist residents with their preparations. This programme builds on successful work undertaken last year, as part of the Big Lunch celebrations to encourage community pride and cohesion. Although the wide media interest was a little unexpected, it did generate some very positive coverage for the Borough.

The Community Partnership Board are continuing to drive forward work to develop a community masterplan for Barrowcliff, known as "**My Barrowcliff**", led by Groundwork Trust. Funding of almost £100k has now been secured from the Safer Communities Partnership and through the County Community Fund to support work on the Gallows Close site, as part of the masterplanning process. Consultation in relation to both Gallows Close and the masterplan itself will take place during February/March 2011.

The Community Partnership held a successful **Financial Inclusion Forum** on 25 January 2011, attended by 30 partners involved in financial inclusion issues. The forum focused on the impact of new Housing and Benefit changes and discussed issues locally in relation to affordable credit, advice and debt prevention and financial capability. Follow up work is being undertaken to progress the key priorities and the forum will be meeting regularly throughout the coming year.

**Democratic Services**

The preparation for the Borough and Parish elections is now starting. There may be a referendum on the alternative voting system on the same day as the elections on 5 May so officers are preparing for this also.

The Council are encouraging more people to stand for election to the Council and to assist this Democratic Services have produced a booklet titled "A Councillor,

Who, Me?" In addition officers have organised a training session for potential candidates on Wednesday 9 March. This will give people some information about the work of the Council and Councillors and will allow them to ask current members what life as a Councillor is really like. I will be one of those being asked.

The consultation administered by Democratic Services to ascertain public opinion about the Scarborough Town area of the Borough being parished has now concluded. There were 472 responses to this consultation with 77.7% being against the establishment of a parish or community council. Therefore this objective is no longer being considered by the Council.

Nominations for the Borough's Big Thank You have now been received and the Awards Evening for this will take place on 23 March in conjunction with the Scarborough Evening News. The Civic Officer has worked with outside organisations to ensure there is full sponsorship for this event, which promotes voluntary service around the Borough.

### **Customer Services**

Customer First Customer Satisfaction currently at 81% for the year. Calls answered within 20 seconds at 78% for December and 74% for January. Abandoned calls remain between 2% and 3% and Customers continue to wait less than 10 minutes to see an Advisor in Customer First.

Orders are placed to deliver a bar code / scanning solution for the Information Centres linked to Technology One giving us a fully centralised stock control solution.

North Yorks Police have signed the lease to occupy part of Whitby TIC with a lease start date of 1<sup>st</sup> April 2011.

Customer services training sessions have now stopped as the staff to deliver them are no longer available. We will be unable to continue the training for ourselves or our partners until alternative resources are found.

Discussions with County are progressing well to ensure the smooth transition of Customer contact when Highways and Concessionary Fares transfer.

Whitby Information Centre will be used as a polling station in the forthcoming local elections.

We will be holding Census completion events over 6 days in Filey, Scarborough and Whitby from 1400 x 1600 on 22<sup>nd</sup>, 23<sup>rd</sup>, 24<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup> and 31<sup>st</sup> March. These events offer a support service to anyone struggling to complete their census form or who simply have questions they would like to ask about the census.

The Anti Social Behaviour Service Specialist Qualification (SSQ) is nearing completion and the Housing Options SSQ has been extended by 7 hours to provide extended support to the Housing Options team.

## Safer Communities

Following completion of the Joint Strategic Intelligence Assessment the Partnership has arranged a planning event for 9<sup>th</sup> March 2011 to begin to develop action plans to deliver improvements against the priorities identified by the Board:

- Diverting young people from offending
- Serious violent crime including domestic abuse
- Anti Social Behaviour
- Road Traffic Collisions
- Alcohol
- Bullying
- Emerging trends (The Board agreed to monitor emerging trends as identified through analysis of crime and anti-social behaviour statistics for the borough and provide multi agency action to reduce these issues as they arose.)

The results of a recent survey conducted by the Borough Council has revealed that whilst slightly more people feel that people being drunk and rowdy is a problem (30% up 2%), fewer people think that anti-social behaviour is a problem (14% down 2.3%), that drug use or drug dealing is a problem (14%, down 9%) and parents not taking responsibility for the behaviour of their children (63% down 5%). Of great importance is the fact that more people feel safe in their local neighbourhoods during the day (93% up 1%) and after dark (71% up 9%).

In relation to achievements in the reduction of crime and disorder in the Borough, current data indicates that the total number of crimes across the area between 01 April and 31 December 2010 has fallen by 5% compared with the same period last year, which means 315 fewer victims. We are currently 10<sup>th</sup> of 15 in our most similar family group (MSFG), having slipped one place compared with the same time last year despite the reductions achieved. It should be noted, however, that not all areas in our MSFG have the same seasonal increase in population and this is not allowed for within the per 1000 population calculation used to position partnerships within their group.

Whilst overall violence has increased by 4% to the end of December, data to the end of January indicates there is no increase in assault with less serious injury and an impressive 18% reduction in more serious violence. As reported in the last statement, some analysis has been done by North Yorkshire Police and the increase in overall violence is believed to relate to incidents of harassment rather than actual physical violence.

This position is in the context of another bumper summer with large increases in visitors to the area and camps at capacity from early summer to October. Whilst the cold weather from November to December is likely to have helped to maintain reductions in crimes such as domestic burglary and kept people away from the town centre drinking establishments, the achievements against last year are unlikely to be dramatically affected as the weather condition was the same over the festive season in 2009.

The Youth Angels were officially launched on 11<sup>th</sup> January. These volunteers patrol on Friday nights in a similar role to the Street Angels, linking with the Street Safe project, with the aim of keeping young people safe, particularly those drinking alcohol in public places.

The seasonal Drink Safe Stay Safe campaign was delivered during December and January with infomercials, literature at point of sale in supermarkets and awareness raising using the Partnership exhibition unit in the week leading up to Christmas. North Yorkshire Police put in place their policing plan for Christmas and New Year and the Night Marshals patrolled on Thursday, Friday and Saturday nights as well as 'Boxing Day' joined by the Street Angels on Friday and Saturday nights.

Serious Acquisitive Crime has fallen by 21% compared to year to date last year (1<sup>st</sup> April 2010 to 31 January 2011) and had improved 2 places in the MSFG as at 31<sup>st</sup> December.

Domestic burglaries are down by around 21% year to date though robbery of personal property has increased by around 36% (9 more crimes than in 2009/10 year to date). It should be noted that the numbers remain low and a theft is recorded as robbery if there is a threat of violence and not all of these crimes contain actual violence. To the end of January 2011 theft from and of motor vehicles are both down by 11% and 15% respectively which had resulted in an improvement of 1 place within the MSFG from 11<sup>th</sup> to 10<sup>th</sup> in relation to overall vehicle crime as at 31 December.

Despite a continued reduction in criminal damage of 5% to the end of December compared with the same period last year Scarborough is currently 10<sup>th</sup> in the MSFG, a drop of 2 places at the same time last year.

The two half time Anti Social Behaviour Officers continue to coordinate multi agency responses to a range of anti social behaviour issues which no one agency has been able to resolve. During the period 1<sup>st</sup> April – 31<sup>st</sup> December a total of 929 calls were received by the Council's ASB reporting line and forwarded to the relevant agency for their information and any action which they deem necessary. This represents an increase of 136 calls on the same period in 2009. Calls to North Yorkshire Police in relation to ASB however have reduced. After some further analysis a large volume of the calls related to work in areas where residents had been asked to report everything.

The most common causes for complaint are nuisance behaviour 349 reports (37.5%), noise 235 reports (25%) then intimidation & harassment 79 reports (8%).

The two half time ASB Officers are currently working on a total of 19 geographical issues and to the end of December had delivered 31 Acceptable Behaviour Agreements and 4 Acceptable Behaviour Contracts. 1 full Anti-social Behaviour Order (ASBO) and 1 interim ASBO have been granted through the courts.

Community safety partnerships have not been immune to the impact of the public spending review. The exact impact, however, is not known at the time of compiling this statement as the Partnership is awaiting decisions from the Home Office, North

Yorkshire County Council and North Yorkshire Police. These decisions will inform whether it is possible to maintain key projects where funding comes to an end on 31<sup>st</sup> March. These include the Night Marshal project, the offender element of the Making Safe Scheme and the alcohol treatment project for people where alcohol is a factor in their offending/domestic abuse/anti-social behaviour.

There are a number of Government reviews and changes in legislation that will impact on the work of the Partnership over the coming two years, the main ones being the introduction of Police and Crime Commissioners in 2012 under the Police Reform and Social Responsibility Bill and the review of anti-social behaviour currently out for consultation which closes on 3 May 2011. The Home Office Document 'More Effective Responses to Anti-social Behaviour' outlines plans to remove the -Anti-social Behaviour Order and replace it with the Criminal Behaviour Order (where the ASBO was imposed as part of criminal proceedings- CRASBO), the Crime Prevention Injunction (replaces the civil ASBO) and the Community Protection Order aimed at streamlining the number of powers available to address place based anti-social behaviour such as premises closure orders, crack house closure orders and the brothel closure orders. The Partnership Support Team will ensure that members are informed of the new 'landscape' once it is confirmed.

Members will no doubt have had sight of the new Police Crime website ([www.police.uk](http://www.police.uk)). Whilst any initiative that increases information to and involvement of communities is welcome, there is the danger that fear of crime and disorder may increase in the absence of context or detailed description of the statistics in a given area. Equally the fact that overall crime has dropped year on year for the last 4 years at least is not recognised on the website or by media coverage since the launch. Members are advised to continue to build good working relationships with the Safer Neighbourhood teams in their areas and discuss concerns as they arise which will assist in managing fear of crime whilst at the same time ensuring problems in local neighbourhoods are being dealt with effectively by all local agencies including the police.