CABINET

10 JULY 2007   **ITEM NO.** ....

RELEASE OF FUNDS TO DELIVER THE "INTELLIGENCE LED APPROACH TO CRIME AND ANTI-SOCIAL BEHAVIOUR" STRAND OF THE "SAFER, STRONGER COMMUNITIES" BLOCK OF THE LOCAL AREA AGREEMENT PROGRAMME

Responsible Cabinet Member – Councillor Bill Dixon, Community and Public Protection Portfolio

Responsible Director – Lorraine O'Donnell, Assistant Chief Executive

Purpose of Report

1.   To inform Cabinet of proposals for capital spend within the Safer Stronger Communities Block of Darlington Local Area Agreement (LAA) and request the release of funding.

Information and Analysis

2.   On 7th February 2006 the Council agreed the resources and priorities for the LAA, empowering the LAA Steering Board to consider and agree proposals, allocate resources and manage the programme of delivery in order to fulfil the overall aims and objectives of the LAA.

3.   As part of the Safer Stronger Communities Block, Developing an Intelligence Led Approach to Tackling Crime and Anti-Social Behaviour, there is £265,000 capital grant available in 2007/08.

4.   The capital funding is to be spent within the following areas:

    (a) Development of a Multi-Agency Geographical Information System.
    (b) Anti-Social Behaviour Case Management System.
    (c) Mobile Working and Vehicle Tracking.
    (d) Systems Integration.

Description of Scheme

5.   The development of this strand of the LAA is fundamentally about ensuring the Council and its partner agencies have the right infrastructure in place in order to make informed decisions regarding the deployment of the appropriate resources to make Darlington a safer place to live, work and visit.

6.   The provision of quality information will enable both the Council and its partners to improve their responses to community concerns at a local level.

Geographical Information Systems (GIS)

7. The Council has already invested significant resources in a well-known GIS platform. The GIS development proposals build upon this system and will enable both the Council and its partners to access timely information to ensure appropriate responses to key issues impacting upon local communities.

8. The extension of GIS analytical capability will also include centralisation of GIS resources, with secure access via the intranet for users across the Council and via the Internet for partners. This has many benefits including:

    (a) Accessing up to date multi-agency information on crime and anti-social behaviour hotspots to assist in targeting the most appropriate resources in those areas.
    (b) Enabling the Council and its partners to understand the nature of crime and anti-social behaviour issues in specific areas of the Borough.
    (c) Issues are able to be plotted on maps detailing specific hotspot areas along with other information including, for example, the most common time and days that specific types of incident occur.
    (d) Supporting strategic planning and priority setting process for the Council and its partners.
    (e) Supporting the consultation process, enabling the Council and partners to consult with residents on key crime and anti-social behaviour issues impacting upon their community.

9. Capital grant allocation for this strand is £80,000 for 2007/08. The ongoing revenue costs are estimated to be in the region of £8,000 and discussions are underway on how this will be split amongst partners, although the Crime and Disorder Reduction Partnership could meet this cost.

Anti-Social Behaviour (ASB) Case Management

10. The aim of this strand is to improve the Council's response and approach to addressing ASB through the development of a comprehensive case management system, allowing officers easy access to information regarding ongoing problems in the Borough.

11. The benefits of the system include:

    (a) Facilitating a standardised approach to ASB Case Management across the Council.
    (b) One system for managing ASB from complaint to resolution.
    (c) Storing evidence including witness statements and photographs.
    (d) Helping to track, analyse and co-ordinate the response to the activities of individuals and gangs.
    (e) Automating various business processes including the generation of letters, notices and injunctions, Acceptable Behaviour Contracts and ASBOs.
    (f) Allowing incidents to be investigated more productively.
    (g) Sharing information across departments e.g. Environmental Health, Housing.
    (h) Providing accurate data on ASB issues reported to the Council.

12. Capital grant for this strand is £35,000 for 2007. There will be an ongoing revenue cost of £1,600 that will be met through Community Services resources.

Mobile Working

13. Mobile working will enable Uniformed Wardens to be deployed to address specific issues as they are reported and allow them to capture information whilst working in communities.

14. The benefits of the system include:

(a) Facilitates/enforces standardisation of data capture.
(b) Allows Uniformed Wardens to spend less time in the office working on paperwork and more time on patrol.
(c) Allows new forms of evidence to be captured e.g. audio, video, and photographic.
(d) Potentially allows Warden location/activity to be tracked - increases safety and work assurance.
(e) PDA would provide phone, text and email communications (could replace existing phone i.e. no extra burden).
(f) Wardens could access information from back-office systems whilst on patrol.
(g) Extra to the basic requirement for incident recording, mobiles would equip wardens to gather 'soft' community intelligence using forms-based questionnaires.

15. Capital grant for the scheme is £45,000 for 2007/08. The estimated ongoing revenue costs are £8,000 that will be met through Community Services.

Vehicle Tracking

16 In order to improve responses to environmental issues it is intended to implement a comprehensive vehicle management system within Environmental Services:

(a) Allows appropriate resources to be deployed to requests for service as they are received.
(b) Provides managers with a true, as-it-happens picture of location and activity of the vehicle resource.
(c) Verifies response times and performance to Service Level Agreements.
(d) Provides statistical reports on vehicle use and driver behaviour.
(e) Facilitates ongoing management decision making in respect of vehicle deployment on day-to-day and emergency basis - can reduce fuel costs through better route planning and increase productivity.
(f) Informs strategic decision making on vehicle deployment and use - can reduce vehicle/staff requirement.
(g) Provides evidence of location, behaviour and activity in respect of accidents or legal claims against the Council.
(h) Provides work/route assurance.
(i) Enhances recovery chances in the event of vehicle thefts.
(j) Eliminates unauthorised private usage.

17. Capital grant for the scheme is £70,000 for 2007/08 that includes maintenance and replacement for five years.

Systems Integration

18. In order to develop a coordinated approach to making Darlington a safer place to live work and visit it is necessary to integrate the above-specified components to allow incident information to be captured and flow seamlessly between the systems, facilitating the appropriate response.

19. Capital grant for system integration is £35,000 for 2007/08, with no ongoing revenue costs.

Other Options Considered

20. Throughout the development of this strand of the LAA a host of ICT options have been considered and discussed with partners, Council officers and external suppliers and it is considered that the options outlined within the context of this report are the most suitable to facilitate local delivery within the Borough.

Objectives and Outcomes of the Scheme Including Performance Measures

21. The overall aim of the scheme is:

   'to make Darlington a safer place to live, work and visit"

22. There are a number of objectives tied to the overall aim. These are:

   (a) Reduce crime and anti-social behaviour.
   (b) To develop and intelligence led approach to tackling crime and anti-social behaviour.
   (c) Improve residents' satisfaction with the clean, safe and green agenda.
   (d) Secure efficiency gains in Street Scene services.

23. The outcomes identified in the Local Area Agreement are:

   (e) To reduce crime, the harm caused by illegal drugs, and to reassure the public, reducing the fear of crime and anti-social behaviour.

   (f) To empower local people to have a greater voice and influence over local decision making and the delivery of services.

   (g) To have cleaner, greener and safer public places.

   (h) To improve the quality of life for people in the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve their delivery.

   (i) To increase numbers of children and young people who are positively engaged in their free time – achieving personal and social development.

24. The outcomes identified above support the delivery of the sustainable Community Strategy and are replicated within Community Services and the Chief Executive's Office Service Plans.
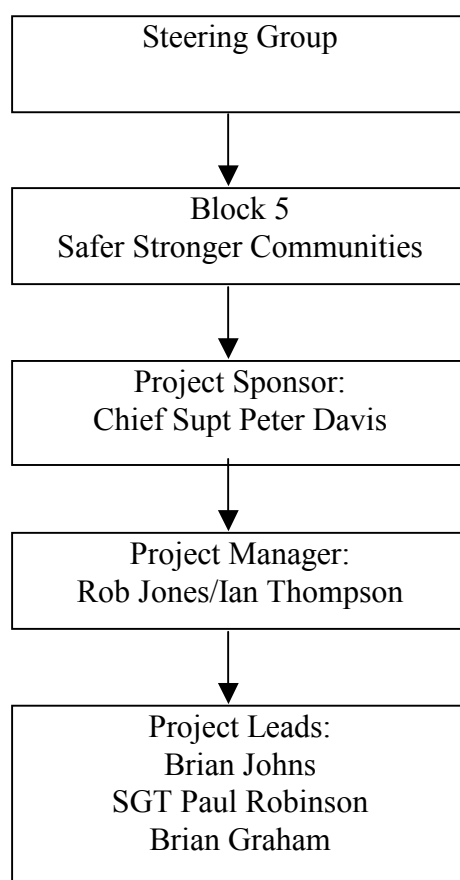
25. The performance measures within the LAA that this capital spend will assist in delivering are included in the following table:

Ref	Performance Indicators or measures	Baseline (2004/05) Unless indicated otherwise	Targets to be achieved (by 2009)
2.1.1	Percentage of people who say they feel safe walking outside in their area alone in the dark (QoL15a)	48.3%	Without Stretch: 55% With Stretch 60%
2.1.2	Percentage of people who say they feel safe walking outside in their area alone during the day (QoL15b)	93.3%	95%
2.1.3	British Crime Survey – Reductions in comparator crime between 2003/04 and 2007/08	2003/04 = 100% 6,988 Actual crimes	-----
2.1.7	Number of incidents of Anti-Social Behaviour (ASB) involving young people reported to police	3,325 incidents in 2003/04	2,993 incidents, a 10% reduction
2.1.8	Number of first time entrants into the Youth Justice System	311 in 2004/05	Without Stretch: 290 With Stretch: 275
2.2.1	Proportion of residents who feel able to influence decisions affecting the local area (Local PI)	33.1%	37%
2.2.2	Proportion of residents who feel that by working together people can influence decisions that affect their neighbourhood (Local PI)	54.5%	65%
2.2.3	Proportion of residents who say that people from different backgrounds get on well in their area (Local PI)	63.8%	70%
2.3.1a	Residents satisfaction with Parks and Open Spaces (BV119e)	65.9% 2003 BVPI Survey	Without Stretch: 72% With Stretch: 76%
2.3.1b	Percentage of relevant land which has significant or heavy deposits of litter or detritus (categories below B under BV199a)	19%	Without Stretch: 15% With Stretch: 10%
2.3.2	Percentage of people satisfied with cleanliness standards (BV89)	57.9% (2003/04)	75%
2.3.3	Percentage of household waste a) recycled; b) composted; c) used to recover heat, power and other energy resources and d) land filled (BV82)	a) 14.1% b) 3.4% c) 0.0% d) 82.5%	a) 18% b) 6% c) 0% d) 76%
2.3.4	Number of kilograms of household waste collected per head (BV84)	547.6	613

2.3.5	Area of Council owned land under management for nature conservation as well as being accessible by the public	60 hectares	75 hectares
2.3.6	Area of publicly accessible quality countryside within easy reach of people's homes	130 hectares	150 hectares
2.4.1	Proportion of residents satisfied with their neighbourhood as a place to live	76.7%	80%
2.4.2	Proportion of residents who feel their neighbourhood has got better in the last two years	9.8%	14%
2.4.3	The percentage of residents who think that for their local area, over the past three years, community activities have got better or stayed the same. (QoL3)	85.58% (2003/04)	90%
2.5.2	Percentage of residents very or fairly satisfied with Children's play areas (CS26)	35%	53%

Delivery of the Project

26. The project will be delivered through the Local Area Agreement methodology and will be managed as follows:

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│       Steering Group        │
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│          Block 5            │
│ Safer Stronger Communities  │
└─────────────────────────────┘
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┌─────────────────────────────┐
│      Project Sponsor:       │
│    Chief Supt Peter Davis   │
└─────────────────────────────┘
               │
               ▼
┌─────────────────────────────┐
│      Project Manager:       │
│   Rob Jones/Ian Thompson    │
└─────────────────────────────┘
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┌─────────────────────────────┐
│       Project Leads:        │
│        Brian Johns          │
│     SGT Paul Robinson       │
│        Brian Graham         │
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27. The delivery timetable is attached in Appendix 1.

Total Cost of the Scheme and How It Will Be Funded

28. Through the LAA, there is capital grant of £265,000 available for the development of the proposals outlined within this report. The development of both the ASB system and GIS system will be purchased through non-competitive tendering to enable these systems to be built as part of the Council's existing infrastructure. The procurement of the mobile working and vehicle tracking elements will be subject to competitive tendering.

Future Revenue Costs

29. The future revenue costs have been identified within each strand of the overall scheme. Revenue costs are relatively low in comparison to the anticipated benefits that the scheme will bring, in addition it is envisaged that the revenue costs will be recuperated through savings brought about through improvement in performance and service delivery.

Specific Risks of this Scheme and Control Measures in Place to Reduce these Risks

30. There are a number of risks associated with the programme for which control measures are in place. The risks and actions with current status are detailed in the following table:

Risk No.	Risk Description	Likelihood *	Impact †	Owner	Action	Status ‡
1	Goals not achievable with current funding levels	Very low	Marginal	Brian Johns	Fully research total costs to make sure project costs are within budget scope	★
2	Decision to purchase key components not made or delayed	Very low	Catastrophic	Rob Jones	Ensure management are aware of overall system requirements and procurement cycle	●
3	Poor quality information	Very low	Marginal	Brian Johns	Build quality controls into system via tender specifications and by using development best practises	●
4	New technologies employed leading to systems integration difficulties	Significant	Marginal	Brian Johns	Ensure contingency funding available to buy in consultancy if required	★
5	Insufficient capacity in ICT department to complete project	Significant	Marginal	Brian Johns	Ensure IT department aware of project needs and goals, produce work-packages to formalise requirement for work and negotiate availability	●
6	Technical architecture unsound	Very low	Catastrophic	Brian Johns	Consult internally and with partner organisations and suppliers as to viability	★

Outcome of Consultation

31. Throughout the development of this strand of the LAA there has been considerable consultation both within the Council and across partner agencies. As the system begins to be implemented further consultation and dialogue with partners will occur to ensure systems are developed to meet partner requirements.

32. The overall concept of each of the strands within the Block have been considered and agreed by:

   (a) The "Intelligence led approach to Crime and Anti-Social Behaviour" Project Board.
   (b) The Council's Information Technology Working Group (ITWG).
   (c) The Local Area Agreement Steering Group.

33. The Community Survey identifies Community Safety as a priority for residents.

Legal Implications

34. This report has been considered by the Borough Solicitor for legal implications, there are no issues the Solicitor considers need to be brought to the specific attention of Members, other than those highlighted in the report.

Section 17 of the Crime and Disorder Act 1998

35. The contents of this report have been considered in the context of the requirements placed on the Council by Section 17 of the Crime and Disorder Act 1998, namely, the duty on the Council to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

36. The whole emphasis of this part of the Local Area Agreement is about providing safer, stronger communities. In particular, developing an intelligence led approach to tackling crime and anti-social behaviour that will, in turn, significantly impact on community safety.

Council Policy Framework

37 The issues contained within this report do not represent change to Council policy or the Council's policy framework.

Decision Deadline

38. For the purpose of the 'call-in' procedure this does not represent an urgent matter.

Key Decisions

39. To release funding from the Local Area Agreement to enable the Council and partners to improve there capacity to reduce crime and anti-social behaviour within the Borough.

Recommendations

40. It is recommended that £265,000 of capital grant funds are released from the Local Area Agreement as detailed in this report.

Reasons

41. The recommendation is supported to enable the Council and its partners to benefit from the capital resources contained in the LAA Agreement and progress the schemes within the Safer, Stronger Communities block of the Local Area Agreement.

Lorraine O'Donnell
Assistant Chief Executive

Background Papers

Background papers are held with the Councils Safer Communities Unit.

Brian Johns/Rob Jones: Extension 3445/3221

Timetable – Appendix 1

Task No.	Task Description	Resource	Resource Time (Days)	Planned Start Date	Planned End Date
Vehicle/Service Deployment Improvements					
1.	Prepare ITT, ITT Guide and scoring system	Brian Johns	3	30th June 2007	4th July 2007
2.	Publish to *various online tender lists*, *Northern Echo* and *Computing journal*	Brian Johns, Susan White, Anne Daly	1	4th July 2007	4th July 2007
3.	Receive expressions of interest and take to Tender panel. Evaluate responses and inform preferred suppliers	Brian Johns, Susan White, Members	2	5th August 2007	7th August 2007
4.	Tenders received, opened and evaluated	Brian Johns, Ian Thompson, Brian Darby, Brian Graham	2	19th September 2007	20th September 2007
5.	Award tender	Brian Johns	1	8th October 2007	8th October 2007
6.	System implemented	Brian Johns	5	2nd November 2007	7th November 2007
7.	Users trained	Brian Johns	1	2nd November 2007	7th November 2007
8.	System go live	Brian Johns	3	7th November 2007	7th November 2007
Geographical Information Systems and Crime Analyst (TBC)					
9.	Complete Non-competitive purchase form	Brian Johns	1	16th July 2007	16th July 2007
•	Initiate implementation	Brian Johns, Dave Jackson	2	17th July 2007	18th July 2007

•	Complete implementation	Brian Johns, Dave Jackson	1	24th July 2007	24th July 2007
•	Train users	Brian Johns	1	25th July 2007	25th July 2007
•	Go live	Brian Johns, Dave Jackson	2	25th July 2007	25th July 2007
Mobile working solution					
•	Prepare ITT, ITT Guide and scoring system	Brian Johns	3	30th June 2007	4th July 2007
•	Publish to *various online tender lists*, *Northern Echo* and *Computing journal*	Brian Johns, Susan White, Anne Daly	1	4th July 2007	4th July 2007
•	Receive expressions of interest and take to Tender panel Evaluate responses and inform preferred suppliers	Brian Johns Susan White, Members	2	5th August 2007	7th August 2007
•	Tenders received, opened and evaluated	Brian Johns, Ian Thompson, Brian Darby, Brian Graham	2	19th September 2007	20th September 2007
•	Award tender	Brian Johns	1	8th October 2007	8th October 2007
•	System implemented (incl: possible requirement to develop forms)	Brian Johns	10	27th October 2007	7th October 2007
10.	Users trained	Brian Johns	2	5th November 2007	7th November 2007
11.	System go live	Brian Johns	3	14th November 2007	14th November 2007
ASB Case Management solution (Uniform)					
•	Complete Non-competitive purchase form	Brian Johns	1	16th July 2007	16th July 2007
•	Initiate implementation	Brian Johns	1	17th July 2007	17th July 2007

•	Complete implementation	Brian Johns	2	22nd July 2007	22nd July 2007
•	Train users	Brian Johns	1	6th August 2007	6th August 2007
•	Go live	Brian Johns	2	13th August 2007	13th August 2007
Systems integration					
N.B. It will be impossible to know the exact requirements of this aspect of the project until tenders for the Mobile Working component are evaluated and the tender is awarded.					
•	Initial consultancy (5 days)		5	30th July 2007	3rd August 2007
12.	Interface development (30 days)		30	8th October 2007	14th November 2007