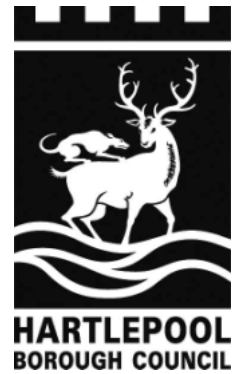


SCRUTINY CO-ORDINATING COMMITTEE AGENDA



15 February 2013

at 2.00pm

**in the Council Chamber,
Civic Centre, Hartlepool.**

MEMBERS: SCRUTINY CO-ORDINATING COMMITTEE:

Councillors Ainslie, C Akers-Belcher, S Akers-Belcher, Beck, Cook, Fisher, Gibbon, Hall, James, Loynes, Payne, Richardson, Shields, Tempest, Wells and Wilcox.

ALL OTHER MEMBERS OF COUNCIL:

The Mayor, Stuart Drummond,
Councillors Atkinson, Brash, Cranney, Dawkins, Fleet, Griffin, Hargreaves, Hill, Jackson, Lauderdale, A E Lilley, G Lilley, Dr. Morris, Robinson, Simmons, Sirs, and Thompson.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meetings held on 8 February 2013 (to follow)

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO REPORTS OF THE SCRUTINY COORDINATING COMMITTEE

No items



5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS FROM COUNCIL, EXECUTIVE MEMBERS AND NON EXECUTIVE MEMBERS

No items.

6. FORWARD PLAN

No items.

7. CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY FRAMEWORK DOCUMENTS

No items.

8. CONSIDERATION OF FINANCIAL MONITORING/CORPORATE REPORTS

No items.

9. ITEMS FOR DISCUSSION

9.1 Police and Crime Commissioner for Cleveland:-

- (a) Covering Report - Scrutiny Manager;
- (b) Presentation - Mr Barry Coppinger, Police and Crime Commissioner for Cleveland; and
- (c) Question and Answer Session

10. CALL-IN REQUESTS

No items.

11. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

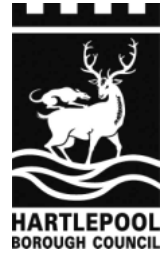
ITEMS FOR INFORMATION

Date of Next Meeting 8 March 2013, commencing at 1.00pm in the Council Chamber



SCRUTINY CO-ORDINATING COMMITTEE

15 February 2013



Report of: Scrutiny Manager

Subject: POLICE AND CRIME COMMISSIONER FOR CLEVELAND

1. PURPOSE OF REPORT

- 1.1 To introduce the Police and Crime Commissioner for Cleveland, and outline the process for the presentation of information, and discussions at today's meeting.

2. BACKGROUND INFORMATION

- 2.1 In November 2012, Mr Barry Coppinger was elected as Cleveland's first Police and Crime Commissioner. Following his election, the Commissioner welcomed an opportunity to attend today's meeting of the Scrutiny Co-ordinating Committee and give a presentation to Members:
- Seeking views and comments on the draft Police and Crime Plan (as part of the consultation process); and
 - Providing details of future service planning proposals.
- 2.2 To enable Members to comment on the draft Police and Crime Plan, a copy of the document, its executive summary and associated appendices are attached as follows:-

Appendix A - Police and Crime Plan – Executive Summary

Appendix B - Police and Crime Plan (Draft)

Appendix C - Police and Crime Plan (Appendix - Governance and Accountability)

Appendix D - Police and Crime Plan (Appendix - Commissioning, Collaboration and Partnerships)

Appendix E - Police and Crime Plan (Appendix – The local area, its people and their needs)

2.3 Following the Commissioners presentation, a question and answer session will be held. As a starting point for discussions, the following questions have been identified and will be put to the Commissioner through the Chair of the Committee:-

- i) Will funding be allocated to tackle drugs and alcohol related issues in Hartlepool?

Supplementary Questions:

- What is the comparison with earlier funding streams?
- Will there be an emphasis on particular Hartlepool alcohol issues?

- ii) Is the Police and Crime Commissioner aware of any plans to merge Hartlepool and Stockton districts?

Supplementary Question:

- If that is mooted will he guarantee that this will not affect the levels of policing that Hartlepool currently enjoys?
- iii) How does the PCC intend to bridge the funding gap as a result of cuts to the main policing grant into the future (the proposed 1.99% increase in the precept) and will result in a reduction in police officers and PCSO's?
- iv) Has the PCC considered creating an apprentice programme for PCSO's and ultimately PC's as a way of using the governments work programme and challenging the high levels of youth unemployment locally?
- v) What importance does the Police and Crime Commissioner put in delivery of services by the third sector, and how does he intend to support those services?
- vi) What staffing and organisational changes has the Police and Crime Commissioner already implemented as part of his new role and why?

2.4 In addition to these questions, Members will have the opportunity to ask any additional / supplementary questions they wish during the course of the session.

3. RECOMMENDATION

3.1 That Members:

- i) Receive the presentation and seek clarification where appropriate; and
- ii) Express views and comments on the draft Police and Crime Plan, for consideration as part of the consultation process.

Contact Officer:- Joan Stevens - Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 284142
Email: joan.stevens@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report:-

Executive Summary

Police and Crime Plan 2013 - 2016



YOUR FORCE YOUR VOICE

www.cleveland.pcc.police.uk

November 2012

Welcome from the Police and Crime Commissioner



Barry Coppinger, Police and Crime Commissioner for Cleveland

Cutting crime and disorder will be my key focus throughout my term of office. Less crime and disorder means fewer victims. A committed and passionate workforce is key to this and when I appoint a permanent chief constable this will be made clear.

Integrity and openness will be at the heart of my agenda. My decisions and my engagements will be published on the website and I will be subject to scrutiny by the Police and Crime Panel.

Achieving reductions in crime and disorder whilst managing a 20% reduction in funding will be an enormous challenge. I will be calling on every person and

I'll protect neighbourhood policing in Cleveland

organisation that can assist to do their utmost to help deliver this plan. *Together we can succeed.*

The Police and Crime Plan is a statutory document which gives details of my objectives, the resources that are available, how money is allocated and the activities and operations to be carried out to support my objectives.

Full details are published in the Police and Crime Plan 2013-16. You can find this on the PCC website, if you would like a printed version please email the office of the Police and Crime Commissioner at pcc@cleveland.pnn.police.uk

PCC Objectives 2013 - 2016

- RETAIN AND DEVELOP NEIGHBOURHOOD POLICING
- ENSURE A BETTER DEAL FOR VICTIMS AND WITNESSES
- DIVERT PEOPLE FROM OFFENDING, WITH A FOCUS ON REHABILITATION AND THE PREVENTION OF REOFFENDING
- DEVELOP BETTER COORDINATION, COMMUNICATION AND PARTNERSHIP BETWEEN AGENCIES TO MAKE THE BEST USE OF RESOURCES
- WORKING FOR BETTER INDUSTRIAL AND COMMUNITY RELATIONS

'Your Force, Your Voice'

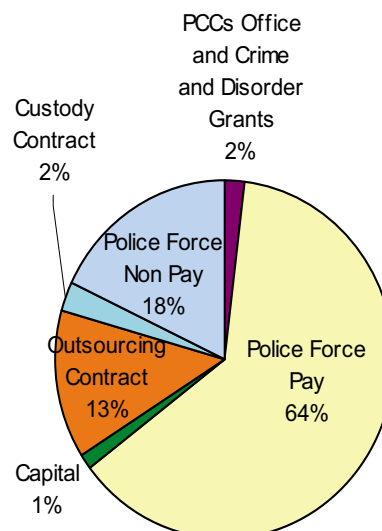
Engaging and consulting with you....

The "Your Force, Your Voice" initiative is the biggest public engagement exercise in the history of Cleveland Police. It involves the PCC attending public meetings in every one of Cleveland's Neighbourhood Police Team areas as well as meeting with all specialist policing units. Police staff employed by the Force, Reliance or Steria will also get the chance to meet the Commissioner and air their views.

Speaking to residents and staff in this way provides the PCC with invaluable insight into what people expect from their police. It is vital that local communities have an effective say in how their streets are policed and "Your Force, Your Voice" will provide that opportunity. The on-going engagement will inform the revised and updated versions of this plan.

Details of scheduled meetings will be posted on the PCC website during the 2013-16 period.

2013/14 Forecast Budget



Balancing and making the best use of our resources will be challenging. The PCC currently has a forecast budget of £138m and key areas of spend are highlighted in the chart opposite. Our focus from a financial perspective is to deliver the savings needed to balance the long term financial plan whilst at the same time protecting front-line services.



PCC Commitments

The Police and Crime Plan sets out the full details of the PCC commitments, some of which are highlighted below.

Neighbourhoods

- Retain and develop neighbourhood policing
- Review and improve Neighbourhood Watch
- Strong and swift response to antisocial behaviour – all reports to get a response within 24 hours
- Increase the number of special constables
- Regular PCC neighbourhood visits
- Comprehensive community engagement programme.

OUTCOME: Reduced neighbourhood crime

Victims and witnesses

- Ensure a better deal for victims and witnesses
- Fulfil the five Victim Support promises
- Accept the research findings developed by the Victims Service Advocacy
- Work with the Teesside Victims Strategic Planning Group to review and commission services
- Commission victims services from 2014

OUTCOME: Fewer victims of crime

Reoffending

- Embed a restorative justice approach
- Divert young people away from offending
- Establish a young peoples forum
- Engage with young people in contact with the Criminal Justice System

OUTCOME: Fewer people reoffending

Better industrial and community relations

- Appoint a Chief Constable, re-establishing stability in the management team
- Develop new models of working and enhance leadership skills
- Prepare a balanced budget
- Emphasise the importance of integrity and openness

OUTCOME: Organisational stability

Use of resources

- Ensure resources are given priority at the front-line
- Bring together partners to deliver shared priorities and work better together including our commercial partners
- Work with the voluntary and community sector to develop solutions to local problems

OUTCOME: Successful services commissioned

Performance—The performance framework focuses on the objectives set out in the 2011/12 Policing Plan.

CRIME TYPES	No. of crimes Apr - Nov 2012	No. of crimes Apr - Nov 2011	% change
Violence against the person	4,607	4,715	-2.3%
Sexual offences	358	409	-12.5%
Antisocial behaviour	27,265	35,771	-23.8%
Criminal damage and arson	5,346	6,489	-17.6%
Burglary	3,193	3,632	-12.1%
Robbery	193	207	-6.8%
Vehicle crime	2,063	2,406	-14.3%
Shoplifting	3,327	3,399	-2.1%

Barry Coppinger - Police and Crime Commissioner for Cleveland

This draft executive summary has been prepared by the Office of the Cleveland Police and Crime Commissioner. An updated and refreshed version will be available in early 2013.

Police and Crime Plan 2013 - 2016



YOUR FORCE YOUR VOICE

www.cleveland.pcc.police.uk

DRAFT—January 2013

Introduction from the Police and Crime Commissioner



Barry Coppinger, Police and Crime Commissioner for Cleveland

Cutting crime and disorder will be my key focus throughout my term of office. How I will achieve this is set out in my first Police and Crime Plan. This is a three year statutory document which gives strategic direction for Cleveland Police.

The plan is approved by the Cleveland Police and Crime Panel and is published on the PCC website for your information and consideration. The sections comprises

• Executive Summary

The executive summary highlights my objectives, commitments and the outcomes expected. This will be updated on a quarterly basis and distributed as part of our consultation

and engagement programme.

• Police and Crime Plan

The Police and Crime Plan sets the context and background to my objectives and commitments, along with the performance framework and how the Chief Constable will support the plan operationally.

• Appendices

The appendices support the Police and Crime Plan and explain in detail the:

- Cleveland Police area and its demographics.
- Partnerships and collaboration framework.
- Finance and resources available and how they are allocated.
- Governance and accountability framework.

If you would like a printed version please email the office of the Police and Crime Commissioner at pcc@cleveland.pnn.police.uk

PCC Objectives 2013 - 2016

- RETAIN AND DEVELOP NEIGHBOURHOOD POLICING
- ENSURE A BETTER DEAL FOR VICTIMS AND WITNESSES
- DIVERT PEOPLE FROM OFFENDING, WITH A FOCUS ON REHABILITATION AND THE PREVENTION OF REOFFENDING
- DEVELOP BETTER COORDINATION, COMMUNICATION AND PARTNERSHIP BETWEEN AGENCIES TO MAKE THE BEST USE OF RESOURCES
- WORKING FOR BETTER INDUSTRIAL AND COMMUNITY RELATIONS

Retaining and developing neighbourhood policing

People want the police to be part of their community—they expect a reliable, visible and approachable uniformed presence. I firmly believe that a 'bottom up' approach is the most effective way of tackling crime and antisocial behaviour which is why I led the way in the development of Neighbourhood Policing when it was introduced by Cleveland Police in 2007 and is why I have put its retention and development at the top of my priorities.

The force area has 82 wards, each with differing policing needs. Neighbourhood policing allows officers to gain an in-depth awareness of local community and neighbourhood issues. Since its introduction, neighbourhood policing teams have gone from strength to strength and remain popular with communities—the Local Public Confidence Survey published by Cleveland Police in September 2012 showed that 72.6% of people believed that the police in the local area are doing a good or excellent job.



Police and Crime Plan—Objectives

www.cleveland.pcc.police.uk



I am committed to working with the chief constable to introduce new models of working to create better efficiencies and support the front-line services. The Force has a structure providing dedicated police officers and PCSOs working with community and neighbourhoods in reducing crime and disorder. I want to keep officers on the beat and not overly rely on PCSOs or hand policing over to private companies. I want to ensure a strong and swift response to antisocial behaviour.



I will ensure that the investigation of volume crimes are more closely aligned with neighbourhood policing teams, thus focusing on those issues which have the greatest impact on neighbourhoods and public confidence.

I will encourage the maximum involvement of local communities and Neighbourhood Watch is a superb example of how local people really can make a difference. I will review the current agreement between Neighbourhood Watch and Cleveland Police to see how even better use could be made of groups already established, as well as encouraging new schemes.



During my time as a member of Cleveland Police Authority I first promoted the idea of the Neighbourhood Policing Awards. I was delighted to see that this year's ceremony had generated such positive publicity and showed how much people valued the contribution made by Neighbourhood Policing to tackle crime and improving public safety. I see the Neighbourhood Policing Awards as embodying all that is good about our police service, showing why we need to build on what has already been achieved.

Businesses are as much a part of our neighbourhoods as local residents. I understand how local shops suffer significantly from a range of criminal activity including antisocial behaviour, shop theft and violence towards staff. That seriously affects their businesses and their local communities. I will work with local businesses to reduce crime.



PCC Commitment

- Retaining and developing neighbourhood policing.
- Review and improve Neighbourhood Watch.
- Develop awards scheme for neighbourhood policing and others.
- Strong and swift response to antisocial behaviour – all reports to get a response within 24 hours.
- Call a summit on antisocial behaviour in 2013.
- Increase the number of special constables by 2014/15.
- Regular PCC neighbourhood visits.
- Deliver a comprehensive engagement programme (Your Force, Your Voice).
- Launch of a PCC Foundation using the Police Property Act Fund for donations to community projects in 2013.
- Call a summit to tackle business crime in 2013.



Ensuring a better deal for victims and witnesses

One of the central roles of a PCC is putting victims and witnesses at the heart of the local criminal justice system, listening to the views and concerns of victims and witnesses and ensuring that they are reflected in the priorities of the police and other agencies.

Crime can and does wreck lives. Even what might be seen as relatively minor crimes can have a major and sometimes permanent effect on victims and witnesses. I have a statutory responsibility towards victims in both listening to their concerns and commissioning victim services. I look forward to working with Victim and Advocacy services and have signed up to the five Victim Support promises.

Five promises to victims and witnesses

1. Be open and accountable to victims and witnesses, seeking out and acting on their views.
2. Ensure that victims and witnesses get the high quality help and support they need, when they need it.
3. Make the police more victim-focused and more effective at meeting their needs.
4. Give victims and witnesses an effective voice in the wider criminal justice system.
5. Constantly work to develop new ways of delivering justice for victims.

I am fully supportive of the work of the Victims Strategic Planning Group. This group is working to implement the recommendations of the victims services advocacy project which includes:

- Introduction of harm/impact based model of assessment and delivery of support.
- Clear, jointly agreed, monitored and evaluated pathways for referral, assessment and delivery of support.
- Review of communication and information standards.
- Robust models of victim engagement.
- Explore, agree and initiate models of consortium collaborative service delivery.

In addition to supporting the work of victims and witness, I am committed to protecting vulnerable people. We must focus upon safeguarding those most vulnerable in our society, victims of sexual and domestic abuse, protecting children and young people from harm and those suffering from hate crime. Those most at risk of becoming a repeat victim of crime is a priority.

According to the Crime Survey for England and Wales, of all crimes, domestic abuse has the highest rate of repeat victimisation. To tackle this, I will work with the North East Women's Network to develop new ways of working to effectively tackle violence against women and girls. I will also join Barnardo's in their campaign to reduce the number of children and young people suffering from sexual exploitation.

PCC Commitment

- Fulfilling the five Victim Support promises.
- Accept the research findings developed by the Victims Service Advocacy (VSA) Project.
- Work with the Teesside Victims Strategic Planning Group to review/commission services.
- PCC commission victims services from 2014.
- Support targeted activity to eliminate hate crime.
- Work with the North East Women's Network to reduce all forms of violence against women and girls.
- Work to reduce child sexual exploitation.
- Support the honour based violence and forced marriage project.
- Target repeat victimisation across crime sectors.
- Undertake a thorough review of the police commitment to Coroners Services in 2013.



Police and Crime Plan—Objectives

www.cleveland.pcc.police.uk



Divert people from offending, with a focus on rehabilitation and the prevention of reoffending

Reducing crime is a priority and I will work with the Force, partners, businesses and the voluntary sector to develop and promote events and activities that divert people away from offending.

It is well recognised that once in the criminal justice system there is a high proportion of offenders who go on to reoffend. To prevent this, I want to see greater use of restorative justice - where perpetrators of crime make amends for the damage they cause and, where appropriate, to meet their victims. I believe that such schemes - where offenders clean up the graffiti or repair the damage they created - could help to stop offenders from committing more serious crimes in the future and "nip problems in the bud".

Organised crime is not an invisible or victimless threat. The driver for much of our organised crime is drugs and money. The drugs sold in our communities have been imported by organised criminals. Their huge profits are laundered through seemingly legitimate businesses so the crime bosses can spend their money, free from risk. We need to get tough on organised crime and seizing more criminal assets than ever before.

It isn't just a question of dealing with those who do provide so many problems through antisocial behaviour and crime, because it is equally important to ensure that we do everything possible to divert young people from getting involved in the first place.

To prevent people becoming our offenders of the future, I pledge to engage with young people in custody and involved in the criminal justice system. I support the campaign launched by The Howard League for Penal Reform which asked all Commissioners to sign a pledge to 'consult with young people, including young people in contact with the criminal justice system' when developing Police and Crime Plans.

I pledged to 'listen to the experts' when it comes to making decisions on services for young people. Whilst it is important to work with many agencies in the field, what matters most is consulting with young people themselves. I fully support the delivery of the shared objectives set out by the Young Peoples Strategic Planning Group and will work collectively to ensure positive outcomes for children and young people.

The government estimates that there are 120,000 Troubled Families nationally. Whilst the human costs of this are extremely concerning the financial costs to the public sector are estimated at £9 billion annually. This equates to approximately £75,000 per family. The troubled families programme is a multi agency partnership initiative aimed at assisting families to get them back into employment, improve school attendance and reduce crime and antisocial behaviour. I fully support this approach and will work closely with partners to improve the programme.

PCC Commitment

- Develop a restorative justice approach.
- Tackle serious and organised crime.
- Divert young people away from offending.
- Engage with young people in contact with the criminal justice system.
- Establish a Young Peoples' forum in 2013.
- Support the work of the Troubled Families Programme.



Police and Crime Plan—Objectives

www.cleveland.pcc.police.uk

Develop better coordination, communication and partnership between agencies to make the best use of resources

It is recognised that reductions in crime and antisocial behaviour cannot be delivered by a single organisation. Successful local partnerships between the police, local authorities and other criminal justice agencies are vital in delivering successful and long-term reductions.

I will be tough on crime and the causes of crime. We have strong partnerships with local people, councils and the voluntary sector in tackling and preventing crime and I will build on these strengths. I have a legislative power to require reports from local partnerships about issues of concern and to bring together representatives from partnerships in the Cleveland area to deal with particular issues concerning the public to help achieve this.

I will ensure, at a time when policing is facing unprecedented financial challenges, that resources are concentrated on the front-line – whether that is by tackling local neighbourhood issues, or tackling organised crime and counter-terrorism activities.

PCC Commitment

- Ensure resources are given priority at the front-line.
- Bring together partners to deliver shared priorities and work together better including our commercial partners.
- Improve partnership working across criminal justice agencies.
- Work with the voluntary and community sector to develop solutions to local problems.
- Review the work of Advisory Groups and seek to maximise their effectiveness.
- Facilitate the involvement of volunteers where appropriate.

Working for better industrial and community relations

People are our greatest asset and I will seek to achieve fairness for all our staff. I will ensure that we consult with staff and staff associations when shaping the future of the Force. During the period of this plan, Cleveland Police will undergo major restructuring as part of its business transformation and modernisation programme. I will strive to achieve financial stability, rooting out waste and inefficiencies and making sure that the tax payer receive the best quality services and value for money.

One of my first priorities is to establish stability in the senior management team of the Force. My task in achieving this, is to appoint a Chief Constable.

I will stand against further cuts to policing and the loss of police officers – and will do everything possible to protect policing in Cleveland. We are a vastly improving force and I am determined to keep it that way. To support this, I will work relentlessly to ensure the Force is awarded the maximum crime prevention funding and will champion the interests of Cleveland Police locally, regionally and nationally.

PCC Commitment

- Appoint a Chief Constable in 2013.
- Protect the police from political interference and respect the independence of the Chief Constable.
- Develop new models of working and enhance leadership skills in 2013/14.
- Prepare a balanced budget for 2013/14.
- Emphasise the importance of integrity and openness.
- Be a champion for those who work to keep Cleveland safe.
- Fight for the interests of Cleveland Police locally, regionally and nationally.
- Promote excellence in community safety practices.
- Promote tolerance and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and beliefs, gender and sexual orientation.
- Ensure we engage staff associations when shaping the future of our organisation.



Police and Crime Plan—How the Chief Constable will support the objectives

www.cleveland.pcc.police.uk



Cleveland Police continue to reduce crime, deal effectively with antisocial behaviour and catch and convict those responsible for committing crimes. This is against a backdrop of reducing numbers of police officers and changes in the types of crimes we deal with. It is important that we stay focused on making the best use of our available resources and work in partnership with other agencies, the voluntary sector and the public to keep you safe. In 2013 and 2014 this will be achieved through three processes which compliment each other and provide the leadership necessary to succeed in the current challenging economic and policing environment.

We are fully committed to supporting the Police and Crime Commissioner's objectives. The proposed measures for these are contained within this plan and whilst the police can not achieve all of them on our own we will work hard to ensure that we and others succeed. Each objective will have a named chief officer responsible and accountable for the actions and activities within it.

The Force has developed an operational policing plan for the first year of the Police and Crime Plan which sets out our priority areas to support the Police and Crime Commissioner's objectives. In developing this operational plan we have taken account of public consultation, listened to our partners and considered the current crime and disorder within Cleveland.

The Force priorities are shown overleaf. Cleveland Police will continue to focus on reducing all crime and antisocial behaviour, however these priorities are the areas that will receive additional scrutiny and attention due to the impact they have on our communities and individuals within them. Each of the priority areas will have an allocated lead officer at Chief Superintendent level.

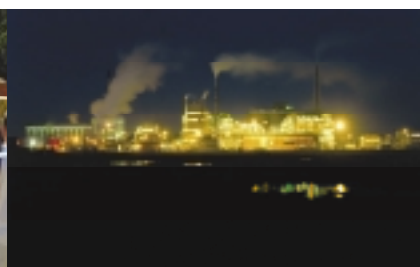
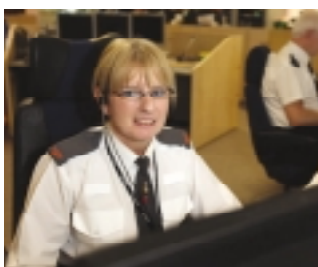
The Force is also undertaking a major restructuring programme to ensure that we can continue to deliver effective front-line services with a reducing number of police officers and our reducing budgets. This programme, known as Orbis, will introduce four force-wide commands each led by a Chief Superintendent and ensures that neighbourhood policing, responding to calls from the public and dealing with emergencies remain at the heart of what we do. The reduction in numbers will be seen in management posts whilst we do everything we can to maintain constable numbers and ensure that they remain in front-line or operational posts. It is an ambitious programme of change that will enable us to achieve the objectives.

Operations Command	Crime and Justice Command	Neighbourhood Policing Command	Tasking & Coordination Command	Business Support
Incident Resolution Team Specialist Support Learning Dogs District Support Unit (No Operations) Joint Specialist Operations Unit (Mounted Section)	Protecting Vulnerable People Major Crime Serious & Organised Crime Economic Crime Special Branch RESOLU Lower 2 source unit Criminal Justice Custody PHT	Integrated Neighbourhood Policing Teams including Business Crime Communities Lower 2 source unit Drugs	The Hub Control Room Intelligence Force Intelligence Bureau Performance	Professional Standards Legal Services Business Transformation Unit Executive Support Finance Human Resources Corporate Communications Project 1

Police and Crime Plan—How the Chief Constable will support the PCC objectives

www.cleveland.pcc.police.uk

PCC Objective	Priority	Area of Focus
Retain and develop neighbourhood policing	Reduce neighbourhood crime	Antisocial behaviour and criminal damage House burglary Personal robbery
Ensure a better deal for victims and witnesses	Improve services to victims and witnesses	Quality of service
		Repeat victimisation
	Protecting People	Protecting people
		Sexual exploitation of children
		Hate incidents
		Sexual offending
		Domestic abuse
		High risk missing people
Divert people from offending, with a focus on rehabilitation and the prevention of reoffending	Reduce offending and prevent re-offending	Restorative justice
		Integrated offender management
		Sexual and violent offenders
	Tackle serious and organised crime	Organised crime groups
		Criminal use of the roads
		Proceeds of crime
Develop better coordination, communication and partnership between agencies to make the best use of resources	The effective use of resources	Force structure
		Develop our leaders
		Effective partnerships
		Acting professionally



Police and Crime Plan—Performance

www.cleveland.pcc.police.uk



Performance of the PCC and Cleveland Police is monitored by a variety of methods. We have agreed operational policing priorities based on PCC objectives, internal and external auditors, HMIC Inspections to ensure that we form a performance framework to help us focus on developing meaningful and achievable objectives and commitments. Proposals for performance against the PCC objectives for the period of this plan are summarised in the table below and shown in detail in the governance and accountability appendix.



PCC Objective	Measures	Outcome
Retain and develop neighbourhood policing	Measures and targets are being developed by the office of the PCC and the Force.	Reduced neighbourhood crime
Ensure a better deal for victims and witnesses	Measures and targets are being developed by the office of the PCC and the Force.	Fewer victims of crime
Divert people from offending, with a focus on rehabilitation and the prevention of reoffending	Measures and targets are being developed by the office of the PCC and the Force.	Fewer people reoffending
Develop better coordination, communication and partnership between agencies to make the best use of resources	Measures and targets are being developed by the office of the PCC and the Force.	Successful services commissioned
Working for better industrial and community relations	Measures and targets are being developed by the office of the PCC and the Force.	Organisational stability

APPENDIX - Governance and Accountability

This appendix outlines

- Governance and accountability
- Performance framework
- Audit and Inspection
- Risk management
- Complaints and professional standards

Governance and accountability

The governance framework allows the PCC to take sound decisions and to achieve overall objectives in an open and accountable way.

In a policing context, good governance is about how those responsible for the service ensure that they are doing the right things, in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner. It is about good decision-making. It comprises the systems, processes, cultures and values by which the PCC and Chief Constable directs and controls the organisation.

Three important changes to the policing landscape resulted from the 2011 Police and Social Responsibility Act:

- Abolition of the Police Authority and the transfer of most of its functions to the elected Police and Crime Commissioner (PCC).
- Establishment of both the PCC and the Chief Constable as Corporations sole.
- Creation of an additional body – the Police and Crime Panel (PCP) – whose core role is to hold the PCC to account.

The PCC is committed to providing the highest standards of service with integrity. The governance framework allows us to exercise integrity, openness and accountability for decisions.

Police and Crime Panel

The role of the Police and Crime Panel is to hold the PCC to account, and assist, the PCC in the way they exercise their role. They scrutinise the actions and decisions of the PCC and make sure information is available for the public.

The Cleveland panel is made up of 12 local councillors from each of the area's four local authorities and two independent (non councillor) co-opted members appointed by the Panel.

Panel Member	Borough Council	Party
Cllr Steve Nelson	Stockton-on-Tees	Labour
Cllr Norma Stephenson	Stockton-on-Tees	Labour
Cllr Ken Dixon	Stockton-on-Tees	Ingleby Barwick Ind Soc

APPENDIX - Governance and Accountability

Cllr Terry Laing	Stockton-on-Tees	Conservative
Cllr Peter Cox	Middlesbrough	Independent
Cllr Charlie Rooney	Middlesbrough	Labour
Cllr Bernie Taylor	Middlesbrough	Labour
Cllr George Dunning	Redcar & Cleveland	Labour
Cllr Ray Goddard	Redcar & Cleveland	Labour
Cllr Chris Abbott	Redcar & Cleveland	Liberal Democrat
Mr Stuart Drummond	Hartlepool*	Independent
Cllr Carl Richardson	Hartlepool*	Labour
Geoff Baines		Independent
Gwynth Duncan		Independent

*Note. Hartlepool nominees subject to ratification by Full Council

The powers of the Police and Crime Panel are

- Require the PCC (or member of their staff) to attend panel meetings to answer questions.
- Request the Chief Constable attends a panel meeting to answer questions, where it has already required the commissioner to appear before the panel.
- Appoint an acting commissioner from amongst the PCCs staff if the commissioner elect has resigned, been disqualified, incapacitated or suspended.
- Veto the PCCs proposed precept.
- Veto the PCCs proposed appointment of a Chief Constable.
- Review the PCCs draft police and crime plan.
- Review the PCCs annual report.
- Hold confirmation hearings for the PCCs proposed chief executive, treasurer and deputy PCC appointments.
- Deal with complaints about the PCC, including passing on any allegations about criminal offences to the Independent Police Complaints Commission.

Decision Making Framework

The Police and Crime Commissioner is the legal contracting body who owns all the police assets and liabilities, with the responsibility for the financial administration of the Office of the PCC and the Force, including all borrowing limits.

The PCC will receive all funding, including the government grant and precept, and other sources of income, related to policing and crime reduction and will make all

APPENDIX - Governance and Accountability

decisions in relation to the allocation of funds/grants, unless formally delegated within the Scheme of Delegation.

The Scheme of Delegation is intended to ensure the efficient discharge of the PCCs duties by setting out clearly who is empowered to make what decisions. The aim of the scheme is to demonstrate that decisions are soundly based on relevant information and that the decision making process is open and transparent. Details of the Scheme of Delegation are available on the PCC web page at www.cleveland.pcc.police.uk.

All significant decisions will be recorded together with background information and rational. These decisions will generally be published on the PCC website and can be called to account by the Police and Crime Panel if necessary. The schedule/ timetable outlining when key decisions will be made (eg. precept proposal) will also be available on the website in advance of the decision being made.

Performance Framework

The PCC is responsible for the performance of the totality of policing in the Cleveland Police area and therefore will scrutinise crime in every category to ensure quality of service and performance is maintained and where necessary improved. The performance framework focuses on the PCC objectives along with a range of other indicators that will be regularly monitored during the life of this plan.

Performance is monitored by holding the Chief Constable to account through the scrutiny of the crime and disorder levels and operational policing priorities.

Measures for performance against the PCC objectives for the period of this plan are CURRENTLY BEING DEVELOPED

Audit and Inspection

Audit Committee

The Audit Committee supports and advises the PCC and the Chief Constable. It comprises five members of the public who are independent of the Office of the Police and Crime Commissioner and Cleveland Police. The Audit Panel is responsible for enhancing public trust and confidence in the governance of the Office of the PCC and Cleveland Police. It also assists the PCC in discharging statutory responsibilities in holding the police force to account. This is achieved by

- Consider internal and external audit reports.
- Advising the PCC and Chief Constable of Cleveland Police according to good governance principles.
- Providing independent assurance on the adequacy and effectiveness of the PCC and Cleveland Police internal control environment and risk management framework.

APPENDIX - Governance and Accountability

- Overseeing the effectiveness of the framework in place for ensuring compliance with statutory requirements (and in particular those in respect of health and safety and equalities and diversity).
- Independently scrutinising financial and non-financial performance to the extent that it affect the OPCC and Cleveland Police exposure to risks and weakens the internal control environment.
- Overseeing the financial reporting process.

In setting up the Audit Committee, the PCC and the Chief Constable had regard to the CIPFA Guidance for Local Authorities on Audit Committees (2005). That guidance has been incorporated into the terms of reference for the Audit Committee which can be viewed on the PCCs web page at www.cleveland.pcc.police.uk.

Her Majesty's Inspectorate of Constabulary (HMIC)

Every year the police service is subject to scrutiny by HMIC with the aim of ensuring forces are effective and provide value for money. From 2012-13, the HMIC will continue to inspect forces 'in the public interest' and this work will be aligned to the introduction of Police and Crime Commissioners (PCCs), a Police Professional Body and the development of the National Crime Agency.

Inspection and reporting will become more risk based and in all but exceptional cases inspections will be commissioned by the Home Secretary or the incoming PCCs.

The HMIC will continue to produce comparative data for every force which will be published on its website; this will include information on performance, good practice and where it considers there are areas for improvement. The HMIC will continue to report on the efficiency and effectiveness of all forces and in addition carry out some specific inspections via projects. These projects include (in terms of police inspections):

Value for Money

- Comprehensive Spending Review (CSR) Policing
- Comparative data

Crime and Quality

- ASB 2012
- Risk monitoring
- Stop and Search
- Automatic Number Plate Recognition (ANPR) review
- Finding time for crime

Strategic Policing Requirement

- Olympics
- "Blue Light Services" (police, fire, ambulance)
- Strategic Policing Requirement
- Organised Crime

APPENDIX - Governance and Accountability

Integrity

- Police integrity report (follow up)
- Data integrity: crime and incident data recording (follow up)

Safeguarding the Vulnerable (Joint Inspection Programme)

Governance and leadership

- Senior appointments / honours / misconduct cases
- Transition to police and crime commissioners
- Special grants
- Police professional body

Not all inspections will involve visits to all forces, some will be risk based and others will be based on the data already produced by each force. Results of inspection will be regularly reported on the HMICs website.

The PCC and Chief Constables joint Audit Committee will consider the outcomes of HMIC inspections, external review agencies and any internal inspection reports that provide assurance on the internal control environment and/or may highlight governance issues. The outcomes form part of the Chief Constables and the PCCs business planning processes.

Risk management

Effective risk management is an essential part of planning and governance. It minimises exposure to the potential loss of service, reputation, life and limb and physical assets and is a key building block in ensuring the sustainable delivery of services.

The PCC and the Force have complementary risk registers which are monitored and reviewed on a quarterly basis by the Audit Committee that will assess any new or emerging risks as well as the progress of action plans.

Complaints and Professional Standards

Public confidence in the police depends on police officers and police staff demonstrating the highest level of personal and professional standards of behaviour. Cleveland Police expects the highest standards of conduct and performance from all police officers and police staff.

The PCC has responsibility for complaints against the Chief Constable and is required to monitor all complaints made against officers and staff.

Everyone has responsibility to report any wrongdoing, to ensure our high standards are not compromised. Details of how to make a complaint can be found on the Force and PCC websites.

APPENDIX - Commissioning, Collaboration and Partnerships

This appendix outlines

- Commissioning
- Collaboration
- Partnerships

The PCC has oversight, influence and involvement in the wider criminal justice and community safety landscape and is required to take account of the priorities of these agencies. This includes a responsibility to ensure provide value for money by either commissioning services, working in partnership or collaboration for the best use of our resources.

Commissioning

A significant challenge for the coming years is to develop a workforce that is skilled and flexible to meet increasing expectations, demand and financial pressures. Some of the work being introduced on a national level will impact on policing in the Cleveland Police area and includes

- Supporting the work of the National Crime Agency.
- The introduction of the College of Policing.
This sets the standards and practices for police officers with the overall aim of professionalising the service.
- The development of the national police focused ICT company which is owned and run nationally by PCCs. This is responsible for procurement, implementation and management of ICT solutions and associated business change.

Cleveland has a number of existing contracts, these are set out in the following pages.

APPENDIX - Commissioning, Collaboration and Partnerships

Name	Company	Start date	Duration	Value	Notes
Project I	Steria	1 st October 2010	10 years	£18 million	<p>To provide back office services including</p> <ul style="list-style-type: none"> • ICT • Control Room • Criminal Justice • Business Services • District Administration • District Enquiry Desks • Crime Management Unit • Risk, Resilience and Emergency Planning Unit <p>The contract involved the TUPE transfer of 472 FTE police staff and the civilianisation of 117 FTE Police Officer roles. The contract price for the delivery of these same, or improved services, back to Cleveland Police is £18 million per annum. Therefore an annual saving of £7.9 million per annum (a 30.7% reduction on the original cost) was to be delivered after a period of transition was complete.</p> <p>The benefits of the civilianisation of the police officer roles has meant that despite reductions in the overall police officer numbers within Cleveland it has been possible to prioritise keeping Police Officers in front-line roles.</p>

APPENDIX - Commissioning, Collaboration and Partnerships

Name	Company	Start date	Duration	Value	Notes
Custody and Medical Services	Reliance (now Capita)	July 2007	10 years	The current contract price for 2012/13 is expected to be £3.5m.	<p>To provide an integrated custody and medical service across the Force area. The contract covers</p> <ul style="list-style-type: none"> • Custody Support • Bail Management • Identification Unit • Medical Services <p>The contract involved the TUPE transfer of 41 police staff and the release of 35 FTE police officers who returned to front-line duties. It delivered savings of around £500,000 per annum in comparison to previous running costs.</p> <p>The most visible and critical performance indicator is the percentage of detainees that are available for authorised detention within 30 minutes. Achieving this target ensures that police officers are released back for operational patrol as soon as possible.</p>

APPENDIX - Commissioning, Collaboration and Partnerships

Name	Company	Start date	Duration	Value	Notes
Cleveland Universal Police Information Device (CUPID)	Steria	2008			<p>Cleveland Police launched mobile working in 2008 with the introduction of CUPID; small hand held devices to all operational front line officers which enables them full access to the Force's main IT and intelligence systems. A key benefit of the device is officers being able to fill in and submit forms electronically rather than having to return to the police station. Initial analysis carried out on the Hartlepool pilot showed that the devices were allowing officers to spend 20% more time out on the streets.</p> <p>CUPID is now seen as established equipment for operational officers with an average of 39,000 transactions carried out each month on the devices. The device continues to be developed with new functionality being added during 2012, which will see Domestic Violence and Hate forms being introduced along with integration into Storm Command and Control.</p> <p>There are approximately 900 devices issued to officers and deployment is mainly to Response, Roads Policing Unit and Neighbourhood officers. Possible expansion into other areas is also being considered although the solution as it currently stands suits the more transactional activities such as performing checks and submitting street encounters.</p>

APPENDIX - Commissioning, Collaboration and Partnerships

Collaboration

Cleveland Police will collaborate with any other force, public or private sector organisation in any area of business if this provides to deliver better services to the public and/or better value for money.

Collaboration is the key to securing efficiencies and reducing costs by aligning and converging processes and entering into arrangements with public and private sector suppliers to deliver services more cost-effectively.

We have a proven track record of engaging in effective and groundbreaking partnerships with both public and private sector organisations that deliver, or will deliver, better operational outcomes and significant cashable and efficiency savings. These are summarised as

- Firearms Training - Private Finance Initiative (PFI)
- District and Custody Accommodation (PFI)
- Special Operations Unit Collaboration
- National Police Air Support Collaboration.

The PCC will monitor the business benefits and delivery of the remaining years of contracts whilst ensuring the delivery of services in future contracts.

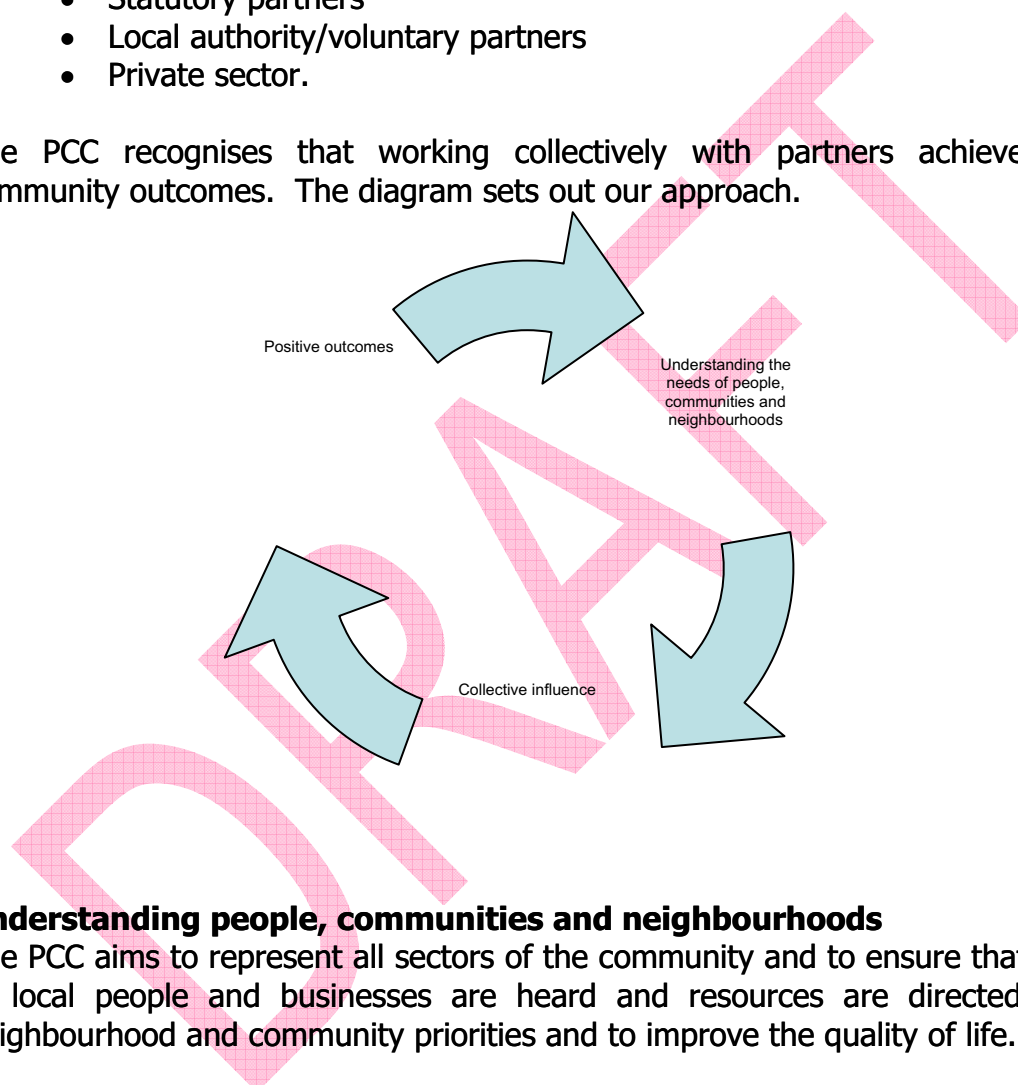
APPENDIX - Commissioning, Collaboration and Partnerships

Partnerships

Reducing crime and antisocial behaviour cannot be achieved by a single organisation. Many solutions can be found in better health, housing, education, employment and environmental design. The PCC has a strong commitment to working with partners and has strong links with many organisations to help develop long-term solutions to local problems. The PCC has a broad framework of partners, these are grouped as

- Statutory partners
- Local authority/voluntary partners
- Private sector.

The PCC recognises that working collectively with partners achieves positive community outcomes. The diagram sets out our approach.



Understanding people, communities and neighbourhoods

The PCC aims to represent all sectors of the community and to ensure that the views of local people and businesses are heard and resources are directed to tackle neighbourhood and community priorities and to improve the quality of life.

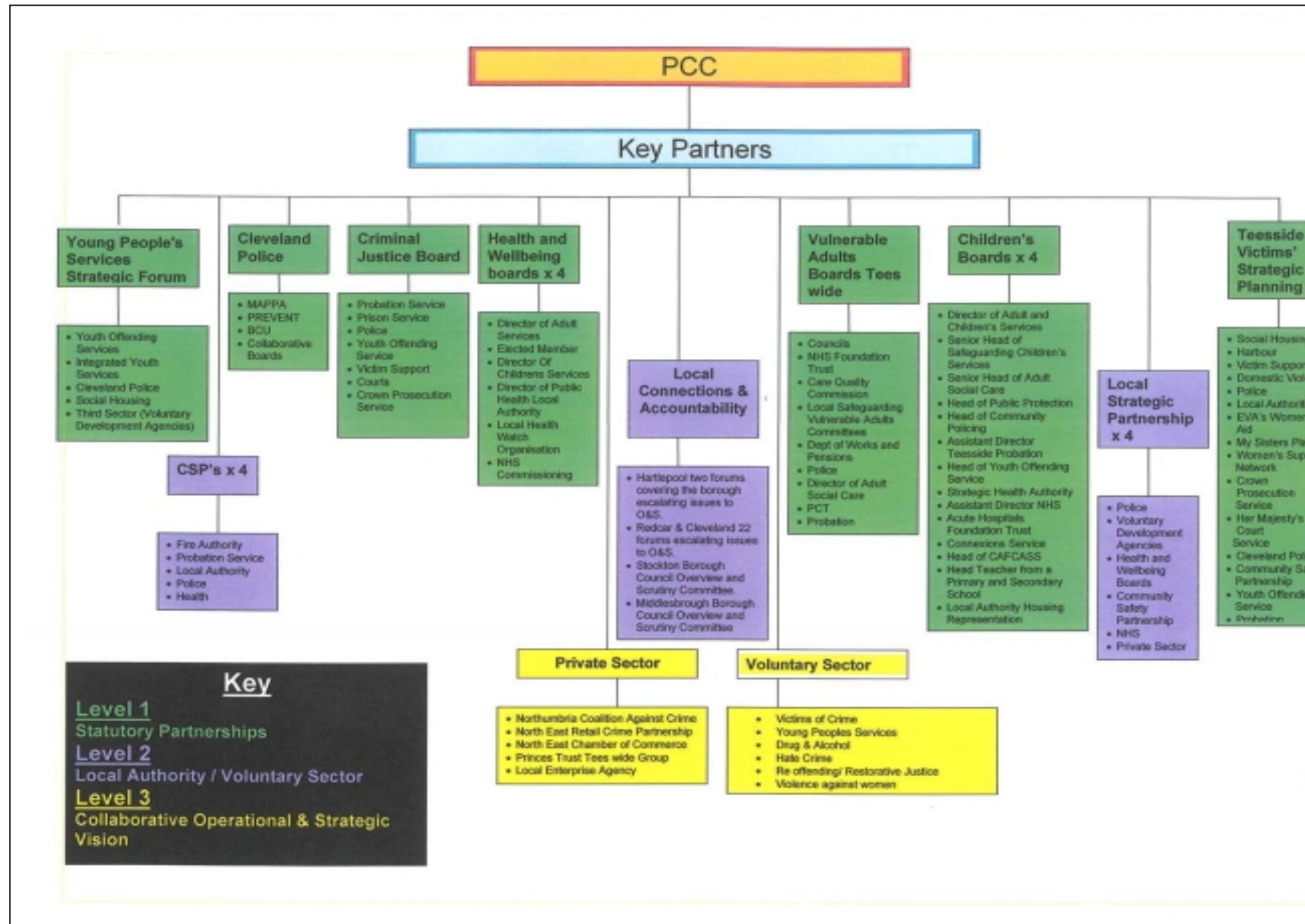
Collective Influence

The PCC will strive to reduce crime and antisocial behaviour by drawing together resources within the partnership framework to maximise the benefits to local communities, neighbourhoods and businesses.

Positive outcomes

The PCC will build on the respect and value of those who deliver policing and community safety services so that we can focus on preventing crime.

APPENDIX - C Our partners and how we work with them. Partnerships



APPENDIX - Commissioning, Collaboration and Partnerships

Young People Services Strategic Planning Group

This group enables a cohesive, coordinated approach to the planning and commissioning of services that prevent, divert and protect young people from becoming involved in crime and disorder activities. The group is instrumental in helping to develop, advise on, consortium and collaborative approaches to service delivery for young people.

Priorities

The priorities are informed by contributions from across young people's services sector and from information captured in a priorities pro-forma document completed by a variety of organisations

- Partnership working
- Consultation and engagement
- Promote safety of children and young people to prevent them becoming victims or perpetrators of crime
- Early intervention and prevention
- Reduce re-offending.

The PCC is committed to working with young people in the delivery of the objectives set out in the Police and Crime Plan.

Cleveland and Durham Criminal Justice Board

The Cleveland and Durham Criminal Justice Board works to prevent and deal with crime and offenders. The three main strategic themes of the group are reducing re-offending, communications and engagement and, effectiveness and efficiency.

These are supported by a number of ongoing action groups that the board has prioritised as essential. This includes looking at the effectiveness of the Magistrate and Crown Courts and establishing a group to look at the multi-agency responses to domestic abuse through the domestic violence court.

Priorities

- CJS Efficiency
- Reducing Re offending
- Victims and Witnesses
- Specialist Domestic Violence Courts.

The PCC is committed to reducing re-offending and ensuring a better deal for victims and witnesses as detailed in the Police and Crime Plan.

Health and Wellbeing Boards

Health and wellbeing boards are a forum where key leaders from the health and care services work together to improve the health and wellbeing of their local population and reduce health inequalities. The following table highlights the priorities for each local authority area.

APPENDIX - Commissioning, Collaboration and Partnerships

Priorities - Health and Wellbeing Boards			
Hartlepool	Middlesbrough	Redcar & Cleveland	Stockton
Give every child the best start in life	Invest in robust early help with a focus on the family,	Development of a sustainable system of care that promotes independence.	
Ensure a healthy standard of living for all	Multi-agency approach to improve lifestyle choices, Increasing uptake on preventative and early intervention programs.	Delivery of "Healthier and longer lives for all" outcomes,	
Create fair employment	Support emotional health and well being of young people and their families.	Development of integrated services for children that promote aspiration and resilience	
	Improve maternal health and early years health and wellbeing outcomes		
	Improving emotional health and wellbeing across the life course.		
	Integrate healthcare and social care services for people with long term conditions.		
	Supporting independence, re-ablement and designing care around the patient.		

APPENDIX - Commissioning, Collaboration and Partnerships

The PCC is committed to working with partners through the PCC objectives in the Police and Crime Plan to support the work in effectively tackling crime and the causes of crime.

Safeguarding Vulnerable Adults Boards Tees-wide

The Tees-wide Safeguarding Vulnerable Adults Board brings together representatives of each of the main agencies responsible for protecting vulnerable adults from abuse or neglect. It is responsible for developing, monitoring and reviewing Adult Protection Policies, Procedures and Practice.

Safeguarding Children and Young People

Local Safeguarding Children Boards (LSCBs) bring together the organisations responsible for service for young people, children and families in a shared commitment to safeguard and promote the welfare of children. The scope of their role is to

- Safeguard all children and aim to identify and prevent maltreatment, or impairment of health or development, and to ensure that children are growing up in circumstances consistent with safe and effective care.
- Lead and coordinate proactive work that aims to target particular groups.
- Lead and coordinate arrangement for responsive work to protect children who are suffering, or likely to suffer, significant harm.

Victims Strategic Planning Group

The Victims Strategic Planning Group provides a cohesive, coordinated approach to supporting victims. This will include the identification of needs and solutions, as well as advising on minimum service standards, monitoring and evaluation.

Priorities

- Introduction of harm/impact based model of assessment and delivery of support
- Clear, jointly agreed, monitored and evaluated pathways for referral, assessment and delivery of support
- Communication and information
- Robust models of victim engagement
- Partnership working.

The PCC is committed to ensuring a better deal for victims and witnesses as detailed in the Police and Crime Plan.

Community Safety Partnerships

Every year Cleveland Police and the Community Safety Partnerships complete detailed strategic assessments on their area. Analysts use surveys, questionnaires, performance trends and demographic information in setting out their three year strategies/plans. Their priorities are summarised in the table below and are used by the PCC when considering future objectives.

APPENDIX - Commissioning, Collaboration and Partnerships

Safer Hartlepool Partnership	Safer Middlesbrough Partnership	Redcar & Cleveland CSP	Safer Stockton Partnership
Reduce Crime & Repeat Victimisation	Diverting young people under the age of 25 away from crime and ASB and reducing their vulnerability to prevent them becoming victims of crime	Acquisitive Crime: Dwelling Burglary; Other Burglary; & Other Theft	Anti Social Behaviour
Reduce the harm caused by drug & alcohol misuse	Reducing repeat victimisation	Antisocial Behaviour & Associated Incidents	Alcohol related crime/ASB
Create confident, cohesive and safe communities	Reducing re-offending	Drugs & Alcohol	Violent crime
Reduce offending and re-offending	Town centre safety	Reducing Offending & Re-offending	Drug related offending
	Neighbourhood safety	Violence: Domestic; Sexual; & Alcohol-Related	Criminal damage
			Domestic violence

Although not a responsible body on CSPs, the PCC will work with the leaders from responsible authorities to tackle crime and antisocial behaviour.

Local Strategic Partnerships

This is a non-statutory body that brings together the different parts of the public, private, voluntary and community sectors, working at a local level. Their aim is to ensure that the different agencies work together to deliver services more effectively. LSPs operate at a strategic level but remain close enough to local people to allow them to be involved in decisions that affect their communities. Local authorities coordinate the work of LSPs in partnership with the police, primary care trusts (PCT) and other agencies.

Safer Future Communities Strategic steering group

Cleveland's diverse voluntary and community sector (VCS) plays a key role in reducing crime and increasing community safety through a wide range of service provision and grass roots community activity. Cleveland Safer Future Communities Network has been established with Home Office funding to draw together voluntary and community sector agencies for the purpose of engaging with the crime and disorder agenda across the Cleveland Police area. It is co-ordinated by Middlesbrough Voluntary Development Agency.

The following priorities are informed by contributions from across the voluntary sector and from information captured in a priorities pro-forma document completed by the organisations.

- Alcohol and drug related crime
- Antisocial behaviour
- Reducing re-offending/prisoner resettlement
- Breaking cycles of crime in families
- Supporting victims of crime
- Youth crime.

The PCC is committed to working with the voluntary and community sector in the delivery of the objectives set out in the Police and Crime Plan.

APPENDIX - Commissioning, Collaboration and Partnerships

Working with the private sector is vital to help design out and tackle crime across the force area. To support the delivery of the Police and Crime Plan objectives, the PCC is a member of Tees Valley Unlimited which is the sub-regions local enterprise partnership which acts as a key stimulus for economic growth in the area.

The Tees-wide partnership, hosted by Prince's Trust, is a collection of public and private sector agencies working to promote positive opportunities for young people and reduce the number not in employment, education or training.

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APPENDIX - The local area, its people and their needs

This appendix outlines

- The local area and its demographics
- National ranking and comparison to Most Similar Forces
- Consultation and engagement

The local area and its demographics

This Plan is set in the context of the local area it serves. A brief summary of key factors is detailed in this section.

The Cleveland Police area has a population of around 557,000 people. It is for the most part an urban area closely resembling metropolitan authorities in socio-economic characteristics and policing needs.



Our towns are highly populated and as a result we are considered to be the 6th most densely populated area nationally (9.4 people per hectare compared to the national average of 3.6 people per hectare).

Geographically, we are the second smallest force in England and Wales¹, covering about 230 square miles. Population wise we are the 6th smallest. Our main road networks are the A19 running north to south and the A66 from east to west. The area is home to one of the largest chemical industry complexes in Europe and one of the countries busiest sea ports.

It borders the beautiful North Yorkshire Moors and North Sea coastlines, along with some of the highest cliffs in the country. The diversity of our neighbourhoods and communities varies greatly from highly skilled to manual labourers. There are ancient fishing and mining villages to the east, an engineering and steel making industry legacy and the developing marinas and towns to the west and north. In terms of social and cultural diversity, the 2011 census figures show a population where the resident minority ethnic population to be 5.8%, the majority of which is located in Middlesbrough where it rises to 13.4%, compared to 16.3% nationally.

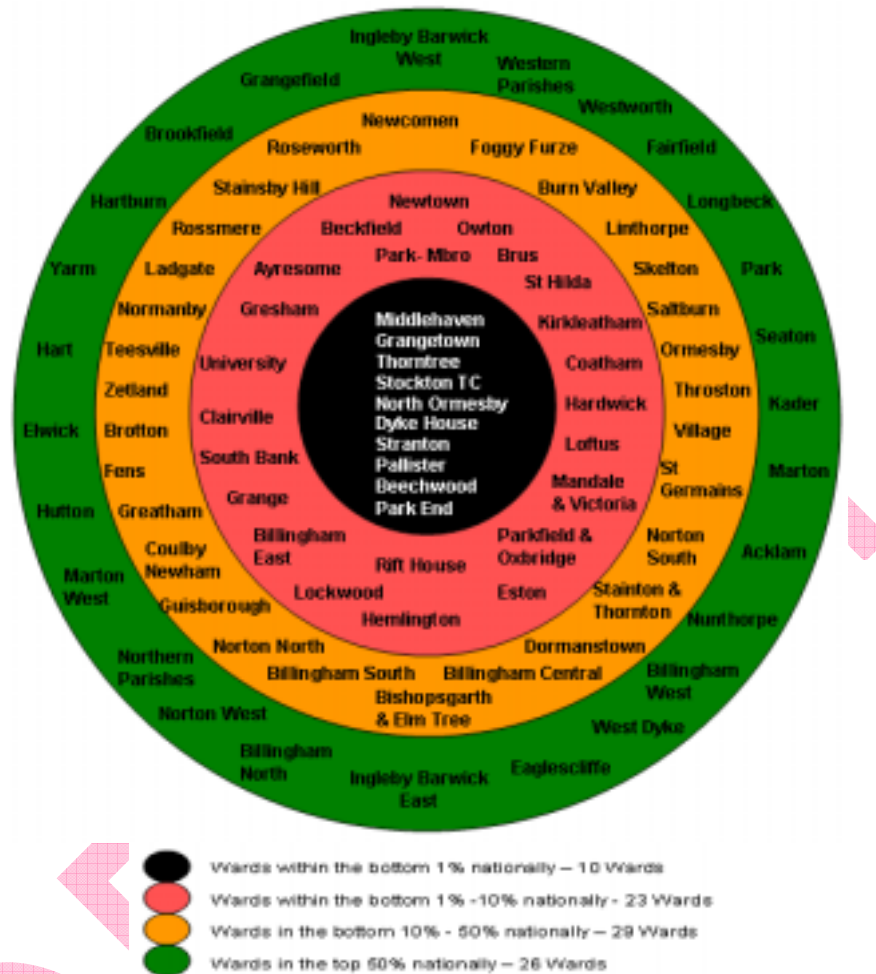
Parts of the area are considered to be highly deprived. All four policing districts have large areas of socio-economic deprivation with 62 of the 82 wards² (70%) in the

¹ City of London is the smallest police force.

² There are 7,934 wards nationally. The number of wards in the Cleveland Police area reduced from 88 to 82 wards following the reconfiguration of electoral wards in Hartlepool and the diagram used to show socio-economic deprivation will be updated to reflect the change in wards.

APPENDIX - The local area, its people and their needs

bottom 50% of the most socially deprived wards in the country. 33 of the wards (37%) are in the bottom 10% and 10 (11%) of wards are in the bottom 1% as shown in the diagram overleaf.



When compared to our MSFs, the area has the 2nd highest percentage of single parent households. The unemployment rate across the Force area is 12.4% compared to a national average of 8.3%, with Cleveland having the 3rd highest percentage of residents claiming job seekers allowance for over six months. Further social and demographic information is shown at appendix ?

The force receives over 1,000 telephone calls every day and from these approximately 600 relate to a 'call for service'. The largest number of which are recorded as 'suspicious circumstances'. These are calls from people who are concerned about either people or vehicles and their activity or behaviour.

Recorded crime has shown a steady decline over the last five years and this is reflected in the 2012/13 total recorded crime figures (YTD October 2012) which show an overall 11.4% decrease.

APPENDIX - The local area, its people and their needs

Social and demographic information

Socio Economic Data	H	R&C	M	S	Force	National
Population	91,300	137,390	142,370	192,375	563,435	54,481,000
Population as % of force total	16.2%	24.4%	25.3%	34.1%	100.0%	-
Population Density (People per hectare)	9.7	5.6	26.4	9.4	9.4	3.6
Licensed Premises Numbers (ie on and off license)	281	303	330	636	1,550	166,000
Licensed premises as % of force total	18.1%	19.5%	21.3%	41.0%	100.0%	-
% of Lone Parent Households	11.8%	11.0%	13.8%	10.6%	11.4%	8.4%
Long term unemployment related benefit claimants (%)	7.3%	6.4%	8.1%	4.9%	6.2%	5.4%
Working age population	58,155	86,280	93,545	125,365	363,345	36,641,700
Working age population as % of force total	16.0%	23.7%	25.7%	34.5%	100.0%	-
% Working age population in employment	61.4%	62.0%	57.4%	70.4%	64.8%	70.3%
% Working age population receiving income benefits	20.6%	17.1%	20.2%	14.5%	17.2%	11.9%
% of school leavers who attain 5 or more GCSE's at level A-C	74.3%	69.5%	65.3%	70.8%	70.6%	69.1%
Tenure % private rent	7.4%	5.5%	7.1%	5.2%	6.1%	8.7%
Estimated weekly household income (£)	£470	£443	£416	£496	£457	£503.1
% terraced housing	43.5%	30.2%	38.7%	26.5%	33.3%	29%

National ranking and comparison to most similar forces

All police forces are grouped with broadly similar socio-demographic characteristics used for comparative purposes. These groupings are known as 'Most Similar Forces' (MSFs). Their aim is to make fairer and more meaningful peer comparisons. Putting performance into this context allows for a degree of comparison. Cleveland Police MSF comprises Gwent, Merseyside, Northumbria, South Wales, South Yorkshire and West Midlands.

Cleveland's MSF group exhibit socio-economic factors that indicate areas of high deprivation compared to the national norms. These forces are also areas of high expenditure on policing and experience high levels of crime.

APPENDIX - The local area, its people and their needs

National Ranking	% Single Parent Households	% Terrace Households	% with occupancy of more than 1 person per bedroom	% claiming job seekers allowance for more than 6 months.	Population Density	Population Sparsity
Cleveland	2nd	7th	22nd	3rd	6th	6th
Messeyside	1st	5th	10th	2nd	3rd	4th
West Midlands	3rd	14th	3rd	1st	4th	2nd
South Wales	5th	3rd	25th	20th	16th	11th
Gwent	6th	2nd	29th	8th	26th	24th
Northumbria	8th	12th	11th	6th	7th	9th
South Yorkshire	14th	18th	24th	11th	13th	8th

Note : Each indicator ranking is the national ranking for the highest rate. EG Cleveland has the 2nd highest rank for % of single parent households.

The table outlines Cleveland's national position as for the twelve month period to June 2012 for publicly reported crime categories per 1,000 population, compared with all other English and Welsh Forces. Performance updates and comparisons with our MSF group can be seen at www.police.co.uk.

Crime Category	Crimes per 1000 Population	National Average	National Position (of 43 forces)
Violence against the Person	12.46	11	38th
<i>Violence with Injury</i>	7.72	5.88	43rd
<i>Violence without Injury</i>	4.75	5.13	25th
Sexual Offences	1.01	0.91	34th
<i>Rape</i>	0.32	0.28	34th
<i>Other Sexual Offences</i>	0.69	0.63	33rd
Acquisitive Crime (or Stealing)	37.23	37.09	37th
<i>All Burglary</i>	8.78	8.79	31st
<i>Domestic Burglary</i>	4.17	4.31	33rd
<i>Non Domestic Burglary</i>	4.62	4.49	27th
<i>All Robbery</i>	0.46	1.28	23rd
<i>Personal Robbery</i>	0.4	1.16	21st
<i>Business Robbery</i>	0.06	0.12	27th
<i>Vehicle Crime</i>	5.8	7.27	19th
<i>Shoplifting</i>	8.82	5.45	43rd
<i>Other Theft /Other Stealing</i>	13.36	14.3	29th
Criminal Damage	15.87	10.6	43rd
Publicly Reported Crime	66.57	59.6	40th

Consultation and engagement

PCC Coppinger pledged the biggest public engagement exercise in the history of Cleveland Police. During his election campaign he said

"I will cover every mile of the force area to engage with the public, local businesses, organisations, police officers and staff to be clear about what people want from their police force."

APPENDIX - The local area, its people and their needs

“In the course of my election campaign I have already listened to more than 5,000 people across Cleveland, numerous organisations, police officers and staff. It has provided invaluable insight into what people expect from the police and it’s something I will replicate on a far greater scale now that I have been elected. **‘Your Force, Your Voice’** will be coming to a street near you.”

“It is vital that local communities have an effective say in how their streets are policed and “Your Force, Your Voice” will provide that opportunity.”

Our consultation and engagement activities that focus on:

- Increasing our understanding of the communities we serve
- Ensuring clear and consistent communication with the public
- Ensuring effective consultation and community engagement.

We use a variety of methods to help ensure that as many people as possible have an opportunity to comment on the services we provide, these include:

- The Crime Survey for England and Wales which is a mandatory national face to face survey carried out on behalf of the government. This aims to assess levels of crime and public attitudes to crime.
- The User Satisfaction Survey which is a mandatory national telephone survey across a random sample of victims from the force area on a rolling monthly basis. These surveys provide us with information about the experiences of victims, which allows us to continually improve the service we deliver.
- The Local Public Confidence Survey which supplements the BCS by providing feedback from each policing district giving a local context. The survey also includes a range of diagnostic questions highlighting any concerns respondents have about policing in their neighbourhood.
- The Control Room calls back a sample of approximately 100 members of the public each day for their views on services. This gives callers the opportunity to give feedback on the level of services they have received from officers and staff and also offers an opportunity for victims to be updated on progress.
- Officers participate in formal and informal neighbourhood and community group meetings on a regular basis, meeting with local residents, councillors, representatives from the local community, businesses and other statutory partners and agencies.
- Face to face public meetings and online web chats.
- Representation on local forums and meetings.

The comments and views gained through our consultation activity are considered as part of the PCCs business planning and priority setting processes. The full consultation reports can be viewed on the PCC website at www.cleveland.pcc.police.uk.

The full schedule of our consultation events and activities are available on the PCC website.

SCRUTINY CO-ORDINATING COMMITTEE

15 February 2013



Report of: Scrutiny Manager

Subject: CALL-IN OF DECISION: WELFARE REFORMS -
CUSTOMER STRATEGY

1. PURPOSE OF THE REPORT

- 1.1 To provide Members of the Scrutiny Co-ordinating Committee with the relevant information relating to the Call-In of the decision taken by Cabinet on the 4 February 2013, in relation to arrangements for communicating and dealing with associated enquiries arising from the welfare reform changes to Housing Benefit and Council Tax Benefit.
- 1.2 To enable the Scrutiny Co-ordinating Committee to:-
- i) Make a decision in relation to the acceptance or rejection of the Call-in; and
 - ii) Consider, subject to the acceptance of the Call-in:
 - The way forward in dealing with the Call-In;
 - The formulation of a response / comments for consideration by Cabinet (via the Proper Officer).

2. BACKGROUND INFORMATION

- 2.1 At the meeting of Cabinet, held on 4 February 2013, a report was considered in relation to arrangements for communicating and dealing with associated enquiries arising from the welfare reform changes to Housing Benefit and Council Tax Benefit. A copy of the report considered by Cabinet on the 4 February 2013, and relevant decision record (Minute No. 169 refers), are attached at **Appendices A and B** respectively for Members consideration.
- 2.2 Following the decision of Cabinet, a Call-In Notice was issued by 5 Members of the Council on the 13 February 2013. This notice was accepted by the Monitoring Officer on the 13 February 2013 and a copy is attached at **Appendix C**.

3. CALL-IN PROCESS

- 3.1 The Scrutiny Co-ordinating Committee has the power under Section 21 of the Local Government Act 2000, and Rule 14 of the Council's Scrutiny Procedure Rules, to call-in decisions made by the Executive but not yet implemented.
- 3.2 The Call-In notification outlines the reasons why the signatories were of the opinion that the decision had been taken in contravention of the principles of decision making, as outlined in Article 13 of the Constitution. The reasons identified in the Call-In Notice are as follows;

- vii) Clarity of aims and desired outcomes;
- v) Best Value; and
- xi) Efficiency.

- 3.3 Details of the narrative from the decision record are outlined below to assist Members.

The decision has no business case to back up costs to be incurred in respect of measures being taken to support individuals with two significant future welfare reform changes. The money does not form part of the current budget and policy framework. There is no evidence it is best value, no clarity of aims or desired outcomes and thus no evidence of the most efficient use of this resource.'

4. NEXT STEPS

- 4.1 In the first instance, the Committee must decide whether it agrees with the Members submitting the Call-In Notice that the decision should be Called-In for the reasons set out in the notice. These reasons should then form the basis for the Committee's consideration of the decision. The Committee will also then need to decide how it wishes to proceed with consideration of the Call-In.
- 4.2 Having fully discussed the reasons outlined within the Call-In Notice there are two ways forward:-
- (i) Should the Committee be satisfied that the principles of decision making have not been contravened, the decision(s) will be effective immediately; or
 - (ii) Should the Committee remain concerned about the decision, comments should be agreed for formal consideration by Cabinet at the earliest opportunity. Following receipt of these comments Cabinet would be required to reconsider the decision in light of them and either reaffirm or amend the decision. A response from Cabinet must then be referred to the Committee, setting out the reasons for reaffirming or modifying the decision, in relation to the issues raised by the Committee.

5. RECOMMENDATIONS

- 5.1 That Members of the Scrutiny Co-ordinating Committee decide if they wish to accept or reject the Call-In Notice;
- 5.2 That subject to acceptance of the Call-in:
- i) Consideration be given to the way forward in dealing with the Call-In;
 - ii) Consideration be given to the whether the decision was taken in accordance with the Principles of Decision Making (as outlined in Article 13 of the Constitution); and
 - iii) Should the Committee be of the view that the decision was not taken in accordance with the Principles of Decision Making, comments be formulated for consideration by Cabinet (via the Proper Officer).

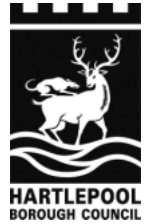
Contact Officer:- Joan Stevens– Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
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Email: joan.stevens@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in the preparation of this report:-

- (i) Hartlepool Borough Council's Constitution
- (ii) Reports and Minutes – Cabinet of 4 February 2013
- (iii) Call-in Notice – 13 February 2013

<p style="text-align: center;">CABINET</p> <p style="text-align: center;">4 February 2013</p>



Report of: Chief Finance Officer

Subject: WELFARE REFORMS - CUSTOMER STRATEGY

1. TYPE OF DECISION / APPLICABLE CATEGORY

Non key decision.

2. PURPOSE OF REPORT

- 2.1 The purpose of the report is to inform members of the arrangements for communicating and dealing with associated enquiries arising from the welfare reform changes to Housing Benefit and Council Tax Benefit.

3. BACKGROUND

- 3.1 As part of the national welfare reforms, the government are introducing new rules governing housing benefit entitlements in the social rented from 1st April 2013. Working age housing benefit claimants of registered housing associations or other registered social landlords will in future have their housing benefit calculated based on new government rules covering the number of bedrooms a household is deemed to need. Analysis indicates that in Hartlepool 1,666 households are potentially at risk from these changes which will result in a reduction in housing benefit entitlement. Low income pensioner households will not be affected by these new rules, only households of working age.
- 3.2 Furthermore, the existing national Council Tax Benefit (CTB) scheme will be abolished on 31st March 2013 and the Council will be implementing its own Local Council Tax Support scheme (LCTS). Central government are reducing the funding to operate the local scheme by 10% nationally, (13.4% in Hartlepool), with a requirement to protect low income pensioners. The Council has comprehensively considered a range of options for its LCTS scheme and has agreed to apply earmarked risk funding and other measures within the Medium Term Financial Strategy, to enable the Council to access government transitional grant funding

and which will permit the restriction of the cut in council tax support awards to 8.5%. In contrast, many other councils are planning to implement cuts in their LCTS scheme awards of 20%.

- 3.3 Financial modelling indicates that 8,600 households (about 1 in 5 properties in the borough) will be affected by the LCTS changes. The LCTS scheme will involve households either receiving Council Tax bills with amounts due for the first time (ie. where previously they paid nothing under the national CTB scheme) or higher amounts of Council Tax to pay. Recovery of these amounts of Council Tax will be significantly more difficult owing to pressure on household budgets and individuals will present themselves to the council in need of advice and support.
- 3.4 The key changes outlined in this report for which the council has an administrative responsibility, represent only two components of the wider welfare reforms being implemented by the Government. Many households will find themselves adversely financially impacted by a number of these changes and the cumulative financial effect on households could be significant. These changes will be extremely challenging for household budgets and will also impact on the local economy given the relatively high level of welfare benefit recipients within the borough.

4. SOCIAL RENTED SECTOR/ HOUSING BENEFIT CHANGES

- 4.1 Effective partnership working and sharing of data between the Council and registered social landlords has been undertaken to identify those households at risk from this change. Under the government's new rules, where households are considered to have one or more surplus bedrooms Housing Benefit will be reduced. The amount allowed for rent and any service charges will be reduced by:
 - 14% where a household has 1 surplus bedroom
 - 25% where a household has 2 or more surplus bedrooms.

The new rules state that a bedroom is required for each of the following:

- A couple
 - A single person over the age of 16 years
 - Two children of opposite sex (ie. boy and girl) under the age of 10
 - Two children of the same sex under the age of 16 or a single child under the age of 16
 - An overnight carer, where required
- 4.2 Analysis has identified 1,666 households in Hartlepool at risk from this government change and breakdown on a ward basis is shown in the following table:

**Properties affected by new Bedroom Criteria rules
by Ward**

Ward	1 surplus bedroom 14% reduction	2 surplus bedrooms 25% reduction	Total properties subject to a reduction
Burn Valley	31	7	38
De Bruce	217	46	263
Fens and Rossmere	67	13	80
Foggy Furze	129	30	159
Hart	22	5	27
Headland and Harbour	201	60	261
Jesmond	168	58	226
Manor House	279	69	348
Rural West	11	1	12
Seaton	75	31	106
Victoria	118	28	146
Total	1318	348	1666

- 4.3 In Hartlepool, registered social landlords have in 2012 been proactively undertaking engagement exercises with those tenants at risk from the rules change, to raise awareness and provide advice. The Council has supplemented these arrangements by issuing a letter on 21st January 2013 to formally notify all potentially affected households of the impending changes. The Council letter also details the household composition information currently held within the council's benefits system, offering claimants the opportunity to correct any inaccuracies in that data before the new 2013/14 housing benefit entitlements are calculated in Mid March 2013.
- 4.4 The Council's Benefits Service administers on behalf of the DWP a Discretionary Housing Payment (DHP) scheme. The DWP are providing the Council with some additional DHP funding to assist with the impact of the new bedroom rules changes. However the new funding allocation for the rules changes in 2013/14 for Hartlepool is £62,000 which is equivalent to £37 for each of the 1,666 households at risk.
- 4.5 Whilst the level of housing benefit loss will vary between households depending on financial circumstances, some broad modelling by Housing Hartlepool for their tenants indicates that for a typical 3 bedroom property a 14% reduction would equate to a loss of £11.87 a week and a 25% reduction would equate to a loss of £21.65 a week.

- 4.6 Furthermore, the DWP have issued guidance that local authorities should seek to prioritise the additional £62,000 on two types of household, those that undertake foster caring (and thereby need additional bedrooms) and those claimants that have had their property adapted linked to their disability and which would compromise their ability to move to other smaller accommodation. This funding is to be welcomed and the Council's DHP policy is currently being amended to reflect the new responsibilities and a report will be submitted to Cabinet in late February / early March. However, it is clear that the available funding will be insufficient for the scale of the government's changes.

5. LOCAL COUNCIL TAX SUPPORT SCHEME (LCTS)

- 5.1 As detailed earlier in the report, the Council will be implementing a LCTS scheme that will mean a 8.5% cut in awards for working age households.
- 5.2 The majority 96%, of existing Council Tax Benefit working age claimants who will be affected by the new LCTS changes reside in Band A and B properties. Claimants fall into two distinct groups:
- **Passported** - cases that currently receive full Council Tax Benefit i.e. households in receipt of DWP Income Support, Job Seekers Allowance (Income Based) or Employment and Support Allowance (Income Based). There are about 6,000 households in the borough that will be affected by the LCTS scheme that fall within the Passported group, who will for 2013/14 receive a council tax bill to pay where previously under the council tax benefit system they paid no council tax.
 - **Non Passported** - current council tax benefit claimant households that receive part Council Tax Support. There are about 2,600 households in this category. For these households, who currently pay some council tax, their council tax bill will be higher in future.
- 5.3. As a LCTS award will continue to be a means tested benefit, the actual level of support will be dependent on each household's particular financial circumstances. However, for illustrative purposes the following table shows, as an average, the extra amounts households will have to pay

Illustrative Average Impacts of an 8.5% Cut In LCTS Entitlement for 2013/14

	Passported Number Impacted	Passported cases Average Amount to pay.	Non Passported Number Impacted	Non Passported cases Average Amount extra to pay.
		£ pa		£ pa
Band A	5,476	78	2,110	58
Band B	381	93	278	62

As the level of awards under the current Council Tax Benefit scheme are higher for passported cases than non passported cases, the application of a flat rate percentage cut on the size of awards has a greater impact on passported cases.

- 5.4. Each of the 8,600 households affected by the LCTS scheme changes will receive a letter in February 2013. The letters will be issued in two blocks of 4,300 letters on 4th February and 11th February. These letters will explain that:
- the CTB / LCTS changes are part of central government's welfare reforms
 - the government are reducing funding to councils to operate their LCTS schemes
 - the Council has worked hard to minimise the financial impacts of the government's changes
 - unless a household's financial circumstances change (which the claimant is responsible for notifying the council of) the claimant's LCTS award will be calculated by the Council using information that the Council currently holds within its benefits database.
- 5.5. These LCTS awareness letters will give an indication of the amount of extra council tax that a particular household will have to pay because of the benefits scheme changes. The letters will also advise and encourage the public to consider their preferred way of paying their Council Tax, and their preferred frequency of paying ie. weekly, fortnightly, monthly, and also whether they wish to pay by Direct Debit or via the Paypoint network which covers post offices and shops (the Council will arrange for issue of a Paypoint payment card in such circumstances). The objective of this letter is to provide early warning of the LCTS changes and to make it as easy as possible for the public to pay and hence maximise collection rates.

6. CUSTOMER CONTACTS

- 6.1 Working closely with Hartlepool Connect and the Assistant Chief Executive an integrated plan for dealing with customer contacts has been developed. It is anticipated that the February 2013 LCTS awareness letters will result in a large number of contacts from the public. Broad modelling of the anticipated type of customer contact channel that will be used by claimants i.e. telephone, face: face has been undertaken and staff resourcing plans have been compiled.
- 6.2 A number of experienced and trained Revenues and Benefits back office staff currently work part time and a commitment has been secured that these officers will for temporary periods of forecast high contact demand, work additional hours. Hartlepool Connect have also developed their own staff resourcing plans to deal with the forecast additional face to face contacts. The funding of these additional temporary staff resources is covered in section 7 of this report.
- 6.3 In mid to late March 2013, the 2013/14 Council Tax bills, 2013/14 actual LCTS entitlement letters and 2013/14 Housing Benefit entitlement letters (which will reflect the actual bedroom rules changes reductions) will be issued. Staff resourcing plans similar to those outlined in section 6.1. and 6.2 have been compiled covering this critical period.
- 6.4 Detailed information scripts and frequently asked question standard responses have been prepared by Revenues and Benefits officers and all front line Hartlepool Connect staff will receive training covering the welfare reform changes, the use of the scripts and how to complete certain tasks directly into the back office computer system.
- 6.5 The telephone handsets used by Revenues and Benefits back office staff will for forecast high demand contact periods be network linked together to minimise the risk of the public not being able to speak to an officer. It is anticipated that the number of networked handsets will provide the necessary capacity and resilience. In addition the council's web site is being refreshed to provide the latest information and to be easier to access.
- 6.6. In recognition of the potential need to be agile and respond to situations, should Hartlepool Connect have insufficient resources to cope with higher than expected numbers of personal callers, a number of Revenues and Benefits back office officers have been identified to provide an additional temporary pool to supplement staffing levels. It is hoped that this measure will not prove necessary, however management floor walking monitoring will be in place covering the identified critical periods, so that staffing levels can be quickly adjusted as required.
- 6.7. Given the forecast high levels of customer contact particularly in the period 12 March to 23rd March, the Council will offer a Revenues and Benefits back office telephone service on the morning of Saturday's 16

and 23 March and in addition will offer a back office telephone service until 6pm on Monday to Thursdays for weeks commencing 11th and 18th March. These arrangements will be publicised via the council's web site and through a press release.

- 6.8. Some individuals may contact the council with complex multiple debt problems and / or money management issues. This may be related to the compounding effect on individual households of the wide range of welfare reform changes. Given the specialist nature of the type of advice these customers will require, such individuals will be signposted to the council's partner West View Advice and Resource Centre. Officers are currently working with West View to determine the number, location, scope and cost of additional advice sessions.
- 6.9. The Council's March Heartbeat publication (published first week in March) and the annual Council Tax leaflet that is distributed with the Council Tax Bills are two further mediums that will be used by the Council to explain the changes, how the public can obtain more information and set out the extended arrangements for contacting the Council.

7 IMPLEMENTATION FUNDING

- 7.1. As part of the government's New Burdens commitment to mitigate the administrative financial impact of national policy changes, funding has been provided to assist local authorities prepare and implement the welfare reform changes.
- 7.2. The Council is committed to paying its Benefits ICT system software supplier to make the necessary system changes to enable the council to administer the welfare reform changes. In addition, the available funding will be applied to resource supplementary Revenues and Benefits back office staff inputs, additional resource within Hartlepool Connect and additional community advice sessions to be delivered by the existing provider.
- 7.3. Details are currently being worked up but indications are that the cost impact of the measures the Council plans to implement will be within the central government funding envelope of about £84,000.

8. CONCLUSION

- 8.1 The Government's welfare reforms will present significant financial, health and social challenges for those councils serving communities with relatively high levels of deprivation. In Hartlepool under Council Tax Benefit, 1 in every 3 households is currently receiving some level of support with their council tax bills. In addition the future bedroom rules will similarly affect 1 in every 3 working age households in the social

rented sector. The compounding effect of changes to housing and council tax benefit together with other welfare reforms will impact directly on the individual and the local economy from reduced spending power.

- 8.2. The Council has developed comprehensive and integrated plans to increase awareness of the changes and encourage claimants to engage with the Council. The plans have been developed to provide a framework for dealing with customer contacts covering staffing, training, and access. The plans provide the foundation for dealing with customer needs in a professional and efficient way however, it is acknowledged that they need to be supported by effective daily monitoring arrangements and the ability to respond quickly to unforeseen issues that may arise.
- 8.3 The Council continues to work closely with registered social landlord partners sharing information and has via a recent letter in January 2013 notified each household at risk from the new bedroom rules as to their position encouraging them to speak to their landlords who will provide advice and support.
- 8.4. Neither the impending bedroom rules or the LCTS scheme changes will impact on low income pensioners who are protected from the changes.

9. RECOMMENDATION

- 9.1. It is recommended that Cabinet notes the report and endorses the measures being taken to support individuals with two significant future welfare reform changes.

10. REASON FOR RECOMMENDATIONS

- 10.1 To enable Cabinet to note the response plans for communicating and advising the public during the implementation of two welfare reforms.

11. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

- 11.1 None.

12. BACKGROUND PAPERS

- 12.1 Cabinet report Localisation of Council Tax Support. 2013/14, 17th December 2012

13. CONTACT OFFICER

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CABINET

MINUTES AND DECISION RECORD

4 February 2013

EXTRACT

The meeting commenced at 9.30 am in the Civic Centre, Hartlepool

Present:

The Mayor, Stuart Drummond - In the Chair

Councillors: Cath Hill (Children's and Community Services Portfolio Holder)
Paul Thompson (Finance and Corporate Services Portfolio Holder)

Also Present: Councillor Christopher Akers-Belcher (Vice-Chair of Scrutiny Co-ordinating Committee),
Councillors Alison Lilley, Geoff Lilley and Jim Ainslie

Officers: Dave Stubbs, Chief Executive
Andrew Atkin, Assistant Chief Executive,
Chris Little, Chief Finance Officer
Alyson Caman, Legal Services Manager
Denise Ogden, Director of Regeneration and Neighbourhoods
Louise Wallace, Director of Public Health
John Morton, Assistant Chief Finance Officer
Graham Frankland, Assistant Director, Resources
Jill Harrison, Assistant Director, Adult Social Care
John Mennear, Assistant Director, Community Services
Karen Kelly, Principal Housing Strategy Officer
Alastair Rae, Public Relations Manager
Peter McIntosh, Head of Planning and Development
Joan Stevens, Scrutiny Manager
Denise Wimpenny, Principal Democratic Services Officer

158. Apologies for Absence

Councillors John Lauderdale, Adults and Public Health Services Portfolio Holder and Marjorie James, Chair of Scrutiny Co-ordinating Committee.

169. Welfare Reforms – Customer Strategy *(Chief Finance Officer)*

Type of decision

Non-key

Purpose of report

To inform Members of the arrangements for communicating and dealing with associated enquiries arising from the welfare reform changes to Housing Benefit and Council Tax Benefit

Issue(s) for consideration by Cabinet

The Assistant Chief Finance Officer summarised the main aspects of the welfare reform changes and the arrangements in place for dealing with enquiries arising from the changes. Financial modelling indicated that 8,600 households (about 1 in 5) properties in the borough would be affected by the LCTS changes. The LCTS scheme would involve households either receiving Council Tax bills with amounts due for the first time or higher amounts of Council Tax. Recovery of these amounts of Council Tax would be significantly more difficult.

As a result of the Government's new rules in relation to housing benefit, where households were considered to have one or more surplus bedroom housing benefit would be reduced. Analysis had identified 1,666 households in Hartlepool affected by this change, details of which were included in the report by Ward. Whilst the level of benefit loss would vary between households depending on financial circumstances, some broad modelling by Housing Hartlepool for their tenants indicated that for a typical 3 bedroom property a 14% reduction would equate to a loss of £11.87 a week and a 25% reduction would equate to a loss of £21.65 a week.

In relation to the proposed Local Council Tax Support Scheme, the report outlined the average impact of an 8.5% cut in entitlement for 2013/14. Each of the 8,600 households affected by the LCTS scheme changes would receive an awareness letter in February 2013 which would give an indication of the amount of extra council tax that a particular household would have to pay because of the benefit scheme changes. A detailed plan for dealing with customer contacts had been developed given the large number of contacts expected, details of which were set out in the report.

A Member raised concerns in relation to the proposed funding required to provide additional assistance with administration of the changes given that Revenues and Benefits back office staff regularly worked additional hours at weekends. In response, Members were advised that the necessary additional resource arrangements had to be made to mitigate the impact on residents in view of the level of queries expected.

A number of concerns were raised by Members in relation to the significant financial, health and social challenges facing the Council as a result of the welfare reform changes. Concerns were also raised regarding the DWP

guidance relating to the bedroom criteria rules that the Council should seek to prioritise the inadequate additional £62,000 of Discretionary Housing Payment funding it would receive to deal with these changes on two types of household, those that undertake foster caring and those claimants that have had adaptations to their property linked to a disability. Cabinet were of the view that exemptions should have been introduced to deal with issues of this type.

Decision

- (i) That the contents of the report be noted.
- (ii) That the measures being taken to support individuals with two significant future welfare reform changes be endorsed.

The meeting concluded at 11.55 am

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 8 FEBRUARY 2013



Hartlepool Borough Council

Overview and Scrutiny – Call-in Notice – All Members (with the exception of Executive Members)

1. Which decision would you like to call-in?

(Please include details of the decision, when it was taken and by whom)

Welfare Reforms – Customer Strategy
Decision of 4/2/13 by Cabinet.

2. What are the reasons for calling-in this decision?

Call-in must only be used in exceptional circumstances and the justification for the call must be either:

- that the decision or proposed decision is outside the Budget and Policy Framework
- that the decision was not taken in accordance with the principles of decision making set out in Article 13 of the Constitution.

The decision has no business case to back up costs to be incurred in respect of measures being taken to support individuals with two significant future welfare reform changes. The money does not form part of the current budget + policy framework. There is no evidence it is best value, nor clarity of aims or desired outcomes and thus no evidence of the most efficient use of this resource.

Councillor	Position and Party Group	Signature
1. C AKERS-BELCHER	VICE CHAIR S C C Labour	
2. CARL RICHARDSON	Chair of Adult and Community Scrutiny Labour	
3. GEORGE MORRIS	CONSERVATIVE	
4. CHRIS SIMMONS	LABOUR	
5. Kaylee Sims	Labour	

NB. Any Member (with the exception of Executive Members) may initiate call-ins providing they have the support of at least four other members of the Council. The signatories must represent at least two of the Council's political groups.

Councillor: CHRISTOPHER AKERS-BELCHER

Signed:

Date: 13/2/13

For office use only

Date received:

Initials:

SCC Agenda: