

Section 3: Section 17 awareness of the duty to mainstream community safety

The Community Safety Unit circulated a brief questionnaire to employee across various departments of the District Council consulting on awareness of the Crime and Disorder Act, Section 17, involvement with and potential opportunities to contribute with the Crime and Disorder Partnership. By the time of writing this report, 26 responses had been submitted. The following table summaries the responses by service area. Each has been anonymised for reasons of confidentiality however an indication of grade is given in the first column in that (A) refers to administrative staff, (O) to those at officer level and (M) to middle management.

Service	Aware of Crime & Disorder Act	Aware of Section 17	Involvement with Crime & Disorder Partnership	Potential to contribute to Crime & Disorder Partnership
Community Development (A)	Yes – “local authorities to have responsibility for law and order and a crime and disorder partnership has been set up”.	Yes – “local authorities to have responsibility for law and order”	“Team Assistant to the partnership”	“Already does. The role is developing to encompass new priorities as and when they arise”
Community Development (O)	No	No	Yes “In same department as C&DP. Have received info on importance of considering C&DP issues in any activity (e.g. vandalism of new noticeboards considered at the start of project, stranger danger for school visits etc). Received door alarm. Offered help with school	Yes “Of mutual benefit to understand what other departments are doing to ensure best service to customers”.

			liaison".	
Community Development (O)	Yes "It became a statutory requirement for every local authority to work in partnership to achieve common objectives".	"Not sure – does that relate to anti-social behaviour?"	Yes "worked with the Youth Activity Providers group to co-ordinate activities for young people. Received money from the partnership to put on activities. Been involved in open space questionnaire. Aware of some of the priority target areas".	"At the moment sport pays a minor role in the partnership and it is not resources efficiently to expand into this area as it is committed to other partnerships. This area is being looked at so with additional resources, sport can have a vital role to play in this partnership. Sport can give people a sense of purpose, qualifications, increase confidence and self esteem, increase community facilities, provide structured activities that can lead into formal clubs. Sport already has good links with schools, clubs and other organisations and is used to working in partnerships".
Economic Development (A)	No	No	No	No
Economic Development (O)	No	No	No	Yes "Certain footpaths could be seen as creating/ alleviating crime/disorder issues – such as designing footpaths that would reduce the fear of crime and reduce any congregating areas/unauthorised access. The

				potential is limited as I would have to way up many other criteria as well, but where possible I try and include sensible alternatives etc"
Environmental Health (O)	No	No	No	No
Environmental Health (M)	No "I have heard the term crime and disorder a lot in relation to initiatives and schemes but couldn't tell you what it actually said in the act"	No	Yes "Money from private sector grant budget is given toward an initiative to carry out home security works (or am I getting confused with something else??)"	Yes "We have funds and visit people's houses".
Environmental Health (A)	No	No	Don't know	Don't know
Environmental Health (O)	Yes "I know there is an Act and that ASBO officers and orders are made under it"	No	No	Yes "Safety on construction sites and other premises where intruders may be injured. This will require youngsters being made aware of the dangers of building sites"
Housing (M)	Yes "ASBOs Crime & Disorder Strategy"	No	Yes "Home security improvements to sheltered housing properties Home security project Security improvements to Council	Yes "Already undertaken work with the Crime & Disorder Partnership. Many of the aims of estate management tie in closely with C&D issues, such as ASB, safe environment etc."

			housing”	
IT Services (O)	Yes “Nothing, other than I heard there is one!”	No	No	No
IT Services (M)	Yes “Only aware of its existence”	No	Yes “Does GIS count? Assisted with the installation of IT equipment supplied through the police authority”.	“Without understanding what the Act requires or what the partnership wishes to achieve from within the authority I cannot respond on this point”.
IT Services (O)	No	No	No	No
Finance (M)	Yes “I believe that the act placed a duty on local authorities to address crime and disorder issues by working in partnership with other agencies especially the police. The partnership are meant to monitor levels of crime and disorder and decide on priority areas that can be addressed through the partnership. In tern the partnership then needs to set targets and focus resources on achieving reduction in those areas”.	Yes “I believe that it requires Councils to take into account crime and disorder issues in their plans and policy development. They need to consider whether new plans or strategies will have consequences for addressing crime and disorder issues and identify any issues that stem from them”.	No	Yes “We are developing e-government strategies which is all about re-shaping the services we deliver. This is meant to have a positive and discernable impact on our customers. We should perhaps be thinking how crime and disorder issues can play a role in this. On a very basic level my department is developing a risk management strategy which looks at a wide range of risks some of which no doubt stem from crime in the form of vandalism to council buildings”.

Legal & Democratic Services (M)	Yes "The Act has been designed to provide the framework for the empowerment of local people on the fight against crime and disorder, giving Local Authorities, the Police and a variety of others key partners specific responsibilities".	Yes "Section 17 creates a general duty on each Local Authority to take account of the Community Safety dimension in all of its work. All policies, strategies, plans and budgets will need to be considered from the standpoint of their contribution to the reduction of crime and disorder".	Yes "Liaison with Sgt Steve Wilson in relation to the Anti Social Behaviour Policy. He is currently in the process of re-drafting the Policy in conjunction with the Housing Department".	Yes "It is the role of L&DS department to provide assistance to all departments to enable them to deliver services efficiently and effectively".
Planning (A)	No	No	No	No
Planning (O)	No	No	Don't know	Don't know
Planning (A)	No	No	No	Yes "Help with maps or on corporate GIS system"
Planning (M)	Yes "The Council has a duty to have regard to crime and disorder implications when undertaking its activities"	No (Unless it's the section that says what I have said in answer to question 1)	Yes "I am a member of the Violent Crime Action Team although at present I am only able to attend on an as and when needed basis due to pressure of other projects".	Yes "Planning can help deliver a safer environment for communities and individuals through policies in the local plan and their implementation through the grant of planning permission".
Revenue Services (A)	No	No	No	Sorry, I do not have the necessary

				knowledge to comment.
Revenue Services (M)	No	No	No	Yes “Part of my responsibility, as Benefit manager is that I am also the Fraud Manager and as such I am charged with ensuring that the prevention and detection of fraud is of the utmost importance. We are very active in this area and I will, in the near future be increasing the resources within this section to enable us to meet the demands placed upon us by recent changes in the legislation”.
Revenue Services (M)	Yes	Yes “Crime & Disorder issues should be considered in all activities the council undertakes”	No	No “Revenue billing and collection, and the granting of benefits, are governed by statute and regulations. I do not think that there is a direct link to the work we do but there may be a connection via any anti-poverty strategy”.
Technical Services (M)	Yes “An attempt by the Government to tackle what they believe to be a very important (if not the most important issue) for people. Through	Yes “Requirement on LA to consider crime & disorder implications of all of its activities i.e. Planning, environmental	Yes “Involved in BV Reviews, skateboard project, motorcycle nuisance group. As managers of most of the Councils	Yes “View improving the quality of existing provision and providing new facilities and services as a key deterrent to crime & disorder issues in the District. We are heavily

	statute, intended to encourage a multi-agency/joined up thinking approach to crime & disorder issues”.	improvement work etc. Gives LA other powers to co-ordinate activities and to produce strategies etc”.	none housing facilities involved in audits, target hardening issues and general management and monitoring of anti social behaviour”.	involved in all of the above”.
Technical Services (O)	Very little, although we have used funding to install lighting on one of our parks. Get confused with responsibilities!	No	See above	Not sure
Personnel and Development Division (O)	No	No	Not that I am aware of, we have offered to hand out the personal alarms to employees	No
Direct Service (M)	No	No	Yes	Yes

Findings from the Questionnaire

- Respondents ranged from middle management level to administrative assistant. There is little consistency within tiers of seniority in that those at administrative, officer and management levels show similar levels of awareness and lack of awareness within the survey to the Act and Section 17.
- Those who are involved directly or indirectly with the partnership have greater levels of awareness than those departments where links are more tenuous
- Of the 26 respondents, less than half (42%/ no 11) had heard of the Crime and Disorder Act
- Only 6 of the 26 (23%) were aware of Section 17 although only 19% were correct in their interpretation
- 38% (number = 10) of respondents were aware of some involvement by their department in the work of the Crime and Disorder Partnership, a further 50% believed that their department had no involvement with the Partnership and the remaining 11% did not know.

- Interestingly over half of respondents (53%/ number = 14) could identify the potential within their department to contribute to the Partnership.

Section 4: Current and planned mainstream community safety activity

Departmental Review

In order to get an effective overview of current and planned activity that could be termed mainstream community safety activity, we have undertaken the following key tasks:

- Documentation review of departmental service plans (NB most were for 2002/03 in the absence of this years plan at the time of this review)
- Interviews with key departmental representatives

The following table presents a department review of mainstream community safety activity offered by South Derbyshire. The core functions cited in column 2 are taken from the departmental services plans provided (NB most were for 2002/03 in the absence of this years plan at the time of this review). Column 3 offers some examples of opportunities for each department to mainstream activity and in the final column are comments drawn from the review process.

Department	Core Functions	Opportunity for mainstream activity that impacts on crime and disorder	Comment
Community and Leisure Development	<p><u>Crime and Disorder</u></p> <p>Supporting the South Derbyshire CDRP through the management, organisation and support of the Partnership Support Team.</p> <p>Development and delivery of a three yearly Audit and Strategy.</p> <p>Managing the delivery of crime reduction</p>	<p>Offer concessionary rates for young people at local leisure facilities</p> <p>Target community grants and services to priority groups and areas</p> <p>Provide activities based on community consultation</p> <p>Develop holiday & weekend schemes</p> <p>Provide playschemes/playgrounds</p>	<p>This department has crime and disorder as an overt core element of its business and a host of other functions that have the potential to contribute to enhancing community safety across the District.</p>

	<p>work by multi-agency action teams. Mainstreaming of Section 17 of the Crime and Disorder Act (1998) in the Council</p> <p>Managing the Community Against Drugs (CAD) initiative.</p> <p>Managing the Safer Communities Initiative.</p> <p><u>Community and Social Regeneration:</u> Acquire external resources to fund the development of community based projects around the District which contribute to community and social regeneration.</p> <p>Support the development of the Local Strategic Partnership based on that support given previously to the SRB Board.</p> <p><u>Community & Voluntary Sector Support</u></p> <p>Managing and developing the delivery of services through grant aid to the voluntary sector.</p> <p>Supporting community based service development by providing advice on sources of funding; developing projects and capacity training for community groups.</p>	<p>Integrate work with the youth service for example through developing youth diversion schemes, youth outreach and detached services and youth facilities like youth shelters</p> <p>Provide staff training in crime prevention/management of disruptive behaviour</p> <p>Promote & provide a cultural mix of activities to meet needs of different age groups, ethnic communities and males/females within particular locations e.g. sports, arts, music, cars, cafes & restaurants balanced with licensed premises</p> <p>Provide non-alarmist accurate visible quality information for visitors/tourists and locals about reducing the risks of victimisation</p> <p>Offer crime prevention advice within tourist literature</p> <p>Design out crime within their facilities and areas</p> <p>Ensure adequate staffing levels for activities</p> <p>Provide space for activities/sports/fun</p> <p>Consider employing local authority parks constabulary</p> <p>Maintain safe and secure public toilet facilities</p>	<p>Section 17 training has been delivered by this department to other departments in SDDC</p> <p>There is a need to ensure that community and leisure development continue to relay information internally about the work of the CDRP and other departments opportunities to engage in partnership working. This year, the department has developed a weekly team briefing that goes to all council departments acting as a conduit for community safety information and awareness raising.</p>
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	<p>Support community based projects by the provision of capital support from the Community Partnership scheme.</p> <p>To provide support to voluntary sector organisations whose work helps the Council achieve its corporate aim and objectives, e.g. Council for Voluntary Service (CVS), Citizens Advice Bureau (CAB).</p> <p><u>Sports Development</u> Supporting the Council's involvement in the Derbyshire and Peak Park Sports Forum.</p> <p>Developing an infrastructure through partnership working, to enable local people to become involved in sport as a vehicle for health improvement, social inclusion and community development.</p> <p>Through specific work, including elements of the National Sports Development Programme i.e. TOPS, Active Sports and Derbyshire Youth Games, enable every young person to achieve their sporting potential.</p> <p>To support the development of 'South Derbyshire Sport' to represent the</p>	<p>Control dogs and dog fouling</p> <p>Secure environments for staff and customers – secure car parking, lighting, access control, personal safety training and to deal with aggressive/disruptive members of the public</p>	
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	<p>voluntary sector sports clubs of the District.</p> <p><u>Cultural Regeneration</u> Supporting partnership arrangements in touring theatre and arts development.</p> <p>Supporting the delivery of the SRB 6 Access to Youth project.</p> <p>Promoting and delivering the local action plans of the Derbyshire Cultural Strategy.</p> <p><u>Environmental Education</u> Developing the Environmental Education partnership between the Council, Rolls-Royce and The National Forest Company.</p> <p><u>Health Development</u> General health promotion with respect to physical activity and specific responsibility for GP Exercise Referral schemes, including developing the New Opportunities Fund (NOF) "Walking the Way to Health" project.</p> <p>Contributing to the Primary Care Trust, Health Improvement Plan (HIMP) and the development of physical activity levels.</p>		
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	<p><u>Rosliston Forestry Centre</u> Development of the site, establishment of long term management arrangements and development of the multi-agency partnership.</p>	
<p>Economic Development</p>	<p>Encouraging growth of new and existing businesses</p> <p>Operating the George Holmes Business Centre as a managed workspace offering a range of services to tenants and other local businesses</p> <p>Provision of good quality literature to promote the area's potential for inward investment and tourism</p> <p>Promoting the availability of sites and premise</p> <p>Working with East Midlands Development Agency (EMDA) and other fora to attract inward investment</p> <p>Partnership working to promote regeneration of the area</p> <p>Maximising the resources available for regeneration initiatives, including preparing funding bids</p> <p>Promoting the concept of Community Enterprise</p>	<p>Develop a local Economic development plan attracting inward investment, increasing employment opportunities, improving transport networks & generating tourism, which takes account of crime and disorder</p> <p>Implement projects to take account of priorities highlighted through Crime and Disorder Audits and strategies</p> <p>Secure environments for staff and customers – secure car parking, lighting, access control, personal safety training and to deal with aggressive/disruptive members of the public</p> <p>Declining town centre for retail purposes – void shops and lack of community presence can result in increase graffiti, damage and fear of crime of users of centre</p> <p>The resources lacking or brought</p>
		<p>The links between neighborhood renewal and community safety are long established and proven and yet there is no mention either in the service plan or in the interview of the mutual benefits to be accrued by working more closely.</p> <p>There appears to be a low level awareness of Section 17 at all levels within this department and no training has been received. An improved sense of awareness is key if the benefits of working together are to be reaped.</p>

	<p>Assisting with the management and Monitoring of SRB programmes and projects</p> <p>Actioning initiatives developed within the Council's Tourism Strategy</p> <p>Promotion of improvements to Swadlincote Town Centre;</p> <p>Monitoring trends in the national and local labour markets.</p> <p>Strategic management of the Council's assets</p> <p>Providing a professional, helpful and efficient service for members, officers, service users and the general public.</p>	<p>into an area impacts on the areas development in terms of provision of services, activities and employment</p>	
<p>Environmental Health</p>	<p><u>Commercial Services Section</u></p> <p>Regulating standards of food hygiene at all food premises.</p> <p>Licensing of butchers shops</p> <p>Health and safety inspections of workplaces</p> <p>Corporate Health and safety advice to SDDC</p> <p>Licensing of private hire, cars and businesses including vehicle</p>	<p>Use licensing regulation powers to prevent disorder related to pubs, clubs, fast food outlets and taxis amongst others</p> <p>Staggering licensing hours to reduce opportunity of town centre conflict and violent crime</p> <p>Develop Door Staff Supervisors' Registration & Training Schemes</p>	<p>Links between the work of environmental health and its impact on community safety are implicit in the service plan is not overt.</p> <p>The interview with a departmental representative revealed a fairly good level of awareness of Section 17</p>

	<p>inspections.</p> <p>Public entertainment licensing</p> <p>Dealing with abandoned vehicles</p> <p>Investigating infectious disease outbreaks including sampling.</p> <p>Licensing of animal boarding, breeding and riding establishments.</p> <p>Arranging of funerals for those with no relatives/monies.</p> <p>Sampling of private water supplies for fitness and ensuring water quality at swimming pools.</p> <p>Enforcing zoo licences.</p> <p>Licensing of ear pierces and tattooists.</p> <p>Annual bonfire registration scheme.</p> <p>Home safety and health education duties.</p> <p>Heartbeat award for food businesses.</p> <p>Food Hygiene education</p> <p><u>Environmental Protection Section</u></p> <p>Investigation and enforcement of complaints relating to noise, dust, fumes, smoke, effluent, drainage and other public health and pollution related complaints from domestic and other industrial sources.</p> <p>The review and assessment of air quality including the monitoring of certain pollutants within the district.</p> <p>Regulating the emissions to atmosphere, land and water from certain</p>	<p>Promote a wider cultural mixed night-time economy other than alcohol</p> <p>Discourage under-age sales of or example alcohol, cigarettes, solvents and fireworks</p> <p>Implement and monitor the use of Proof of Age Cards in licensed premises</p> <p>Remove abandoned vehicles swiftly and share relevant information</p> <p>Implement noise control legislation and raise awareness of implications of noise and ASB on others</p> <p>Secure environments for staff and customers – secure car parking, lighting, access control, personal safety training and to deal with aggressive/disruptive members of the public</p> <p>Future activity looking into mediation services for neighbourhood disputes</p>	<p>and the links with crime and disorder reduction at the strategic level – although knowledge at the front line was less.</p> <p>No training has been received by the department.</p>
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	<p>industrial processes. Investigation of complaints relating to the unauthorized encampment of travelers and assisting in their eviction from Council owned land. Managing the Council's short stay gypsy site. The collection of stray dogs, including the maintenance of kennel provisions and enforcement of dog fouling legislation strays, fouling and barking dog complaints. Enforcement of the Dangerous Dogs Act. The provision of a pest control service</p> <p><u>Private Sector Housing</u></p> <p>Contributing to the housing strategy of the Council. Improving housing in the private sector by administering renovation, home repair and disabled facilities grants Enforcement of the fitness standard to safeguard living conditions in private rented properties and in houses in multiple occupation. Initiatives to encourage the repair and use of empty and abandoned properties. Energy advice and grants to improve energy efficiency in homes. Licensing and enforcement of standards</p>		
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	<p>for caravan sites and residential mobile homes. Enforcement of overcrowding standards and inspections for immigration purposes</p>		
<p>Finance Services</p>	<p>Raise awareness of the financial consequences of decisions being taken via ad-hoc seminars, open days and "teach-ins"</p> <p>Raise awareness of local residents about the Council's finances and the options available to it. Ensuring that financial plans and other strategies are sustainable. Providing a high level of accountability by producing the annual statement of accounts and regular financial reporting.</p> <p>Administering financial transactions efficiently and effectively in accordance with Government targets (Creditor payments) and by maintaining good levels of debt collection.</p> <p>Helping to safeguard the assets and resources of the Council by providing adequate insurance.</p> <p>Developing the use of IT in relation to the principles of E-Government, in order</p>	<p>Maintenance of the community safety budgets via SCI, PDF, CAD and now the Partnership Fund</p> <p>Regular financial updates and Monitoring reports on community safety spending Assistance with budget preparation and funding bids</p> <p>Completion of financial records and reports to external funding bodies</p> <p>General financial advice and support to partnership members which may include how to estimate cost of crime in South Derbyshire with analysis alongside costs of community safety plans</p>	<p>Despite the opportunities for improving the work of the CDRP, there was no mention of community safety activity in the service plan of this department.</p>

<p>Housing</p>	<p>to provide financial services in a more efficient and effective manner.</p>	<p><u>Advice Liaison and Sheltered Housing Unit</u></p> <p>Provision of Housing Advice</p> <p>Maintenance of the Housing Register</p> <p>Allocation of Council garages</p> <p>Receipt of request for the Right to Buy scheme</p> <p>Dealing with homeless applicants</p> <p>Administration of mutual exchanges and the national 'HOMES' scheme whereby council tenants across the country can apply to exchange homes</p> <p>Managing rent arrears</p> <p>Dealing with neighbour disputes, anti social behaviour, requests for alterations and other tenancy matters</p> <p>Tenant participation</p> <p>Management of the permanent Gypsy site</p> <p>Providing 24 hour a day, 365 day a year emergency services</p> <p>Providing community based support to sheltered housing tenants through Community Wardens</p> <p><u>Building Maintenance Unit</u></p> <p>Day to day repairs of the Council's</p>	<p>Allocation policies can be implemented to produce more socially and economically balanced residential communities</p> <p>Reduce in voids and the time when property is empty between tenants reduces opportunities for crime and damage</p> <p>Neighbourhood Watch and Community Warden Schemes help to reduce the fear of crime in communities</p> <p>Work with local tenant and residents' committees, and tenant participation officers can encourage resident participation in community safety</p> <p>Establishing Safer Estate Agreement and Community Contracts encourages resident ownership of communities</p> <p>Use introductory tenancies and enforce tenancy agreements to reduce incidents of ASB</p>	<p>Housing is a key department in terms of community safety activity particularly in terms of addressing anti-social behaviour and designing out crime but also in terms of sharing useful information and providing a good link into communities.</p> <p>SDDC housing department appears to have recognized the benefit of partnership working and crime and disorder activity is well referenced in their service plan.</p> <p>From the interview with a departmental representative, it seems that there is a sound awareness of Section 17 and partnership working to tackle crime and disorder at the strategic level although at the front line it may be less.</p>
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	<p>homes</p> <p>Planned Preventative Maintenance of the Council's homes</p> <p>Instigating and carrying out improvement works to the Council's homes</p> <p>The maintenance of other non residential Housing Revenue Account properties such as garages, communal areas to sheltered schemes and other flats, shop units</p> <p>Maintenance of public buildings such as the Civic Offices, village halls etc.</p> <p>Operation of the Housing Direct Services Organisation</p> <p>Dealing with requests for adaptations to Council owned dwellings received from Social Services</p> <p>Maintenance of grassed and other landscaped areas of housing land</p> <p><u>Housing Partnership and Strategy Unit</u></p> <p>Co-ordination of work on Housing strategy</p> <p>Assessing the housing needs of the district including carrying out housing needs surveys</p> <p>Management of the Council's rent accounting system</p> <p>Provision of administrative support for the Housing Service</p>	<p>Multi-agency approaches to support/manage the behaviour of tenants reduces risk of ASB and eviction</p> <p>Injunctions/ASBOs/Acceptable Behaviour</p> <p>Agreements/Professional Witness Schemes/ noise abatement policies/other civil law remedies all have crime reduction implications</p> <p>Secured by Design Schemes and target hardening ensures the security of housing stock (like locks, bolts, door entry schemes & strengthened glass in buildings)</p> <p>Alley-gating schemes and CCTV surveillance reduce opportunities for crime</p> <p>Security devices for specific groups in the community like the elderly or the disabled reduces the fear and risk of crime</p> <p>Targeted work to support new tenants and repeat victims who are at greater risk of victimization</p> <p>Anti-Harassment Policies relating to</p>	<p>No training has been received.</p>
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	<p>Co-ordinating the collection of statistical information for government returns etc and performance management figures</p>	<p>domestic violence, racial harassment and homophobia Refer victims to appropriate sources of support</p> <p>Support and use mediation approaches for example when resolving neighbour disputes</p> <p>Effective partnership working is key as are information sharing protocols with police & other agencies</p> <p>Record incidents & costs of crime, vandalism, anti-social behaviour and racial/ homophobic harassment & share this internally and with partners</p> <p>Provide Health & Safety training for staff and support, train and provide guidance to staff managing anti-social behaviour</p> <p>Secure environments for staff and customers – secure car parking, lighting, access control, personal safety training and to deal with aggressive/disruptive members of the public</p>	
<p>IT and Customer Services</p>	<p>The production, review and implementation of E-government strategy and a corporate IT strategy.</p>	<p>Advice and support of community safety web pages both on intranet and internet</p>	<p>This department could develop to provide useful support services for the</p>

	<p>Installation and management of the Internet web site and internal Intranet provision</p> <p>Support and Maintenance of IT Systems across the Council</p> <p>Advice and consultancy for customers on new technology</p> <p>Management of the corporate Email systems.</p> <p>Provision of telecommunications, including phones, mobile phones and data links.</p> <p>Main reception and switchboard.</p> <p>Secretarial support for individuals and for corporate meetings</p> <p>Post distribution</p> <p>Purchasing of corporate stationery etc and invoicing.</p> <p>Hot line support for Environmental services.</p> <p>Customer complaints procedure.</p> <p>Printing Services including, design and</p>	<p>Advice on how to use IT smarter to establish ongoing dialogue with communities</p> <p>Opportunity to include community safety news and section 17 briefing in internal mail shots</p> <p>Stationary and printing services and advise to promote and market the CDRP</p> <p>Interface with customers via environmental service hotline and customer complaints</p>	<p>CDRP however at this stage from the service plan it appears that those links are yet to be made, at least in the overt sense.</p>
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<p>Legal and Members' Services</p>	<p>finishing, collation and distribution</p>	<p>Comment on the duty of Section 17 could feature on committee reports and decisions as a step to mainstreaming crime and disorder.</p> <p>Sampling information and support using the electoral role could prove useful when carrying out community surveys and questionnaires</p> <p>Advice on Human Rights and Section 17 implications</p> <p>Advice on Public Relations strategy for the CDRP</p> <p>Training support for Elected Members could be offered jointly with the Community Safety Unit.</p>	<p>Although no interview took place with this department, there is no mention in the service plan of Section 17.</p>
<p><u>Democratic Services</u> The management and administration of the Council committee process</p> <p><u>The Elections Service</u> Maintains and updates the register of electors annually and on a rolling basis and administers parish, district, county, parliamentary and European elections and referenda.</p> <p><u>Land Charges</u> Ensures that the Local Land Charges Register is maintained and provides searches on request for residents of the District when they purchase new property.</p> <p><u>Legal Services</u> To advise the Council on all legal matters e.g. contractual arrangements, employment matters and to represent the Council in courts and tribunals. It also advises on human rights issues, the provision of information and ensuring that the new constitution is followed and kept up to date.</p> <p><u>Public Relations</u> To oversee the public relations and</p>	<p>finishing, collation and distribution</p>	<p>Comment on the duty of Section 17 could feature on committee reports and decisions as a step to mainstreaming crime and disorder.</p> <p>Sampling information and support using the electoral role could prove useful when carrying out community surveys and questionnaires</p> <p>Advice on Human Rights and Section 17 implications</p> <p>Advice on Public Relations strategy for the CDRP</p> <p>Training support for Elected Members could be offered jointly with the Community Safety Unit.</p>	<p>Although no interview took place with this department, there is no mention in the service plan of Section 17.</p>

	<p>media relations functions of the authority.</p> <p><u>Personnel Services</u> professional support & advice employee relations recruitment & selection pay & grading equal opportunities in employment policy development (absence, stress, discipline, grievance, harassment procedures) support to health and safety of employees, employee welfare and occupational health</p> <p><u>Training & Development</u> professional support and advice and provision of direct training for employees and members. The provision and implementation of the annual corporate training plan, monitoring of the employee performance and development review process. Managing IT Training needs, and development of the Open Learning Centre. Corporate working and production of the staff newsletter.</p>	<p>Support local authority staff who are victims of crime</p> <p>Ensure that staff vetting procedures are sufficient to protect clients/public from victimisation/abuse</p> <p>Integrate crime prevention issues into recruitment procedures</p> <p>Incorporate crime reduction into person specifications, job descriptions & appraisals</p> <p>Implement workplace policies on violence in the workplace and the use of drugs & alcohol</p> <p>Provide guidance/hardware/training for staff working out-of-hours and/or in dangerous situations</p> <p>Monitor for racial/sexual harassment in the workplace, and ensure access to support services</p> <p>Better planned neighbourhoods and sites have less crime and less crime places a lower drain on limited resources</p>	<p>P&D have a real opportunity to get crime and disorder activity onto the agenda.</p> <p>The cradle to grave recruitment process would make community safety activity feature from application through to interview and on into personnel development plans.</p> <p>The department could drive mainstreaming forward using effective policies and training</p> <p>However from the service plan there is no clear mention of linked activity.</p> <p>The interview with the departmental representative indicates that there is a sound level</p>
<p>Personnel and Development</p>			
<p>Planning</p>			

	<p>the district.</p> <p>advice on developments in the County Structure Plan and neighbouring Local Plans and support for heritage and conservation of the built environment.</p> <p>Building Control – appraisal and monitoring of proposals for development or building work that require Building Regulation approval. The team also has responsibility for dangerous structures and a number of minor issues such as street naming.</p> <p>Development Control – processing 1200 planning application per year and providing informal advice is provided to developers and householders. The Service also covers tree preservation and protection and a Public Footpath service.</p>	<p>Proposed new officer post in planning will help drive this activity forward but as yet has failed to recruit</p> <p>Guidance for developers is intended to include crime prevention guidelines and advice</p> <p>Develop crime prevention policies within statutory local plans to design out crime and disorder by physical measures more effectively and cost-effectively at the start of developments</p> <p>Apply “Secured by Design” schemes and principles to help create safer and securer environments in residential areas, business areas, town centres and car parks</p> <p>Joint working with Police Architectural Liaison Officers, Crime Prevention Officers and community safety specialists</p> <p>Develop Safer Community Transport, Safer Walking Routes and Safer Routes to Schools where</p>	<p>of awareness of Section 17 requirements within planning and some training has been received by management.</p>
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