

Name of meeting: Cabinet
Date: 4 April 2017

Title of report: Council's 24 hour Services

Purpose of report: To seek approval to develop a 24 hour Service that merges current services and makes better use of our assets, resources and is in line with the Council's abilities to work in new ways.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Yes
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports)?	Yes Published 6 February 2017
The Decision - Is it eligible for "call in" by Scrutiny?	Yes
Date signed off by Director & name Is it also signed off by the Assistant Director for Financial Management, IT, Risk and Performance? Is it also signed off by the Assistant Director - Legal Governance and Monitoring?	Joanne Bartholomew - Assistant Director - Place - 24.03.2017 Debbie Hogg - 13.03.2017 Julie Muscroft - 24.03.2017
Cabinet member portfolio	Cllr Musarrat Khan - Highways and Neighbourhoods Cllr Graham Turner - Asset Strategy, Resources and Creative Kirklees (Arts) Cllr Naheed Mather - Housing and Enforcement Management Cllr Masood Ahmed - Community Cohesion and Schools

Electoral wards affected: All
Ward councillors consulted: All

Public or private: Public

1. Summary

This report sets out proposals for developing a 24 hrs Service provision for the Council, where all out of hours operations are centralised. The first phase of this is proposed to be the merging of CCTV and Kirklees Direct - Out of Hours Service, to cover both operations.

The report will cover the approach and resources needed to achieve the outcomes required.

Cabinet are asked to endorse proposals, its methodology and approve the £200k of Economic Resilience add back.

2. Information required to take a decision

2.1 The background

In July 2014, the Council approved a coordinated approach to health and wellbeing and economic development in Kirklees in order to ensure that “Kirklees is a District combining great quality of life and a strong and sustainable economy - leading to thriving communities, growing businesses, high prosperity and low inequality and where people enjoy better health throughout their lives”.

In response, the economic resilience approach and work programme was therefore established to identify in more detail, how to take forward this vision and ambition in a context of making best use of assets and reducing resources. The aim was to:

- Redefine the roles the Council, communities, business and other key stakeholders will play.
- Align strategic priorities locally and regionally to maximise inward investment.
- Help to create the conditions where business and wealth grow naturally and are retained in the district.
- Enable greater individual, community and business resilience.

CCTV was included in the Economic Resilience theme as it contributes to how safe our towns and neighbourhoods feel and to the confidence people have in living, working and investing in the district.

2.2 The current position

The Council has a number of functions that operate outside of normal office hours, providing emergency cover and telephone assistance for a variety of Services, including Kirklees Neighbourhood Housing (KNH), Children’s, Adults and Environmental Services.

Each service has different arrangements to cover these provisions and it is intended to bring them all together under one umbrella.

The approach will be phased, with the first phase bringing together CCTV and Kirklees Direct Out of Hours (KDOOH) Service. The focus of this report is phase one.

CCTV operates 24 hrs a day monitoring and recording public open space and an Out of Hours contact centre for Highways. CCTV currently has a net operational delivery cost of £253k per annum. (£443k gross)

KDOOH operational hours overlap Kirklees Direct hours of operation to provide continuity of communication with members of the public, and takes calls and web chat requests for KNH Emergency repairs, Environmental Service and Noise Nuisance calls. KDOOH has an operational delivery cost of £250k.

2.3 What would be new and different?

Bringing together the Council's out of hours services makes better use of assets, resources, and is in line with the Council's ambition to work in new ways while also contributing to creating the conditions in the district where businesses thrive and support resilience in communities.

The proposed merger of CCTV and Kirklees Direct Out of Hours Service will create a multi skilled, flexible team which, by utilising our current assets, integrating IT, and telephony resources, will ensure service delivery, and maintain both OOH hours and CCTV services.

It will help deliver community safety outcomes such as crime reduction and fear of crime, and ensure an emergency Out of Hours provision to support our tenants, residents, and local businesses.

Staff training will be key to ensure a successful transition, and there is an identified training schedule which will ensure all staff are fully able to deal with calls at the appropriate level, and within the legal guidelines required for Safeguarding, data protection and Public Open Spaces surveillance.

This Phase 1 merge will be creating an initial saving of £53k per annum. These savings will be based on an overall reduction in staffing levels, but these will be realised by removing vacancies and temporary staff. It is not anticipated that there will be any additional CCTV coverage or usage considered at this stage.

It is expected that Phase 2 will bring in Children and Adults Services, realising savings and, in addition, will identify potential revenue savings within the Council's current commitments for security and alarms. It will also consider the potential for a Service that includes KNH CCTV to realise further savings across the Council and a key Partner.

Once successfully completed, the new service will offer an opportunity to then explore expanding our current CCTV provision to support Early Intervention and Prevention, and Economic Resilience, and to consider further expansion into the external market. This will require careful consideration so as not to adversely affect the local economy and local businesses, but could see CCTV provision for key local partners, schools, colleges and Universities.

Ensuring our legal duties with regards to Safeguarding and data protection, particularly as Phase 2 commences, are fundamental to the approach being proposed. We will work closely both internally and with our Partner organisations to ensure we protect our most vulnerable adults and children and safeguard their interests at all times.

2.4 The financial position

The report taken to Cabinet on 3rd October 2016 detailed the Council's approach to the delivery of Economic Resilience in Kirklees. The table below was presented in the Cabinet report to highlight the available resources, proposals for economic resilience "add back" and the broad budget envelope against each theme.

	MTFP Budget 2014/15 £000's	Remaining MTFP Budget by 2018/19 £000's	ER Theme Funding Added Back £000's	Total £000's	Workstream Total £000's
BUSINESS					
Hub, investment in priority sectors Inc. creative economy etc.	330 456	0 124	758 0	758 124	882
PEOPLE					
Education/skills/employment/careers Talent Hub, employment pathways etc. Match for ESF Employment Initiatives 'Better Off' project	2,499 273 0 1,622	1,771 0 0 724 + 589	0 900 406 0	1,771 900 406 1,313	4,390
PLACE					
Design/delivery of major projects Master planning & use of assets	1,252	0	760	760	760
QUALITY OF LIFE					
Community safety & rapid response CCTV Safer journeys to school PCSO's	1,685 253 340 629	540 0 0 0	559 200 240 0	1,099 200 240 0	1,539
<u>Cultural & Leisure Offer</u>					
Cultural offer Museum & gallery offer Lawrence Batley Theatre	372 1,030 268	0 569 201	290 0 0	290 569 201	1,060
Grant to KAL Sport & physical activity	2,450 547	1,341 256	0 0	1,341 256	1,597
VCS	392	0	234	234	234
TOTAL	14,398	6,115	4,347	10,462	10,462

Note: The above table quotes net budget figures but if the gross budget is quoted i.e. reflecting income and other contributions, then in total the CCTV budget increases to £390k

3. Implications for the Council

3.1 Early Intervention and Prevention (EIP)

CCTV is able to mobilise quickly to reports of missing vulnerable adults and children and assist the Police in locating them early and before they come to harm. It is in constant contact with WYP via the Police airwaves and responds quickly and effectively to identifying hot spots and potential for illegal behaviours/activities, which can then be defused by early Police intervention. The CCTV van can be deployed to events and hot spots outside of the scope of the fixed CCTV cameras, to achieve the same results.

3.2 Economic Resilience (ER)

Monitoring of CCTV images and working in partnership with West Yorkshire Police across our Town Centres has led to, in 2016, 800 arrests for a variety of offences. This level of activity helps CCTV build confidence and satisfaction in the district, reducing crime, tackling anti-social behaviour and protecting people from serious harm.

It also plays an important role in creating the conditions where people and businesses can thrive and grow. It underpins Kirklees having high quality places where people feel safe, want to live and work and have the right infrastructure to build confidence and investment in the district.

4. Consultees and their opinions

4.1 Councillor engagement

During 2014 and 2015 all Councillors were invited to a series of awareness raising and broader discussion sessions held about the approach being taken to develop 'New Council' and specifically the themes of Economic Resilience and Early Intervention and Prevention.

4.2 Budget consultation 2015-2018 - Public Consultation

During the above consultation, people were asked their views on the future plans of the Council including Economic Resilience, of which Integrated Community Safety forms a part.

4.3 Scrutiny Committee

The Overview and Scrutiny Committee meeting on 7 March 2016 received a presentation setting out the approach taken to shape the economic resilience proposals and the emerging ideas. The committee welcomed the clarity around the different focusses of the Economic Resilience work. No specific points about Integrated Community Safety were noted.

4.4 Political groups

All Political Groups, received a presentation providing information on the proposals for 24 hour Services. This took place in January and February 2017. Members welcomed the opportunities for further saving and investment in the future.

All Groups stressed the importance of both the level of training to be given to the staff who will be undertaking the duties in the merged team, and the standard of CCTV equipment.

The role CCTV plays in community safety and crime prevention was highlighted as of ongoing importance.

The proposals for a staged approach to income generation, and the role of partnership working in this, were noted.

4.5 Staff engagement

During the past two years the staff who are affected by these proposed changes have been engaged in the process through their individual teams and opportunities to attend wider Economic Resilience workshops.

5. Next steps

Phase 1 - Officers to commence review, formal staff consultation and implementation process which will take approximately five months in total.

To run concurrently, Officers will continue discussions with those services who are to be involved in Phase 2 to gain an understanding of current systems, processes, and volumetric, and will work closely with them to develop this next phase.

Officers will provide regular updates to Portfolio holders, Strategic and Service Directors. It is anticipated that Scrutiny will be invited to be involved in consultation of Phase 2 proposals.

6 Officer recommendations and reasons

That Cabinet approve the proposals to develop and implement a 24 hrs Service provision for the Council, where all out of hours operations are centralised, as set out in this report and note that Phase 1 will be implemented in the 17/18 financial year.

Cabinet are also asked to approve the £200k of Economic Resilience add back annually, for each year or part year, until Phase 2 of this review has been completed, which is anticipated to be summer 2018. In the event that Phase 2 is delayed beyond 2018/19 Financial year this will be reviewed.

7. Cabinet portfolio holder recommendation

The Portfolio Holders support the Officer's recommendations.

8. Contact officers

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9. Background Papers and History of Decisions

Cabinet Report 3rd October 2016 - The Council's approach to the delivery of Economic Resilience in Kirklees can be found [here](#)

10. Assistant Director responsible

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