

Recommended Item from Scrutiny Committee held on 10th November 2009

478. POLICY AND PERFORMANCE MANAGEMENT GROUPS

1. Progress on Reviews

(d) PPMG4

The Chair of PPMG4 presented the Group's report on the Housing Revenue Account Review that they had carried out and thanked all Officers and Members who had taken part in the review. The report looked at the current service plan for the Housing Department which gave an overview of the department and helped the group to understand the structure and roles.

The review then looked at how the department respond to housing requests and CAN Rangers.

Moved by Councillor M. Dooley and seconded by Councillor J.E. Smith

RECOMMENDED that (1) the end-to-end process of housing calls that generated a visit to a resident be reviewed by the Business Process Improvement Team to ensure that the process is efficient,

(2) the Head of Finance and Revenues be asked to carry out a complete review of the items charged to the Housing Revenue Account,

(3) valid performance measures are introduced for the Repairs and Maintenance Team to improve efficiency and performance prior to the introduction of mobile working,

(4) training be provided to officers that are involved in the eviction process to ensure that they are sensitive and professional when representing the Council,

(5) the remit of the CAN Rangers be revisited to ensure that they are only providing services that are not provided by other departments or agencies and their job descriptions be updated to reflect the agreed remit of the role,

(6) customer feedback be obtained on the CAN Ranger service,

(7) the option to move the Rangers' base to the Contact Centres be investigated to enable them to carry

out some of their duties on foot and possibly reduce the 9 vehicles by 5,

(8) the Head of Community and Street Services works with the finance department to identify potential savings including the reduction of the overtime budget,

(9) the recommendations be forwarded to the Executive for approval,

(10) the review is closed.

Moved by Councillor T. Connerton and seconded by Councillor S. Peake **RECOMMENDED** that (11) an in-depth review of the property handover process to identify any areas for improvement, be undertaken.

(Head of Customer Service and Performance/Head of Democratic Services)

Council/ Committee:	Scrutiny	Agenda Item No.:	11 (1)
Date:	10 November 2009	Category	
Subject:	Housing Revenue Account Review	Status	Open
Report by:	PPMG4		
Other Officers involved:	Scrutiny and Policy Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Housing Management		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation. It is expected that the outcome of the review will contribute to the priority to continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.

TARGETS

There are no specific targets in the Corporate Plan for the review however the aim is to minimise the Council's financial shortfall.

VALUE FOR MONEY

The recommendations are intended to reduce the financial impact on the Council.

THE REPORT

The report for the review is attached.

ISSUES FOR CONSIDERATION

Whether to accept the recommendations below.

IMPLICATIONS

Financial : None

Legal : None

Human Resources : None

RECOMMENDATIONS:

1. That the end-to-end process of Housing calls that generated a visit to a resident is reviewed by the Business Process Improvement Team to ensure that the process is efficient.
2. The Head of Finance be asked to do a complete review of the items charged to the Housing Revenue Account
3. Valid performance measures are introduced for the repairs and maintenance team to improve efficiency and performance prior to the introduction of mobile working.
4. PPMG3 will undertake an in-depth review of the property handover process to identify any areas for improvement.
5. Training is provided to officers that are involved in the eviction process to ensure that they are sensitive and professional when representing the Council
6. Revisit the remit of the CAN rangers to ensure that they are only providing services that are not provided by other departments or agencies and their job descriptions is updated to reflect the agreed remit of the role
7. Customer feedback needs to be obtained on the CAN ranger service.
8. Investigate the option to move the ranger's base to the contact centres to enable them to carry out some of their duties on foot and could reduce the 9 vehicles by 5.
9. The Head of Community and Street Services works with the finance department to identify potential savings including the reduction of the overtime budget.
10. The recommendations be forwarded to the Executive for approval
11. The review is closed.

ATTACHMENT: Y
FILE REFERENCE: Report on Housing Revenue Account for Scrutiny
Nov 09 final.doc
SOURCE DOCUMENT:

Review of the Housing Revenue Account

November 2009

By PPMG4

Cllr Dooley
Cllr B Hendry
Cllr P Hendry
Cllr Huddless
Cllr Peake
Cllr Smith
Cllr Webster

I together with the other scrutiny chairs in consultation with the chair of scrutiny agreed that the review subject for the groups would have to be the budget due to the potential shortfall for the Council. The remit for PPMG4 was the Housing Revenue Account.

I would like to thank all the group for their contribution as we have had some great debates and we are all aware of the importance in trying to be more efficient, save jobs and protect frontline services. This is a challenge for us all.

My thanks must also go to:
Bernie for her commitment, hard work and covering the extra group meetings.
Cllr Keith Bowman and Cllr Brian Murray-Carr for their input on the HRA and Community Safety.

Alison Donohoe, Peter Campbell and John Ricthie for their expertise and input to this review.

Mary Dooley
Chair of PPMG4

Introduction

To identify significant savings or opportunities to increase income within the Housing Revenue Account to supply recommendations to feed in to the budget process in September 2009.

The review covers:

- ⇒ Systems and processing
- ⇒ The department
- ⇒ Services provided by Community Services to Housing

The review will exclude fees and charges and capital projects within the housing remit that are being covered by other PPMG reviews

Reason for the review

The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.

The review

Housing

The group reviewed the current service plan for the Housing department to understand the structure and roles as well as an overview of the department. The group then discussed the details within the Housing Service plan and identified the following questions for the evidence gathering session:

- What is the role of the Tenancy Management officer, Housing needs officer and the part-time housing assistant? Why is there one in each contact centre?
- Cost of repairs – highest and lowest repair cost
- Performance of the repairs and maintenance – annual volume of repairs completed? % jobs completed on the first visit? Details of performance targets?
- Understanding of who is going out to residents re. debt collection on behalf of the council and the standards that they are applying e.g. professionalism
- Why has the cost of house clearance increased from £502 in 06/07 to £20k ?
- Why is overtime being paid in the area of tenants participation (H010)?

The group raised the issue of surplus stock and how it is being disposed of. It was confirmed that it was an issue and that the mobile solution will ensure that only the items required for each repair would be issued. It was accepted that the mobile solution would need to be in before the savings would be realised.

The group investigated the status of garage sites and it was confirmed that the intention was to sell them but the current economic situation did not make it viable at the moment.

The group reviewed the structure of the teams within the department from the service plan and identified areas to question the Head of Service.

The Head of Service provided the following responses during the evidence gathering session:

- a. What is the role of the Tenancy Management officer, Housing Needs Officer and the part-time Housing Assistant? Why is there one in each contact centre?

Tenancy Management Officer – the post was introduced 2/3years ago and covers all elements of housing management e.g. rent arrears, ASB, nuisance. Each officer has 1300 properties and the national average is 500. Housing Needs Officer – they look at individual needs which can be difficult e.g. homeless and try to get involved earlier to prevent them getting homeless by looking at the alternatives like mediation. They also manage the wardens and sheltered schemes where other authorities have separate officers for this role.

Housing Assistant – they work 20 hours per week and provide admin support to the other roles (50/50).

The group raised their concerns on the duplication but it was stated that in comparison to other authorities they have few officers. He stated that having them sited at the contact centres was a political decision which provides local access and the local knowledge is useful.

- b. Cost of repairs – highest and lowest repair cost

Peter said that he had compared the cost of management of the housing repairs and the cost of repairs to the government information (HIPs returns) and the council is the lowest in the east midlands. He confirmed that internally the lowest cost was £10 and highest was £4500 and externally the lowest was £6 and highest was £4,500.

- c. Performance of the repairs and maintenance – annual volume of repairs completed? % jobs completed on the first visit? Details of performance targets?

Peter provided a list of the performance measures that were available. He also stated that he expected improvements with the introduction of mobile working. The group were concerned about the lack of valid performance measures for the repairs and maintenance team. The group thought that this needs to be addressed to improve performance prior to the introduction of mobile working. This would form a basis to measure the improvement once mobile working is introduced.

d. Why have the voids increased and become a problem?

Peter confirmed that voids had increased last year from an average of 400 to 500 and there was no apparent reason. Peter had compared our performance against the other east midland authorities and felt that the performance was not that bad. He also stated that the budget had originally excluded the voids and when it was added at a later date it was brought to the members attention which created the concern.

Voids is the only process that involves all sections of the department. On the day that the keys are handed in the property is inspected and clearance is arranged if required. Work is then carried out to the agreed standards while the housing needs team will allocate the property. Peter feels that the pre inspections need to be improved to ensure that the tenants leave the property in the standard that has been agreed.

They also aim to do any capital work on the property while they are empty. They also want firmer timescales to complete the work so that the letting of the property can be co-ordinated and avoid any unnecessary void time. They have an issue with the time it takes to get the materials to complete the work as it often takes weeks. However this will be resolved with the changes to the stores.

Peter confirmed that they always had 70/80 properties empty at any one time and by targeting them they have managed to reduce them to 22 by using the repairs and maintenance staff.

The group were concerned about the loss of revenue and access for new tenants to council properties. The group agreed that they would undertake an in-depth review in this area to identify any areas for improvement.

e. Need to understand the property handover process and potential delays that are resulting in a reduction in income for the Authority

Peter confirmed that there is a code of practice and that the Council's standards exceed them.

f. Understanding of who is going out to residents re. debt collection on behalf of the Council and the standards that they are applying e.g. professionalism

Peter said that officers were sympathetic to the tenants but they also needed to make clear the consequences of their actions. They also refer individuals to specialist agencies when they need help.

Peter suggested to members that they can spend time with the officers so that they can see what they do.

During the review, issues around the handling of an eviction were raised. The Group felt that training should be provided to officers that are involved

in the eviction process to ensure that they are sensitive and professional when representing the Council.

g. Why has the cost of house clearance increased from £502 in 06/07 to £20k?

Peter confirmed that this had been wrongly coded previously and it was the cost of skip hire for abandoned items and items removed from houses.

h. Why is overtime being paid in the area of tenants participation (H010)?

This is the cost of delivery of the tenant's newsletters and they are looking for alternative delivery methods

Peter was then asked how he would suggest that savings could be made in his department. Peter felt that he had already contributed by the restructure of the electricians and mobile working and would continue by looking at the sheltered housing. He said that they keep an efficiency log and challenge how they work and procure services. He also raised the issue that there is expenditure on the HRA which can be attributed to housing but they have to pay for other department's services e.g. CAN Rangers, grounds maintenance, CSPD. He needs to look at the services and challenge the cost of the items. He also highlighted the cost of the 11 wardens' cars that are over £100k and would investigate if the cost could be reduced.

Responding to housing requests

The group had examples which raised their concerns over the repeat visits made by Council staff to residents which had potential to reduce the costs for the Council.

The group agreed that they would look at the end-to-end system where incidents were being referred to other departments to be addressed for housing related issues and responses. In order to identify savings the group would need to understand how the system currently works to identify improvements. They agreed that they would need to invite someone from the Contact Centre to the next meeting to understand:

- ⇒ How housing related calls are handled?
- ⇒ What information is obtained from the caller
- ⇒ How they decide who to refer the incident to?
- ⇒ What happens if it is referred to the wrong department? Do they know?
- ⇒ What are the timescales?
- ⇒ How do they know that the incident has been resolved?
- ⇒ Details of how many incidents reported to the contact centre require a visit and which departments resolve the issue.

Alison Donohoe talked the group through process how the staff handle housing calls :

- ⇒ When they receive a call they search for the answer using either keywords, via the A-Z or by department
- ⇒ They establish if it is a council or private house
- ⇒ If it is a private house then they direct them to Environmental Health to resolve. They have access to their Uniform system so if they get repeat calls they can check the status of the actions
- ⇒ If it is a Council house then is it referred to the rangers (this year they had 1688 calls referred to them). They have no visibility to the rangers system so they are unaware of the status. Andy Carr in IT could look at this but is currently stretched on other projects
- ⇒ They provide the customer with the resolution time for resolving the issue where that information is available

Alison confirmed that she has a statement of shared aims and regular meetings with departments to ensure that the scripts used by the advisors remain fit for purpose. She has also introduced an issues log where departments can capture any problems from the contact centres. This is working particularly well with Environmental Health so they can take steps to address the issues.

Alison confirmed that the housing scripts had not moved forward since they were introduced. Although they had tried to meet with the department to take it forward they had cancelled 5 times.

She also confirmed that they were also doing work shadowing with the departments. Environmental Health had been to the contact centre and it had proved productive as they had highlighted improvements that could be made to the scripts.

She also updated the group on the Business Process Improvement (BPI) team who were looking at current processes and challenging how it could be improved. This work is now being led by Jane Foley. The group raised concern about the amount of time being spent on the BPI work and Alison confirmed that it is 2 hours a week and individuals only join the group if they can make the time commitment required.

Alison also talked about the NI 14 which is to reduce avoidable contact with the Council so she is looking at changes that could reduce the incoming calls. An example is the large number of calls they receive to ask when the rent cards are being issued. If this was included in the communication with the user they majority of the calls could be avoided.

The group agreed that they would suggest to Jane Foley that the BPI group looked at the process of Housing calls that generated a visit to a resident to ensure that the process is efficient and avoids repeat officer visits.

CAN Rangers

The group reviewed the current service plan for Community Services department to understand the structure and roles as well as an overview of the department. The group discussed what happened in the District before the CAN rangers were introduced and the lack of estate audits.

Cllr Murray-Carr said that the CAN Rangers were dealing with all issues now and that there were anomalies within the system and potential for savings. He agreed that he would detail some examples that have been identified and forward them to the group (Appendix A). The group reviewed the detail of the incidents which highlighted that the CAN rangers were attending jobs that are inappropriate e.g. boiler not operating properly, tenant complaint water tap constantly running, leaks from recently completed works and delivery of a letter to a tenant

The group reviewed the volume of CAN Ranger incidents over the last 12 months by area and type (Appendix B). The Head of Service confirmed that they also carry out 900 inspections on the state of the streets in the District as well as patrols which are not included in the job volumes that had been provided to the group from the system. The group discussed the inspections that supported NI 195 checking the state of the streets in the District. Concerns were raised why they were involved in doing work for other departments and that the role had grown from the original requirements and in some cases they were taking on work that the Police should be doing.

The Head of Service questioned why this area was being scrutinised as the Executive had completed a review of the CAN rangers about 2 years ago that covered most of the group's questions. The group raised their concerns that it appeared that the rangers were taking on the role that others agencies have responsibility for.

The group reviewed the CAN ranger's job description (Appendix C). The Head of Service confirmed that they do a lot of work on behalf of other departments out of office hours as no other officers are available.

The group then went through the questions that had been identified previously and the Head of Service provided the following responses:

- a. The CAN Rangers are a partnership – what funding is received from each of the partners?

The Rangers are not technically a partnership but they work as one. Consideration has been given to moving them in to a department but remaining separate ensures that they work with every area. Community Safety Partnership is the partnership. The Rangers are funded by the Council. They do receive some funding from LAA, Derbyshire Police and Fire and Rescue. Parish councils were asked to contribute £1 per resident. Some Parishes still contribute as well as the doctors and Heritage School which amounts to £8661 per year. John would like to reduce the hours that

the rangers work but this would reduce the external funding. He confirmed that crime in the District had reduced by 22% and is the best in Derbyshire. The Police are now focusing on improving public perceptions and they are having a 13 week campaign with an event on every day. He also confirmed that the CSP have been given the responsibility for preventing re-offending which is a government target. Domestic violence is also the responsibility of the CSP and the post that Council refused to fund has been funded by the PCT for 2 years.

- b. Neighbourhood management – there is a concern that this is for other partners to deliver – what is the Council's remit for this area?

This was created due to the problems on the Castle Estate when they took action to get the street lighting improved and opened the community house which has been extended in to other areas. It is judged by the CPA and the health peer review as best practice. The PCT see the houses as the hub and have set on staff to work out of the sites. Regeneration have used the sites to share the plans for the areas with the residents. He confirmed that neighbourhood management covers most of the Council's objectives. He also confirmed that they dealt with private housing and that they have used the probation service to help with the work.

- c. Anti social behaviour (page 19 from service plan) – what actions have been taken forward?

John confirmed that they have extended the task team on anti social behaviour and are looking to extend Academy to include ASB. Originally they had 12 rangers but as they have moved on to other roles the numbers have reduced. The Rangers support the patch officers and don't get involved in the Police or PCSO work. John said that the Rangers could get accredited to issue further fixed penalty notices and could remove alcohol from those underage. They also do community events for crime cracking. He confirmed that they have 9 Rangers which may reduce to 8 and he will struggle to cover all the hours 7 days per week although he is considering reducing the hours that they cover.

- d. Are the CAN Rangers proactive or reactive?

They provide both elements as they react to calls that come in and are involved in proactive events like operation Relentless.

- e. Has the CAN Ranger service been benchmarked or is there any customer feedback on the service?

The service was benchmarked by GOEM 3 or 4 years ago and got a distinction for the service. He confirmed that Mansfield have more rangers with more powers so they use Hull as a comparison. The group felt that customer feedback needs to be obtained on the service.

- f. Has any CAN Ranger work transferred to the Handyman e.g. fitting smoke alarms?

The Rangers fit smoke alarms, gates, locks and safes for the residents and while they are in their residence they also do a risk assessment. John said that they do more installations than the Handyman. The group felt that there was an opportunity to transfer the 'handyman' jobs e.g. fitting locks to the Handyman to allow the CAN Rangers to concentrate on ASB.

- g. Concern about CAN Rangers getting involved in violent crime issues e.g. domestic violence and pubs on evenings – should the calls be directed to the Police for them to decide who is appropriate to attend?

John confirmed that this should be the case however the CAN Rangers do support them as they may be able to gather the evidence to enable the Police to take action.

- h. Services (page 32 of the service plan) some are delivered on behalf of PCT and DFRS – are they paying for the service?

They do not pay for the service but they have good links with the PCT which has resulted in funding for extra staff to support Julie Lewis to progress the aim and often the lines are not clear as they are always working together. The group felt that it was confusing for individuals as everyone seems to be involved in all things e.g. fitting smoke alarms. John said that funding came from various sources and so they were all working together to get the most funding for the benefit of the residents.

- i. Clarification of the original remit of the CAN Rangers role and details of their current remit

John shared a leaflet with the group that covered what they currently deliver. He said that they originally attended parish council meetings which they no longer attend. The group suggested that they may want to reinstate this as it may bring the funding back in. John confirmed that they were few incidents that happen after 8pm that the rangers need to attend.

The group reviewed the volume of ASB enforcements :

2006 – 0
2007 – 4
2008 – 8 + 2 interims
2009 (to date) – 3 +1 interim

The group raised their concerns over the volume, cost and benefit of the CCTV cameras. The Head of Service confirmed that the CCTV cameras do not cost the department anything and that the footage from them has helped to solve 2 murders.

The Head of Service was asked by the group how he would suggest that savings could be made in his department. He said that he has already lost 2 members of staff that he has not replaced. He currently has one Ranger on long term sickness that he will not replace if they do not return which will be another salary saving.

He also felt that if the Ranger's base is moved to the contact centres they will be able to carry out some of their duties on foot and could reduce the 9 vehicles by 5. The group felt that this option should be investigated if it is effective and delivers savings.

John confirmed that the domestic violence officer funding runs out in 2 years time and the parenting practitioner which the government are funding for 3 years will also run out. The group were concerned that these services are being provided by other partners e.g. PCT, education, connexions and social services. If they were brought together this would eliminate duplication and ensure a joined up approach.

John also highlighted the fact that finance had not spent any time with him to help identify where funds could be offered up as savings. He thinks that there may be some scope to reduce the overtime budget of £14k.

He also confirmed that the Council did not have an ASB officer as this role was taken on by Deborah Whallet, however the funding for the role was still obtained from county and is used for projects and could be classed as a saving.

Recommendations

Please see page 89 of covering report

Appendix A - CAN Rangers housing incidents (see separate report)

Appendix B - Please see below

	Plea sley	Shi reb roo k Eas t	Shi reb roo k Lan gwi th	shir ebr ook nor th we st	Shi reb roo k sou th we st	Shi reb roo k sou th we st	Bla ck wel l	Pin xto n	So uth nor ma nto n eas t	So uth nor ma nto n we st	Tib she lf	Aul t Hu ckn all	Gla pw ell	Bols over nort h west	Bils over Sout h st	Bol sov er we st	Sca rclif fe	barl bro ugh e nor th	Clo wn e So uth	Elm ton wit h cre ss wel l	Whi twe ll	Tota l	%	
Abandoned vehicle	2	3	2	0	0	0	0	0	0	2	2	0	0	2	2	3	1	1	1	2	0	1	24	0.57
Advice	5	6	5	3	3	11	3	3	3	6	6	1	3	12	16	5	5	2	11	6	8	3	126	3.00
Anti-social behavior	19	69	26	11	17	28	2	20	24	52	13	3	8	95	63	61	25	7	42	31	54	21	691	16.44
Assisted Car repairs	2	6	1	3	1	5	1	1	0	1	2	5	0	8	21	6	6	0	6	0	6	6	87	2.07
Collect Needle	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	2	0	5	0.12
Damage/Vandalism/Graffiti	3	5	1	2	2	3	0	0	0	0	0	2	1	16	4	0	0	0	0	1	5	1	46	1.09
Delivering/Collecting	1	6	3	3	0	3	0	1	4	5	2	0	0	20	10	10	2	0	1	9	8	6	94	2.24
Drugs	8	22	2	12	8	3	4	2	6	9	4	12	4	12	39	4	8	4	7	10	31	7	218	5.19
Emergency Works	1	10	0	0	2	0	0	3	4	1	1	2	0	18	16	4	0	1	0	7	18	6	94	2.24
Filthy premises	9	13	15	8	5	2	2	6	13	2	10	3	7	12	21	7	10	6	11	8	10	9	189	4.50
Fires/Smoke	1	7	0	1	1	0	0	0	0	0	0	0	0	3	4	1	3	0	3	0	0	0	24	0.57
Fit key pads	7	2	2	0	4	3	0	1	1	7	0	0	0	5	2	1	1	2	1	2	5	0	46	1.09
Fit telle care	0	2	0	1	0	0	0	2	0	0	0	0	1	0	1	1	0	0	0	2	1	0	11	0.26
Fly tipping and rubbish	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	3	0.07
Footballing problem	18	44	10	9	6	15	0	5	8	9	1	20	3	31	25	6	11	12	9	12	15	9	278	6.62
	0	4	1	1	1	0	0	1	12	7	0	0	0	1	3	4	0	0	6	3	1	0	45	1.07

Housing	8	25	20	12	7	6	8	11	7	3	1	6	11	57	40	30	18	3	21	7	39	45	385	9.16
Join operations	1	13	3	2	0	2	1	0	2	0	1	1	2	7	27	5	3	1	2	7	5	4	89	2.12
Liaising	3	7	2	2	0	1	0	0	1	0	2	0	3	3	8	1	1	1	1	4	6	1	47	1.12
litter problem	0	2	0	1	0	1	0	1	1	0	0	0	0	1	4	0	1	2	2	3	0	1	20	0.48
Meeting	1	1	0	2	0	0	0	0	0	1	0	0	1	1	31	0	0	1	1	0	1	3	44	1.05
Monitoring	0	4	2	2	3	2	0	1	2	5	1	0	0	3	6	3	0	2	0	0	3	1	40	0.95
Neighbour dispute	2	4	6	3	4	3	4	3	4	8	9	2	1	8	7	4	6	4	12	11	10	12	127	3.02
Noise Nuisance	15	7	15	10	18	16	0	19	10	27	18	2	7	28	33	17	22	2	13	10	28	27	344	8.19
Parking	0	3	4	0	6	1	1	1	3	2	1	0	0	4	5	0	0	1	6	4	3	2	47	1.12
Patrol Required	2	14	15	6	3	1	0	0	8	5	1	0	1	10	7	3	4	4	6	2	12	4	108	2.57
Pollution/Fumes Problem	1	3	3	1	1	2	0	2	2	1	1	0	0	0	1	0	2	1	2	1	1	1	26	0.62
travellers	0	0	1	0	0	8	0	0	0	3	0	0	0	0	1	1	0	0	0	0	0	0	14	0.33
Road kills	0	0	0	0	1	0	0	1	0	0	1	0	0	1	2	0	0	4	0	1	1	0	12	0.29
Roadside seats	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.02
Safety gate	0	1	1	2	0	1	0	2	0	2	2	2	0	1	9	0	4	0	0	1	5	2	35	0.83
Security works	14	22	12	19	22	9	8	49	21	23	39	7	4	51	34	14	33	9	17	18	23	9	457	10.88
Smoke alarms	5	5	5	6	6	1	5	17	8	10	13	2	0	21	7	9	6	4	8	6	7	6	157	3.74
Smoke alarms Replaced	0	0	5	1	1	0	0	0	0	4	4	0	2	1	7	0	2	0	3	2	4	2	38	0.90
Sports	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.02
Street monitoring	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0.02
Street lighting	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	3	0.07
Sweep glass	0	7	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	1	0	0	11	0.26
Training	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.02
tree inspection	0	0	0	0	0	0	0	0	0	4	0	0	0	0	1	0	0	3	0	0	1	0	9	0.21
trees	0	0	0	0	0	0	0	0	0	4	0	0	0	0	3	0	0	1	0	0	1	0	9	0.21
Untidy Gardens	1	5	7	7	5	2	0	1	5	13	5	3	1	15	18	3	1	0	28	10	17	27	174	4.14
Void properties	0	1	0	1	0	1	0	0	0	0	0	1	0	5	0	2	2	0	4	0	2	2	21	0.50
Total	129	324	169	131	127	130	40	153	149	218	140	74	60	453	481	208	177	78	225	184	334	218	420	

%	3.07	7.7	4.0	3.1	3.0	3.0	0.9	3.6	3.5	5.1	3.3	1.7	1.4	10.7	11.4	4.9	4.2	1.8	5.3	4.3	7.9	5.1	2
		1	2	2	2	9	5	4	5	9	3	6	3	8	5	5	1	6	5	8	5	9	

Number of Rangers 9
 Productive hours yrly 1498
 Number of incidents 4202
 Average per incident:
 3 hours 33 mins

CAN Rangers job description

POST DETAIL

TITLE: Community Ranger

POST NO: CSO007-CSO018

GRADE: Grade 5

DIRECTORATE: Chief Executive's

DEPARTMENT: Community Services

RESPONSIBLE TO: Head of Community Services

1. JOB PURPOSE AND OVERVIEW

1.1 General

1.1.1 To make public areas safer and cleaner by proactively patrolling the streets and to help improve public confidence and safety by showing the public that areas are cared for.

1.1.2 To work with the Police and other Council staff to show their visible presence can help reduce crime.

1.2 Keep the Streets Clean

1.2.1 With other "patch" Officers, to report faulty street lights, dangers on the footpath and work with others to blitz litter, graffiti and abandoned cars throughout the District.

1.3 Work with Local People

1.3.1 To get to know local people and understand their concerns in order to act as role models and ambassadors for the District. By doing this and helping with local events, the postholder will become part of the community with a 'can do' approach.

1.4 Co-ordinate Council Services

1.4.1 To keep in touch with local people, businesses and visitors in order for problems to be solved in the quickest possible way.

2. GENERAL DUTIES AND RESPONSIBILITIES

The post-holder must, at all times, carry out their duties and responsibilities to comply with the policies, Standing Orders, Financial Regulations, Employee Code of Conduct, procedures and Constitution of the employer.

- 2.1 To be a link in the Community Action Network, improving public safety and well-being.**
- 2.2 To be involved in resolving disputes at an early stage, if possible, including mediation, and attending court as a witness if required.**
- 2.3 To provide advice and information to local residents on community well-being and crime prevention related matters.**
- 2.4 To take appropriate action to ensure that vacant public sector properties do not become an eyesore and nuisance to residents and to pick up and report on void properties and giro drops.**
- 2.5 To gather and provide evidence, in statement form where required, of anti-social behaviour in order to assist the Council (and other agencies where possible) in performing its duties, including the use of camera equipment, video and covert surveillance.**
- 2.6 To work in partnership with the fire and rescue service and carry out Home Risk Assessment.**
- 2.7 To work in partnership with Primary Care Trust and fit aids as required.**
- 2.8 To fit security works in conjunction with the Community Safety Officer and Crime and Disorder Partnership.**
- 2.9 To be able to drive and be responsible for council vehicles in the course of carrying out duties.**
- 2.10 To be involved in Cracking Crime Days, conferences, events etc.**
- 2.11 To be involved in local clean-up campaigns, which may include litter picking/supervision of litter-picking.**
- 2.12 To work with Housing Officers on Patch Management.**

2.13 To work as Neighbourhood Team Officers in conjunction with tasking from the Police.

2.14 To act as authorised Officers of the Authority, using enforcement powers and fixed penalty notices on issues such as, but not limited to, litter dropping, dog fouling, fly tipping and abandoned vehicles.

2.15 To attend out of hours calls for housing repairs and assess the work. To carry out the work or to report back to Central Control for the emergency Contractor to attend.

2.16 The postholder will be responsible for the delivery of the Rangers' functions and liaise with:-

- **Police Beat Officers**
- **Police Community Support Officers**
- **Housing Officers**
- **Neighbourhood Management Project Workers**
- **District Office Staff**
- **Environmental Health Officers including Dog Wardens**
- **Derbyshire Fire and Rescue Services**
- **Primary Care Trust**
- **Other Partnership Agencies, Surestart, Probation, Doctors, Schools etc.**
- **ASB Team**
- **RSL's (NCHA, Derwent, EMHA) etc.**
- **Sports Development Staff**

2.17 Attend and play an active part in meetings, seminars, workshops and work groups as required

2.18 To carry out any other duties, commensurate with the grade, as may be required from time to time.

3. DUTIES AND RESPONSIBILITIES IN RELATION TO HEALTH AND SAFETY

3.1 To be aware of the requirements of the Corporate Health and Safety Policy Statement which sets out individual responsibilities for health and safety at work.

3.2 To be aware of the Council's Corporate Health and Safety Policy.

- 3.3 To undertake the roles and responsibilities outlined in the Corporate Health and Safety Policy.
- 3.4 To comply with the requirements of the Council's specific health and safety policies procedures, risk assessments and safe systems of work.
- 3.5 To take care of themselves and others who may be affected by their work activities.

4. DUTIES AND RESPONSIBILITIES IN RELATION TO EQUALITY AND DIVERSITY

- 4.1 To familiarise yourself with the contents of the Council's Corporate Equality Plan, Equality Policy, Race Equality Plan, Disability Equality Plan and Gender Equality Scheme.
- 4.2 To implement the Council's Equality Diversity policies, plans and schemes.
- 4.3 To challenge all forms of discrimination and harassment.

5. DUTIES AND RESPONSIBILITIES IN RELATION TO COMMUNITY SAFETY (SECTION 17)

- 5.1 To familiarise yourself with the provisions of Section 17 of the Crime and Disorder Act. This section requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised.
- 5.2 To be aware of the need to improve Community Safety and actively to explore ways of improving community safety through the work of the Directorate in which you are employed.

6. DUTIES AND RESPONSIBILITIES IN RELATION TO THE RISK MANAGEMENT STRATEGY

- 6.1 To familiarise yourself with the contents of the Council's Risk Management Strategy.
- 6.2 To undertake the roles and responsibilities of the Council's Risk Management Strategy insofar as it is relevant to your own area of work and the work of the Directorate in which you are employed.

7. DUTIES AND RESPONSIBILITIES IN RELATION TO DATA PROTECTION, FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION REGULATIONS

- 7.1 To familiarise yourself with the Council's Access to Information Policy Statement and departmental Data Protection Code of Practice.
- 7.2 To implement individual responsibilities within the Access to Information Policy, in particular under the Data Protection Act 1998.

8. DUTIES AND RESPONSIBILITIES IN RELATION TO DATA QUALITY MANAGEMENT

- 8.1 To familiarise yourself with the Council's Data Quality Statement and departmental Data Quality arrangements.
- 8.2 To be aware of the Council's commitment to Quality Assurance schemes such as Customer Excellence, QUEST, Investors in People and other such schemes.

9. REVIEW ARRANGEMENTS

- 9.1 This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure that it remains appropriate for the role in response to emerging priorities and organisational development.

Signature of Manager

Signature of Employee