

<b>Recommendations.</b>	<b>Comments</b>	<b>Completed.</b>
<p>1. That the Assistant Director of Community Safety and Head of Housing together with the Portfolio Holder for Community Cohesion reiterate the role and duties of the CAN Rangers Service with departments and partners, particularly the Police.</p>	<p>The role of the Rangers has been reiterated to the police through the weekly joint tasking meetings and informal discussions with senior police officers. This process has led to an increase in joint working and initiatives.</p>	<p>April 2016 Housing Enforcement Manager</p>
<p>2. That a set of guidelines and/or a criteria is developed which assists the Rangers and Central Control in assessing the urgency of a job (particularly out of hours calls) where a job is not an emergency and could be left until the following day or if in fact some jobs should be attended at all.</p>	<p>This action has been put on hold pending the introduction of the new monitoring equipment within central control.</p> <p>Following discussion at Executive it was recognised that the rangers 'job-sheets' that were analyzed as part of the review was potentially misleading as it did not recognise the vulnerability of the customer. The sheet is to be revised to include a measure of this (For example a call out for lack of lighting may be justified for a partially sighted tenant)</p>	<p>June 2016. Housing Needs Manager</p>
<p>3. That information be provided to Tenants which provides details and examples on what is classed as an emergency and what calls will be dealt with as part of the out of hours service.</p>	<p>An article has been written and will be included in the next issue of the tenants 'Homing In' magazine.</p>	<p>May/June 2016 TPO</p>
<p>4. That the Assistant Director of Community Safety and Head of Housing be asked to</p>	<p>This is not possible. The funding for the PCC can only be spent on specific activities that contribute towards</p>	<p>No further action</p>

<p>consider whether a contribution from the Community Safety Budget received from the Police and Crime Commissioner can be made towards the CAN Rangers Service</p>	<p>the targets set by the PCC.</p>	
<p>5. That the CAN Rangers uniform include high visibility jackets so that it is clear to Members of the Public when there is a Ranger present in an area</p>	<p>Whilst there are some situations where hi-vis clothing is appropriate, there is others where more inconspicuous clothing is better. The current situation is that the clothing issued to the Rangers is predominantly dark, but they are also issued with hi-vis jackets where needed (and instructed to always wear these during darkness and near to traffic).</p> <p>Additional hi-vis outerwear to be sourced through Travis Perkins.</p>	<p>To be completed Autumn 2016</p>
<p>6. That a clear Training Record be developed which highlights dates that training is undertaken and dates of when the training needs to be renewed or updated.</p>	<p>Details of mandatory training for each role/officer is kept centrally by HR</p> <p>All Rangers are included within the corporate appraisal process where training needs are identified. All 'essential' training has been delivered.</p>	<p>Appraisals completed in line with corporate guidelines during February 2016.</p> <p>Housing Enforcement Manager</p>
<p>7. That the levels of staffing in the CAN Rangers Service be regularly monitored to ensure that the service is coping with current demand.</p>	<p>Staffing levels are regularly monitored and have been appropriate for the current service offered. There remains an option of using overtime at times of additional work and/or staff shortages.</p>	<p>Ongoing</p>

	<p>Monitoring will continue, but any additional services (see 8.) may need additional resources.</p> <p>One of the Rangers has expressed their intention to retire next year. Given the long period needed to recruit and train for this role, members are asked to support early recruitment which aims for a one month handover period.</p>	
<p>A further recommendation was added at Executive</p> <p>8. That a further report be prepared by officers in conjunction with the JAD Community Safety and Head of Housing, Portfolio Holders for Community Cohesion and Hosing and IT and the Chair and vice Chair of customer Service and Transformation Scrutiny Panel to explore a more joined up collaborative service.</p>	<p>Initial conversations have taken place with the police regarding the role of the Rangers and relationship with the Police (see 1 above) resulting in increased understanding of roles, and joint working.</p> <p>Similarly Rangers have been involved with joint working with other departments, especially Environmental Health.</p> <p>Longer term options are linked to the review of CCTV within the District. A move towards more redeployable cameras may offer opportunities for the Rangers to play a larger role in the installation, retrieval and siting of CCTV cameras where needed.</p> <p>Another gap have been identified where services previously provided through the DCC funded Handy van Service, for example security for victims of Domestic Violence have been withdrawn.</p> <p>A paper on options will be presented to a future meeting.</p>	<p>To follow the review of CCTV</p>