



Your Review

The March/April 2005 report from your District Council

Community Safety special



We know, because you told us, that crime and disorder is an issue of great importance to you. In 2003 we asked 5,000 residents what things they would say are most important in making somewhere a good place to live. The items the highest number of people voted for were:

Issue	% people voting
Low level of crime	62.1
Health services	58.2
Affordable decent housing	37.3

Working with other organisations we have just completed a major audit of crime and disorder across Warwickshire. This gives us a good picture of the level of reported crime, and how it is changing.

One of the key findings from the audit is that the level of crime in the district is the lowest in Warwickshire, and about half the level reported across the West Midlands as a whole.

During the last 3 years burglary has come down by 38% and vehicle crime by 14%. In the current year violent crime is down 10% and business crime by 4%.

All this makes the district one of the safest places to live in the country.

This edition of Your Review carries detailed results from that audit, so you can tell what the big issues for the district are, as well as giving tips on how you can keep yourself safe.

New leader confirmed

The new leader of Stratford-on-Avon District Council is Cllr Les Topham. Following the resignation of former leader Cllr Chris Saint, an extraordinary meeting of the council elected Cllr Topham unopposed into the post. His term of office will last until the next annual meeting of the council on 18 May. Cllr Topham was first elected onto your District Council in 1996 and represents the Sambourne Ward. He was chairman of the council in 2001/02. Born in Birmingham, he spent most of his career at British Leyland and now runs his own gardening centre near Studley, Warwickshire.



Refuse collection for May Bank Holidays

Below are details of the changes to the refuse collection arrangements in the Stratford-on-Avon District Council area in May during the Bank Holiday weeks.

Week commencing Monday 2 May

No collection on Monday, all collections one day late this week

Week commencing Monday 30 May

No collection on Monday, all collections one day late this week

This will apply to your refuse collections and also any recycling collections that are due in those weeks.

If you would like more details, please ring **Streetscene** on **01789 260616** or e-mail **streetscene@stratford-dc.gov.uk**

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Production and Editorial team

Your Review is designed and produced by the District Council. The Policy and Public Relations service is responsible for keeping residents informed about the Council's activities, as well as co-ordinating various publications such as this report.

For further information or any feedback on this report contact **Robert Walsh** on **01789 260106** or e-mail **policyandpr@stratford-dc.gov.uk**.

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Your views and Council Tax 2005/06

Your Council has a Citizens' Panel, which contains a representative sample of people living in the District of Stratford-on-Avon. By surveying this Panel, it is possible to obtain views and opinions representative of local residents. 1,047 questionnaires were mailed to the Panel in December 2004, with 560 returned in the timeframe allowed, representing a response rate of 54.1%.

Budget Consultation

Six out of ten residents have maintained the view as in 2003 that "it is important for the District Council not to increase council tax by more than inflation, even if this means a reduction in the levels of some lower priority services". A quarter of residents agree that "it is important for the District Council to improve current levels of service even if this means increasing council tax by more than inflation". Agreement amongst residents that "it is important for the District Council to maintain current levels of service even if this means increasing council tax by more than inflation" has declined from 52% in 2002 to 40% in 2004.

Your Council Tax for 2005/06

Your views were taken into account when setting the district element of the council tax for the next financial year. The band D figure for the 2005/2006 financial year will be £110.79, an increase which equals 7.7p a week from this year's figure of £106.80. This means that all the services provided by your Council are only costing £2.13 per week for

a band D household, although actual bills received will be higher because your District Council also collects the county council, police and parish taxes.

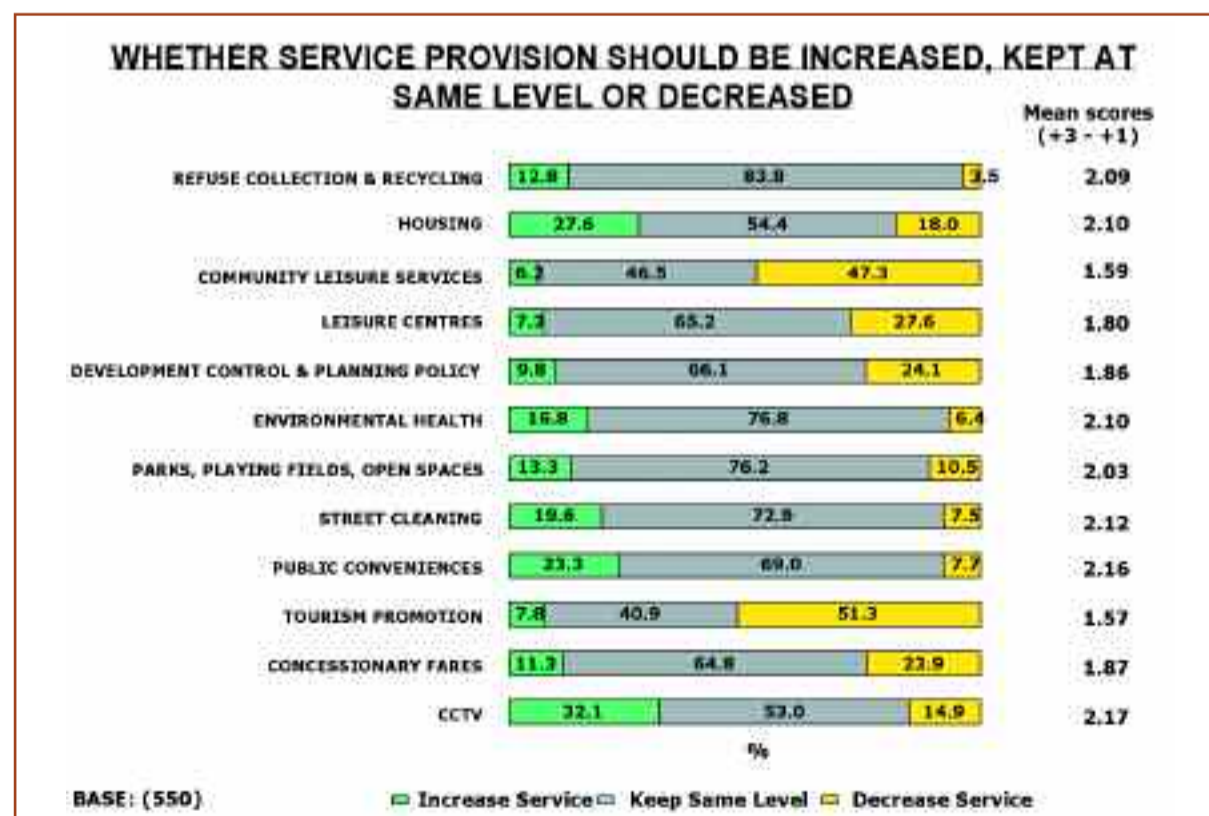
The average band D figure for Stratford-on-Avon District Council households will be £1,230.20 which includes the county council and police authority elements, and average town or parish council precepts. This figure is based on your District Council's levy, PLUS the county council requirements at £949.50, the police authority figure of £132.52, and the average town/parish council tax of £37.39, all for band D.

The council tax for Stratford-on-Avon District Council residents for each of the valuation bands, including county and police taxes but excluding the individual town and parish council precepts is:

A	£795.21	E	£1,457.88
B	£927.74	F	£1,722.95
C	£1,060.28	G	£1,988.02
D	£1,192.81	H	£2,385.62

Service Provision

Using the mean score as a guide, residents prefer to see an increase in service provision for CCTV, Housing, Public Conveniences, Street Cleaning, Refuse Collection & Recycling, and Parks, Playing Fields & Open Spaces. Reductions in service are preferred for Tourism Promotion and Community Leisure Services.



Responding to Comprehensive Performance Assessment

The most recent edition of Your Review reported the results of the government's inspection of your Council as part of the Comprehensive Performance Assessment programme. The result of that inspection was that the Council was identified as a "weak Council" under the CPA grading system.

Since then your Council has been working to identify and undertake appropriate actions to address the issues raised by the CPA process. This work is being carried out with the support of the Office of the Deputy Prime Minister (ODPM). An Improvement Board has been set up, which is the normal practice of the ODPM in supporting the improvement of local authorities. The Improvement Board meets every two months, and its principal role will be to oversee your Council's progress in implementing its own Improvement plan.

The issues being addressed in your Council's draft Improvement Plan are below. At present this is a high level version, focussing

on strategic actions. Some of these actions will require individual project plans and key 'milestones' to be identified, to assist with the monitoring of the Improvement Plan's implementation. Some of the required actions have already been undertaken, but it is important to include these to provide a clear 'trail' of the work carried out to date in addressing the issues raised by the Audit Commission.

Full copies of the Improvement Plan are available on request, and will be posted on the Council's website after its final agreement at the end of April.

If you would like further information about the Improvement Plan please contact **Robert Walsh** on **01789 260106** or email: **policyandpr@stratford-dc.gov.uk**

The full CPA report is still available from the Audit Commission's website: **www.auditcommission.gov.uk** and then follow the links to the local government sector.

Key Issues

The key issues raised by the Audit Commission have been gathered into themes as shown below.

1. **CORPORATE GOVERNANCE** (Complete work by March 2008)
 - Decision making
 - Member development
 - Probity
 - Procurement
 - Risk Management
 - Roles and Relationships
 - Structure
 - Top Team Development
2. **COMMUNITY LEADERSHIP** (Complete work by October 2006)
 - Ambition
 - Focus
 - Future plans
3. **CAPACITY** (Complete work by March 2009)
 - Culture
 - Improvement
 - Learning
 - Performance Management
 - Use of External resources
4. **HOUSING** (Complete work by March 2006)
5. **OPEN SPACES** (Adopt and complete work by March 2009)

This space could be promoting your company

If you would like to take up advertising space in the next edition of this newsletter, please get in touch with us.

Your Review is published three times a year and is distributed to approximately 50,000 households across the Stratford District. It provides an excellent way for your business to reach local residents at low cost.

These side columns are offered at the following rates and sizes per issue.

Full column	
60mm x 320mm	£500 + VAT
3/4 column	
60mm x 238.5mm	£375 + VAT
1/2 column	
60mm x 157mm	£250 + VAT
1/4 column	
60mm x 75.5mm	£125 + VAT

Artwork facilities are available for an extra charge. Please contact **Ian Greenall** on **01789 260740** or e-mail **design@stratford-dc.gov.uk** for more details

Supplied A4 80 gsm flyers can be inserted in The Review at a cost of £750.00 + VAT (ie £15.00 per 1,000 based on 50,000).

To discuss rates for any other sizes, weights and quantities please contact **Mark Lepkowski** on **01789 260104** Email: **mark.lepkowski@stratford-dc.gov.uk**



Stratford-on-Avon Volunteer Bureaux

The Government has declared 2005 as the UK Year of the Volunteer and the Stratford District Volunteer Bureaux will be working with organisations to promote its work whilst emphasising its role, as well as highlighting the contribution it makes. One of our roles is to recruit potential volunteers by helping individuals to find the right opportunity to help others. Details of current opportunities are available on the website www.stratfordvb.org.uk covering everything from lunch clubs to talking newspapers. Whatever your interest, there is almost certainly a volunteering opportunity to suit. Stratford Volunteer Bureaux is responsible for voluntary transport for people who have a genuine need to visit hospitals, doctors, etc. This is an extremely busy service and would appreciate the help of more volunteer drivers, even if it were on an occasional basis. We pay a mileage allowance of 39.2p per mile. Other services include free short-term loan of wheelchairs for up to a month. The Loft Workshop, which is managed by the CVS and Volunteer Bureaux, helps many people who are on benefits with basic furniture, which has been donated. The Workshop is very proactive giving people who are recovering or experiencing mental health problems new skills and confidence by being involved in repairing furniture and making various items such as bird boxes, etc. Last year we opened the Volunteer Sector Information Point at Town Square, Stratford upon Avon, on Tuesday, Wednesday, Friday and Saturday. If you are thinking about volunteering then please feel free to drop in and see us or phone the **Volunteer Bureaux** on **01789 262886**.

Clarissa Roberts
Volunteer Bureaux Manager

We have performed well in 2004/05 Our Annual Corporate Priorities

In order to focus delivery on our current Corporate Strategy, the Council agreed to implement a number of priority projects each year. These are known as our Annual Corporate Priorities. So what progress has been made in the delivery of these projects?

Key



Achieved



Not achieved



Will achieve target



Uncertain of achieving target



Will not achieve target

Shipston on Stour Leisure Centre Development

Our Target	Our Achievement
Appoint design & build contractor in May 2004	✓
Commence building work by October 2004	✓
Complete building work and open facility by October 2005	😊

Support the construction of new Community Sports Hall at Alcester Grammar School

Our Target	Our Achievement
Commence building work in summer 2004	✓
Open the new facility by September 2005	😊

Support redevelopment of the Alcester Greig Centre Sports Hall for Multi-purpose community use

Our Target	Our Achievement
Agree scope of the scheme with the Greig Centre Trustees, and then ensure designs for the redevelopment of the centre meet these aims by October 2004	✓
Commence building work by 2005	😊
Complete building work and open facility by March 2006	😊



Market Town Partnerships: To implement the Action Plan for Alcester (Year 3), and to implement the Action Plans for Shipston-on-Stour, Southam and Stratford-upon-Avon (Year 1)

Our Target	Our Achievement
To deploy additional staff resources to support progress in: Completion of the 2004/05 Action Plans for Alcester, Shipston-on-Stour, Southam and Stratford-upon-Avon by April 2005 (Stratford-on-Avon District Council are leading on 3 priority actions for each of the Market Town action plans)	😊
Raising £200,000 as match funding for the Market Town Partnerships by April 2005	😊

Implement additional recycling services to ensure Stratford-on-Avon District Council meets the Government statutory waste recycling targets.

Our Target	Our Achievement
Implement Phase 2 of the green garden waste recycling service by May 2004.	✔
To increase the percentage of household waste recycled to 28% by March 2005	😊

Enable the Development of More Affordable Housing

Our Target	Our Achievement
Undertake a Housing Needs Survey by the end of 2005/06 (revised target)	😊
To build an additional 100 new affordable homes in the district by April 2005	😊
Commit £0.6m of capital funding, by October 2004, for further new schemes to be built in 2005/06 in partnership with Registered Social Landlords	😊

Improve Community Safety

Our Target	Our Achievement
Carry out a Crime & Disorder Audit by November 2004	✔
Trial Visual Audits to reduce Fear of Crime Four visual audits to be completed by October 2004. A further four audits to be completed by April 2005	✔ 😊
Develop an Action Plan by October 2004, for implementation through to April 2006	✔ 😊
Agree a Crime and Disorder Strategy by April 2005	😊

New safety scheme for young ones

A new scheme aimed at reducing accidental injuries to children at home was recently launched in your District.

PATCHES, the Prevention of Accidents to Children Home Equipment Scheme, is aimed at families on low incomes with children up to 12 months old, and provides them with free safety equipment such as stair gates. Your Council is jointly funding the scheme with South Warwickshire Housing Association.

PATCHES is targeted at families who have a child under one year of age, are in receipt of benefits including income support and working families tax credit and are resident in the Stratford District. They will be referred into the scheme through their health visitor and will be eligible to have two stair gates and a fireguard installed in their home. Once fitted, the family owns the equipment. In addition, through referral from health visits Warwickshire Fire and Rescue Service will fit smoke alarms and offer advice on fire prevention, free of charge.



Feedback from the Warwick District scheme, on which the Stratford version is based, shows that families soon realised how important their children's safety was, and consequently made further alterations to make their homes safer. The scheme is supported by South Warwickshire Primary Care Trust, Warwickshire Fire and Rescue Service, Age Concern Warwickshire and Warwickshire Specialist Health Promotion Service.

If you would like further information on PATCHES please call **Nancy Singleton** on **01789 260803** or by e-mail: envhealth@stratford-dc.gov.uk.

The Council has agreed a set of Corporate Priority Indicators to monitor improvements. The table on the right gives a quick indication of whether we are expecting to reach our targets for this current year and if our performance has improved compared to the same period last year. This information is based on our performance between April – December 2004. Of these 20 indicators 13 are on course for target, 6 are unlikely to reach target, while 1 is a new indicator so a target was not set.

If you would like full details please contact **Charlotte Shields** on **01789 260604** or e-mail **charlotte.shields@stratford-dc.gov.uk**



On target for achievement



Completion to target is uncertain



Target will not be achieved



Performance improving



No change in performance



Performance deteriorating

Service Standards

The Council has 30 service standards, based on their performance between April – December 2004 we can give an indication as to whether they will achieve their targets. Currently 60% are on target for achievement, 17% are uncertain to achieve their target and 23% will not achieve their target.

If you require any further information on your Council's performance for 2004/05, then please contact the **Performance Improvement & Review Team** on **01789 260619** or email: **pi&rt@stratford-dc.gov.uk**.

Performance indicators

Corporate Priority Indicator	On Target	Trend
The proportion of land assessed as having litter and debris		↓
Percentage of household waste that is recycled or composted		↑
Missed refuse collections per 100,000 scheduled		↓
Unfit private sector dwellings made fit/demolished through direct action by the Council		→
Number of social housing units built		↑
The average length of stay in Bed & Breakfast accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need		↑
The percentage of undisputed invoices paid within 30 days		↑
Percentage of services available electronically		↑
Swims/visits to sports centres provided or supported by the Council per 100,000 population		↑
The average working days lost due to sickness per member of staff		↓
Percentage of Major planning applications determined in 13 weeks		↑
Percentage of Minor planning applications determined in 8 weeks		↓
Percentage of Other planning applications determined in 8 weeks		↓
Average time for processing new benefit claims		↑
Average time for processing change of circumstances for benefit recipients		↓
Percentage of benefit applications calculated accurately		↑
Percentage of benefits overpayments recovered		↑
Percentage of Council Tax collected		↓
Percentage of Business Rates collected		↑
Percentage of high-risk inspections (food safety and health & safety) completed to schedule		New Indicator for 2004-05

"What's the Council got to do with crime and disorder?"

That's the Police's job"

Is a common reaction when we talk about your Council's involvement with crime and disorder. But the Council can and does help keep Stratford safer.

Catching the people who commit crimes is the job of the Police just as it's the criminal justice system which is responsible for the trial and possible punishment of those accused of committing crimes.

However, your Council does have a role to play in helping keep Stratford safer, especially by helping to prevent crime and disorder. Examples of this role include;

- Acting as 'eyes and ears' across the District, and informing the Police of what's going on. For instance our street cleansing service has informed them of where drugs paraphernalia has been found, helping them target their work to combat drugs misuse across the District;
- Closed Circuit Television (CCTV) schemes established and operated by your Council were involved in 534 arrests in 2003/04;
- Working with local communities to provide activities for young people can help keep them out of trouble;
- Through the design of offices, houses and housing estates the planning service can help reduce burglary, anti-social behaviour and other crimes;
- We will soon take on responsibility for the licensing of premises where alcohol is served;
- Grants to local individuals and organisations such as Neighbourhood Watch, and school-based drugs awareness programmes to help reduce crime and disorder in the District.

Your council works closely with the Police and other organisations to combat crime and disorder, through the Crime and Disorder Reduction Partnership (see side panel).



keeping Stratford safer

Stratford-on-Avon Crime and Disorder Reduction Partnership

The Crime and Disorder Reduction Partnership (CDRP) brings together key organisations from across the district, who work in partnership to reduce crime, disorder and drugs misuse. These organisations include your District Council, Warwickshire Police, the County Council, Fire & Rescue service and the Primary Care Trust.

CDRPs have been established across the country by the Crime and Disorder Act (1998), amended 2002.

The CDRP carries out an audit of crime and disorder every three years, and based on its findings, and on consultation, draws up a three year strategy to reduce crime and disorder.

The figures given in this edition of Your Review are mostly taken from the third such audit, which was carried out in the Autumn of 2004 and drew heavily on the crime statistics from 2003/04. These have been compared to results from the previous audit carried out in 2000/01 in order to identify trends.

Having completed this audit we are currently consulting on the findings, and working towards producing the new three year strategy, negotiating appropriate targets with the Government Office for the West Midlands, who allocate limited amounts of funding for us to use.

There are currently six multi-agency sub groups working on different themes and targets in the strategy for 200-2005, and their leaders report to the CDRP on progress. The CDRP, chaired by Paul Lankester, Chief Executive of your District Council, is accountable to the Home Office for achieving the strategy targets, and the Partnership Support Officer reports regularly to the regional Government Office.

For the strategy which will drive our work for 2005-2008, the CDRP is developing a geographical approach, producing local action plans which highlight the concerns of local people, by linking in to elected members at Area Community Committees. The sorts of priorities we are looking at addressing include increasing public confidence while reducing:

- anti-social behaviour;
- alcohol related violence;
- drugs related crime;
- domestic burglary;
- vehicle crime;
- prolific offending.

An audit of crime in your District

So, just how much crime is there in the Stratford-on-Avon District?

The most recent figures available are for the year 2003/04. During that year 66.6 crimes were reported for every 1,000 people living in the District. That was the lowest result in Warwickshire, making Stratford the safest district in the County. Across the West Midlands as a whole there were 113 crimes per 1,000 people, almost twice as many crimes as in Stratford-on-Avon.

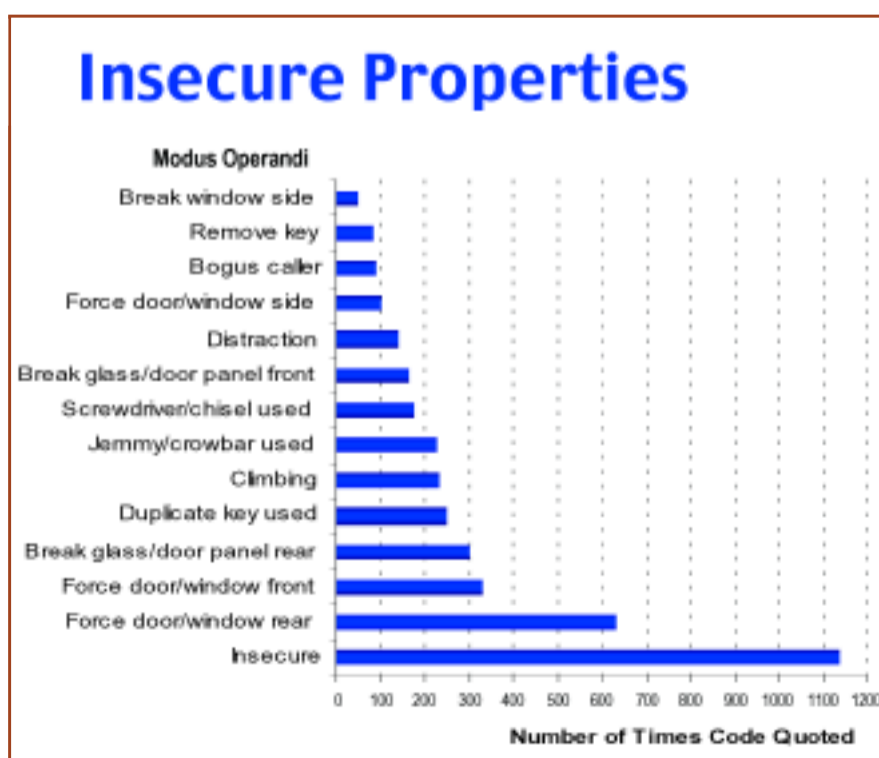
Through the work being carried out by our partners and ourselves, we are succeeding in reducing crime. But we cannot afford to rest on our laurels. The CDRP we are now looking at how we can make the District an even safer place to live. In the following pages we will explore the pattern of the most common types of crime across the District.

CRIME

- **Burglary - down 38% in 3 years**

In 2002 we set ourselves an ambition of reducing the number of domestic burglaries across the District to 313 a year by the end of 2004/05. Working together with the Police and other partners, we are on course to achieve this ambition. The number of domestic burglaries was cut by 26% between 2000/2001 and 2003/2004 and is still coming down. By the end of 2004/05 we calculate domestic burglaries will have been cut by 38% in 3 years.

Although the number of burglaries has been successfully reduced, with your help we can cut it still further. The graph below shows how burglaries were carried out, and in a large number of cases one of the factors involved was that windows or doors were not closed or locked. Make sure your doors and windows are closed and locked, and you can reduce even further the chances of your home being burgled.



- **Violent Crime - down 12% in 2004/05**

During the last three years the way the Police record violent crime has been changed, making it very difficult to compare trends now with those three years ago. During 2003/04 3,093 violent crimes were recorded across South Warwickshire, an increase of 116% since 2000/01. This figure is actually considerably less than the 146% rise seen across Warwickshire County.

Figures for 2004/05 show a reduction of 12% in violent crime to the end of December 2004.

Most violence in the district takes place on Friday, Saturday and Sunday evenings, and is connected with alcohol consumption.

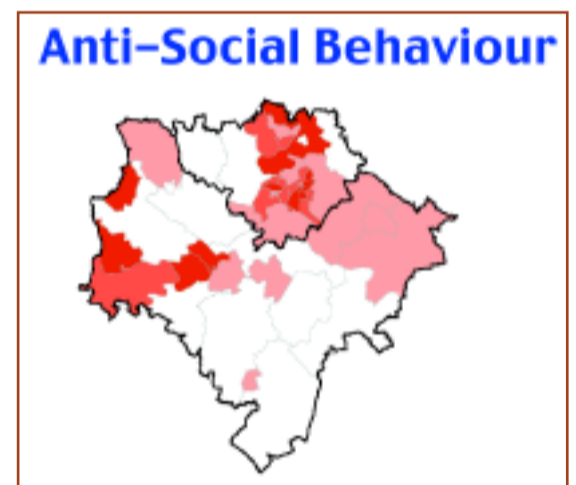
- **Vehicle Crime - down 14% in 3 years**

Through targeted campaigns the level of vehicle crime has fallen by 14% since 2000/01. This has included a substantial reduction in the past twelve months of 20%. This puts us on course to achieve the target of reducing the level of vehicle crime to 1,101 we set ourselves in 2002.

Vehicle crime can be either the theft of a vehicle or theft from a vehicle. Proportionately 22% of vehicle crimes in Stratford-on-Avon District involved the theft of a vehicle in 2003/04. By comparison, the countywide figure is 29%.

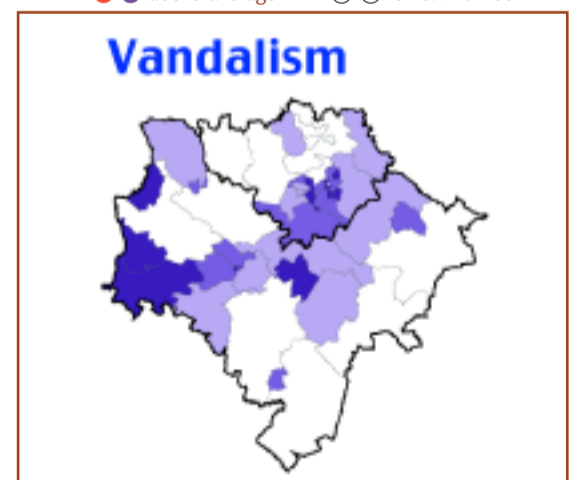
- **Anti-social behaviour - criminal damage up 26% across South Warwickshire in 3 years - abandoned vehicles down 10% in 3 years**

Across South Warwickshire the level of criminal damage has increased from 11.2 offences to 14.2 offences per 1000 population over the three year cycle 2000/01. The rate rise over this period has been proportionately greater in Stratford on Avon District.



KEY ● highest number ● below average
● above average ○ lowest number

Anti-social behaviour in general tends to be more common across the more northern parts of the district, as shown in the map below. This is quite different to the pattern for vandalism, which is spread thinly, but much more widely.



- **Business crime - up 3% in 3 years but down 4% in 2004/05**

In Stratford-on-Avon the number of business crimes has risen by 3% since 2000/01, with 3027 offences recorded in the last policing year. Business crime thus accounts for 40% of all crime in the District. This represents a slight increase since the previous Crime and Disorder Audit in 2000/01, when the proportion was 38%.

Whilst reductions have been achieved against many types of business crime, levels of damage and violence have increased since 2001/02.

Most recent figures show a 4% drop in business crime in 2004/05 to date.

- **Drugs misuse - an increase in reported incidents but not overall use**

During 2003/04 there were a total of 451 recorded drug offences in South Warwickshire, an increase of 93% on the level during 2000/01. This is far in excess of the rise across the county as a whole. A noticeable drug problem has emerged in Stratford-on-Avon District in particular, with a 145% increase in 2003/04 compared with the previous twelve months. This is a result of the music festivals in the District during the summer of 2003 which were the subject of targeted police activity. 195 offences were recorded in the second quarter of 2003/04 alone.

With the exception of cannabis possession, there were more drug crimes (possession and trafficking) in Stratford-on-Avon District in 2003/04 than any other area in the county. The CDRP has established an intelligence officer post to analyse the nature and scope of the drug problem locally. The data he provides has enabled us to introduce and support initiatives in areas where illicit drug use is particularly prevalent, and to target Police work to arrest drug dealers through Operation Alliance.

However those working on treating drug users report no increase in use locally.

OFFENDERS

- **Young Offenders**

Approximately two fifths of young offenders over the last four years reside in South Warwickshire, 68% of whom come from Warwick District. The volume of young offenders has fluctuated over this period, reaching a peak in 2001/02. Current numbers are now slightly in excess of the corresponding figures for 2000/01. The most common offence types are violence against the person, criminal damage and theft and handling.

The CDRP established a target to reduce re-offending by 5% between 2001/02 and 2004/05. Youth Offending Team statistics comparing 2002 levels with the first nine months for 2003 reveal that re-offending in South Warwickshire has fallen from 53.5% to 48%, constituting a decrease of 5.5%.

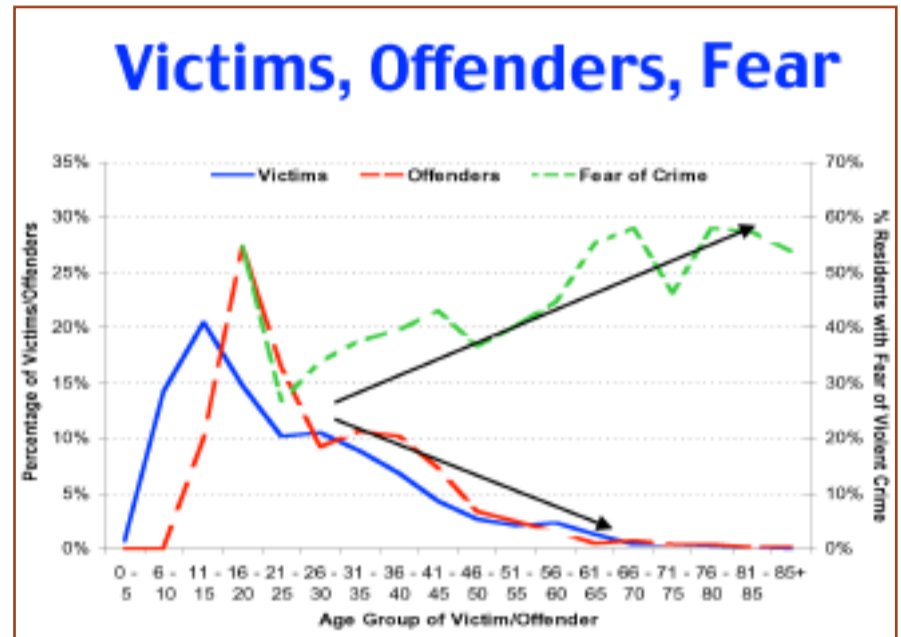
- **Adult Offenders**

In line with a countywide trend, the number of probation clients in South Warwickshire has increased steadily since 2001. There are fewer probation clients per 1000 population in Stratford-on-Avon District (2.4) than anywhere else in the county, a figure more than doubled in Warwick District (5.2).

Victims

- **Victimisation and Fear of Crime**

The information presented in this section is available on a countywide basis only. Nevertheless, it shows a significant gap between people's belief about the possibility of being a victim of crime and the reality.



The highest proportion of violent crime victims are aged between 6-20, with one fifth of all victims falling in the 11-15 category. The chance of being a victim of crime falls incrementally above the age of 26, with less than 2.5% of violent crime victims over 60.

The age profile of people who commit violent crimes follows a similar trend, with the highest proportion of offenders (28%) between 16 and 20.

In sharp contrast to these statistics, residents' perceptions concerning fear of violent crime are shown to rise consistently from the age of 26. More than 50% of Warwickshire residents above the age of 60 feel worried about being physically attacked by a stranger, yet the actual risk of their being attacked is remote by comparison.

- **Race and Hate Crime**

Between 1999-2004 there were 204 reported race and hate crimes in South Warwickshire. Although the majority of incidents were in Warwick District a more detailed analysis shows that during there were 32.8 reported incidents per 1000 people from minority ethnic backgrounds in Stratford-on-Avon District, far greater than the 17.5 incidents per 1,000 in Warwick. Until a slight drop was experienced over the past twelve months, levels had increased incrementally in both districts since 1999/00.

The Crime and Disorder Reduction Strategy 2002-2005 included a stated aim to improve reporting and recording of racist incidents. A jointly funded Race Equality Support Worker post was established to facilitate this, working with agencies across South Warwickshire to develop and adopt consistent reporting and recording of such incidents.

The Communities Against Racism (CAR) multi-agency racial harassment reporting project was re-launched by the South Warwickshire Districts in May 2002. However, it was suspended in May 2004 due to the fact that Warwick District Racial

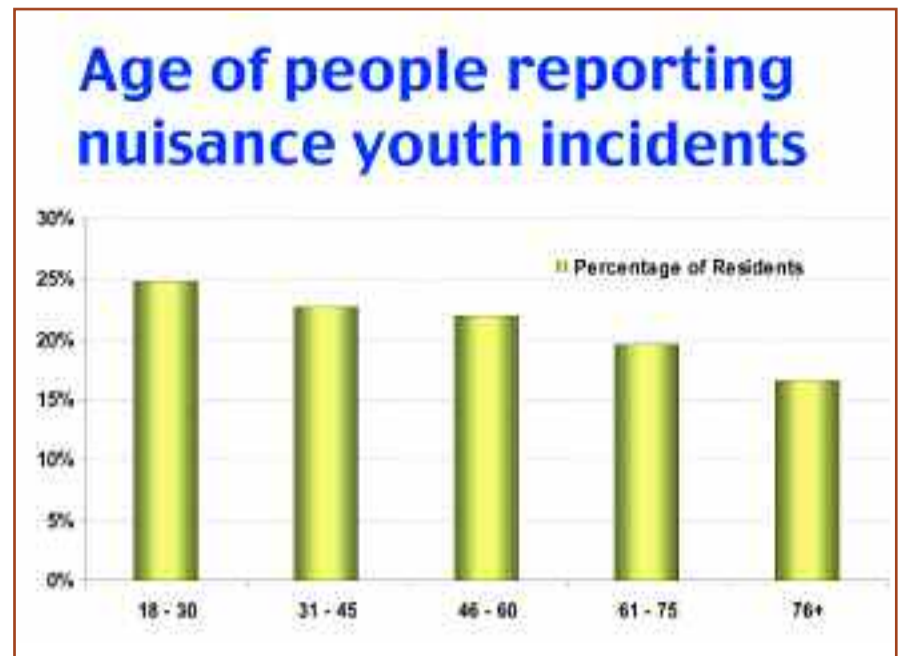
Equality Council was experiencing difficulties, culminating in its closure. The impact of CAR has not been evaluated to date, though regular reports were being made at each of the centres across Stratford-on-Avon District at the time of suspension (including District offices, Housing offices and the Citizens' Advice Bureau).

- **Young people**

3,549 incidents of youth nuisance were recorded across South Warwickshire during 2003/04. Slightly in excess of the underlying trend for Warwickshire County, this shows an increase of 51% since the 2000/01 audit.

In an area where recorded youth nuisance incidents have historically been very low, there was a substantial increase within Stratford-on-Avon District (46%) in 2003/04 compared with the previous year. The District is below the Warwickshire average in terms of incidents per 1000 population (11.9 incidents per 1,000 residents in Stratford-on-Avon, 18.3 across Warwickshire) with Stratford-on-Avon remaining the lowest across the county.

It is not clear whether the rise in nuisance youth incidents is a result of the behaviour of young people getting worse or because other people are less tolerant and so more likely to report incidents to the Police. Interestingly, young adults report more nuisance youth incidents than older residents.



The above information is taken from the 'South Warwickshire Audit of Crime, Disorder and Drugs Misuse' published in December 2004. For a copy of the full report contact **Robert Walsh** on **01789 260106** or e-mail **policyandpr@stratford-dc.gov.uk**

New parking scheme explained

The new on-street parking scheme started in October 2004, when parking in your District was 'decriminalised'.

Parking offences used to be criminal acts that sat with murder and robbery. The Government felt that for a person to have a criminal record for illegally parking, and considered to be a minor act, was unrealistic. Along with this was the fact that the Police did not have the resources to effectively tackle parking offences consistently. By decriminalising parking, the offences are now contraventions. Instead of traffic wardens we have Parking Attendants, and instead of the case going to a criminal court it now goes to a civil court. The aim of the scheme is to ease traffic congestion in Stratford-upon-Avon where the scheme is being piloted, make it easier for residents to park outside their homes and ensure a constant turnover of parking spaces so shoppers can find one easily. The new parking arrangements free up the Police to allow better use of their resources.

In the first five years of the scheme it is expected that the income generated will cover the cost of the scheme, whilst any excess will be used on environmental and transport improvements within the county. Success can already be seen



by the number of compliments your Council has received from residents who can now find a parking space near their home. Also the roads in the town centre are noticeably free of cars parked in an obstructive manner and on street parking spaces are more available.

Warwickshire County Council undertook a large amount of consultation and the result of this was fed into the final details of the scheme. It is no secret that a number of businesses have strongly opposed the new parking arrangements. Your Council will be taking their views into account during any reviews of the scheme but we have worked closely with the County Council (the highway authority) throughout the project and continue to do so as we look to

introduce improvements. We have also worked closely with the Town Management Partnership.

Although at the moment this scheme only applies in Stratford-upon-Avon it will be extended to other major settlements in the future.

If you would like further details about the new arrangements please call **Lee Marshall** on **01789 260616** or e-mail: **parking@stratford-dc.gov.uk**

New policing structure in district

Message from Andy Johnson, District Commander- Stratford.

I have just completed my first fifteen months as District Commander for Stratford. I was delighted with the opportunity to police this area and I have been impressed with the fact that all parts of the community, our partners and indeed my team are committed to making the district a safe and attractive area to enjoy.

You will know that as a service we have to deliver against national targets. As a District I have a limited number of officers to do so and I am responsible ultimately to the Chief Constable for the performance in my area. Therefore I have a responsibility to place officers where the demand against these targets is greatest.

However, I have received advice and comments from a large number of your local representatives regarding local concerns. As a result I have completed a review of policing in the District and have introduced a new policing structure in order to address the competing national and local demands. However, it is important to note that we have no extra police officers, we have just decided to use the ones we have got in a different way.

The new structure will focus on: traditional policing values and local problem solving; tackling crime and fear of crime and effective partnership working. Without the help of our partners and the community we will struggle to make any sustainable difference as public servants.

The restructure has developed a number of teams to help deliver our objectives. There is a Reactive Team that will primarily respond to immediate response calls and will contribute to reassurance patrol and local problem solving. There will also be a Crime Team that will be responsible for investigating serious crime and providing support to the newly formed Community Policing Teams.

The Community Policing Teams are the local problem solving teams. There will be three across the District. The team will consist of a manager, a number of community beat officers (CBO), special constables and community support officers. They will also have a specific detective allocated to the



team to assist in their problem solving approach. At the moment if a particular CBO is away from their beat, because of the limited resources, that beat has no specific officer to cover. Under the new system one or all of the other CBO's in the team will be able to cover this area. CBO's will still have primary responsibility for their area but the team can come together to solve problems within the Community Policing Team remit. Together with the addition of special constables and community support officers into the team this will provide a real community focus to our policing. These teams will help provide a response to your local concerns.

The final team that has been introduced is that of the Beat Support Unit. This team consists of an experienced manager and a number of police officers that can provide support across the District. This new team will support the problem solving initiatives of the Community Policing Teams and will have a particular on key crime such as violence, burglary and drugs as well as issues of anti-social behaviour.

I would like to take this opportunity of thanking you all for the welcome I have received as District Commander for Stratford and I'm sure that if we continue to work together we can ensure that the Stratford district remains an enjoyable place to live and work.

Andy Johnson
District Commander- Stratford.
Warwickshire Police



Warwickshire Police (in partnership with Connexions, Positive About Young people, Warwickshire county Council/LEA and Stage Coach in Warwickshire) has successfully secured financial assistance from the Home Office for setting up a unique text messaging service called 'text2talk' for young people in Warwickshire to report all types of bullying by way of texting.

The service has been established as a part of Warwickshire Police's community consultation with young people and BME groups across Warwickshire. During consultation meetings it was highlighted that young people lack confidence in reporting bullying and racial harassment to the police through traditional communication means. However it was suggested that the children would be more open to the use of text messaging as a communication channel for reporting incidents of bullying.

Recent national researches have outlined that bullying and racial harassment amongst young people have increased and are now major headline issues within our communities. Childline reported in August 2004 there had been a 42% increase on reports of bullying received through their helpline, furthermore, Kidscape, (children's charity) recent research found that bullying at a young age affects people later on in their adult life, not only their self esteem as an adult, but their ability to make friends, succeed in education and in work and social relationships.

If you are a young person suffering from bullying and racial harassment, use 'text2talk' to receive confidential and effective help. Just text to **07786 200 999**



Some simple measures to help yourself

Look at securing your home through a burglar's eyes. What routes might they take to get in and out of your house? Try and make your boundaries secure with fencing and gates of the same height, fit good quality locks to approved standards on all outside doors, and make sure you have lighting that illuminate any potential hiding places.

Sheds and garages are often overlooked by homeowners, yet usually contain thousands of pounds worth of equipment or tools. Make sure all doors are substantial and have adequate locks. Hinges should be fitted so they can't be removed from the outside, and don't leave valuable tools on full view through the shed window. Remember that tools stored in a shed could also be used by burglars to try and break into your home, so make sure they are secure.

Plants can also be used to deter burglars, by providing thorny barriers with the added benefit of looking nice too. Try plants such as Sea Buckthorn, Pyracantha, common Hawthorn, Holly, and the old favourite, the Rose.

Finally, vehicle crime is not restricted to 4x4s and GTI's. Any vehicle is liable to be targeted, with evidence showing that most stolen cars are over seven years old. Try to park in well lit areas, always lock your car, even in your garage, and never leave anything on show, even if it's an empty bag - the thief won't know it's empty and will still try to steal it. Coats should not be left in cars either, as thieves might think they contain keys or other valuables such as money.

You can always get further information about improving your security from your local police station or community safety officer.

A trail of graffiti and vandalism

Last September inspectors from your Council began to notice a considerable increase in graffiti, by November it had reached epidemic proportions.

A trail of graffiti and destructive vandalism was found either on (or close to) a route incorporating dark and quiet footways, which could be followed in a circle around Stratford-upon-Avon. The large amount visible around Mount Pleasant suggested that this area formed the starting point. The route crossed the Alcester Road into Shottery, through Shottery Fields and the Willows eventually crossing the river Avon footbridge into the recreation ground. From Bancroft Gardens the route followed the canal towpath north to Clopton and back into Mount Pleasant.

No connection between the destructive vandalism and the graffiti has been proved, but it is suspected. The vandals are indiscriminate as many different agencies are targeted. Property that has been vandalised includes that belonging to your District Council, the County Council, South Warwickshire Housing Association, Railtrack, British Waterways, BT, Post Office, Shakespeare Birthplace Trust, and various builders and developers. Targets include walls and fences; street furniture; signs; bridges and play area equipment. In fact any suitable surface presented a potential target, and cleaned surfaces were seen as particularly inviting.

The graffiti forms a very individual and distinctive pattern or 'tag', which is easily recognisable. Action taken to combat this problem included unifying the agencies being

targeted, photographing and plotting the whereabouts of graffiti. The resulting dossier was presented to the police, which revealed the scale (and eventual cost) of the vandalism. This was done to create the maximum impact and ensure all agencies acted together.

Your Council's inspectors recognised vandals on police files and all sorts of patterns began to appear. Police response was immediate. Community beat officers were instructed to direct time to this problem, a covert operation was undertaken in Shottery and local schools were visited. One vandal was caught red (and blue) handed!

Evidence of the unique 'tags' was found adorning books at Stratford High School, which led the police to visit various local addresses. Further graffiti was found - practiced to perfection, on reams of paper and on bedroom walls. One enterprising graffiti 'artist' had even made a stencil!

As a result of this exercise five youths were arrested in December. Two have subsequently been charged.

A graffiti removal demonstration indicated that remedial work is limited in its effectiveness and is expensive - it is estimated this graffiti will cost £20,000 to put right. It seems it may be cheaper to replace items such as signs and fencing which really brings home the cost of what is seen by some as just a modern day game.

If you would like further details about how the graffiti was tackled please call **Lee Marshall** on **01789 260616** or e-mail: streetscene@stratford-dc.gov.uk



Try this for effortless environmental friendliness - and a healthier bank account!

Everyone knows the council provides "green" services such as garden refuse collection, newspaper, bottle and can recycling, but how many of you know we offer another very useful service which helps protect the environment while saving you up to £200 a year?

Stratford District Council, together with the other Warwickshire local authorities, works closely with the Warwickshire Energy Efficiency Advice Centre to offer householders completely free and impartial advice on ways to use less gas and electricity without having to be a martyr to chilly rooms!

Your council tax helps fund this service just as it does our other environmental facilities, so it would make sense to reap the benefits and claw back some of the money you've invested in it! Your contribution enables the Advice Centre to claim government funding on our behalf.

The EEAC is in many ways like the other green services we offer. You fill your black recycling boxes with newspapers, glass and cans, we turn up and take them away. No sweat. You wonder how you can save up to £200 on your fuel bills every year, or how you can insulate your home to keep in the heat you generate, and all you do is dial a freephone number and someone else does all the hard work for you. Easy.

Just one phone call to the EEAC will see them sending out a home energy questionnaire, the answers to which will enable them to give you tips on improving the energy efficiency of your home from advice such as switching to low energy lightbulbs to save around £7 per year per bulb, to details of grants towards cavity wall and loft insulation.

Grants are available to everyone regardless of their income, so it makes sense to give the EEAC a call. For example, installing cavity wall and loft insulation in a three bedroom semi can cost as little as £125 (£99 if you

are over 60). Empty lofts can be filled with 10" (250mm) of insulation for as little as £100. Both measures can see heating costs reduced by around £150 a year.

The EEAC can organise an approved contractor for you and make all the arrangements. All you have to do is bask in the extra warmth generated as a result.

You've paid for it so why not call the Energy Efficiency Advice Centre and see just how much wealthier, warmer and environmentally friendly you can be!

For more information on effortless ways of saving up to £200 a year while protecting the environment call the **EEAC** on freephone **0800 085 0289** or visit **www.weeac.org**.



Marketing assistant Tom Beesley is calling on Stratford district residents to use the council funded Energy Efficiency Advice Centre - just one of a number of green services offered by the council - and see how much money they can save!

Solid fuel and electricity users warned not to burn their money

Stratford district householders heating their homes with solid fuel or electricity are being warned they could be throwing away more than £200 every year - when one phone call could save them a fortune. Energy saving charity the Warwickshire Energy Efficiency Advice Centre is calling on homeowners to take up offers of non means tested grants which could see them pay as little as £50 to have their cavity walls insulated, and the same again to have loft insulation installed. Those on qualifying means tested benefits could pay nothing for the work. Insulation grants are available to everyone in the Stratford district and have been made available under a government directive obliging energy suppliers to reinvest a percentage of their profits in schemes aimed at cutting the carbon emissions responsible for global warming. The EEAC has teamed up with cavity wall and loft insulation specialists who can carry out the work for a half to a quarter of the usual price.

"Theoretically people using these forms of heating should be paying only slightly more than a person using gas central heating. In actual fact, experience tells us their fuel bills are up to twice as much because it is more difficult to control the electric and solid fuel systems. Insulating their property could help, as a third of heat is lost through walls and a quarter through the roof," explained EEAC marketing manager Cindy Musgrave.

"Grants, which are subject to availability, mean insulating the empty loft of an average size house heated by electricity or solid fuel could cost as little as £50, as could installing cavity wall insulation. These measures are free if the owner is on a qualifying means tested benefit." For more information on the grants as well as personalised advice on ways to reduce domestic fuel bills even further, call the **Energy Efficiency Advice Centre** on freephone **0800 085 0289**.

Community Safety

Residents were asked to identify the three most important community safety priorities to be delivered first following an audit of crime during 2004. Base:(549)

- Reduce the number of alcohol-related violent crime incidents, particularly at weekends at night
61.2% agreed
- Reduce instances of anti-social behaviour, e.g. criminal damage, noisy neighbours, intimidation
58.5% agreed
- Reduce the amount of crime committed by persistent and prolific offenders
48.3% agreed
- Reduce the level of drugs misuse by people
48.1% agreed
- Reduce the amount of domestic burglary
37.0% agreed
- Reduce the level of fear of crime amongst Stratford District residents, which is disproportionately high compared with the national figure
24.8% agreed
- Reduce the amount of vehicle crime that takes place, e.g. theft of vehicles, theft from vehicles
19.7% agreed

As a result of this audit have developed a new Community Safety Strategy and will report back to you in future editions of Your Review.

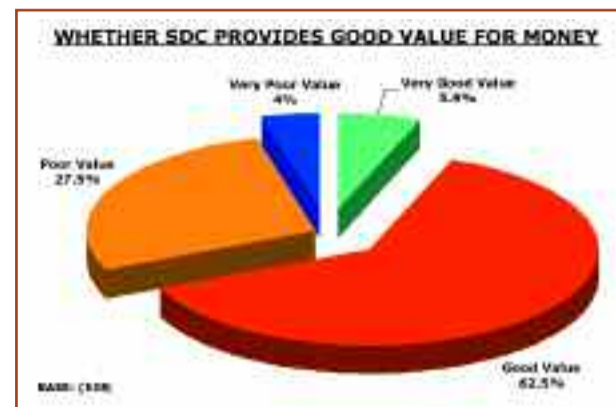


"Our Survey Said" December 2004

Two-thirds of residents feel we provide good value for money in terms of the council tax it charges. When asked an awareness question about whether they thought the SDC element of the overall council tax was higher, lower or about average, exactly half felt it was about average and 42% thought it was higher.

This suggests residents should be provided with more information to educate them that SDC's level of council tax is in the bottom quartile for district councils.

Asked whether SDC adequately communicates its spending details, 62% agreed the Council does. However, agreement falls when asked if reasonable



steps are taken by SDC to consult taxpayers about its spending – 48% agree and 33% disagree.

The survey results about the level of district Council Tax and priorities for community safety are shown elsewhere in this Review.

"Our Survey Said" January 2005

In January, another Citizens' Panel questionnaire was mailed out, with 621 forms returned, representing a response rate of 61%. Here are the initial findings:

- Ignoring your Council's usual opening times, which you prefer, a third of respondents to the survey feel we should open on Saturday mornings.
- Over half of those surveyed (53%) are likely to contact SDC between two and five occasions a year, with refuse and planning, the major services contacted. 79% of residents are very satisfied or satisfied with the way SDC dealt with them, after contacting the Council. Just over 10% were dissatisfied in some way.
- The most important targets panel members feel your Council should deliver, in the new Corporate Strategy, are "work with partners to reduce the number of recorded crimes", "recycle or compost 40% of household waste collected by April 2008" and "help more residents obtain benefits they are entitled to". These results will be taken into account when the Council finalises its Corporate Strategy in April 2005. We will give details of the final strategy in your next Review.
- 85% of respondents are aware of our Pest Control Service. Just under a third of the public feel SDC should charge for the control of rats and mice in their home.
- Asked whether the overall level of noise in their local area was a problem, 19% of those surveyed think it is a "very or fairly big problem", 30% think it is a minor problem and exactly a half think it is not a problem.
- 15% of those surveyed have complained about noise caused by a neighbour.
- Just over a third (36%), would be prepared to pay extra council tax to have a kerbside recycling service for plastics and cardboard.
- 54% of Citizens' Panel members have been involved in the planning process, with the majority having commented on or submitted a planning application.
- The public feel SDC should involve parish councils and businesses more in relation to planning consultation.
- In respect of significant planning applications, respondents feel your Council should involve people more in the development control process via the media and via pre-application discussions at public meetings.

We will provide further details of what your Council is doing as a result of this feedback in future editions of Your Review.

"Your Review" survey 2004

482 residents completed the questionnaire printed on the back of the December 2004 edition of "Your Review".

We asked you to suggest features/articles for "Your Review". You will see these in future editions.

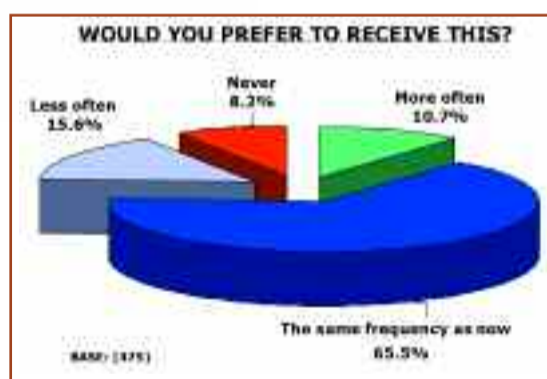
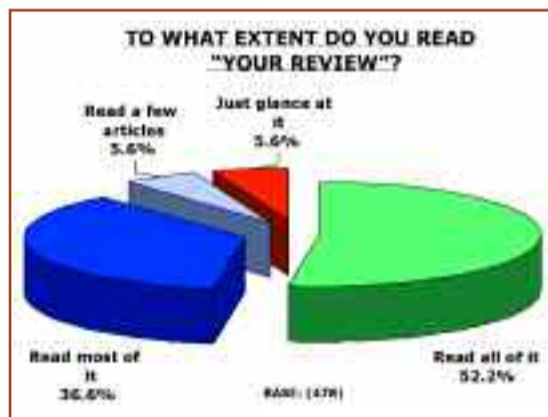
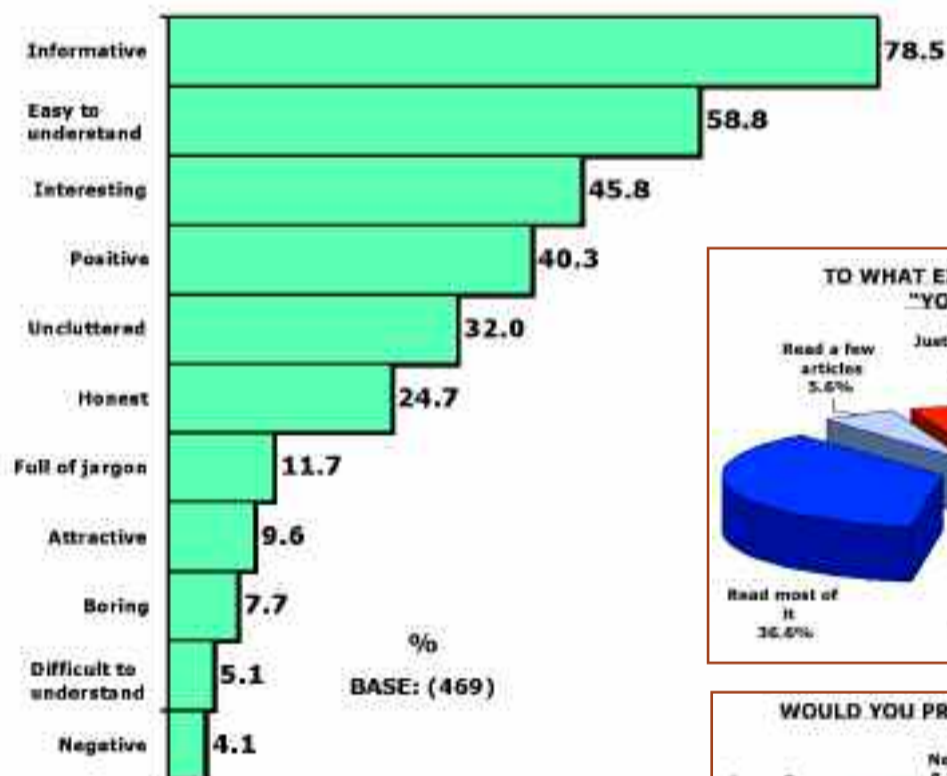
The results show:

- The majority of residents wish to receive "Your Review" three times a year.
- Over half the respondents (52%) read all of the publication.

- The three top words or phrases to describe "Your Review" are "informative", "easy to understand", and "interesting".
- 63% of those returning a questionnaire would like SDC to send out "the same amount of printed information as now". This result mirrors that of the same question asked in the August 2004 Citizens Panel.

You will see changes in future editions of Your Review in line with the results of this survey.

WORDS/PHRASES READERS FEEL BEST DESCRIBES STYLE OF "YOUR REVIEW"



Hands up, we blundered

Your Council offers you an apology for the late delivery of the previous edition of this newsletter. Many of you called to complain that the newsletter was delivered after a number of meetings mentioned had already been held. Other information, such as the Christmas rubbish collections, was also out of date.

We are not going to try and justify excuses for this failure to meet our own publication deadlines, but lessons have been learned. Sorry for the confusion as a result of the December edition and thank you all for your feedback. Your views are being taken on board and a brief summary of that feedback is included elsewhere in this edition.

Useful contact numbers to cut out and keep

Stratford-on-Avon District Council
Elizabeth House
Church Street
Stratford-upon-Avon
CV37 6HX

Switchboard
01789 267575

Out-of-hours
01789 414066

Alcester Area Office
Globe House
Priory Road
Alcester
B49 5DZ
01789 762216

Shipston-on-Stour Area Office
44 Telegraph Street
Shipston-on-Stour
CV36 4DA
01608 661458

Southam Area Office
The Grange
Coventry Road
Southam
CV47 1QB
01926 812881

Mini-Com
01789 260747

Council tax helpline
01789 260990

Refuse collection
01789 260616

Chief Executive's hotline
(Thursday 9.00am - 10.00am)
01789 260999

Shopmobility
01789 414534

For information about planning applications please contact
01789 260303

Useful contacts

OTHER ORGANISATIONS

Warwickshire
County Council

Highways & lighting
Business investment
Education
Social services
Libraries
Heritage

Switchboard **01926 410410**

South Warwickshire
Housing Association
01789 404400

South Warwickshire Tourism
01926 409888

Stratford Tourist
Information Centre
01789 293127

Local Government
Ombudsman
02476 820000

Jobcentre Plus
01789 303830

Stratford-upon-Avon
Citizens Advice Bureau
01789 293299

OTHER AGENCIES

Council of Disabled People
Information Service
01926 889349

Rowan Organisation
01926 314868

Young Housing Project
for 16 - 25 year olds
01926 883179

Care & Repair
01926 336612

South Warks
Carer's Support Service
01926 493207

Age Concern Stratford
01789 205059

AGENCIES SPEAKING OTHER LANGUAGES

Satkaar
Lindi, Sydni Centre
Cottage Square
Off Marlows Walk
Sydenham, Leamington Spa
Sikh Community Centre
01926 883129

Fortnightly recycling collection service calendar - black boxes and green bins

For the residents of the towns and villages listed below, collections will be on the same day as refuse collections but only in the Black shaded weeks. All other towns and villages will be collected in the white shaded weeks. Collections at Bank Holidays will be as the revised collection arrangements published by

the Council. We have included dates which have already passed to help demonstrate the trend.

If you have any queries please contact us on **01789 260616** or e-mail streetscene@stratford-dc.gov.uk

Alcester
Arlescote
Arrow
Avon Dassett
Bearley
Brailes
Burton Dassett
Butlers Marston
Chadshunt
Charlecote
Cherington
Claverdon
Combrook
Compton Verney
Coughton
Danzey Green
Earlswood
Edgehill
Farnborough
Fulbrook

Hampton Lucy
Henley-in-Arden
Hockley Heath
Kineton
Kinwarton
Langley
Lighthorne Village and Rough
Long Compton (Tuesday
collections)
Mappleborough Green
Moreton Bagot
Moreton Morrell
Moreton Paddox
Norton Lindsey
Oldberrow
Outhill
Oxhill
Pitchill
Preston Bagot
Radway

Ratley
Rushford
Sambourne
Shotteswell
Snitterfield
Stourton Stratford-upon-Avon
(including Tiddington but
NOT Alveston and
Luddington)
Studley
Tanworth in Arden
Temple Herdewyke
Ullenhall
Warmington
Weethley
Whatcote
Wilmcote
Wixford
Wolverton

Week Commencing	Week Commencing	Week Commencing	Week Commencing
Monday 7 March 2005	Monday 4 July 2005	Monday 31 October 2005	Monday 27 February 2006
Monday 14 March 2005	Monday 11 July 2005	Monday 7 November 2005	Monday 6 March 2006
Monday 21 March 2005	Monday 18 July 2005	Monday 14 November 2005	Monday 13 March 2006
Monday 28 March 2005	Monday 25 July 2005	Monday 21 November 2005	Monday 20 March 2006
Monday 4 April 2005	Monday 1 August 2005	Monday 28 November 2005	Monday 27 March 2006
Monday 11 April 2005	Monday 8 August 2005	Monday 5 December 2005	Monday 3 April 2006
Monday 18 April 2005	Monday 15 August 2005	Monday 12 December 2005	Monday 10 April 2006
Monday 25 April 2005	Monday 22 August 2005	Monday 19 December 2005	Monday 17 April 2006
Monday 2 May 2005	Monday 29 August 2005	Monday 26 December 2005	Monday 24 April 2006
Monday 9 May 2005	Monday 5 September 2005	Monday 2 January 2006	Monday 1 May 2006
Monday 16 May 2005	Monday 12 September 2005	Monday 9 January 2006	Monday 8 May 2006
Monday 23 May 2005	Monday 19 September 2005	Monday 16 January 2006	Monday 15 May 2006
Monday 30 May 2005	Monday 26 September 2005	Monday 23 January 2006	Monday 22 May 2006
Monday 6 June 2005	Monday 3 October 2005	Monday 30 January 2006	Monday 29 May 2006
Monday 13 June 2005	Monday 10 October 2005	Monday 6 February 2006	Monday 5 June 2006
Monday 20 June 2005	Monday 17 October 2005	Monday 13 February 2006	Monday 12 June 2006
Monday 27 June 2005	Monday 24 October 2005	Monday 20 February 2006	Monday 19 June 2006

Please present your box and/or bin by 6.00 a.m. at the boundary of your property where it will be readily visible to the collectors.

If your Black Box or Green Bin is missed or you have any queries about the service, please telephone **Streetscene** on **01789 260616** or e-mail streetscene@stratford-dc.gov.uk

Please cut out and keep this panel for reference