



Your Moray - Your Community

REPORT TO: COMMUNITY ENGAGEMENT GROUP 5 NOVEMBER 2009

SUBJECT: SAFER & STRONGER STRATEGIC GROUP CONSULTATIONS

BY: MORAY COUNCIL – CHAIR OF SAFER & STRONGER STRATEGIC GROUP, COUNCILLOR MCGILLIVRAY

1. REASON FOR REPORT

- 1.1 The reason for this report is to update the Community Engagement Group on the consultations and survey outcomes falling within the Safer & Stronger Strategic group remit.

2. RECOMMENDATION

- 2.1 It is recommended that the Community Engagement Group note:

- (i) the consultations being undertaken by the Safer & Stronger Strategic Group; and
- (ii) the satisfaction of customers using the Antisocial Behaviour and Community Warden Services.

3. BACKGROUND

- 3.1 Reports were submitted to the Safer & Stronger Strategic Group on 10th September 2009 asking for comments on the Fuel Poverty Strategy and the Fire and Rescue Framework for Scotland 2009. A further report was submitted on the customer satisfaction results for Antisocial Behaviour.
- 3.2 The Fuel Poverty Strategy will form a chapter within the interim Local Housing Strategy which will be made available for public consultation in January 2010. Given the Greener groups interest in fuel poverty it was also reported to that group. The Fuel Poverty Chapter will be structured around 4 strategic themes associated with addressing fuel poverty, namely:

- (i) Intelligence – ascertain the nature and extent of fuel poverty in Moray
 - (ii) Awareness raising and training
 - (iii) Energy efficiency of housing stock
 - (iv) Fuel costs and income maximisation
- 3.3 The Head of Scottish Resilience: Fire and Rescue Services issued the second draft of the Fire and Rescue Framework for Scotland 2009 for public consultation.
- 3.4 The draft Fire and Rescue Services document refers to National Outcomes 9 and 11 which both fall under the remit for the Safer & Stronger strategic group and is therefore why this group was asked to comment. Due to a short timescale for this consultation, it was recommended that delegated authority be granted to the Chief Executive, in consultation with the Convener and Depute Convener, to formulate the council's response based on the comments received from the Safer & Stronger Strategic Group.
- 3.5 Grampian Fire and Rescue Services are currently updating their consultation policies and procedures and a report to this effect has been submitted to the Community Engagement group for comment.
- 3.6 The 2008/09 Antisocial Behaviour service's customer satisfaction survey shows that approximately 70-80% of all respondents were either 'very satisfied' or 'satisfied' with every aspect of the service they had received from both the antisocial behaviour service and the Community Wardens.
- 3.7 The customer satisfaction survey was presented to the Councils' Communities Committee on 11 August 2009 where it was noted that the service provided by the Antisocial Behaviour office provides an excellent example of customer service within the council and should be replicated by other services across the Council.
- 3.8 More detailed information on all of these consultations can be found within the meeting papers on the Community Planning Website www.yourmoray.org.uk

4. SUMMARY OF IMPLICATIONS

- (a) **Single Outcome Agreement/Service Improvement Plan**
The Fuel Poverty Strategy and the Fire and Rescue Framework for Scotland 2009 both support the objectives of the Single Outcome Agreement.
- (b) **Policy and Legal**
None

- (c) **Resources (Financial, Risks, Staffing and Property)**
None
- (d) **Consultations**
None

5. CONCLUSION

- 5.1 **The Community Engagement Group is asked to note the consultations currently being undertaken by the Safer & Stronger Strategic Group and note the satisfaction of customers using the Antisocial Behaviour and Community Warden Services.**

Author of Report: Shelley Flett, Project Officer
Background Papers: Report to & decision of meeting on Safer & Stronger Strategic Group 10 September 2009

Ref:

Signature 

Date: 28-10-09

Designation : Chair of Safer & Stronger Strategic Group

Name : Councillor McGillivray