

**Policy & Resources Scrutiny Committee – 11<sup>th</sup> July 2019**  
**Public Questions**

**Question from Mr Webb to Cabinet Member for Community Safety and Customer Contact – answer provided by the Substitute Cabinet Member – Cllr Ron Woodley**

**Question 1**

*In statistics published in January 2019 the total number of crimes was recorded as 19,577, which is an increase of 24.6%. **What factors does the portfolio holder think is a contributing factor for the increase in the number of crimes and what strategies and policies are the council and the police putting into place to lower the crime rates?***

**Answer**

Home Office crime counting rules have changed and activities such as malicious communications and harassment are now being recorded as Violent Crimes – this has impacted nationally on crime statistics including Southend's crime data.

However in spite of this, Southend have the highest all crime solved rate in the Force (at 15.3%) Southend have solved 377 more victim based crimes (20% increase on previous year) and Southend have solved 3,157 crimes – (highest total in the Force).

Police and partners continue to work very hard to tackle crime and disorder in the Borough. Co-located partnership teams (including the Council's new Community Safety Team) are based at the Community Safety Hub at Southend Police Station. Daily intelligence briefings take place in order that key information is shared across the teams and a robust partner response can be deployed to tackle issues such as crime spikes or need wider focus than just policing response. Furthermore, new powers such as Community Protection Warnings and Community Protection Notices have been bestowed on the Council's Community Safety Officers who now have delegated authority to use them.

Policing numbers in Southend are due to increase in the Summer and the Council has invested in its CCTV camera network – upgrading all cameras and deploying new cameras in new locations across the Borough.

**Question from Mr Webb to Cabinet Member for Community Safety and Customer Contact – answer provided by the Substitute Cabinet Member – Cllr Ron Woodley**

**Question 2**

*Since last March 2018 I have been reporting environmental issues and complaints to the Southend Borough Council using mysouthend. **Can you explain the expected response times for residents when using the on-line service (I am still waiting for several replies) and why, even when I provide a location address in the report, this isn't picked up on the system?***

**Answer**

Registered users of MySouthend will receive an automated response by e mail when reporting issues. This will include an expected response date and time for the issue to be responded to. A Comment form can be completed via MySouthend to detail any reports which are still outstanding and these will be investigated by the relevant service area.

The service area receives all the relevant information from the MySouthend report including the address. Occasionally in the summary heading the address is not displayed, this is being investigated but does not affect all information being retained in the system.

The MySouthend team would be happy to meet to discuss any issues and any ideas for service improvements with Mr Webb.