



## **Safer and Stronger Communities Overview and Scrutiny Committee**

**Date** Thursday 14 February 2019

**Time** 9.30 am

**Venue** Committee Room 2 - County Hall, Durham

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### **Business**

#### **Part A**

**Items during which the Press and Public are welcome to attend. Members of the Public can ask questions with the Chairman's agreement.**

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held 7 January 2019 (Pages 3 - 12)
4. Declarations of Interest, if any
5. Any items from Co-opted Members or Interested Parties
6. Media Relations
7. Consumer Protection - Enforcement Activity: (Pages 13 - 28)
  - (i) Report of the Director of Transformation and Partnerships.
  - (ii) Presentation by the Consumer Protection Manager, Regeneration and Local Services.
8. Progress of Recommendations following the Overview and Scrutiny Review of Cybercrime: (Pages 29 - 38)  
Report of the Director of Transformation and Partnerships – Presented by the Strategic Manager – Partnerships, Transformation and Partnerships.
9. Progress of Recommendations following the Overview and Scrutiny Review of Home Safety - Safe and Wellbeing Visits: (Pages 39 - 48)  
Report of the Director of Transformation and Partnerships - presented by the Strategic Manager, Public Health.

10. Overview and Scrutiny Review Update:  
Verbal update by the Overview and Scrutiny Officer, Transformation and Partnerships.
11. Police and Crime Panel:  
Verbal update by the Overview and Scrutiny Officer, Transformation and Partnerships.
12. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

**Helen Lynch**  
Head of Legal and Democratic Services

County Hall  
Durham  
6 February 2019

To: **The Members of the Safer and Stronger Communities Overview and Scrutiny Committee**

Councillor D Boyes (Chairman)  
Councillor H Liddle (Vice-Chairman)

Councillors B Avery, A Bainbridge, J Charlton, J Considine, R Crute, S Durham, D Hall, C Hampson, S Iveson, L Kennedy, J Maitland, E Mavin, J Nicholson, A Patterson, J Stephenson, D Stoker, K Thompson, J Turnbull and C Wilson

**Co-opted Members:** Mr D Balls and Mr A J Cooke

**Co-opted Employees/Officers:** Chief Fire Officer S Errington and Chief Superintendent A Green

**DURHAM COUNTY COUNCIL**

**SAFER AND STRONGER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**

At a Meeting of **Safer and Stronger Communities Overview and Scrutiny Committee** held in **Committee Room 2 - County Hall, Durham** on **Monday 7 January 2019 at 9.30 am**

**Present:**

**Councillor D Boyes (Chairman)**

**Members of the Committee:**

Councillors A Bainbridge, J Charlton, J Considine, R Crute, C Hampson, E Mavin, J Nicholson, A Patterson, K Thompson and J Turnbull

**Co-opted Members:**

Mr D Balls

**Co-opted Employees/Officers:**

Chief Fire Officer S Errington

**Also Present:**

Councillors G Darkes and S Quinn

**1 Apologies for Absence**

Apologies for absence were received from Councillors B Avery, D Hall, L Kennedy, H Liddle, J Maitland, J Stephenson, D Stoker, C Wilson, Mr A J Cooke and Chief Superintendent A Green.

**2 Substitute Members**

There were no Substitute Members.

**3 Minutes**

The minutes of the meeting held 2 November 2018 were agreed as a correct records and signed by the Chairman.

The Overview and Scrutiny Officer, Jonathan Slee noted that in relation to Item 7 of the minutes, the Committee's response to the Safe Durham Partnership Plan (SDP) had been submitted to the Chair of the SDP, Assistant Chief Constable Dave Orford. He added that information as regards open water safety and had been circulated for Member's information. It was added that in respect of Item 8, an invitation from the Chief Executive, Durham Tees Valley Community Rehabilitation Company to observe their work had been given, with the Overview and Scrutiny Officer to look to make arrangements.

The Committee were reminded that in terms of Road Safety set out at Item 9, additional information had been circulated, and also information in relation to uninsured driver numbers. The Overview and Scrutiny Officer concluded noting the links to the reports from the Police and Crime Panel held on 22 October 2018 had been circulated to the Committee.

#### **4      Declarations of Interest**

Councillor J Turnbull declared an interest in Item 8, Integrated Risk Management Plan as a Member of the County Durham and Darlington Fire and Rescue Authority.

#### **5      Any items from Co-opted Members or Interested Parties**

Mr S Errington, Co-opted Member and Chief Fire Officer, County Durham and Darlington Fire and Rescue Service (CDDFRS) had submitted a report, set out at Item 8, relating to the Fire Authority's Integrated Risk Management Plan (IRMP) Consultation.

#### **6      Media Relations**

The Overview and Scrutiny Officer referred Members to the recent prominent articles and news stories relating to the remit of the Safer and Stronger Communities Overview and Scrutiny Committee (for copy see file of minutes). The articles included: Police campaigns relating to drink driving the morning after a night out, linking to the work programme of the Committee; and linking to open water safety, a recent partnership campaign led by Durham County Council (DCC), Durham Constabulary and the CDDFRS urging festival goers to take care and not to risk drinking and drowning.

The Chairman asked as regards any open water incidents, the Overview and Scrutiny Officer noted he would find out.

#### **Resolved:**

That the presentation be noted.

#### **7      Drug and Alcohol Recovery Service Update**

The Chairman introduced the Public Health Strategic Manager, Jane Sunter and the Executive Director of Operations North East and North Yorkshire for Humankind, Ted Haughey who were in attendance to give an update on the Drug and Alcohol Recovery Service (for copy see file of minutes).

The Public Health Strategic Manager referred Members to the presentation as set out in the agenda papers, explaining that the service and delivery partner had been very busy, with the Drug and Alcohol Service being a priority for Public Health for 2018-20 and that a Public Health Team Review, helping to link the staff across the Council and set out clear roles and include close links to the Public Health Intelligence Team.

Members were referred to the Public Health Vision and Strategic Plan, and it was highlighted there was a £2.50 return for every £1.00 spent on the issue. The Public Health Strategic Manager noted she chaired that Drug and Alcohol Harm Reduction Group at the SDP.

The Committee noted the strategic approach taken and were given an example of the “Taylor Family” showing them in 2018 and 2020 to demonstrate the potential benefits including wider incentives such as the opportunities for employment and training.

The Public Health Strategic Manager reminded Members of the journey to date, for the Service, moving from the previous provider, Lifeline, through to DISC, now known as Humankind, in partnership with Spectrum Community Health CIC for clinical services and The Basement Project. She reminded Members of the £1.3 million removed from the service and therefore a need to move to a more modern approach. Councillors noted that integration was a key element, becoming outward focused and to work more in partnership to deliver against common goals. She added that improved pathways, family focus, outreach support and the reinvigoration of the prevention agenda were also important. Councillors noted the new operating model and the operational and outreach facilities available and the improved pathway relating to: criminal justice; primary care; mental health; and children, young people and families.

The Public Health Strategic Manager referred Members to the numbers in treatment, successful completions and noted that numbers in treatment had increased, and performance had improved. It was noted the opiate completion target had been exceeded and though performance was below national levels. The Public Health Strategic Manager noted the representation statistics, noting she felt that in many cases it was a positive if someone came back to the service for help and that there was always an open door and a willingness to re-engage. Members noted the year to date completion and performance against targets and national levels and strong performance and improvements being made.

The Public Health Strategic Manager concluded by noting the next steps including: review of the outcome of the CGC inspection; completion of the estates implementation; continued service improvement pathways; the annual service use questionnaire; a review of the Health Needs Assessment for long term opiate clients and Options Appraisal; to conduct a Health Equity Audit; and to review the service in September 2019.

The Chairman thanked the Public Health Strategic Manager and Executive Director and asked Members for their comments and questions.

Councillor A Bainbridge noted the excellent work of a number of community groups and asked if the Officers were aware of the work of Changing Lives in the Chester-le-Street area. The Public Health Strategic Manager noted she was aware, with very good working relationships with them and a number of such organisations.

Councillor G Darkes asked if there was any trends in terms of age or gender and reasons why people misused drug and alcohol in order to try to prevent such misuse. The Public Health Strategic Manager noted that she could look to have a breakdown, but noted that the split of 70 percent male to 30 percent female reflected national figures and noted there were a wide range of issues behind why people misused alcohol and drugs.

She noted mental health issues could be a factor, as could social circumstance, finance and employment, and that the Drug and Alcohol service was one element of the work Public Health undertook in order to tackle social and health inequality. The Executive Director noted that they did analyse the demographics of service users and if there was a shift in gender split then the service would look to flex to meet the needs of the County.

The Chairman asked what buy-in was there from the relevant partner agencies and was it uniform across the County. The Executive Director noted good buy-in, with some more so than others, and that Humankind, as formerly DISC, had established good relationships with many organisation in the region, for example TEWV.

The Chairman asked as regards links to the Police, Crime and Victims' Commissioner. The Public Health Strategic Manager noted there were strong links, working on the criminal justice element of the Health Needs Assessment.

Councillor J Charlton asked if there was regular referrals from GPs and asked if this was uniform across the County. The Executive Director noted there was more work to do in getting the message out as regards the service, and that building upon the strong work in reshaping the service the next step was to promote, with the local experience of the company and work in North Yorkshire being valuable in this regard.

Councillor K Thompson asked how Local Councillors could get involved in helping to facilitate and signpost. The Public Health Strategic Manager explained that by raising awareness of the service and promoting the contact telephone of 03000 266 666. She reminded Members that there was an open door and those asking for support would be seen straight away.

Councillor A Patterson asked how the demand was met, in terms of the geography of the County, our rural west for example where transport links could be poor. The Executive Director noted there was some additional properties and the service would flex and it was noted in the specification as regards need and analyse numbers and demand would shape delivery, noting work undertaken at Barnard Castle. It was added that information in terms of the additional community venues being used could be circulated to Members for information.

Councillor R Crute noted the current situation in terms of funding cuts of around £18-19 million to Public Health and the "Fair Funding" to be determined and asked if there was a "Plan B". The Public Health Strategic Manager explained that the service was constantly reviewed and reiterated that the Drug and Alcohol Service had been identified as a key priority and links in terms mental health, funding, training and employment were established.

The Chairman asked as regards the number of successful completions and the annual target and number achieved so far. The Public Health Strategic Manager noted the baseline had been from previous years and that as the new service was being put in place the targets were carried forward to allow a period to settle. She added that from 2019/20 these targets would be looked at. The Executive Director added that there were monthly performance meetings and trackers built into individuals' and centres' performance. The Public Health Strategic Manager noted the number of clients in the service (latest figure 2,912 at November 2018).

**Resolved:**

That the report and presentation be noted.

**8 County Durham and Darlington Fire and Rescue Service - Integrated Risk Management Plan Consultation**

The Chairman asked the Chief Fire Officer, S Errington to speak in relation to the Integrated Risk Management Plan (IRMP) Consultation for the County Durham and Darlington Fire and Rescue Authority (for copy see file of minutes).

The Chief Fire Officer explained for the benefit of new Members that producing an IRMP was a statutory duty of the Fire and Rescue Authority, from the Fire and Rescue Services Act 2004. He added that a national framework published in 2012 had set out the Government's priorities and expectations of Fire and Rescue Authorities. Members note that the current three year plan ran until 2021, with the consultation being on the annual action plan.

Members were referred to the information within the report relating to the consultation required in terms of the IRMP and noted that the consultation ran up to 4 February 2019, to be completed and reported back to the Fire Authority on 22 February 2019.

The Chief Fire Officer noted government funding cuts, representing a reduction of approximately 58 percent and set out the current medium term financial plan (MTFP), noting that it had originally thought reductions would level out in 2020/21, however, this was no longer likely to be the case. Members were advised of the Fire Brigade Union's (FBU) pay claim that had been submitted and that Fire Authorities were facing very difficult funding positions going forward.

The Chief Fire Officer noted that around 75 percent of funding related to emergency response and members were reminded of the four current shift arrangements, whole time (WT), day crewing (DC), RDS/on call, and day crewing plus (DC+). He asked Members to recall the DC+ arrangements at Seaham and Newton Aycliffe, as presented to Committee at previous meetings. The Chief Fire Officer noted that arrangements had allowed for savings, with the emergency response standards remaining the same, proof of the good choices that had been made.

The Committee noted an Emergency Response Review, with the Fire Service looking at large amount of data, and looking at risk and where costs were occurred, with 75 percent being salaries.

Members were asked to note the case between the FBU and South Yorkshire FRS as regards "close proximity crewing" similar to the DC+ arrangements in Durham. The Chief Fire Officer explained that as the case in the High Court between FBU and SYFRS had a ruling that their arrangements did not comply with Working Time Directives, then Durham could not take the risk and a review of Durham's arrangements, without DC+ was undertaken. Members noted a service profile had been produced, looking at high demand area and where the Service's resources were allocated, for example numbers of fire appliances. The Chief Fire Officer explained from the data the emergency response review had led to a number of options being looked at for future arrangements, as set out in the IRMP consultation.

Councillors noted that option one was to change DC+ arrangements to WT or equivalent. The Chief Fire Officer noted that if there were no issues in terms of money, this would be the preferable option, however, there would be a significant cost increase of around £600,000 and there was also a risk that the arrangements would not match station risk and demand profiles, as well as implication for the MTFP and a requirement to move appliances. It was noted that upon modelling these changes, it was shown to be approximately neutral in terms of response performance.

The Chief Fire Officer explained that Option Two would be for DC+ to change to DC only. It was explained this would represent a £350,000 saving, and also meant resources would be allocated to risk and demand profiles. He added modelling showed a reduction in response performance and there would be impact in terms of the numbers of appliances and on DC+ and wider staff.

Councillors noted that Option Three would be for a service wide approach would look to more changes, representing a £450,000 saving, and also allocated resources based on risk and demand profiles. It was added that it would also represent a better geographical placement of resources and improve performance at four stations and Spennymoor area and the overall service. It was explained that this option also allowed for areas where there had been high risk identified to have additional support.

The Chief Fire Officer noted that the preferred option for the CDDFRS was Option 3, as it provided savings and the opportunity to provide improved performance. Members noted that the consultation being undertaken was genuine, with the FBU and staff looking at options too. He noted that there had not been an intention to look for such a change, however, the implications of the case as described and national changes meant the various options had to be explored. He concluded by asking the Committee for their opinion and noting that individuals could respond to the consultation in addition.

The Chairman thanked the Chief Fire Officer for his presentation and thanked him and his staff for successfully piloting our Fire Service through austerity.

Mr D Balls noted the FBU case had implications and asked as regards their position. The Chief Fire Officer noted he understood the position of the FBU and the desire for WT stations if money was no object. He reiterated the financial position for the CDDFRS, and indeed the pressures on all FRS across the country. He noted that FRS had though cuts would level out in 2019/20 and FRS were lobbying hard, else there would be implications in terms of impact in terms of risk to the public.

Councillor K Thompson noted that finance was an issue and asked if there were any implications in relation to PFI funded stations. The Chief Fire Officer noted the two stations were Spennymoor and Bishop Auckland and that the deal that was struck at the time was very good, and that it would not have been achievable at that cost via other means and there have been no issues. He added that the bigger issue was the loss of capital grants from Government, effectively a further cut. Councillor K Thompson noted he understood from the options as set out that Option Three would provide savings and enhanced cover and performance, notably in his area of Spennymoor and therefore supported that Option.

The Chairman asked if Members could indicated there preference in terms of the options as set out. Upon a show of hand the unanimous support of the Committee was for Option Three.

The Chief Fire Officer thanked the Committee for their support and noted consultation events taking place in localities: 10 January, Seaham; 14 January, Spennymoor; 15 January, Durham; and 16 January, Newton Aycliffe.

**Resolved:**

- (i) That the report and presentation be noted.
- (ii) That the Committee give support to Option Three as set out by the Chief Fire Officer within the IRMP Consultation document and presentation.
- (iii) That a response containing the views of the Committee on the IRMP Consultation document be submitted to the CDDFRS.

**9 County Durham Youth Offending Service - Youth Justice Plan 2018/19**

The Chairman introduced the Youth Offending Manager, CDYOS, Dave Summers to give report on the Youth Justice Plan 2018/19 (for copy see file of minutes).

The Youth Offending Manager reminded Members of the requirement to produce a Youth Justice Plan under the Crime and Disorder Act 1998 and to have consultation with partner agencies upon the Plan. He noted key achievements from 2017/19, including relating to: the reduction in the number of first time entrants (FTE) to the youth justice system; reduced reoffending; reduction in remand bed nights and being on par with England and the North East region in terms of custodial sentences.

Members noted that there had been work carried out by Public Health in terms of a co-commissioned multi-skilled health team based within the CDYOS, including a school nurse, clinical phycologist, speech and language therapists, substance misuse specialists, liaison and diversion specialists and mental health specialists. It was noted this helped to meet the needs of a diverse cohort of young people that often had a number of complex issues, supporting good health outcomes.

The Committee were reminded of the additional funding provided by the PCVC in relation to victims, including young victims and looking to target the most prolific reoffenders as the number of FTE had reduced by 85 percent in the last 10 years and therefore there was a need to tackle the smaller more persistent cohort.

The Youth Offending Manager noted that more up-to-date information than contained within the report, information at December 2018 was: FTE rate, 250, less than the regional and national averages; reoffending rate, 41.6 percent less than the regional and national averages; and custodial sentences, 0.28, less than England and equal to that of the region. He added that this highlighted improving performance from an already strong position. The Youth Offending Manager explained he was proud of the work of volunteer young people in their role as mentors, and the co-commissioned service had been shortlisted for an award. He noted that the issue of young people's education and progression was important and that resources and interventions in respect of speech, language and communication needs had been developed as well as looking to help develop young people that were often very far from the job market through the Skill Mill, a CIC implemented by the Service.

The Chairman thanked Youth Offending Manager for his report and asked Members for their comments and questions.

Councillor K Thompson asked what the 85 percent reduction could be attributed to. The Youth Offending Manager noted there was no individual reason, with lots of work having been undertaken. He noted the hard work of the service and the Police in terms of restorative approaches and the strong partnership arrangements that had developed over the years. The Youth Offending Manager noted there had been a lot of work within schools in addition and he noted that young people themselves should also be credited in terms of a general improvement in behaviour.

Councillor J Considine asked as regards the Skill Mill, noting the good work already. The Youth Offending Manager noted it was a national CIC, based in Newcastle, and there could be potential for the future to develop a CIC as this would allow for grant applications.

The Chairman noted the comments in relation to targeting prolific offenders and asked how this was being attempted. The Youth Offending Manager noted there was a range of agencies involved and in many cases it takes a number of partners working together to be able to make progress. He added that in many cases health issues compound problems and he stressed that the CDYOS never gave up, although there was always the threat of the option of custody as another way to try to motivate. He explained that the CDYOS believed that young people can change and would always look to help individuals and address their needs.

Mr D Balls commented that the appendix setting out the commonly used acronyms had proved to be very useful and encouraged this be mirrored by other Officers in their reports.

**Resolved:**

That the report be noted.

## **10      Quarter Two 2018/19 Performance Report**

The Chairman introduced the Corporate Scrutiny and Performance Manager, Tom Gorman who was in attendance to speak to Members in relation to the Quarter Two 2018/19 Performance Management Report for the Altogether Safer theme (for copy see file of minutes).

The Corporate Scrutiny and Performance Manager referred Members to the report, with the key performance indicators (KPIs) being set out against the key performance questions (KPQs): how effective are we at tackling crime and disorder; how effective are we at tackling anti-social behaviour; how well do we reduce misuse of drugs and alcohol; how well do we tackle abuse of vulnerable people, including domestic abuse, child sexual exploitation and radicalisation; and how do we keep our environment safe, including roads and waterways.

It was noted that the key performance issues in terms of crime and disorder, with an increase in the crime rate (reported), noting a workshop session on Recorded Crime having been led by Chief Superintendent A Green. It was added that factors related included recording methods changing nationally, greater reporting through greater encouraging of reporting, and an element of actual increase in crime. The Corporate Scrutiny and Performance Manager noted that the increase did appear to be tailing off and level out. In terms of violence against the person, there had been an increase though this was thought to be largely an increase due to recording changes.

It was added that there had been an increase in shoplifting in particular areas, and that any link to areas where the roll out of Universal Credit had taken place would be looked at, and information reported within the Quarter Three report.

The Corporate Scrutiny and Performance Manager noted that in terms of anti-social behaviour (ASB) there had been a reduction, continuing the recent trend, again as recording of crime had changed, many issues that would have been ASB was now recorded as crime, roughly comparable to the increases in crime as noted. Members noted that while the total number of incidents had reduced, there was an increase in environmental ASB, and were asked to recall the work in relation to arson carried out in the East of the County.

Councillors noted the measure in relation to public confidence in the Local Authority and Police in dealing with crime and ASB. The Corporate Scrutiny and Performance Manager reminded Members that this information was collated nationally from surveys quarterly and that this had decreased from around 63% to 50%, a significant decrease. He added that this was an area that would be looked at by the Council and Durham Constabulary and further information would be presented to Committee in due course.

The Corporate Scrutiny and Performance Manager reiterated the improvement in terms of the Council's Drug and Alcohol Recovery Service, with completion rates now greater than target and better than the North East, albeit less than the national average.

Councillors noted information relating to the vulnerable people, and the statistics relating to a safe environment, including the numbers of those killed or seriously injured (KSIs) having significantly improved since the previous year. The Corporate Scrutiny and Performance Manager noted that also the number of child KSIs had also reduced, with no fatalities. Members were reminded of the ongoing work of the Overview and Scrutiny Officer in terms of the Working Group that would look at the topic of road safety.

The Chairman thanked the Corporate Scrutiny and Performance Manager and asked Members for their comments and questions.

Councillor R Crute noted the decrease in ASB and the increase of crime and asked as regards the value in being able to unpick the issues, with many people assuming the Police dealt with crime and DCC would deal with ASB. He wondered that if they were split if a different picture and areas that the Council could influence would emerge. He noted the increase in shoplifting and asked if it could be looked at to see if there was any links to areas that had been pilot areas for the roll out of Universal Credit (UC). The Chairman agreed that unpicking the issues could be beneficial and he noted in his area a rise in shoplifting, his area also being one of the pilot UC areas. The Corporate Scrutiny and Performance Manager noted the confidence measure came from surveys with individuals asked if they felt that the Police and Local Authority were working effectively to tackle crime and ASB in their area. He added that this was the perception of crime or ASB, not the recorded crime or ASB. The Corporate Scrutiny and Performance Manager noted he would look as regards the increase in shoplifting and the roll out of UC, noting originally the Police had not noted any correlation.

The Chief Fire Officer noted the information on road safety was very positive, with a lot of positive work being undertaken in this regard. He added that the multiagency approach taken was very pleasing to note.

**Resolved:**

That the report be noted.

**11 Overview and Scrutiny Review Updates**

The Overview and Scrutiny Officer noted that the joint Working Group of the Children and Young People's and Safer and Stronger Communities Overview and Scrutiny Committees looking at the topic of Residential Children's Care Homes had met twice and also held a focus group session, the last meeting looking at the demand and risk. He explained that there had been a lot of positives identified, along with challenges being faced. It was explained that "placing the child at the centre" was key and that the next meeting on 31 January would look at the relevant regulations and legislation.

Members noted that in relation to the Committee's chosen topic for review, Road Safety, the Overview and Scrutiny Officer was meeting with the Road Safety Manager, Paul Watson as regards the review and a draft Terms of Reference would be presented to Members in due course.

**Resolved:**

That the verbal update be noted.

**12 Police and Crime Panel**

The Overview and Scrutiny Officer gave a verbal update report in respect of the Police and Crime Panel (PCP), noting issues to be considered at the meeting to be held Thursday this week included Panel included: precept consultation; an update on the Police Crime and Victims' Plan Outcome Two "Victims and the Vulnerable feel supported"; and the quarterly performance report.

The Overview and Scrutiny Officer noted that he would circulated the relevant links to Members. The Chairman reminded Members that the Safer and Stronger Communities Overview and Scrutiny Committee maintained close links and fed into the PCP as appropriate.

**Resolved:**

That the verbal update be noted.

**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**14 February 2019**



**Consumer Protection - Enforcement  
Activity**

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**Report of Lorraine O'Donnell, Director of Transformation and Partnerships**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 To provide the Safer and Stronger Communities Overview and Scrutiny Committee with background information in advance of a presentation on enforcement and intervention activity by the Council's Consumer Protection Service.

**Executive summary**

- 2 The presentation attached in appendix 2 will aim to provide Members with an overview for comment on activity by Business Compliance, Special Investigations, Licensing Enforcement and administration and Intelligence and Information teams within the Consumer Protection Service.

**Recommendation**

- 3 Members of the Committee are asked to note information contained within this report and presentation and comment accordingly.

**Background**

- 4 At its meeting in June 2018, the Committee agreed its work programme to include a presentation on enforcement activity by the Council's Consumer Protection Team. Information within this presentation will build upon the report and presentation on '*Consumer Protection – Enforcement Activity*' to the Committee's meeting in February 2018.
- 5 The presentation illustrated activity undertaken by the Service in partnership with a number of agencies in relation to activities such as door step crime, counterfeit goods, illicit tobacco and licensing enforcement.

- 6 The Consumer Protection team consists of five service teams, Business Compliance and Special Investigations, which makes up what are commonly known as the Trading Standards service and Licensing, which can be separated by enforcement and administration. An Intelligence and Information team also provides an additional functionality and assistance to enhance the service delivery.
- 7 Owen Cleugh, Consumer Protection Manager will be in attendance at the Committee's meeting to deliver the presentation that is attached in Appendix 2 provide Members with an update of activity undertaken by the Consumer Protection Team in particular focussing on the key priorities and demands on the service

## Main implications

### *Crime and Disorder*

- 8 Information with this report aims to contribute to objectives within the existing Council Plan and Safe Durham Partnership plan to reducing crime and disorder.

## Conclusion

- 9 The attached presentation provides an update and opportunity for Members to comment on enforcement activity undertaken by the Council's Consumer Protection Service.
- 10 Background papers
  - None

## Other useful documents

- Consumer Protection Enforcement Activity – Safer and Stronger Communities Overview and Scrutiny Committee, February 2018

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## **Appendix 1: Implications**

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### **Legal Implications**

None.

### **Finance**

None.

### **Consultation**

None.

### **Equality and Diversity / Public Sector Equality Duty**

None.

### **Human Rights**

None.

### **Crime and Disorder**

Information with this report aims to contribute to objectives within the existing Council Plan and Safe Durham Partnership plan to reducing crime and disorder.

### **Staffing**

None.

### **Accommodation**

None.

### **Risk**

None.

### **Procurement**

None.

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## Appendix 2

# Consumer Protection team – Enforcement activities

Owen Cleugh  
Consumer Protection Manager

*Altogether better*

# Trading Standards Priorities

Doorstep Crime

Counterfeit Goods

Underage Sales

Illicit Tobacco and Alcohol

Scams

General Fair Trading

*Altogether better*



# Doorstep crime

## 'Cowboy' builder who left homeowner with a 'dangerous' conservatory dodges jail because of his age

David Scott Thompson's, of Energy Solution Home Improvements, charged £6,400 for a conservatory with shoddy electrical sockets and a loose roof

SHARE      31 SHARES |  6 COMMENTS

By Hannah Graham  
05:00, 8 AUG 2018

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26th May  
**Murton couple left £33,000 out of pocket by dodgy builder**

By Bruce Unwin  
Chief Reporter (Durham)



DEFER: Sentence deferred on convicted builder at Durham Crown Court to enable him to repay his victims

A BUILDER who carried out in-part sub-standard work at the home of a couple and overcharged them, must pay them back £1,000 per month or risk a prison sentence.

**KNITTED & ADJUSTABLE**  
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**MOST READ** **COMMENTED**

-  Police investigating after reports of incident at cemetery
-  92-year-old dies



Altogether better

# Counterfeit Goods



Residents News

Home / News & Events / Latest news / Archive news / Man narrowly avoids jail for selling fake Little Mix phone covers

## Man narrowly avoids jail for selling fake Little Mix phone covers

Published July 17, 2018 11.11am

A businessman caught selling fake Little Mix, Louis Vuitton and Apple mobile phone covers has narrowly avoided prison.



Our trading standards officers seized the counterfeit goods from Computer and Phone Centre and Laptop and Mobile in North Road, Durham, in October 2015.

A test purchase operation at Laptop and Mobile in February 2016 also saw the occupier of the two shops, Yaseen Imliaz, charge £70 to install unlicensed versions of Microsoft Windows and Microsoft Office on a laptop.

The 39-year-old, of Grange Road, Newcastle, was sentenced to ten weeks in prison for infringing copyright, engaging in misleading commercial practices, and the unauthorised use of trade marks at Durham Crown Court.



Residents News

Home / News & Events / Latest news / Archive news / Shop owner pays the price for fake goods

## Shop owner pays the price for fake goods

Published September 28, 2018 2.58pm

A man who was found with a stash of fake branded goods in his possession has been ordered to pay over £1,800.



The fake GHD straighteners that were found

Our trading standards team investigated Kamran Adil's business in Blackhall, County Durham, in November last year.

After undergoing a search of the shop, known as The Winestore, items of counterfeit clothing and a fake set of GHD hair straighteners were found by officers in the storeroom at the back of the premises.

The items included clothing bearing brands such as Ellesse, Lacoste and Nike.

The 47 year-old, of Halterburn Close, Gosforth, pleaded guilty to four charges of possession of counterfeit goods when he appeared at Newton Aycliffe Magistrates' Court on Wednesday 26 September. He claimed he wore the items when he decorated.



Residents News

Home / News & Events / Latest news / Archive news / Fake designer goods leave Wearside woman with legal bill

## Fake designer goods leave Wearside woman with legal bill

Published July 06, 2018 2.39pm

A woman who was found with a stash of fake designer handbags and other goods has been left with a legal bill of more than £1,350.



Susan Christine Hill, from Earls Green, East Rainton, was seen in the driver's seat of a van parked outside a hair salon in Easington Colliery in December 2016.

Trading standards officers from Durham County Council also observed a man and a woman carrying bags into the salon from the back of the van.

A search of the premises unearthed a number of counterfeit items which Hill said belonged to her. Further goods were discovered in the back of the van.

The haul of 100 items included fake Ted Baker, Stella McCartney

Altogether better



# Under Age Sales



*Altogether better*

# Illicit Tobacco and Alcohol



*Altogether better*



Residents

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## Shopkeeper pays the price for illegal tobacco

Published April 06, 2018 3.20pm

A shopkeeper has been ordered to pay more than £1,500 after hundreds of packs of illegal cigarettes were found at his business.



Officers seized more than 3,200 counterfeit cigarettes

Officers from our trading standards team seized more than 3,200 counterfeit and illicit cigarettes and 1.2kg of illicit rolling tobacco during an inspection of The Winestore, in Blackhall, in August last year.

The stash, which was unearthed following a complaint about the business, was being stored in wine boxes next to the counter where it was accessible to the public.

### Intended for sale

The packs and sleeves, which included brands such as Mayfair, Richmond, Lambert and Butler and Superkings, were clearly counterfeit as they did not contain the appropriate health warnings.



# Scams

30th May

## Coxhoe brothers Ross and Luke Quinn jailed for internet fraud



By Neil Hunter  
Crime Correspondent



See all 3 images



NATIONAL  
TRADING  
STANDARDS  
Scams Team

### GET YOUR COMMUNITY INVOLVED

Become a friend against scams



#FASMILLION

@FriendsAgainst

#SCAMAWARE

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#TAKEASTAND

Friends Against Scams

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# General Fair Trading matters



Residents News

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## Suspended sentence for salesman caught selling clocked cars

Published July 11, 2018 1.18pm

A salesman from County Durham has narrowly escaped jail after misleading customers over the mileage of his vehicles.

Abraham Varey, 22, of St Phillips Park in Bishop Auckland, was found guilty of three counts of fraud after clocking the mileage of three vans before selling them on.

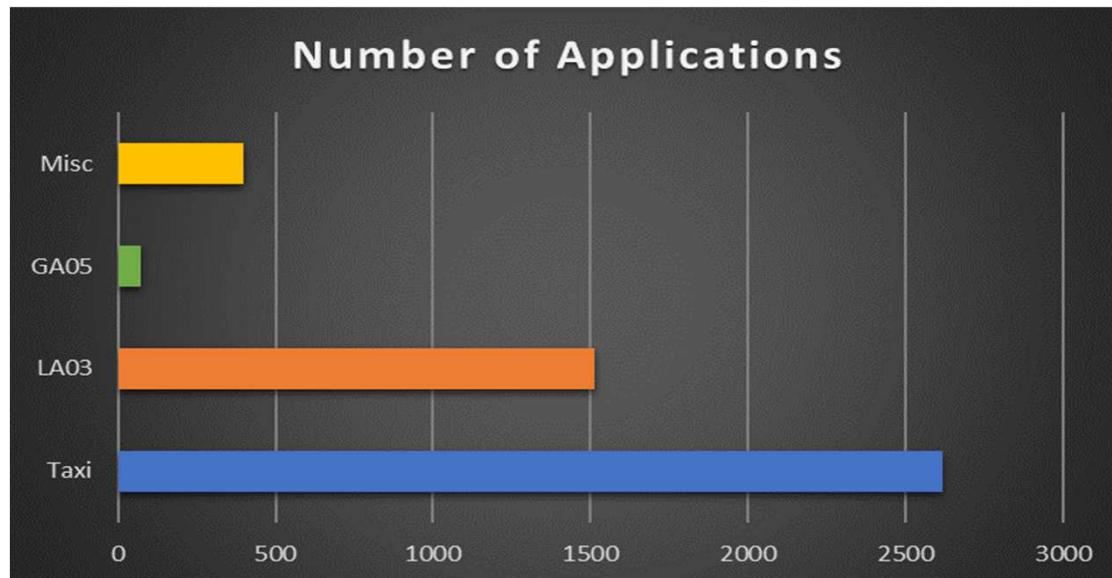
Durham Crown Court heard that in July 2014, a customer looking for a van with a low mileage part exchanged his own vehicle for a Renault Traffic which had an odometer reading of just over 79,000 miles.

*Altogether better*



# Licensing Administration

- 56 Driver hearings
- 41 Statutory hearings



# Licensing Enforcement



*Altogether better*



# Risks and Challenges

- Resources to investigate
- Increased legal time and costs
- Proceeds of Crime
- Willingness of public to support action

*Altogether better*

# Thank You and Questions

*Altogether better*



**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**14 February 2019**



**Progress of Recommendations  
following the Overview and Scrutiny  
Review of Cybercrime**

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**Report of Lorraine O'Donnell, Director of Transformation and Partnerships**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 To provide Safer and Stronger Communities Overview and Scrutiny Committee with progress of recommendations following the Committee's review of Cybercrime.

**Executive summary**

- 2 The report provides information to conclusions from the Committee's review on Cybercrime and progress on implementation of review recommendations.

**Recommendation**

- 3 Members of the Committee are asked to note information contained within this report and comment accordingly.

**Background**

- 4 The Committee has a role to scrutinise the work of the Safe Durham Partnership. In 2017, Members agreed to undertake review activity looking at work in relation to cybercrime with a focus on partnership work being undertaken to prevent young people becoming engaged in cybercrime activity.
- 5 At a national level, the National Crime Agency (NCA) are leading on a number of initiatives to prevent young people getting involved in cybercrime. Locally the Safe Durham Partnership's Cybercrime Task group identified that locally, whilst work is very much active with victims of cybercrime, preventing young people becoming engaged in cybercrime was identified as a gap within their activity.

- 6 This is a developing area and the review provides an opportunity to raise awareness of this issue and seek to identify improvements to reduce the risk of young people becoming involved in Cybercrime.
- 7 The review gathered evidence through desktop research, meetings with officers from the Safe Durham Partnership, University of Sunderland, North East Regional Specialist Operations Unit and undertaken focus group activity. Evidence and findings within the report are set within the context to preventing young people being vulnerable to getting involved in cybercrime activity and to seek more positive use of their skills.

## **Review's Conclusions and Recommendations**

- 8 Evidence gathered throughout the review has highlighted the potential impact of cybercrime or a cyber attack and that this is not a victimless crime. The average age of suspects arrested or cautioned by the NCA for cybercrime is 17 years old. Whilst it was acknowledged that is a minority of young people who commit these offences, throughout the review anecdotal evidence was provided by Members, Officers and Police Cadets of awareness to incidents of hacking by young people.
- 9 It was highlighted that the motivations for undertaking this activity are not always financial. Some see it as a challenge and are unaware they are committing a criminal offence. In addition, offenders perceive the risk of being caught was low and there was a limited understanding of the consequences of the law and committing an offence.
- 10 There is a structured approach to tackling cybercrime and contributing to the delivery of the Government's National Cyber Security Strategy at a national, regional and local level. The review is also timely with consultation on priorities for the Safe Durham Partnership Plan. The Committee have identified they fully support cybercrime as an objective within the plan.
- 11 At a national level there is a wide range of educational resources and engagement activity available to schools. It is positive that within the past year, a small number of schools in the county have participated in the Cyber Security Challenge UK event. An area for development could be to have a co-ordinated approach to the use of educational resources and consideration should also be given to the development of a cyber-safety event and campaign in Durham.

- 12 Furthermore, effective provision of careers advice could lead to encouragement in using cyber skills more positively for career opportunities within cyber security industry. There was information provided that engagement between the Safe Durham Partnership and County Durham Economic Partnership had just begun with regard to cybersecurity apprenticeships within the County.
- 13 The review's key findings focus on strategic context looking at national and local approaches to cybercrime and prevention through education and awareness, apprenticeships and careers and approaches to prevent young people from remaining in cybercrime activity and identifies recommendations for the Safe Durham Partnership and Council. The Safe Durham Partnership is asked to consider including an action on prevention of young people becoming cybercrime offenders within the Safe Durham Partnership Plan priority objective of Cybercrime, engaging with young people and targeted groups through focus group sessions, carousel events and campaign activity. Furthermore the Safe Durham Partnership is asked to work with the County Durham Economic Partnership in exploring opportunities for the development of IT/Cybersecurity apprenticeships.
- 14 The Council's Children & Young People's Service is asked to note the availability of education and awareness resources and working with partners within the Safe Durham Partnership's Cybercrime task group consider development of a co-ordinated approach within schools to raise awareness to the consequences of forms of hacking, the Computer Misuse Act and use of careers advice to promote skills in a more positive way.
- 15 The Committee's report was presented by Cllr Liddle to Cabinet in May 2018 and the Safe Durham Partnership in July 2018 and included the following recommendations:
  - (a) That the Safe Durham Partnership Board note the content of this report and include as an action the prevention of people becoming cybercrime offenders within the Safe Durham Partnership Plan priority objective of Cybercrime.
  - (b) That the Safe Durham Partnership Cybercrime task group give consideration to holding further focus group sessions with Durham Constabulary's Police Cadets and with young people with a specific interest in coding or programming to improve young people's awareness to the Computer Misuse Act and its implications.

- (c) That the Safe Durham Partnership Cybercrime task group note findings of an anticipated report from the University of Bath, NCA and Research Autism into exploring any links between autism and cybercrime and consider any actions as recommended.
  - (d) That the Children and Young People's Services note the availability of education and awareness resources and working with partners within the Safe Durham Partnership's Cybercrime task group consider development of a co-ordinated approach within schools to raise awareness to the consequences of forms of hacking, the Computer Misuse Act and use of careers advice to promote skills in a more positive way.
  - (e) That the Safe Durham Partnership Cybercrime Task Group explore the feasibility of a cyber-safety engagement event with schools similar to the Partnership's Wisedrive/Safety Carousel event of which awareness to the consequences of the Computer Misuse Act and hacking is one of the workshops.
  - (f) That the Safe Durham Partnership Cybercrime Task Group give consideration to undertaking a campaign to promote the risks of undertaking cybercrime activity and to explore the viability of producing a video resource that could together with the NCA Cyberchoices videos be shown within schools and at events.
  - (g) That the Safe Durham Partnership explore opportunities for the development of IT/Cybersecurity apprenticeships within organisations and companies within County Durham with the County Durham Economic Partnership.
  - (h) Respond within the six month period for a systematic review of the recommendations.
- 16 Appendix 2 provides progress on implementation of each of these recommendations and Andrea Petty, Strategic Manager – Partnerships, Durham County Council will be in attendance at the Committee's meeting to present the update and respond to Members questions in relation to this topic.

## Main implications

### *Crime and Disorder*

- 17 The report includes information that aims to contribute to the Altogether Safer element of the Council Plan and Safe Durham Partnership Plan.

## **Conclusion**

- 18 The attached report and presentation provides an opportunity for Members to consider and comment on progress on implementation of recommendations from the Committee's review on cybercrime.

## **Background papers**

- None

## **Other useful documents**

- Overview and Scrutiny Review, Cybercrime, Cabinet May 2018

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Jonathan Slee

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## **Appendix 1: Implications**

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### **Legal Implications**

Not applicable.

### **Finance**

Not applicable.

### **Consultation**

Not applicable.

### **Equality and Diversity / Public Sector Equality Duty**

Not applicable.

### **Human Rights**

Not applicable.

### **Crime and Disorder**

The report includes information that will contribute to a review of the Safe Durham Partnership Plan.

### **Staffing**

Not applicable.

### **Accommodation**

Not applicable.

### **Risk**

Not applicable.

### **Procurement**

Not applicable.

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## **Appendix 2: Overview and Scrutiny Working Group Report – Cybercrime – Review of Recommendations**

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<b>Review Recommendation</b>	<b>Progress Report of Action taken to implement recommendation</b>	<b>Lead</b>	<b>Timescale</b>
a) That the Safe Durham Partnership Board note the content of this report and include as an action the prevention of people becoming cybercrime offenders within the Safe Durham Partnership Plan priority objective of Cybercrime.	<p>The Scrutiny report was considered by the Safer Cyber Working Group (formerly Cyber Crime Task Group). This recommendation has been incorporated within the Safer Cyber Task Group Action Plan.</p> <p>In turn further review of the actions has seen a further increase in community awareness campaigns through better coordination with Durham Police and Get Safe Online. Activities included:</p> <ol style="list-style-type: none"><li>1) Support for North East Regions Operations Unit Business breakfasts with Waterson's to raise awareness of cybercrime</li><li>2) Development of community based initiatives between the PCVC, Durham Police and DCC Area Action Partnerships. For example the Meet the Detective events.</li><li>3) Other community focussed activity included:<ul style="list-style-type: none"><li>o GSOL Week – Bikewise (22<sup>nd</sup> July; 20,000 attended)</li><li>o Superhero event (PCVC)</li></ul></li></ol>	Safe Durham Partnership	Safe Durham Partnership Plan 2019 -22

<b>Review Recommendation</b>	<b>Progress Report of Action taken to implement recommendation</b>	<b>Lead</b>	<b>Timescale</b>
<p>b) That the Safe Durham Partnership Cybercrime task group give consideration to holding further focus group sessions with Durham Constabulary's Police Cadets and with young people with a specific interest in coding or programming to improve young people's awareness to the Computer Misuse Act and its implications.</p>	<p>2018-2019 has seen a specific focus on young people initiatives with significant activities within schools but also increasing awareness with new partnerships with New College, Durham.</p> <p>An initial programme was led with the Police Cadets and delivered to Police cadets and their parents on 15<sup>th</sup> November 2018.</p> <p>The sessions delivered advice and awareness on both Cyber Protect and Prevent. The workshop further discussed the computer misuse act, consequences of offending and gave tips to stay safe online.</p> <p>This initial pilot delivered to 24 cadets and 12 adults</p> <p>Further work is currently underway by Durham Police to develop a comprehensive programme in conjunction with Durham Police Cadets.</p>	Durham Police	November 2018
<p>c) That the Safe Durham Partnership Cybercrime task group note findings of an anticipated report from the University of Bath, NCA and Research Autism into exploring any links between autism and cybercrime and consider any actions as recommended.</p>	<p>Initial enquires have been made in regards to obtaining the anticipated report form Bath University. No further findings have been published and the Bath University web page still refers to publication in October 2018. The Partnerships Team have made contact direct with the University but no reply has been received. The Partnerships Team will continue to monitor.</p>	Safe Durham Partnership	Ongoing

<b>Review Recommendation</b>	<b>Progress Report of Action taken to implement recommendation</b>	<b>Lead</b>	<b>Timescale</b>
d) That the Children and Young People's Services note the availability of education and awareness resources and working with partners within the Safe Durham Partnership's Cybercrime task group consider development of a co-ordinated approach within schools to raise awareness to the consequences of forms of hacking, the Computer Misuse Act and use of careers advice to promote skills in a more positive way	CYPS are taking an active role in helping to keep young people in County Durham safe. CYPS recognises that young people are very skilled in the use of new technology and that this can be used for both positive and negative reasons. CYPS have highlighted the cyber-prevent strategy to computing subject leads in secondary and at head teacher briefings at primary level. Working with the partnership and in particular New College we are planning to develop a resource for use in schools as well as the wider community to promote a better understanding of the consequences of hacking and to promote a positive career in computing.	CYPS	March 2019 (Ongoing)
e) That the Safe Durham Partnership Cybercrime Task Group explore the feasibility of a cyber-safety engagement event with schools similar to the Partnership's Wisedrive/Safety Carousel event of which awareness to the consequences of the Computer Misuse Act and hacking is one of the workshops.	Children and Young People's Services and Durham Police have continued a proactive approach to awareness raising and coordinating young people led safer cyber activity. Examples include: <ul style="list-style-type: none"> <li>o Safety Carousels – Secondary School</li> <li>o Princes Trust (Rolling on Cohorts)</li> </ul>	CYPS / Durham Police	Annual

<b>Review Recommendation</b>	<b>Progress Report of Action taken to implement recommendation</b>	<b>Lead</b>	<b>Timescale</b>
f) That the Safe Durham Partnership Cybercrime Task Group give consideration to undertaking a campaign to promote the risks of undertaking cybercrime activity and to explore the viability of producing a video resource that could together with the NCA Cyberchoices videos be shown within schools and at events	In partnership with students at New College, DCC Children and Young People Service, DCC Partnerships Team, Durham Police and DCC Scrutiny support service a project group has been established.  The group has met twice to date and has now facilitated the project planning of a student led awareness video. Script and production are ongoing with an anticipated launch event of the promotional video in April 2019. This will be further supported by a wider release through online platforms available for parents and young people.	Safe Durham Partnership	April 2019
g) That the Safe Durham Partnership explore opportunities for the development of IT/Cybersecurity apprenticeships within organisations and companies within County Durham with the County Durham Economic Partnership.	Currently DCC IT services are supporting 6 IT apprenticeships in conjunction with New College Durham. One of the apprentices has chosen to specialise on Cyber Security within his second year. This best practice is being further examined by the Safer Cyber Working Group at its meeting in February to look at funding opportunities across partner organisations and businesses.	February	2019

**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**14 February 2019**



**Progress of Recommendations  
following the Overview and Scrutiny  
Review of Home Safety – Safe and  
Wellbeing Visits**

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**Report of Lorraine O'Donnell, Director of Transformation and Partnerships**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 To provide Safer and Stronger Communities Overview and Scrutiny Committee Members with progress of recommendations following the Committee's previous review of Home Safety – safe and wellbeing visits

**Executive summary**

- 2 The report provides a summary of a report following review activity undertaken by the Committee on Safe and Wellbeing Visits in 2016/17. A progress report on implementation of recommendations was presented to the Committee in September 2017 to which Members were informed that a number of these recommendations were awaiting the findings of an evaluation of the initiative by the University of Teesside.
- 3 The evaluation was completed in 2018 and Appendix 2 to this report provides a progress update on recommendations from the Committee's review.

**Recommendation**

- 4 Members of the Committee are asked to note information contained within this report and presentation and comment accordingly.

## **Background**

- 5 The Committee has a role to scrutinise work of the Safe Durham Partnership. Members of the committee agreed to establish a working group to undertake review activity looking at the objective of improved safety in the home which is contained within both the Safe Durham Partnership Plan and the Council Plan. This work focused on safe and wellbeing visits to which is led by County Durham and Darlington Fire and Rescue Service (CDDFRS) and is a major programme being undertaken in this area.
- 6 At the time of the Committee's work, CDDFRS firefighters were aiming to undertake approximately 18,000 home fire safety visits each year. The introduction of safe and wellbeing visits in February 2016 aims to build upon the previous home fire safety visits to focus on vulnerable people and enhance prevention through broadening the remit of these visits and aim to make every contact count.
- 7 The content of safe and wellbeing visits is for local determination to which included fire safety and lifestyle questions on slips, trips and falls, winter warmth, flu vaccination, dementia, smoking, alcohol and loneliness. To deliver this scheme, CDDFRS are working closely with a number of partner agencies including the council who will action referrals in relation to their specific lifestyle area.
- 8 The aim of the review was to gain assurance that processes are in place and being delivered through the safe and wellbeing visits to improve home safety, reduce risk and improve a person's health and quality of life. The review also provided an opportunity to identify any gaps or service improvements within the existing approach and raise awareness with elected members as community champions.
- 9 The review gathered evidence through desktop research, meetings with officers, service professionals and a resident who has benefited from the initiative. Focus groups were also held with firefighters and partner agencies and some observations of health and wellbeing visits were undertaken.

## **Review's Conclusions**

- 10 From evidence gathered throughout the review, the working group applauded the approach led by CDDFRS with partner agencies to implement safe and wellbeing visits throughout the county. The working group noted the significance of organisational change for CDDFRS to lead on the scheme and the response by partner agencies to deliver this initiative in line with national strategies and local fire risk that aims to make every contact count and provide valuable support to vulnerable people.

- 11 At the point when the Committee undertook this review, safe and wellbeing visits were in their infancy and had effective governance, referral processes and partnership working in place that was making a positive difference. Up to the 31<sup>st</sup> October 2016, there have been 10,718 safe and wellbeing visits undertaken of which 3,733 people agreed to answer the lifestyle element of the questionnaire. This generated 1,235 referrals to partner agencies, many of which were the first contact with that service. The difference these visits have made was highlighted within the report through personal case study presentations, written evidence from partner agencies, recognition within the Alzheimer's Society national awards and a presentation to the National Emergency Services Show.
- 12 The working group also noted the positive working relationship between CDDFRS and partner agencies to design and review the safe and wellbeing questionnaire and address any concerns that have been identified to improve delivery of the scheme. The scheme had also been embedded within day-to-day activity for CDDFRS and firefighters were to receive further training by partner agencies.
- 13 The professionalism of firefighters and members of the Community Fire Safety Team was observed by councillors when accompanying firefighters undertaking safe and wellbeing visits. An area of development was for firefighters to receive feedback on outcomes of referrals and for partners to accompany firefighters undertaking safe and wellbeing visits.
- 14 The report highlighted that there had been a significant amount of data collected from safe and wellbeing visits to which provided an opportunity for partner agencies to work with CDDFRS to utilise anonymised data for service planning and prevention activity within the boundaries of the Data Protection Act.
- 15 The working group suggested that work is undertaken with CDDFRS and partner agencies to explore quality assurance activity on outcomes of safe and wellbeing referrals.
- 16 Whilst a positive difference is being made by the scheme, members noted that the initiative is currently funded from within existing resources for both CDDFRS and partner agencies. Information provided to the working group highlighted decreasing budgets for all partners and agencies and that funding sustainability is a risk to the success of the initiative. In addition partner agencies also identified a risk for the ability to meet any increase in further demand. It is suggested that the Safe Durham Partnership Board and Health and Wellbeing Board receive timely monitoring reports on the delivery of safe and wellbeing visits to highlight successes, challenges and risks to delivery of the initiative.

- 17 Safe and wellbeing visits have been actively promoted at local and national levels and it was suggested an area of potential development could be further promotion of the scheme with elected members, town and parish councils and area action partnerships. However, it is acknowledged that a risk to increased awareness may lead to increased demand and that a balance must be maintained to ensure quality and consistency in operation is not compromised.
- 18 The review's key findings focused on strategic context, governance and data, process and questionnaire, referral routes and outcomes and demand effectiveness and identified recommendations for the Safe Durham Partnership, Council and CDDFRS. The Safe Durham Partnership was asked to consider reviewing the governance framework document, to work with partners to ensure best use of data for service planning and prevention and to receive regular reports on delivery of the safe and wellbeing initiative. The Council was asked to consider holding a Members seminar to raise awareness and with the Safe Durham Partnership explore opportunities for cybercrime to be included within the Safer Homes project that focuses on crime prevention and fire safety.
- 19 The Committee's report was presented to Cabinet on 27<sup>th</sup> March 2017 and the Safe Durham Partnership on 23<sup>rd</sup> January 2017 and included the following recommendations:
  - (a) That the Safe Durham Partnership Board annually reviews the framework document to ensure it continues to remain fit for purpose.
  - (b) The Safe Durham Partnership Board works with partners, including clinical commissioning groups, to ensure that best use is made of data collected from safe and wellbeing visits for assessing demand, prevention and service planning.
  - (c) The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.
  - (d) That CDDFRS through the framework document and partnership meetings explore approaches for quality assurance activity on outcomes of safe and wellbeing visits with partner agencies.

- (e) The council arranges a seminar to be delivered to elected members during 2017/18 to promote safe and wellbeing visits and that CDDFRS promotes the scheme locally with town and parish councils and area action partnerships
  - (f) The Safe Durham Partnership Board (including the council's Consumer Protection Team) explores opportunities for cybercrime and fraud to be included within the Safer Homes project.
- 20 At its meeting in October 2017, the Committee received a progress report that identified recommendation five was complete and remaining recommendations were awaiting the findings of an evaluation by Teesside University. The evaluation was completed in 2018 and Appendix 2 provides progress on implementation of each of these recommendations. Chris Woodcock, Strategic Manager, Public Health will be in attendance at the Committee's meeting to present the update and respond to Member questions in relation to this topic.

## Main Implications

### *Crime and Disorder*

- 21 Information within this report is linked to the Safe Durham Partnership priority of protecting vulnerable people.

## Conclusion

- 22 The report and appendix 2 provides an opportunity for Members to comment on progress of implementation of recommendations from the Committee's review on Safe and Wellbeing Visits.
- 23 Background papers
- None

## Other useful documents

- Progress of Recommendations following the Overview and Scrutiny Review of Home Safety – Safe and Wellbeing Visits, Safer and Stronger Communities Overview and Scrutiny Committee, October 2017
- Overview and Scrutiny Review, Home Safety – Safe and Wellbeing Visits, Cabinet March 2017

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Contact: Jonathan Slee

Tel: 03000 268142

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## **Appendix 1: Implications**

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### **Legal Implications**

None.

### **Finance**

None.

### **Consultation**

None.

### **Equality and Diversity / Public Sector Equality Duty**

None.

### **Human Rights**

None.

### **Crime and Disorder**

Information within this report is linked to the Safe Durham Partnership priority of protecting vulnerable people.

### **Staffing**

None.

### **Accommodation**

None.

### **Risk**

None.

### **Procurement**

None.

## Appendix 2: OVERVIEW AND SCRUTINY REVIEW – Improved Safety in the Home – Safe and Wellbeing Visits

Review Recommendation	Progress Report of Action taken to implement recommendation	Responsibility	Timescale
<p><b>Recommendation One</b> – That the Safe Durham Partnership Board annually reviews the framework document to ensure it continues to remain fit for purpose.</p>	<p>The framework will be reviewed following the evaluation of the Safe and Wellbeing Visits to ensure it remains fit for purpose. The evaluation will be undertaken by Teesside University which is due to be completed by March 2018.</p> <p><i>Evaluation completed in October 2018. Evaluation presented to Health and Wellbeing Board November 2018 and Safe Durham Partnership in January 2019 available from the following link</i></p> <p><i><a href="https://democracy.durham.gov.uk/documents/s99443/Item%2016%20-%20SWV.pdf">https://democracy.durham.gov.uk/documents/s99443/Item%2016%20-%20SWV.pdf</a></i></p> <p><i>The findings from the evaluation will inform the framework development. The Fire and Rescue Service are developing an action plan to incorporate the research findings and will report back to Safe Durham Partnership and the Health and Wellbeing Board in 6 months.</i></p>	<p>CDDFRS &amp; DCC (Public Health)</p> <p>CDDFRS &amp; DCC (Public Health)</p>	<p>May 2018</p> <p>June 2019</p>
<p><b>Recommendation Two</b> – The Safe Durham Partnership Board works with partners, including clinical commissioning groups, to ensure that best use is made of data collected from safe and wellbeing visits for assessing demand, prevention and service planning.</p>	<p>The SDP will await the findings of the evaluation to determine the next steps in relation to ensuring that best use is made of the evaluation and the data collected from safe and wellbeing visits for assessing demand, prevention and service planning.</p> <p><i>An information sharing protocol has been developed through the Safe Durham Partnership to allow partners to share relevant data. The Fire and Rescue service and the Public Health intelligence team have discussed sharing anonymised data sets to help inform respective challenges. Discussions are ongoing across Durham County Council to explore data sharing acknowledging that it has to be relevant to the population approach taken to target the Safe and Wellbeing visits.</i></p>	<p>CDDFRS &amp; DCC (Public Health)</p>	<p>May 2018</p>

Review Recommendation	Progress Report of Action taken to implement recommendation	Responsibility	Timescale
<p><b>Recommendation Three -</b> The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and funding sustainability</p>	<p>The Health and Wellbeing Board and the Safe Durham Partnership will receive a report following the evaluation from Teesside University.</p> <p>The report was provided to the Health and Wellbeing Board and the Safe Durham Partnership. The full evaluation is available here.</p> <p><a href="https://democracy.durham.gov.uk/documents/s99443/Item%2020-%20SWV.pdf">https://democracy.durham.gov.uk/documents/s99443/Item%2020-%20SWV.pdf</a></p> <p><i>The evaluation highlighted the significant reach and volume of Safe and Wellbeing visits, the role of FRS in the prevention agenda and how positively the visits were received by the beneficiaries. The main risks would be partners not sharing relevant data to ensure their own appropriate targeting of services. Close partnership working will prevent this scenario.</i></p>	CDDFRS & DCC (Public Health)	Completed
<p>Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.</p>	<p>CDDFRS now receive anonymous case studies from partners of success stories that were initially created by a Safe and Wellbeing Visit. These are given to fire crews via a SharePoint page and an email to relevant staff within the area the case is based.</p> <p><i>Sustainability has been achieved because CDDFRS have incorporated the visits as part of their 'core' business.</i></p>	CDDFRS	Completed
<p><b>Recommendation Four –</b> That CDDFRS through the framework document and partnership meetings explore approaches for quality assurance activity on outcomes of safe and wellbeing visits with partner agencies</p>	<p>Each month, CDDFRS Control contact members of the public by telephone, from various areas of County Durham and Darlington, who have received a Safe and Wellbeing Visit and ask for their feedback using a structured template. This allows answers to be collated and assessed accordingly.</p> <p>Public Health, DCC has commissioned Teesside University to evaluate the implementation of Safe and Wellbeing Visits (SWVs) by County Durham and Darlington Fire and Rescue Service (CDDFRS). The objectives of the evaluation are to:</p> <ul style="list-style-type: none"> <li>• Explore FRS SWV implementation</li> </ul>	CDDFRS – Community Safety Team  DCC (Public Health)	Monthly  Completed

Review Recommendation	Progress Report of Action taken to implement recommendation	Responsibility	Timescale
	<ul style="list-style-type: none"> <li>• Staff felt that this work could fit into their daily practice but that there is a lot of paperwork and that changes need to be made to ensure it is easier to implement.</li> <li>• Explore with the fire service and partners understanding of the process for SWVs and what impacted on their role</li> <li>• The fire service delivery staff, CRM team and partner organisations felt that delivering SWVs was an important thing to happen they felt that the training could be improved.</li> <li>• Assess the referral pathways to see how many of the health areas they are being referred for, whether these referrals are appropriate, and if relevant health areas are covered by SWVs</li> <li>• Consideration to be given about number of health criteria that are referred based on feedback and throughput into services. Will form part of the action plan.</li> <li>• Gain feedback from beneficiaries of SWVs to assess impact and appropriateness of CDDFRS undertaking these visits</li> <li>• Most beneficiaries felt that the interaction over the SWVs was of use especially around issues relating to slips trips and falls, and loneliness and isolation in particular. Beneficiaries had a positive experience with CDDFRS.</li> </ul> <p>The evaluation cover report is attached and the full evaluation is available on request. The FRS are developing an action plan to address any of the learning points from the evaluation to ensure that the service continues to be an integral part of the prevention agenda across County Durham.</p> <p>The Quality Assurance process will be considered as part of the evaluation.</p> <p>The community risk officers attend session with the fire crews. This allows them to oversee the visits, provide feedback and share best practice. This ensures accurate and timely management of the safe and wellbeing process.</p> <p>Case studies provided by partners also act as a quality assurance process as they capture the experience from the partner's perspective.</p>		

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