



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

Date Thursday 3 April 2014
Time 9.30 am
Venue Committee Room 2, County Hall, Durham

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 25 February 2014 (Pages 1 - 10)
4. Declarations of Interest, if any
5. Any items from Co-opted Members or Interested Parties
6. Media Relations
7. Organised Crime: (Pages 11 - 12)
 - (i) Report of the Assistant Chief Executive.
 - (ii) Presentation by Detective Chief Superintendent Jane Spraggon, Durham Constabulary.
8. Multi-Agency Problem Solving Groups Review (LMAPS): (Pages 13 - 14)
Report of the Director of Children and Adults Services – Safer and Stronger Strategic Programme Manager, Children and Adults Services.
9. Update on the Scrap Metal Dealers Act 2013: (Pages 15 - 20)
Report of the Corporate Director of Neighbourhood Services.
10. Draft Safe Durham Partnership Plan 2014/17: (Pages 21 - 54)
Report of the Head of Planning and Service Strategy, Children and Adult Services.
11. Quarter 3, 2013/14 Performance Management Report: (Pages 55 - 64)
Report of the Assistant Chief Executive – presented by the Strategic Manager Performance and Information Manager, Children and Adults Services.

12. Council Plan 2014-2017 - Refresh of the Work Programme: (Pages 65 - 82)
Report of the Assistant Chief Executive.
13. Overview and Scrutiny Review - Neighbourhood Wardens: (Pages 83 - 130)
Report of the Assistant Chief Executive.
14. Police and Crime Panel: (Pages 131 - 134)
Report of the Assistant Chief Executive.
15. Safe Durham Partnership:
Verbal update by the Community Safety Manager, Children and Adults Services.
16. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
26 March 2014

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

Councillor D Boyes (Chairman)
Councillor T Nearney (Vice-Chairman)

Councillors J Armstrong, J Charlton, P Conway, J Cordon, S Forster, J Gray, D Hall, C Hampson, B Harrison, M Hodgson, G Holland, J Maitland, N Martin, J Measor, K Shaw, W Stelling, P Stradling, J Turnbull and C Wilson

Co-opted Members: Mr A J Cooke, Mr M Iveson, Mr B Knevitt, Ms E Roebuck and Mr T Thompson

Co-opted Employees/Officers: S Errington, Chief Superintendent G Hall and Mrs H Raine

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 1A, County Hall, Durham on **Tuesday 25 February 2014 at 9.30 am**

Present:

Councillor D Boyes (Chairman)

Members of the Committee:

Councillors J Armstrong, J Charlton, P Conway, J Gray, D Hall, M Hodgson, J Maitland, N Martin, J Measor, P Stradling, J Turnbull and C Wilson

Co-opted Members:

Mr A J Cooke, Mr M Iveson, Mr B Knevitt and Mr T Thompson

Co-opted Employees/Officers:

Chief Inspector C McGillivray

1 Apologies for Absence

Apologies for absence were received from Councillors S Forster, C Hampson, G Holland, T Nearney and K Shaw and Chief Superintendent G Hall, Mrs H Raine and Mr J Hewitt.

2 Substitute Members

No notification of Substitute Members had been received.

3 Minutes

The Minutes of the meeting held 3 December 2013 were agreed as a correct record and were signed by the Chairman.

The Overview and Scrutiny Officer, Jonathan Slee noted that further to the meeting in December, the response to the County Durham and Darlington Fire and Rescue Service's (CDDFRS) Integrated Risk Management Plan (IRMP) had been passed to CDDFRS and the Chairman and Overview and Scrutiny Officer had attended a Restorative Approaches event in January. Councillors were reminded that additional information requested as regards local performance figures and data in respect of alcohol harm and road traffic accidents had been circulated to the Committee.

The Chairman noted that the Restorative Approaches event had highlighted the national recognition of the high quality of the work of Durham County Council (DCC), Durham Constabulary and partners in respect of Restorative Approaches.

4 Declarations of Interest

There were no Declarations of Interest.

5 Any items from Co-opted Members or Interested Parties

There were no items from Co-opted Members or Interested Parties.

The Chairman noted that Co-opted Member Mr J Hewitt, Deputy Chief Executive from the County Durham and Darlington Fire and Rescue Service (CDDFRS) was leaving the CDDFRS and accordingly would be stepping down as a Co-opted Member of the Safer and Stronger Communities Overview and Scrutiny Committee. Members of the Committee noted their appreciation of the work and input of Mr J Hewitt and noted that a letter of thanks and best wishes for the future be sent to him on behalf of the Committee.

Resolved:

That a letter of thanks be sent to Mr J Hewitt on behalf of the Safer and Stronger Communities Overview and Scrutiny Committee.

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). An article related to tackling abuse within Lesbian, Gay, Bisexual and Transgender (LGBT) relationships, with a multi-agency conference recently held with representation from Durham Constabulary, DCC, Darlington Borough Council, the NHS and other partner organisations. Members noted other articles relating to the recent anti dog fouling campaign, backed by former Newcastle United and current Durham City FC owner Olivier Bernard, and expansion of the Pubwatch scheme in the Bishop Auckland area.

Resolved:

That the presentation be noted.

7 Public Mental Health Strategy and Suicide Prevention in County Durham

The Chairman introduced the Public Health Portfolio Lead, Children and Adults Services, Catherine Richardson who was in attendance to speak to Members in relation to the Public Mental Health Strategy (PMHS) 2013 – 2017 and the Suicide Audit and Suicide Prevention in County Durham.

Public Mental Health Strategy

The Public Health Portfolio Lead informed Members of Government mental health strategies “No Health Without Mental Health” and “Preventing Suicide in England, A Cross Government Strategy to Save Lives” and added that the PMHS for County Durham was developed in line with those strategies, acknowledging the combined impact of public mental health improvement and suicide prevention. Councillors noted that projections for mental health issues within the County predicted a rise in those suffering from depression from approximately 8,000 in 2011 to approximately 12,000 by 2030 and for cases of dementia to rise from approximately 6,000 in 2011 to approximately 11,000 by 2030. The Committee noted that other factors compounded mental health issues, such as physical illness and the current economic climate.

Councillors were asked to note the 10 key objectives as set out within the PMHS under 4 areas of: Promoting Good Mental Health; Prevention of Mental Ill-Health; Early Identification of those at risk of Mental Ill-Health; and Recovery from Mental Ill-Health. It was added that treatment was not covered in the PHMS, this was dealt with by the relevant Clinical Commissioning Groups (CCGs).

Members noted that there were several priority groups identified including: children and young people; people with learning disabilities and behavioural conditions; those at high risk of suicide and self-harm; people who are unemployed; people who are homeless; people with co-morbidity of drug and alcohol misuse; carers; veterans; and people over 65 years.

The Chairman thanked the Public Health Portfolio Lead and asked Members for their questions as regards the PMHS.

Councillors asked questions relating to: reductions in the provision of mental health wards within hospitals; the impact on the mental health of carers; on what basis the predictions of increases in mental health issues were made; whether further detailed action plans would be brought forward, with resource availability and implications set out; potential cross-cutting issues in the face of an aging population and the economic position; and what the difference would be in the role of schools and colleges in tackling bullying in comparison with the approach currently being undertaken.

The Public Health Portfolio Lead explained that national strategy was to move, where appropriate, towards better care in the community for those with mental health issues rather than specific wards, with local commissioning in this regard being by the CCGs. Members noted that there was a high impact upon carers emotional wellbeing and that there was links to the County Durham Carers’ Strategy, with there being opportunities to input into this and there were some community interventions that could be taken at the local level. Councillors noted that statistics were from Office of National Statistics’ (ONS) Surveys and that the background and analysis could be shared with Members at their request.

The Head of Planning and Service Strategy, Children and Adults Services, Peter Appleton explained that the County Durham Partnership had identified mental health as a cross-cutting issue and had noted that there were many contribution factors. It was added that it was important to “do things” and accordingly, the Health and Wellbeing Board (HWB) were reviewing actions plans and looking at how to help people who are often difficult to engage with.

The Head of Planning and Service Strategy stressed that it was important to continue to work hard to break down the stigma associated with mental health problems and to encourage people to come forward and seek help. Chief Inspector C McGillivray, Durham Constabulary noted that there were instances where it was difficult to be able to separate out single issues, in some cases there were issues of alcohol abuse in addition to mental health issues.

The Public Health Portfolio Lead explained that the Public Mental Health Strategy Group had around 50 members and was a cross-organisational resource, developing the Action Plan and other Strategies including a Dementia Strategy, with a separate Action Plan, and Children and Young People Plan regarding mindfulness in schools. The Chairman noted that there had been a step-change in the tackling of bullying in schools, and that those issues were also picked up via Safeguarding. The Head of Planning and Service Strategy added that details were emerging and actions were taking place accordingly, citing the example of a recent presentation by young people on transgender issues to the Children and Families Partnership, which included representatives of Head Teachers and leaders in children and family services. Members noted the details were emerging, however, noting that if Members were to make decisions regarding prioritisation of resources in the future those details would need to be known.

Suicide Audit and Suicide Prevention in County Durham

The Public Health Portfolio Lead explained that there had been changes to the landscape in this regard following the Health and Social Care Act 2012, with CCGs and Public Health now being within the County Council. It was added that the commissioning of primary and secondary care mental health services was the responsibility of the CCGs, including: services for individuals with suicide ideation; the treatment of self-harm; suicide prevention - crisis centre; and the deep dive audits into individual cases. Councillors noted that the DCC role, via Public Health, related to protecting and promoting the public's health, especially around primary prevention.

The Committee were made aware of the current position, using data pooled over a 3 year period, noting a higher rate than the England average, with more male suicides than female. It was added that there was an increase nationally and that data tended to have a lag of around 9 months and therefore a system was in place to provide a real time picture of suicide trends with the North Durham CCG being the lead CCG with responsibility for managing the system.

The Chairman thanked the Public Health Portfolio Lead and asked Members for their questions as regards the Suicide Audit and Suicide Prevention in County Durham.

Councillors asked questions as regards: the level of resources committed to Public Health services as set out within the report and whether these budgets were ring-fenced; how the strategy would be judged as being successful; and identifying peaks and trends and understanding the issues behind such trends.

The Public Health Portfolio Lead noted that there was a mix of services and providers, adding that there was a performance framework set out within the strategy and there were measures of "emotional wellbeing" within the Household Survey. Members were informed that there was specific evaluations look at pre and post intervention data. It was explained that there was a need to ensure that any information brought forward, for example as a case study, was such that the individuals concerned could not be identified.

Resolved:

- (i) To note the current and projected mental health needs within County Durham.
- (ii) To note that the County Durham Joint Health and Wellbeing Strategy specifies a strategic action to develop and implement a multi-agency Public Health Strategy, including Suicide Prevention, for County Durham.
- (iii) To note that the Public Mental Health Strategy will form a key strand on the Mental Health Framework for the County.
- (iv) To note that the Public Mental Health Strategy has been developed by a multi-agency group that involved stakeholders, service users and carers.
- (v) To endorse the County Durham Public Mental Health Strategy.
- (vi) To note that there is a detailed action plan in development, with timescales and named leads to ensure implementation of this strategy.
- (vii) To note the current position on suicides within County Durham.
- (viii) To note that the responsibility for audit and management of the alert system is now held by the Clinical Commissioning Group, supported by the North of England Commissioning Support Service.
- (ix) To note that suicide community prevention is commissioned by the Local Authority in line with national guidance and is informed by local suicide information.
- (x) To note that as a result of the new health and wellbeing structures, the accountability of suicide prevention and suicide response will be reported to the Mental Health Partnership Board.

8 Safe Durham Partnership Plan 2014-17

The Chairman introduced the Community Safety Manager, Children and Adults Services, Caroline Duckworth who was in attendance to speak to Members in relation to the Safe Durham Partnership (SDP) Plan 2014-17.

The Community Safety Manager reminded Members that her colleague, Community Safety Coordinator, Graham McArdle had spoken to Members last year to give an update and now there was an opportunity for the Committee to provide feedback upon the objectives. It was noted there had been comments as regards alcohol misuse, drug dealing and hate crime as being areas Members felt were priorities. Councillors were informed that feedback on the delivery and monitoring of objectives would be through Safe Durham Partnership Board's thematic groups, and that the SDP had not changed the high level strategic objectives, those being aligned to the Sustainable Community Strategy (SCS). It was noted that some of the outcomes had been amended slightly, and they were as set out in the report. Members noted that the draft SDP Plan would be considered by the SDP Board in March, with the draft to then be brought back to the Safer and Stronger Communities Overview and Scrutiny Committee in April prior to being formally agreed by the SDP Board and County Council corporate governance structures.

The Chairman thanked the Community Safety Manager and asked Members for their questions.

Mr T Thompson noted the term "inter-generational offending", replacing previous phraseology of "reducing first time entrants to the youth justice system" and wondered whether the latter was now not a priority.

The Community Safety Manager noted that the figure relating to reducing first time entrants to the youth justice system was still monitored, however there was a move to align with the “think family” approach, the Strategic Manager County Durham Youth Offending Service, Gill Eshelby being a key partner in the Think Family Group.

The Chairman queried how the objectives and priorities were themselves prioritised, within the context of funding reductions and reduced resources, and noted that it would be useful for the Committee to have details of the context attached to each of the objectives in order to understand and comment on where resources should be allocated to deliver those considered as priorities.

Resolved:

- (i) That the content of the report be noted.
- (ii) That a draft version of the Safe Durham Partnership Plan be brought back to the Committee for comment in April 2014.

9 Hate Crime Action Plan - Update

The Chairman asked the Community Safety Manager to speak to Members in relation to the Hate Crime Action Plan.

The Community Safety Manager reminded Members that in 2011, the Vulnerability Delivery Group had commissioned a hate crime problem profile which went on to inform the development of a SDP Hate Crime Action Plan for County Durham. It was added that actions focused on prevention, provision and protection and that in 2012, the newly appointed Police and Crime Commissioner (PCC), Ron Hogg identified tackling hate crime as a priority. Members learned that the PCC convened a Hate Crime Seminar in April 2013 covering County Durham and Darlington with the aim of bringing together a range of work and following the seminar a Joint County Durham and Darlington Hate Crime Action Group was established. It was added that the PCC was taking lead for Hate Crime, merging action plans and resources and for new action plans to be developed and coordinated through the PCC’s Office. The Community Safety Manager explained that work on the SDP Hate Crime actions had continued throughout 2011, 2012 and 2013 with the majority of the actions being completed. It was added that those outstanding and ongoing actions were incorporated into the work streams of the County Durham and Darlington Hate Crime Action Group. Members noted that the PCC’s new Hate Crime Action Plan was in development and covered the work streams such as: accuracy of police recording for hate incidents; satisfaction survey; networks “safe places”; support services network; communication strategy; community strategy; community education – increased awareness hate incidents; and community hands project (volunteer support for hate crime victims).

The Community Safety Manager explained that the Chairman of the County Durham and Darlington Hate Crime Action Group was a Co-opted Member of the Committee, Chief Superintendent Graham Hall, Durham Constabulary and that the project manager for the Hate Crime Action Plan work streams was Chief Inspector C McGillivray, Durham Constabulary.

Chief Inspector C McGillivray updated Members further noting: key blockages in the accuracy of police recording for hate incidents had been identified, now with 96-98% accuracy; 90-100% satisfaction with how incidents are dealt with, with a survey to be conducted in April 2014; the commitment by the PCC and Chief Constable in respect of tackling hate crime; inclusion of 10 groups within County Durham and Darlington, including the 5 national protected groups; ongoing work regarding safe places; work to have links to all agencies online, paralleling those for Domestic Violence; the "Helping Hands" project of voluntary advocates; and the next Hate Crime Conference, to be held 3 June 2014.

The Chairman thanked the Community Safety Manager and Chief Inspector C McGillivray and asked Members for their questions.

Members asked questions relating to: intelligence gathered from communities and third party reporting; whether "True Vision" reporting only referred to disability issues; the lack of use of the Disability Hate Crime Reporting Pack; the numbers of incidents across the County; and how incidents were identified as being a hate crime.

Chief Inspector C McGillivray explained that members of the network were equipped in respect of third part reporting and that there was a move away from only disability reporting, rather to include the 10 groups as previously stated. It was explained that in relation to the lack of use of the Disability Hate Crime Reporting Pack, in the past there was a lack of promotion to get messages across and a communication work stream had been established and noted that the usual geographical approach was perhaps not suitable as those groups are not geographically based. Chief Inspector C McGillivray noted that figures were available, however from national evidence it is thought that around 80% of incidents were not reported. The Chairman noted that figures were appended to the Safe Durham Partnership report at the end of the agenda, with a figure of 222 quoted for the 2012/13 period and 144 for the period April to September 2013.

Chief Inspector C McGillivray noted that the criteria for recording an incident as a hate crime was national and was on the basis of any perception of hate or prejudice, albeit a higher level of evidence would be required at any Court stage, as enshrined in law.

Mr AJ Cooke asked the Committee to note that he was Chairman of the Teesdale Travellers Forum and that they had seen good results in working practises in relation to raising awareness and the reporting of hate crime.

Resolved:

That the progress of the original Safe Durham Partnership Hate Crime Action Plan be noted.

10 Domestic Abuse Strategy and Action Plan 2012-15

The Chairman introduced the Safer and Stronger Strategic Programme Manager, Children and Adults Services, Jeanette Stephenson who was in attendance to speak to Members in relation to the Domestic Abuse Strategy and Action Plan 2012-15.

The Safer and Stronger Strategic Programme Manager explained that the Strategy was developed via a multi-agency approach by the Domestic Abuse Forum Executive Group (DAFEG), a thematic group that is governed by the SDP Board.

It was added that this was the fourth iteration of a Domestic Abuse Strategy at a countywide level, building upon the ongoing work of partners in the voluntary and statutory sectors.

It was noted that the Strategy was to provide a framework to ensure active contribution in relation to services to reduce the prevalence of domestic abuse within County Durham and to support those within our communities that were affected. Members learned that national framework has three guiding principles: prevention; protection; and provision and that there were several objectives that sat under these priority areas. The Committee learned that key objectives were also set out in the report and marketing campaigns included “Does this sound familiar?” aimed at women aged over 40, highlighting the repeat nature of incidents and how they can escalate and “Love is Many Things”, a new campaign focussing on domestic abuse in LGBT relationships. It was noted that the performance of the Multi-Agency Risk Assessment Conferences (MARACs) were being reviewed, with Durham Constabulary taking forward the development of third party reporting in County Durham, with links to MARAC. The Safer and Stronger Strategic Programme Manager concluded by noting that there had been an allocation of £30,000 to the Remain Safe Service to provide target hardening for victims of domestic abuse and that a number of Domestic Homicide Reviews had been undertaken, with DAFEG leading on implementing actions to develop service delivery across agencies in line with lessons learned from Domestic Homicide Reviews.

The Chairman thanked the Safer and Stronger Strategic Programme Manager asked Members for their questions.

The Committee raised issues in relation to: pursuing perpetrators to court; recent fund raising activities in relation to a refuge at Bishop Auckland; and target hardening.

The Safer and Stronger Strategic Programme Manager noted that there were various types of target hardening, such as locks and chains to protect properties and that the pursuit of perpetrators was for the criminal justice system, the Strategy being about the provision of support and services for victims of domestic abuse.

Resolved:

That the progress in relation to the Domestic Abuse Strategy 2012-15 be noted.

11 Overview and Scrutiny Review - Neighbourhood Wardens

The Overview and Scrutiny Officer noted that the draft report relating to the Review of Neighbourhood Wardens was circulated to the relevant Management Teams and the report, incorporating feedback from those Management Teams, would be brought back to the Committee prior to being forwarded to Cabinet for their consideration in due course.

Resolved:

That the Committee receive an updated draft report at the next meeting.

12 Police and Crime Panel

The Overview and Scrutiny Officer referred Members to the update report as contained within the agenda pack and the Chairman asked if there were any questions. There were no questions raised.

Resolved:

That the report be noted.

13 Safe Durham Partnership Update

The Chairman asked the Head of Planning and Service Strategy to highlight the key points as set out in the Safe Durham Partnership Update report.

The Head of Planning and Service Strategy noted that the corporate basket of performance indicators was appended to the report and that the Joint Anti-Social Behaviour and Mental Health Protocol was an important development. It was added that there had been a 25% reduction in the Government grant relating to PCC budgets for community safety projects and therefore there had been a need for PCCs, and CCGs too, to think creatively in order to maintain the programme of activities.

Members were reminded of Transforming Rehabilitation, reforms to the Probation Service and the work ongoing in this regard, and noted the pace of activities. It was explained that the SDP Board identified the transition to new arrangements as being important, with a Task and Finish Group being set up by the SDP Board accordingly. The Head of Planning and Service Strategy concluded by noting the new model being developed as regards multi-agency interventions, with partners to be consulted to make sure all are aware of the new processes and responsibilities.

The Chairman noted that in previous multi-agency approaches, such as LMAPs, due to the confidential nature of some issues local Councillors were excluded from the process and hoped that within new processes there would be an opportunity for Elected Members to contribute. The Safer and Stronger Strategic Programme Manager noted that there would be a case management approach and, if appropriate, Councillors may be part of the team involved.

Resolved:

- (i) That the report be noted.
- (ii) That consultation on the new process and responsibilities of Multi-Agency Problem Solving Groups be presented at a future meeting of the Committee.

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

3 April 2014



Organised Crime

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. To provide Members of the Committee with information in advance of a presentation from Detective Chief Superintendent Jane Spraggon, Durham Constabulary on tackling Organised Crime.

Background

2. At its meeting in October 2013, following consideration of the Safe Durham Partnership briefing, Members requested further information in relation to the approach to tackle organised crime and outcomes of activity of work undertaken by the Organised Crime Task and Finish Group to reduce the threat from organised criminals.
3. Durham Constabulary has an ongoing campaign known as Sledgehammer to disrupt, dismantle and destroy organised crime groups within County Durham and Darlington. Community intelligence and partnership working has been vital and has led to the arrests, seizure of money and vehicles in relation to criminal activity including drugs, money laundering, puppy farms and cash for crash. By way of context, within the past 12 months there has been a minimum of £560,000.00 worth of drugs seized, £332,000.00 in cash detained (which does not include confiscation orders made of criminal benefit) and there have been at least 70 arrests. In addition through the Proceeds of Crime Act, in the region of £4000 has been given to community initiatives.
4. The presentation to the Committee's meeting will provide Members within an overview of the approach to tackling organised crime and work undertaken by the Organised Crime Task and Finish Group.

Recommendation

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

Background Papers

None

Contact: Jonathan Slee, Overview and Scrutiny Officer
Tel: 03000 268142 **E-mail:** jonathan.slee@durham.gov.uk

Appendix 1: Implications

Finance – None

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – Information contained in this report and presentation relates to the Altogether Safer element of the Council Plan.

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications – None

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

3 April 2014

**Multi-Agency Problem Solving
Groups Review**



**Report of Rachael Shimmin, Corporate Director Children and
Adult Services**

Purpose of the Report

1. To provide the Safer Stronger Communities Overview and Scrutiny Committee with background information in advance of a presentation on the review of Multi-Agency Problem Solving Groups in County Durham.

Background

2. At its meeting on 25 February 2014, Members of the Committee considered the Safe Durham Partnership update which included information on the review of Multi-Agency Problem Solving Groups and that consultation was to take place with partner agencies. Members subsequently requested that this be included within the Committee's work programme.
3. The update report informed Members that there was to be focused on adults through a case management process and to enable representatives from the council, police and other agencies to work together in one place using a single and effective approach.
4. The aim of the presentation will be to provide Members with an overview of this approach to deliver Multi-agency problem solving groups and consultation that is currently being undertaken with partner agencies.

Recommendation

Members are requested to note information contained within the presentation and comment accordingly.

**Contact: Jeanette Stephenson , Safer and Stronger Strategic
Programme Manager, Children and Adults Services**
Tel: 03000 267 390 E-mail: jeanette.stephenson@durham.gov.uk

Appendix 1: Implications

Finance – None

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – Activity of multi-agency problem solving groups includes reducing crime and disorder within County Durham

Human Rights – None

Consultation – Information within presentation is linked to consultation on a review of Multi-Agency Problem Solving Groups.

Procurement – None

Disability Issues – None

Legal Implications – None

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

3 April 2014

**Update on the Scrap Metal Dealers
Act 2013**



**Report of Terry Collins, Corporate Director, Neighbourhood
Services**

Purpose of the Report

1. The purpose of this report is to provide members with an update on the progress of the work relating to the Scrap Metal Dealers Act 2013.

Background

2. This report is a follow up to the report on 23 September 2013 by the Consumer Protection Manager on the implementation of the new Act which is designed to make a positive impact on metal theft.

Detail

3. The Scrap Metal Dealers Act 2013 came into force on 1 October 2013. It consolidates scrap metal dealers and motor salvage operators under one licensing regime. The term scrap metal dealers include scrap metal dealer sites and mobile collectors. The Act introduced a licensing system requiring anyone operating as a scrap metal dealer to apply for a licence. Previously the only requirement was to register with their local authority. Councils are able to refuse to grant a licence where the applicant is judged not to be a suitable person to operate as a scrap metal dealer. This ability to regulate who is, and who is not, a scrap metal dealer is designed to improve the operating standards of those dealers who do not operate in the same way as the majority of reputable dealers.
4. There are two types of licence specified in the Act:

Site licence

All the sites where a licensee carries on business as a scrap metal dealer have to be identified and a site manager has to be named for each site. This licence allows the licensee to transport scrap metal to and from those sites from any local authority area.

Collector's licence

This allows the licensee to operate as a collector in the area of the issuing local authority. It does not allow the collector to operate in any other local authority area, so a separate licence has to be obtained from each council the collector wishes to operate in. The licence does not authorise the licensee to operate a site. It should be noted that a dealer could only hold one type of licence in any one local authority area so they will have to decide whether they are going to have a site or a mobile licence in any one area. They cannot hold both a site and mobile collector's licence from the same council.

5. The fees for the licences are set out below

Type of Licence	Fee
Site Licence - New	£354
Site Licence Variation	£162
Site Licence Renewal	£338
Collectors Licence - New	£219
Collectors Licence Variation	£155
Collectors Licence Renewal	£219

6. The Act contained transitional arrangements with dealers and motor salvage operators registered immediately before 1 October being deemed to have a licence under the Act from that date.
7. Provided the dealer submitted an application for a licence on or before 15 October their deemed licence will last until the council either issues them with a licence or gives them notice of the decision to refuse them a licence, although they will be able to continue trading pending an appeal against the decision not to grant a licence.
8. Any new applicants would need to have their licence determined before they commenced operating as a scrap metal dealer.
9. Anyone interested in becoming a scrap metal dealer would need to submit the required paperwork and fee to the Licensing Section of Environment, Health and Consumer Protection. Every application is then passed to the Police, Environmental Health, Trading Standards and the Environment Agency with a further consultee of Planning for site applications. Every application that receives an objection is determined by General Licensing Committee
10. The Act does contain some specified offences which are specific to metal theft and Licensing services have produced guidance to members of the General Licensing Committee which should assist in determining applications in advance of a full policy being produced.

Applications

11. Since 1 October 2013, the Council have received 147 applications for either a site or a collector's licence. Of these 147 we have issued 94 licences which are made up of 25 site licences and 69 mobile collectors.
12. A map illustrating where the applicants are based is attached as Appendix 2 to this report. Some applicants are based outside County Durham. The table below shows the local authority areas where other applicants are based

Authority Name	Number of applications	Number Granted	Number pending
Gateshead	2	2	
Sunderland	15	7	8
Darlington	2	1	1

13. Durham Constabulary has objected to 37 applications. Predominantly these objections related to collectors although 5 were for sites. These applications will be determined by Members of the General Licensing Registration Sub-Committee. The first sub-committee meeting took place on 28 February 2014. A further 16 committee hearings are scheduled until the 9 April.
14. Up to 21 March 14 of these objections, 3 sites and 11 collectors, had been considered by committee. All have been granted but one site was granted with the following condition:
 - that all scrap metal received must be kept in the form in which it is received for a specified period, not exceeding 72 hours, beginning with the time when it is received
15. The number of objections received by Durham Constabulary for dealers that wish to collect in County Durham is proportionately higher than in neighbouring authorities. This shows that the severity that they have placed on the information and convictions that have been gathered around metal theft. Whilst, to date, all of the licences have been granted it does demonstrate the level of scrutiny that each application will receive and by bringing those dealers before committee in the first instance it allows for any future misconduct matters to be dealt with more swiftly and effectively should the need arise.

Enforcement

16. A key part to the success of the regime will be effective education, enforcement and intelligence gathering and sharing. To assist this, Licensing enforcement have excellent close working relationship with Durham Constabulary and it is expected that this will continue.
17. The Consumer Protection Manager has already given talks and awareness sessions to Neighbourhood Wardens as to the scope of the act and have agreed a single point of contact to forward any intelligence and information that they receive relating to activities surrounding collecting and metal theft.
18. Now that the majority of applicants are licensed it is possible to program a series of inspections with all licensed sites and collectors. This will also assist in increasing the intelligence base in this area.

Recommendation

19. Members of the Committee are asked to note information contained within the report and consider any issues they would like to progress.

Background Papers

Progress report following the Overview and Scrutiny Review of the 'Use of Legislation to tackle Metal Theft in County Durham' – Safer and Stronger Communities Overview and Scrutiny Committee 23 September 2013

Contact: Owen Cleugh, Consumer Protection Manager
Tel: 03000 260 925 E-mail: owen.cleugh@durham.gov.uk

Appendix 1: Implications

Finance – None

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – Information within the report is aimed at contributing to reducing the theft of metal within County Durham

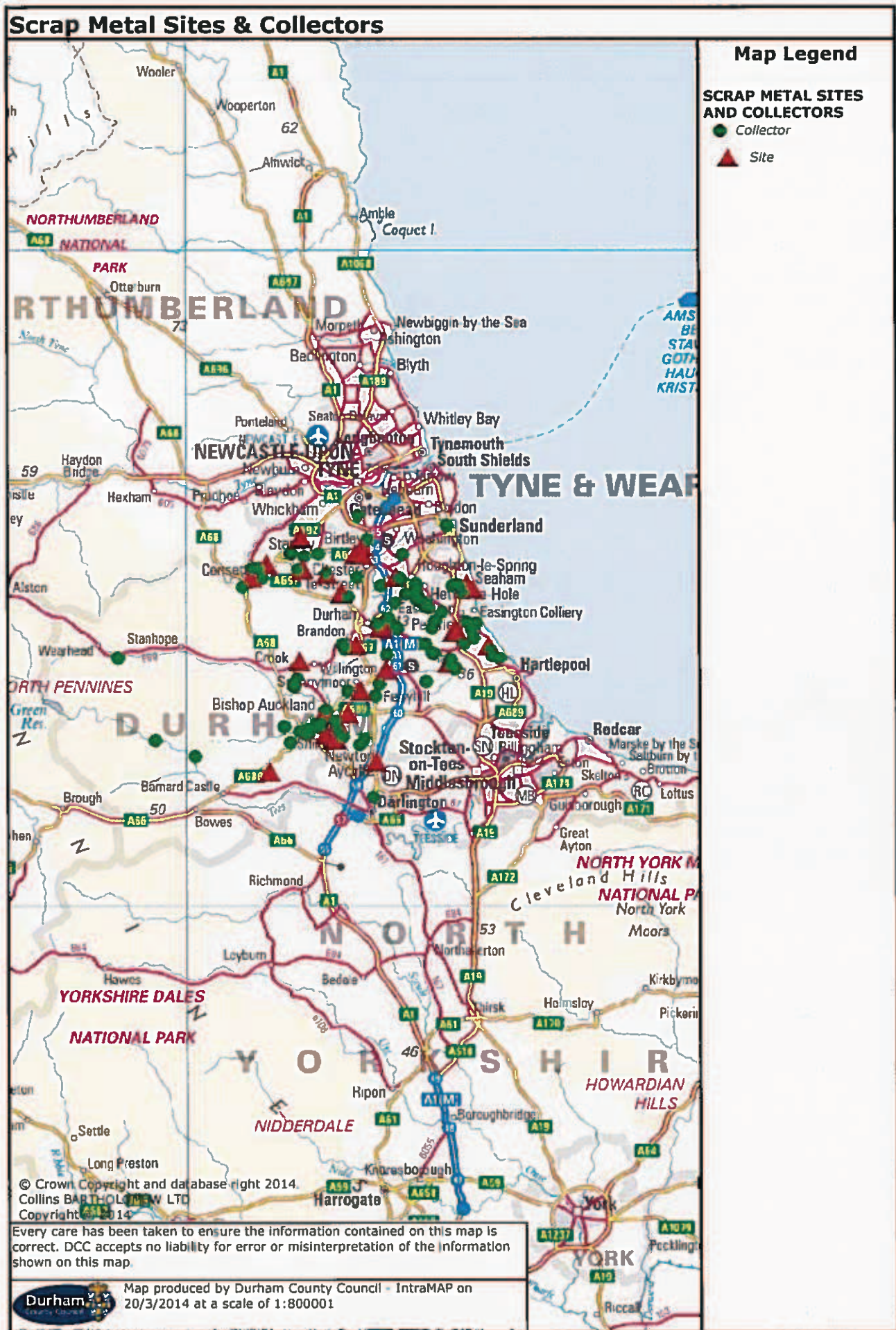
Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications – Information within the report is focused on implementation of the Scrap Metal Dealers Act 2013.



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

**Draft Safe Durham Partnership
Plan 2014/17**

3 April 2014



Safe Durham Partnership

**Report of Peter Appleton, Head of Planning and Service
Strategy, Durham County Council**

Purpose of the Report

1. The purpose of this report is to present the Safer and Stronger Communities Overview and Scrutiny Panel with the draft Safe Durham Partnership Plan 2014/17 for comment (attached as Appendix 2).

Background

2. The Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007 require that Durham County Council, along with the other responsible authorities (Durham Constabulary, NHS Commissioning Groups, County Durham and Darlington Fire and Rescue Service and Durham Tees Valley Probation Trust), develop and implement a Partnership Plan.
3. The regulations also require that an annual Strategic Assessment is completed which informs the development of the new Plan every three years and its annual refresh. The Strategic Assessment is an intelligence document which includes an analysis of crime and disorder levels, recommended strategic priorities, results of public consultation and an assessment of the extent to which the Partnership Plan for the previous year has been implemented.
4. The Joint Strategic Needs Assessment (JSNA) has also influenced the development of the Safe Durham Partnership Plan. JSNAs analyse the health needs of populations to inform and guide commissioning of health, well-being and social care services within local authority areas.
5. The purpose of the Safe Durham Partnership Plan is to demonstrate how the responsible authorities will work together to reduce crime and disorder across County Durham.
6. The Safe Durham Partnership Plan has informed the development of the refreshed Sustainable Community Strategy 2010-30 and is aligned to the "Altogether Safer" section of the Strategy.

Current Position

7. The 2013 Strategic Assessment has been completed and recommended no change to the existing strategic objectives, which remain aligned to the objectives within the Sustainable Community Strategy. Each objective is managed by one of the multi-agency Thematic Groups. Some of the supporting outcomes were changed to reflect the findings of the new strategic assessment.
8. The Safer and Stronger Communities Overview and Scrutiny Committee have previously been consulted on the objectives and outcomes contained within the Safe Durham Partnership Plan. The Committee supported the strategic objectives in the Plan, but requested some further context as to why the objectives were chosen as priorities.
9. The Partnership Plan 2014/17 describes the progress and achievements of the Safe Durham Partnership over the lifetime of the 2011/14 Partnership Plan. It describes how the Safe Durham Partnership will deliver sustainable improvements. The Plan describes why the objectives have been prioritised, the key challenges to meeting the objectives, an understanding of how the objectives will be delivered and how we will know if we have been successful.
10. The objectives and outcomes are shown below:
 - i. **Reduce Anti-Social Behaviour**
 - ❖ Increase public confidence in the ability of partners to deal with crime and anti-social behaviour issues that matter to communities
 - ❖ Reduce anti-social behaviour, low level crime - including secondary deliberate fires
 - ❖ Create a high quality, clean, green, attractive, accessible environment
 - ii. **Protecting Vulnerable People from Harm**
 - ❖ Provide protection and support to improve outcomes for victims of domestic abuse and their children - whilst working towards preventing its occurrence within County Durham
 - ❖ Tackle sexual violence and the negative impact it has on individuals and families
 - ❖ Reduce the impact of hate crime
 - iii. **Reducing Re-Offending**
 - ❖ Prevent inter-generational offending
 - ❖ Prevent repeat offending
 - iv. **Alcohol and substance misuse harm reduction**
 - ❖ Reduce the harm caused by alcohol to individuals, families and communities
 - ❖ Reduce the harm caused by drugs / substances - through prevention, restricting supply and building recovery

- v. **Embed the Think Family approach**
 - ❖ Embed 'Think Family' and 'Stronger Families' into offender and victim services as part of the prevention and early help approach

- vi. **Counter Terrorism and Prevention of Violent Extremism**
 - ❖ Implement 'CONTEST' (national strategy)
 - ❖ Challenge extremism and intolerance

- vii. **Road Casualty Reduction**
 - ❖ Improve education and raise awareness
 - ❖ Improve health and wellbeing of communities through road casualty reduction
 - ❖ Develop a safer road environment

Next Steps

11. Thematic groups are engaged in the development of the Safe Durham Partnership Plan and are currently in the process of creating new action plans for the period 2014/17.

12. The draft Partnership Plan will be signed off by the Safe Durham Partnership Board in May 2014. In addition the Safe Durham Partnership Plan will be presented to:
 - i. Durham County Council Cabinet – 11.06.14
 - ii. Durham County Council Full Council – 23.07.14

13. The Safe Durham Partnership Plan will be published on the Durham County Council website following the Full Council meeting.

Recommendations and reasons

14. The Committee is recommended to:

Note the content of the report and provide feedback on the Safe Durham Partnership Plan 2014/17 to Caroline Duckworth, Community Safety Manager, Durham County Council by 30 April 2014.

Background papers

2013 Strategic Assessment
2013 Strategic Assessment Action Plan

Contact: Caroline Duckworth, Community Safety Manager
Tel: 03000 265 435

Appendix 1: Implications

Finance

Delivery/Action Plans will be developed to support the delivery of the Partnership Plan. The Police and Crime Commissioner has allocated funding to support the delivery of those action plans.

Staffing

The Plan will be implemented using existing resources. Durham County Council will contribute to the delivery of the plan in partnership with other responsible authorities.

Risk

No adverse implications.

Equality and Diversity/ Public Sector Equality Duty

An impact assessment in relation to Equality and Diversity implications will be undertaken as part of the development of the Partnership Plan.

Accommodation

No adverse implications.

Crime and disorder

The Partnership Plan outlines the Safe Durham Partnership priorities for tackling crime and disorder in County Durham.

Human rights

No adverse implications.

Consultation

Statutory consultation with the community and stakeholders has been undertaken as part of the Strategic Assessment process.

Procurement

No adverse implications.

Disability Issues

No direct adverse implications. An impact assessment will be undertaken on the Safe Durham Partnership Plan.

Legal Implications

The Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007 require that Durham County Council, along with the other responsible authorities (Durham Constabulary, NHS Commissioning Groups, County Durham and Darlington Fire and Rescue Service and Durham Tees Valley Probation Trust), develop and implement a Partnership Plan.

DRAFT

**Safe Durham Partnership
Plan 2014/17**



Foreword

(Not yet confirmed)

Welcome to the Safe Durham Partnership Plan for 2014-17.

Our vision is for a county where every adult and child will be, and will feel, safe. Working in partnership is essential to achieving our vision

Partnership working across County Durham continues to go from strength to strength. When introducing our first Partnership plan, in 2011, we explained how our commitment to working in partnership had ensured real and tangible improvements to the quality of life of our communities; so much so that in 2011 crime in County Durham was at its lowest since 1983. During the last three years we have built upon this success and experienced further reductions in both crime and anti-social behaviour, fewer young people in the criminal justice system and reduced re-offending. We continue to strengthen the support for victims of domestic abuse and provide more opportunities for people to recover from drug and alcohol misuse.

The financial constraints placed on public services require that we work together to maximise opportunities to ensure services remain fit for purpose now and in the future. Working in partnership will be crucial if we are to meet existing and emerging challenges and work towards achieving our vision in this time of significant change. The Safe Durham Partnership Plan for 2014-17 demonstrates how partner organisations will work together to tackle those issues that are of most concern to the people of County Durham, in order that our communities feel safe and have confidence in those agencies delivering services to them.

We will involve a wide range of agencies, members of our communities, voluntary and community sector, social enterprises (businesses that trade to tackle social problems, improve communities, people's life chances, or the environment) and charities. Together, we will respond to the challenges and opportunities highlighted in this plan in order to deliver a safer and 'Altogether Better' Durham.



Rachael Shimmin: Chair of the Safe Durham Partnership Board and Corporate Director of Children and Adults Services, Durham County Council



Councillor Lucy Hovvels: Vice Chair of the Safe Durham Partnership Board and Portfolio Holder for Safer and Healthier Communities, Durham County Council

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1. Introduction

The Safe Durham Partnership Plan describes the 'Altogether Safer' priority objectives outlined in the Sustainable Community Strategy, which provides the vision for the local area and is the umbrella strategy for all the other strategies devised for County Durham. It is the Safe Durham Partnership's strategy for tackling crime and disorder and responding to those priorities, outlined within the Safe Durham Partnership Strategic Assessment.

The Plan will provide a clear picture of how the Safe Durham Partnership will continue to work towards creating a safer and more socially cohesive county and contribute to an 'Altogether Better' Durham.

It displays an improved understanding of the risks and threats to our community's feelings of safety and cohesion and describes a new approach to delivering sustainable outcomes to overcome them.

It describes how partner agencies will work together and involve a wider range of organisations, along with the community, to continue the success of the previous three years. It identifies how the Safe Durham Partnership is delivering outcomes that impact on people's health and wellbeing and relies upon sophisticated models of delivery.

The purpose of the Safe Durham Partnership Plan is to build on the significant achievements of the last six years. It will continue to demonstrate new and innovative approaches that recognise our growing knowledge base and our need to respond to an ever changing and more challenging landscape. In this way, we will provide ourselves with the best opportunity to maintain our history of strong performance and deliver the outcomes needed to achieve our vision.

An annual refresh of the Plan will take place to ensure that any new and emerging risks are identified and responded to. This will also provide the opportunity to keep the people of County Durham up to date with our progress and identify new government requirements and new opportunities identified within the previous year.

The Safe Durham Partnership Plan demonstrates how strong strategic leadership, planning, performance management and problem solving will result in action plans which aim to deliver positive outcomes for our communities.

2. The Safe Durham Partnership

The Safe Durham Partnership was formed in April 2009 following Local Government Reorganisation to a single unitary local authority for County Durham. There are currently six 'responsible authorities' on the Safe Durham Partnership, who have a legal duty to work in partnership to tackle crime, disorder, substance misuse, anti-social behaviour and other behaviour adversely affecting the environment, and to reduce re-offending.

The six responsible authorities are:

- Durham County Council
- Durham Constabulary
- County Durham and Darlington Fire & Rescue Authority
- National Probation Service (nb. comes into being 01.06.2014)
- Community Rehabilitation Company* (name to be determined - comes into being 01.06.2014)
- Clinical Commissioning Groups**

*As part of the reform of Probation Services, a new Public Community Rehabilitation Company will be formed. It will manage low and medium risk offenders, supervise prisoners serving fewer than 12 months in custody, deliver appropriate interventions and Community Payback. In April 2015 a private Community Rehabilitation Company will take over this role.

**Clinical Commissioning Groups are groups of General Practitioner practices, including other health professionals, who will commission the great majority of National Health Service services for their patients.

The Safe Durham Partnership has a duty to develop an annual strategic assessment of the risks and threats that crime and disorder poses to the communities of County Durham. The purpose of this assessment is to:

- Identify its priorities for the forthcoming year;
- Highlight performance, progress and achievements against the commitments; made in the 2011/14 Partnership Plan; and,
- Identify key crime and disorder risks and threats to the community.

In addition, the Safe Durham Partnership has a duty to develop and implement a Partnership Plan which describes how responsible authorities will work together to tackle crime and disorder. The Plan is refreshed at the beginning of each financial year and as part of that 'refresh', the Safe Durham Partnership will demonstrate its progress over the previous year.

The Safe Durham Partnership also brings together a range of interested parties from the public, private, community and voluntary sectors to help deliver the outcomes in the Safe Durham Partnership Plan.

3. Progress and Achievements

Safe Durham Partnership Progress

Nearly 14,000 fewer crimes

In 2007 the Safe Durham Partnership Strategic Assessment stated that 36,908 crimes were recorded between 1st October 2006 and 30th September 2007 in County Durham. Every year since the coming together of the Safe Durham Partnership, the Partnership Plan has described to County Durham residents how crime has reduced. At the end of March 2013 the Safe Durham Partnership reported that the number of crimes had fallen again to a new low of 23,034. This represents a reduction in crime of 37.6% since September 2007.

Over 48,000 fewer complaints of anti-social behaviour

Anti-social behaviour incidents reported to Durham Constabulary reduced from 33,718 in 2011/12 to 25,474 in 2012/13. In the year ending September 2007 there were 73,823 incidents of anti-social behaviour recorded by Durham Constabulary. By the year ending 31st March 2013 that number had reduced to 25,476.

78% reduction in First Time Entrants to the youth justice system

There has been a continuous reduction, year on year, in First Time Entrants into the youth justice system in County Durham. Over the past 6 years we have achieved a 78% reduction from 1,129 young people in 2007/8 to 251 in 2012/13 with a reduction of 76 occurring in the last year.

58% reduction in the rate of re-offending

In 2012/13 the Partnership experienced a reduction in re-offending of 58% for those offenders managed within the Integrated Offender Management programme compared to their offending in 2011/12.

Repeat cases of Domestic Abuse is half that of the national target

Domestic Abuse is under reported and part of our work involves encouraging victims to seek support. This means that we will not target a reduction in the number of reports of domestic abuse. However, when victims are encouraged to seek help we are able to work towards preventing those victims suffering a repeat of their experience. 12.6% of domestic abuse victims at Multi-Agency Risk Assessment Conference (MARAC) were repeat victims of domestic abuse against a national target of 25%.

467 fewer road casualties in County Durham

In 2012 the number of casualties on County Durham roads reduced by 7%. This means that the total number of road casualties has reduced from 2,011 to 1,544 when compared with our benchmark, which is an average of casualties between 2005 and 2009. This represents a long term reduction of 23%. The number of children aged 0-15 reduced at an even greater rate; by 30%. Young drivers aged 17-24 have seen the biggest reduction in road casualties at 49%.

Nearly 1,000 people successfully left drug and alcohol treatment

281 people successfully left drug treatment in 2012/13 while 662 people successfully left alcohol treatment in County Durham.

County Durham is in the top 10% for turning around 'Troubled Families'

Troubled Families are those that have problems and cause problems to the community around them, putting high costs on the public sector. County Durham is currently ranked 15th highest, of 152 Troubled Families programmes nationally, based on the total number of families 'turned around', with 312 families turned around so far.

Safe Durham Partnership Achievements

Between 2011 and 2014 the Safe Durham Partnership delivered an extensive program of initiatives, including:

Restorative Approaches

In 2013 the Safe Durham Partnership began a program to bring together existing work around delivering restorative approaches with a view to delivering a 'Restorative' County Durham. A Restorative Approach brings people harmed by crime or conflict and those responsible for the harm together, enabling everyone affected by the incident to play a part in repairing the harm and finding a positive way forward. Today, our schools are using this approach to improve the learning environment and developing important skills for learning; reducing exclusions and improving attendance. Neighbourhood police teams are applying restorative approaches to every day policing and our Youth Offending Service use the approach as an option for every young person who offends.

'Looked After Children' Services have used restorative approaches for some time as it has proved to contribute to placement stability (consistently around 98%), low staff turnover, dealing with conflict without damage to individuals and promoting wellbeing. Sometimes, for a number of reasons, children are not able to live with their families. In these cases, the children will be cared for by the council. This is called being 'looked after'. From a starting point of being three times more likely than other children or young people in County Durham to offend, they are now only marginally more likely to offend than children and young people not living in care.

A comprehensive training program is being delivered across a number of agencies to embed restorative approaches in an ever widening range of services. Our approach means fewer victims, fewer crimes and reduced demand on the criminal justice system.

Reducing Reoffending

In 2011 the Safe Durham Partnership Plan described how the Partnership had developed and implemented the 'Integrated Offender Management' program (known as the Castle Project). The program provides all agencies engaged in local criminal justice with a single coherent structure for the management of repeat offenders. Development and refinement of the program is continuous and the Safe Durham Partnership consistently explores new and inspiring ways to manage offenders. New

resources and projects have been introduced with some great results. They include mentoring, drug intervention, volunteering, diverting women offenders from prison and restorative approaches.

Fully integrated pre-court system for young offenders

In County Durham, the rate of First Time Entrants to the youth justice system continues to be lower than the North East region and its statistical neighbours. Two programmes have been crucial in delivering sustainable reductions in the number of young people entering the youth justice system in County Durham. The award winning fully integrated pre-court system provides early assessment of need and intervention. The Pre-Caution Disposal provides an alternative to court. It improves young people's life chances by ensuring that their needs are identified and met and that they avoid being criminalised.

Alcohol Seizure Project

In 2011 we developed a multi-agency alcohol seizure procedure which was highlighted as national good practice by the Home Office Alcohol Team. Our aim was to reduce anti-social behaviour, understand more about how children and young people access alcohol and engage them in early intervention services.

The benefits of this approach are clear when examining the outcome for a 12 year old child who was referred to the 'Brief Interventions Team' (provides advice and support) after being found with alcohol. The child was found to be living with a grandmother. During the intervention it became apparent that the child was consuming strong cider on a regular basis. The child admitted a pattern of drinking and it was clear that the grandmother was in desperate need of support. The child was referred to the County Durham young people's drug and alcohol service; 4Real. The child received specialist support while additional support was provided to the grandmother and the wider family.

Such cases may raise safeguarding issues. The Safeguarding Adults Board and the Local Safeguarding Children Board are committed to ensuring that children and young people are kept safe and feel safe at all times, no matter what their background.

Building Recovery

Our 'Building Recovery' objective demonstrates our aim to deliver effective treatment and recovery services to help individuals achieve abstinence from illicit drugs, to ensure that recovery is sustained and to help people successfully re-integrate into their communities and wider society. A range of services are used to deliver this approach, including the 'Recovery Academy Durham'. The total abstinence based recovery service delivers a proven comprehensive 12-step recovery model to enable recovery from drug and alcohol addiction. The Recovery Academy works with a maximum of 14 clients, 24 hours a day, seven days a week. The model includes a course of intensive 12-step study, on a one-to-one and group basis with trained peer therapists who are people who have had similar experiences. It offers a secondary program after graduation to help with education, employment, training and ongoing recovery support. Since opening in December 2011, 22 individuals have successfully graduated from the academy and have been involved in shaping the new County Durham Drug Strategy.

Neighbourhood Watch

In June 2011 the Safe Durham Partnership developed and implemented a strategy to modernise Neighbourhood Watch in County Durham which was later developed across the Durham Constabulary Force area. Our aim was for a bigger, stronger and more active movement; contributing to increased feelings of safety. Today, Durham Constabulary Force area has a higher percentage of households in a Neighbourhood Watch scheme than any other Force area in England and Wales. A range of initiatives have been put in place by Neighbourhood Watch Coordinators, achieving demonstrable success.

One such project is the Safer Homes Scheme. Funded and supported by Durham County Council and Durham Constabulary, it is delivered by volunteer Neighbourhood Watch Coordinators. Our 19 volunteers are trained to deliver crime prevention advice to provide reassurance to those who need it in their community. Volunteers are able to provide safety and security equipment such as lighting and locks and specialist packs when householders are away from home. Our coordinators have given 452 volunteer hours and visited 213 homes. One volunteer raised £2,500 for the scheme operating in Billy Row, Crook.

Total Home Safety

The Total Home Safety project played an important part in our drive to reduce house burglaries and house fires across County Durham. The project drew external funding of £300,000 to deliver safety and security measures to 4,563 risk assessed households. Over the period of the project the Safe Durham Partnership experienced a reduction of 398 house burglaries and 21 house fires generating savings of £832,000. 93% of clients reported that they felt safer, 88% felt more independent in their home and 36% said they were referred to other services as a result of their referral to Total Home Safety.

Children and Road Safety education

County Durham's children and young people benefited from a wide range of education and awareness raising as part of a series of initiatives delivered in 2013/14. A total of 10,000 accessed courses in driver, pedestrian and cycle training along with education in schools, colleges, children's centres and nurseries.

Stronger Families

Partners across County Durham are committed to tackling the complex needs of families that persist between generations through the Stronger Families Programme (known nationally as Troubled Families) which is designed to work with those families facing multiple and complex challenges.

The Stronger Families Programme is a 3-year payment-by-results scheme, whereby the Local Authority will be paid by the Government if successful in achieving the targets set. The intention is to work with 1,320 families by 31st March 2015 who:

- have children who don't attend school or who are excluded;
- are involved in crime or anti-social behaviour or crime;
- are not in work; and
- are high-cost and have a range of health issues.

The aim is to ensure the children in these families have the chance of a better life, and at the same time bring down the cost to the taxpayer. By formally embedding this program within the activities of the Safe Durham Partnership we have been able to contribute to this success, which includes a 60% reduction in family's anti-social behaviour and a reduction of 33% in the offending rate by all minors in relevant families.

Building resilience to terrorism and extremism

In addition to being one of the safest places to live in England, County Durham has benefited from resources and expertise used to build our local resilience against terrorism.

Since 2008, partner organisations have been working together to prevent people from becoming or supporting terrorism, strengthen our overall protection against any form of terrorist attack and prepare to mitigate the impact of a future incident. Our university, colleges, health services, prisons, council, police, fire service and many other agencies work to a national strategy called CONTEST and understand how their work connects with regional, national and international efforts. Our local plans reflect national strategy which requires us to deliver a response proportionate to the risks we face and to only engage in activity which is necessary to address those risks.

4. Delivering Sustainable Improvements

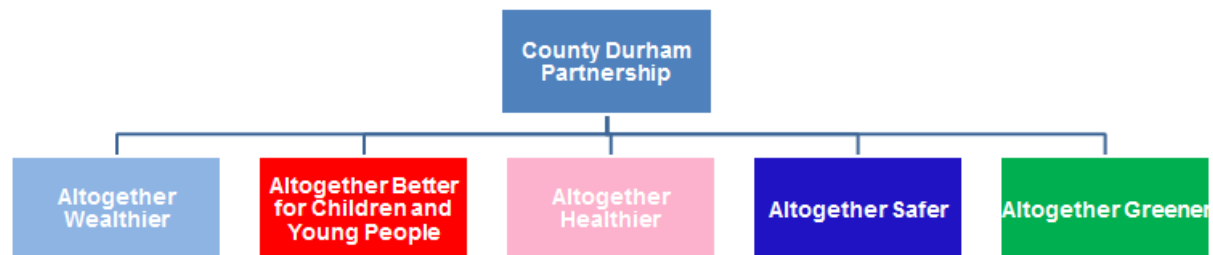
Our efforts to deliver improvements to the safety of our communities have been rewarded with consistent and continuous reductions in crime and anti-social behaviour alongside an increase in high performing interventions.

The 2011/14 Safe Durham Partnership Plan demonstrated an approach aimed at maintaining strong performance. Key improvement areas included an early approach to tackling problem families and locations, anti-social behaviour, tackling alcohol harm and supporting our police service in its drive to disrupt and bring to justice organised criminals. This approach proved successful. For example, after two years of targeting those areas of the county that presented the greatest challenges, anti-social behaviour was reduced by 47% in those areas.

In a rapidly transforming landscape, built around reform, sustaining such strong performance will become increasingly challenging. The Safe Durham Partnership continues to anticipate and shape its response in a way that mitigates potential risk and takes full advantage of new opportunities. Our approach to the transforming rehabilitation programme and our vision for a restorative County Durham are examples of our proactive approach to change and opportunity. Reshaping our multi-agency problem solving model means we will be able to take a 'whole family' approach and apply 'Think Family' principles.

Altogether Better Durham

The Safe Durham Partnership contributes to the vision of an 'Altogether Better Durham'. The Safe Durham Partnership is an integral part of this wider vision and is responsible for delivering an 'Altogether Safer' Durham. As such it sits alongside four other partnerships, represented in the diagram below. Their combined efforts, described within the Sustainable Community Strategy for County Durham, demonstrate how this wider vision will be achieved.



The 2013 Joint Strategic Needs Assessment is an evidenced based document designed to help improve the health and wellbeing of the local community and reduce inequalities for all ages, by providing an understanding of the relationships that occur across different themes. This provides a greater opportunity for a shared approach to delivering outcomes across different themes and achieving our vision of an 'Altogether Better Durham'.

Our 2013 Safe Durham Partnership Strategic Assessment also required a review of current cross-strategy relationships in order to ensure the Partnership understands the range of work across services and agencies, thus preventing the use of isolated strategies to impact on outcomes.

Our problem solving model is a useful example of how we can do this. It avoids looking at victims, offenders and communities in isolation and considers much broader health and social needs which often require action from multiple teams, services and organisations; something we refer to as cross-cutting work. By taking this approach we are in a much better position to provide more effective outcomes.

This section, therefore, will describe key cross cutting relational issues and how they are, and will be, managed across different themes and their strategies.

Altogether Wealthier

The focus for the County Durham Economic Partnership is improving the county's economy. The ambition is to create sustainable places where people want to live, work, invest and visit. This ambition requires a vision and commitment to the fundamental transformation of place, shared across public and private stakeholders and supported by residents. The Altogether Wealthier Delivery Plan illustrates the County Durham Economic Partnerships collective effort, responsibilities and key activities to deliver a step change toward its long term vision.

Increased Unemployment

Increased employment is a recurring intended long term impact of the Altogether Wealthier delivery plan. It is also an important issue in terms of offenders and one of those cross cutting issues that must not be ignored when managing them. We know that unemployment is a key risk factor to offending and re-offending and that increasing employment is a protective factor, particularly for those who re-offend. Therefore, helping offenders into employment is an important part of their rehabilitation. Exactly the same scenario exists for those in drug and alcohol recovery.

By utilising our knowledge, generated from our County Durham Plan and Regeneration Statement, we can take advantage of opportunities to contribute to Altogether Wealthier outcomes. For example, the Joint Strategic Needs Assessment tells us that not being in education, employment or training is a future predictor of later unemployment, involvement in crime and poor mental health for young people. It is clear that getting young people into employment has benefits across themes.

As part of a Neighbourhood Watch regeneration project, designed to reduce anti-social behaviour in Chilton, a local company was selected to carry out the work because it provides apprenticeships to young people 'Not in Education Employment or Training'. Twelve young people, local to Chilton and its surrounding areas, learnt new skills and the Local Area Action Partnership presented the youngsters with the tools to deliver the regeneration work and gifted the tools to help them in their pursuit of employment in the building trade. We have Area Action Partnerships for all areas of the county to help deliver high quality services and give local people and organisations a say on how our services are provided.

Reduced road casualties

'Reduced risk of death or injury from accidents' is an expected long term impact of the programme of improvements to Economic/Transport corridors. Similarly, the cross cutting and transformational action, relating to the transport strategy, aims to contribute to better safety, security and health. It is clear that the two themes are working towards safety on our roads. The network of roads across County Durham is extensive and, while road casualties have fallen significantly over the last five years, it has been a challenge to meet the reductions of those areas with smaller road networks.

This provides a clear link between the Altogether Wealthier Action Plan and the Road Casualty Action Plan and between the themes 'Vibrant Successful Towns' and 'Developing a safe road environment'.

Altogether Healthier

The Health and Social Care Act 2012 places a duty on local authorities and Clinical Commissioning Groups to develop a Joint Health & Wellbeing Strategy to meet the needs identified in the local Joint Strategic Needs Assessment. The vision for the Joint Health and Wellbeing Strategy is to 'improve the health and wellbeing of the people of County Durham and reduce health inequalities.'

Illicit Tobacco

The strategy aims to ensure that children and young people make healthy choices and have the best start in life. This includes reducing the availability of illicit tobacco and alcohol to children and young people and reducing negative risk-taking such as smoking and drinking alcohol. This work will have a clear impact on the objectives of the Safe Durham Partnership in terms of alcohol related offending by young people, negative public perception about underage drinking and alcohol related anti-social behaviour; ultimately contributing to fewer children and young people entering the Criminal Justice System. Both Altogether Safer and Healthier themes contribute to shared services, such as the 4Real service which means that children involved in alcohol related anti-social behaviour can be referred for support and advice in a way that meets their health needs and the safety needs of themselves and their community.

More children and young people are being offered illegal tobacco than adults. Dealers encourage young people to visit 'tab houses', putting them in risky situations with people who may also sell drugs and alcohol. Illegal tobacco has strong links to organised crime, so many of the people smuggling, distributing and selling it are involved in drug dealing, money laundering and other crime. For this reason the work of the Organised Crime Disruption and Intervention Panel is connected to the 'Smoke Free County Durham Tobacco Control Action Plan'.

Drugs and Alcohol

The Health and Wellbeing Board recognises the need to work together to reduce the number of people who misuse drugs and alcohol'. Both the County Durham Alcohol Strategy 2012/15 and the County Durham Drug Strategy 2014/17 have been jointly developed between the Healthier and Safer agendas.

Mental Health

The Health and Wellbeing Board aims to improve the mental health and wellbeing of the population. Having mental health problems is a key risk factor for both offenders and victims. We know that 'mental health problems' is a priority health need of offenders as well as being inter-related with other issues such as domestic abuse. Understanding these relationships is important in terms of improving pathways through the criminal justice system for both offenders and victims and this is why more will be done to improve our understanding and implement change.

The County Durham Public Mental Health Strategy 2013–2017 aims to build a healthier, more productive and fairer society which builds resilience, promotes mental health and wellbeing and challenges health inequalities. Reducing risk factors that are directly associated with crimes and their causal factors is a key part of the 'Public Mental Health Framework for Developing Well-Being'. Cross-cutting issues include drugs, alcohol, violence, child abuse, homelessness and unemployment. Safe Durham Partnership analysis of offender and victim mental health has taken place to improve understanding of the impact of mental health on offending and pathways through the criminal justice system. This provides an opportunity to contribute to the Public Mental Health objectives in terms of reducing risk factors and avoidance of, or better outcomes within, the criminal justice system.

Dual Diagnosis is defined within the County Durham and Darlington Dual Diagnosis Strategy as people with concurrent mental health, learning disabilities, behavioural diagnosis and substance misuse problems. The County Durham Dual Diagnosis Strategy has identified that 'Offenders' is one of its priority groups. The County Durham Dual Diagnosis Strategy provides a comprehensive overview of policy drivers.

Autism is a condition which is characterised by impaired social and communication skill. The County Durham Adult Autism Strategy: Action Plan 2014/15 Action Plan aims to ensure adults with autism are dealt with appropriately and effectively in the local criminal justice service.

The Joint Health and Wellbeing Strategy recognises that all adults should be able to live free from fear and harm and have their rights and choices respected. Safeguarding adults is a key priority for Durham County Council and partner agencies. The Joint Health and Wellbeing Strategy describes how the Safeguarding Adults Board and the Local Safeguarding Children Board are committed to ensuring that children and young people are kept safe and feel safe at all times. Both the Health and Wellbeing Board and Safe Durham Partnerships work in alignment and prioritise the need to protect vulnerable people from harm.

Altogether Better for Children and Young People

The Children, Young People and Families Plan 2014-2017 is the single overarching, multi-agency plan for the delivery of priorities for children and young people in County Durham. It is therefore important that the Safe Durham Partnership aligns its own outcomes with those of the Children and Families Partnership. Examples of issues that contribute to those outcomes include education and awareness in terms of risk taking, keeping children and young people out of the criminal justice system, reducing their re-offending, protecting them from drugs, alcohol and illicit tobacco, protection against child sexual exploitation, and early intervention and help through the Think Family approach.

Think Family is our approach to addressing the needs of those families that face multiple challenges. It prevents those needs from escalating by making sure that families receive early integrated, coordinated, multi-agency, solution focused support.

The Early Help Strategy for Families is currently in development. The concept of 'Early Help' is straightforward. It means that help should be offered to families at the earliest opportunity and as soon as needs are identified. The type of help needed will in many instances be articulated by the family themselves, if we ask them what they need. It refers to help both in the early years of a child's life (including pre natal interventions) and early in the emergence of a problem at any stage in their lives. It incorporates the concept of 'prevention' and the importance of anticipating problems and taking action to prevent these.

Early help must include the concept of building resilience in families so that they are able to meet their own needs in the longer term and are not reliant on services. Help must include reinforcing a family's own skills and strengths and empowering them. It also means harnessing community resources as this will help to break cycles of

dependency and improve outcomes in the long term for families, as well as ultimately reducing costs.

This is an important strategy as it relies upon all partners and rather than being targeted at a single problem or issue it is designed around delivering the best outcome for the family. This model is already being integrated into the new Multi-Agency Problem Solving Model for Safer Communities.

Altogether Greener

The 2013 Safe Durham Partnership Strategic Assessment identifies that 'Dog Fouling' and 'Rubbish and Litter' are two of the top four issues effecting public confidence across County Durham. The top four categories of environmental anti-social behaviour complaints, recorded by Durham County Council, are fly-tipping, dog fouling, stray dogs and litter. In 2012/13 these four issues accounted for over 14,000 recorded environmental anti-social behaviour complaints. Rubbish/Litter is a significant cause of secondary deliberate fires which provides additional concerns in terms of public safety. Such cases of anti-social behaviour are detrimental to health and to the environment.

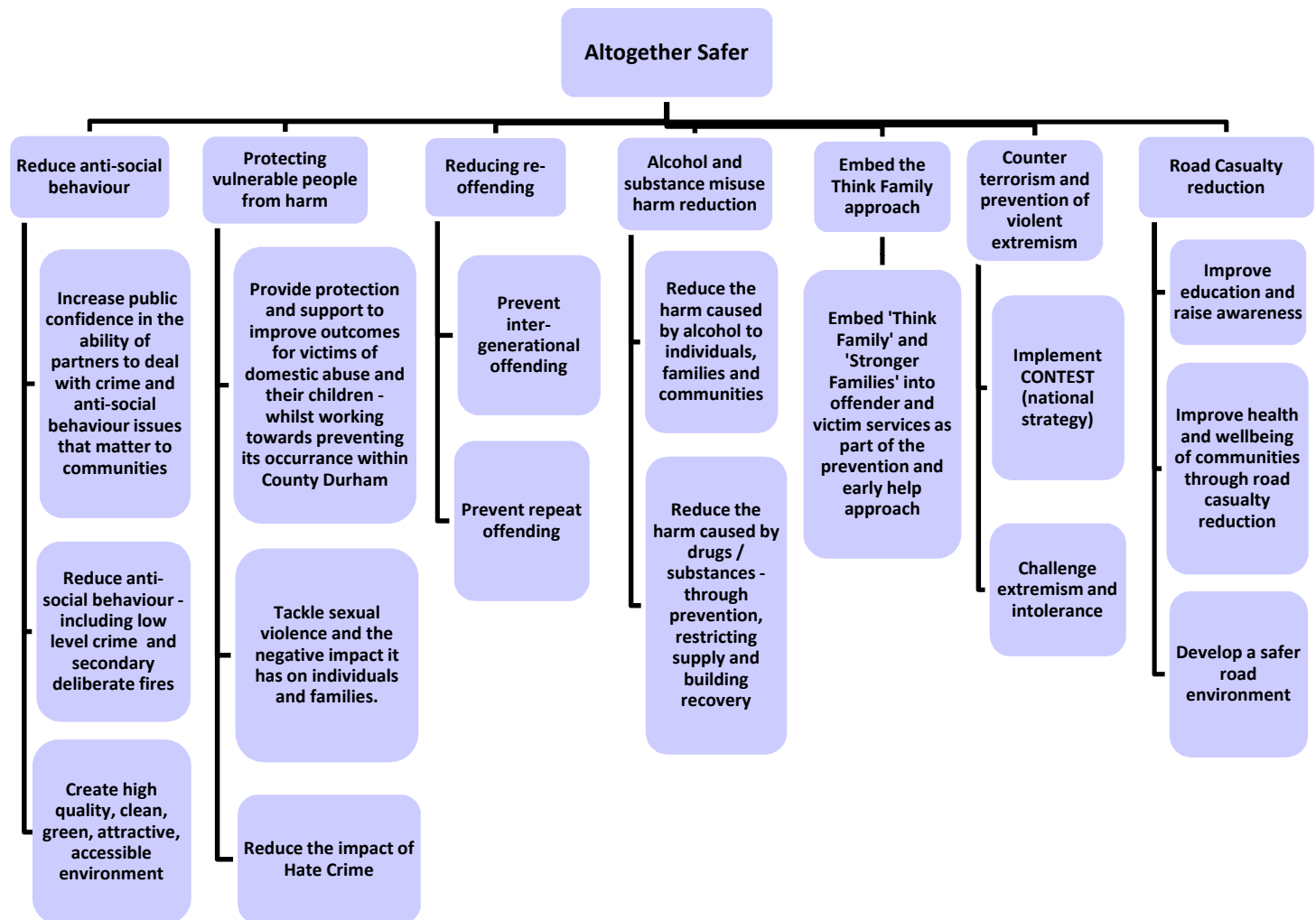
The Altogether Greener Action Plan directly contributes to the Safe Durham Partnership's objective 'Reduce anti-social behaviour, low level crime and secondary deliberate fires' and has a unique set of contributory measures of success. It also directly contributes to tackling Organised Crime by addressing illegal waste activity. The two plans also share an objective that includes a desire for a cleaner, greener environment. The Safe Durham Partnership Neighbourhood Watch Strategy demonstrates considerable activity designed to enhance the environment and instil pride in the community.

Other Strategies and Plans

'Gypsy, Roma, Travellers in County Durham: a Strategy for the Future 2014/17' is a strategy that cuts across all the 'Altogether' themes. Tackling Hate Crime against Gypsy, Roma Travellers is an important element of the Safe Durham Partnership's objective to protect vulnerable people from harm. Hate crime is significantly under reported and this strategy will contribute to addressing this.

Summary of Altogether Safer Objectives and Outcomes

The Safe Durham Partnership Board has agreed the priority objectives it believes will deliver an Altogether Safer County Durham. These objectives and outcomes are designed to help focus on the key issues facing County Durham and be problem oriented in structure (i.e. focusing on how offending can be reduced, victims made less vulnerable and how places can be made safer).



Measuring success

The Safe Durham Partnership has put in place an agreed set of performance indicators under each of the Altogether Safer objectives described on pages 20 to 30.

Selected indicators from the Performance Framework are reported to the Durham County Council Cabinet, Safer and Stronger Communities Overview and Scrutiny Committee and the County Durham Partnership to help monitor performance against the Sustainable Community Strategy and Council Plan. These are described below:

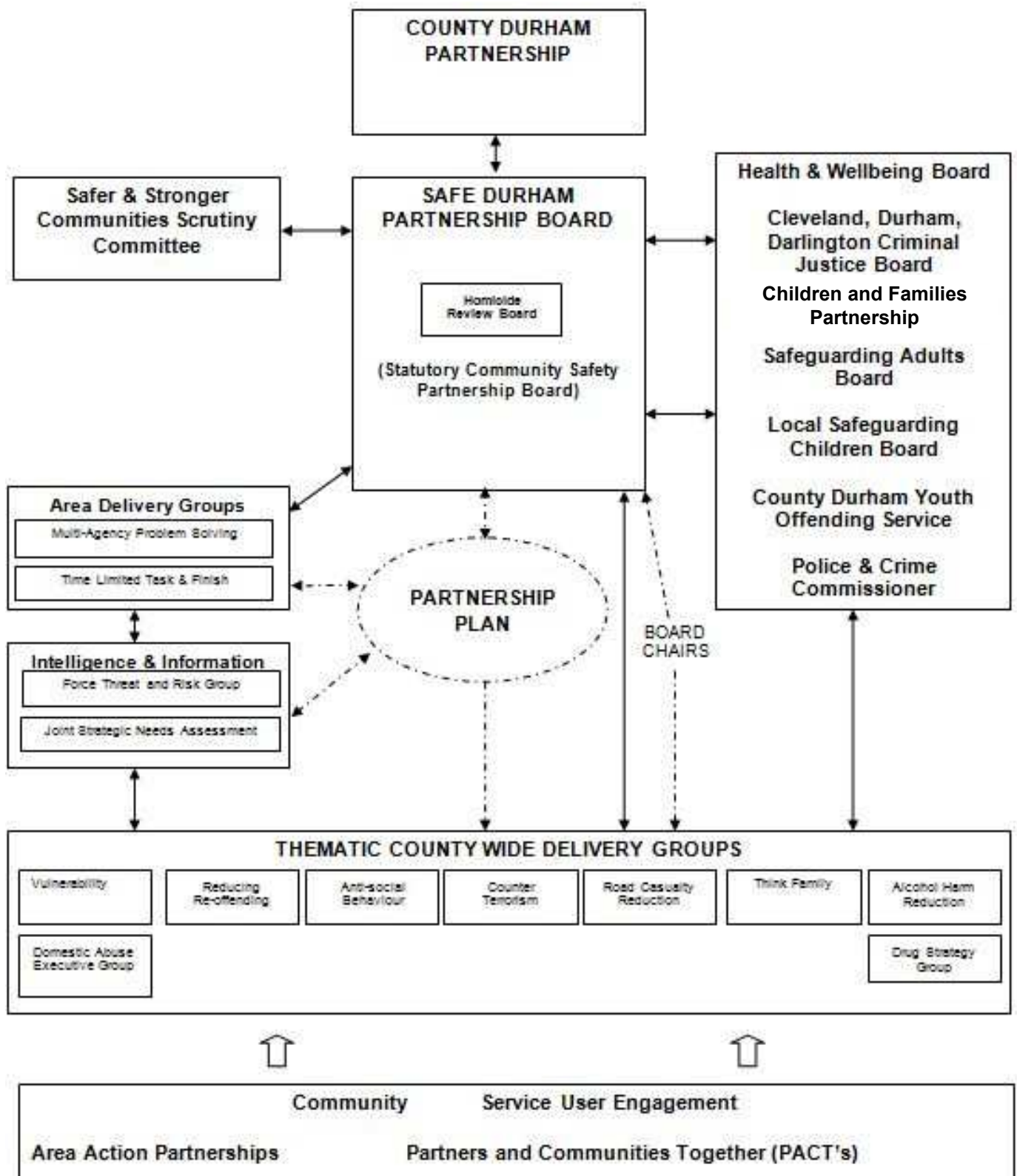
- Number of police reported incidents of anti-social behaviour
- Perception that the police and local council are dealing with concerns of anti-social behaviour and crime
- Perceptions of anti-social behaviour
- Repeat incidents of domestic violence
- Percentage of successful completions of those in alcohol treatment
- Percentage of alcohol related anti-social behaviour incidents
- Percentage of alcohol related violent crime
- Percentage of successful completions of those in drug treatment – opiates
- Percentage of successful completions of those in drug treatment – non opiates
- Percentage of adult safeguarding investigations completed within 28 days following strategy meeting
- Percentage change in detected crimes for offenders in the 'Integrated Offender Management' cohort over the last 12 months
- Proportion of all offenders who re-offend in a 12 month period
- First Time Entrants into the Youth Justice System
- Building resilience to terrorism
- People killed or seriously injured in road traffic accidents
- Percentage of families where a successful intervention for crime / anti-social behaviour is achieved
- Overall crime rate
- Number of reported crimes categorised as stealing
- Recorded level of victim based crime
- Number of serious or major crimes
- Suicide rate per 100,000 population

Building the platform to execute objectives and monitor outcomes

Building the platform to execute our objectives and monitor the outcomes demonstrates the Safe Durham Partnerships understanding of current and emerging risks and trends and the potential needs of victims, offenders and communities. It demonstrates how the Safe Durham Partnership Board anticipates and responds to national policy, considers new collaboration models with different interested parties and private partners and takes decisions based on well thought visions.

The strategic framework and governance structure are detailed below:

Safe Durham Partnership Framework



5. Delivering Altogether Safer Objectives and Outcomes

Reduce anti-social behaviour

Despite year-on-year reductions, anti-social behaviour remains a priority. The Safe Durham Partnership, and before it the Countywide Partnership, has reported a reduction in anti-social behaviour in each year since 2006/07. Durham Constabulary recorded 25,476 incidents of anti-social behaviour in 2012/13; a reduction of two thirds since 2006/07. However, the Safe Durham Partnership recognises that there should be no complacency in terms of delivering a continued focus on this issue as it has the potential to reduce people's confidence and create a perception that crime and disorder is worse than is recorded. Anti-social behaviour is still the issue that the people of County Durham most want the police and partners to tackle.

Our key challenges

Evidence from the Safe Durham Partnership Strategic Assessment shows a significant number of incidents are reported to the council. It shows that despite reductions in levels of reported anti-social behaviour to the police, the public still perceive anti-social behaviour to be a problem. Specific issues which the public have raised include dog fouling, speeding traffic and rubbish lying around. 'Underage drinking' and 'using and dealing drugs' are two issues that have also been identified as issues the public would most like the police to tackle. Therefore, our key focus over the next three years will be to tackle those issues of greatest concern to the public, reduce public perception of anti-social behaviour and increase confidence in the police and partners to deal with anti-social behaviour.

Maintaining such low levels of reporting will present a significant challenge, particularly within a climate of uncertainty. The Strategic Assessment identified specific areas of County Durham suffering most from anti-social behaviour and other related issues.

Our outcomes and how we will deliver them

Increase public confidence in the ability of partners to deal with crime and anti-social behaviour issues that matter to communities

- Develop awareness of, and increase community involvement in, the Police/Partners and Community Together (PACT) meetings;
- Deliver awareness raising campaigns through positive messages about how Police/Partners are working with the community on issues of concern to them;
- Raise public awareness of opportunities, and benefits from, getting involved in improving their area through initiatives such as Neighbourhood Watch;
- Reassure the public about issues of underage drinking and drug use and dealing by informing them of action taken and outcomes of those actions; and,
- Examine anti-social behaviour and crime issues compounded by deprivation, worklessness and other issues within targeted areas of the county.

Reduce anti-social behaviour, low level crime – including secondary deliberate fires

- Utilise intelligence and analysis to target measured reductions in anti-social behaviour low level crime and secondary deliberate fires;
- Target increases in the number of families referred to, and turned around by, the 'Stronger Families' program; and,
- Deliver a partnership approach to reducing the number of secondary deliberate fires during targeted periods such as bonfire night.

Create a high quality clean, green, attractive and accessible environment

- Deliver a range of campaigns targeting issues that are of most concern to the public; namely 'dog fouling', 'fly-tipping' and 'rubbish/litter lying around'; and,
- Work with the Road Casualty Reduction Forum to tackle public concern about those who drive at inappropriate speeds.

How we will know we have achieved success

- Number of police reported incidents of anti-social behaviour;
- Number of council reported incidents / service requests of anti-social behaviour;
- Perceptions of anti-social behaviour;
- Dealing with local concerns about anti-social behaviour and crime issues dealt with by the local council;
- Percentage of people satisfied with action taken, treatment received and updates given, when they suffered from Personal anti-social behaviour within the last 12 months;
- Total number of Criminal Damage and Arson offences; and,
- Total number of secondary fires.

Protect vulnerable people from harm

Why this is a priority objective

Vulnerability has been identified as a priority as it covers a range of important issues that require a response that protects who are most vulnerable.

'Violence against Women and Girls' is a key national priority. The Government has highlighted that it is determined to support victims to report crimes of this type and bring perpetrators to justice. The Government has also identified the need to do more to prevent violence against women and girls.

The Government has set a clear strategic direction for hate crime. Victims of hate crime must be encouraged to report hate crime so that we can target our work more effectively and provide protection and support.

Our key challenges

Protecting vulnerable people from harm presents some complex challenges. Domestic abuse remains under-reported. It will be important that victims have the confidence to report domestic abuse so that they can benefit from effective support.

The Government has identified that more needs to be done to prevent violence against women and girls. Our focus will need to be on men as well as women through 'Provision, Prevention and Protection'; in line with national plans.

The Safe Durham Partnership Strategic Assessment concluded that under-reporting of Hate Crime is significant. In order to meet this challenge the Safe Durham Partnership will need to support the Hate Crime Action Plan and target increases in hate crime reporting. Addressing the under-reporting of Hate Crime will remain at the heart of our approach. However, the long term goal is to see evidence of a reduction in the actual incidence of hate crime in County Durham.

Our outcomes and how we will deliver them

Provide protection and support to improve outcomes for victims of domestic abuse and their children - whilst working towards preventing its occurrence within County Durham

- Prevent abuse from happening by challenging the attitudes and behaviours which foster it and intervening early to prevent it;
- Take action to reduce the risk to people who are victims of these crimes and ensure that perpetrators are brought to justice; and,
- Provide adequate support where abuse does occur and work in partnership to obtain the best outcome for victims and their families.

Tackle sexual violence and the negative impact it has on individuals and families

- Prevent sexual violence and sexual exploitation and reduce the associated harm;
- Ensure that all victims of sexual violence have the access to the right help and support throughout the criminal justice process and that services are available to address their needs; and,
- Improve the criminal justice response to tackling sexual violence and sexual exploitation.

Reduce the impact of Hate Crime

- Improve confidence to report;
- Provide support for victims of hate crime and incidents; and,
- Raise awareness of the issue across organisations and the general public.

How we will know we have achieved success

- Repeat incidents of domestic violence;
- Percentage of investigations completed within 28 days following strategy meeting;
- Proportion of people who use services who say that those services have made them feel safe and secure; and.
- The number of adult safeguarding referrals fully or partially substantiated
- Number of Hate Incidents reported.

Reduce re-offending

Why this is a priority objective

The Government objective for reducing crime and reducing the number of victims shows a continued focus on re-offending, particularly for persistent re-offenders.

It is necessary to continue our approach to prioritise the effective management of the most difficult, chaotic and persistent offenders and to reduce the number of children and young people entering the criminal justice system.

There is still more to be done to address the needs of offenders before they become prolific and fixed in their attitudes and behaviours. With reducing resources and ongoing reforms, more emphasis must be placed on joining up service delivery to provide more robust support.

Our key challenges

The 2013 Safe Durham Partnership Strategic Assessment has identified that adult offender health assessments show mental health has become the issue of greatest need, while a recent assessment of young people who offend has identified a range of health needs and in particular that of Speech, Language and Communication.

The Strategic Assessment described how nationally identified risks associated to women offenders are reflected locally. These include abuse, anxiety and depression, substance misuse, safe accommodation, vulnerability from male offenders and leaving behind dependent children when entering prison.

The Strategic Assessment also raised a concern about the potential impact of welfare reform on offending.

Although County Durham has the lowest rate across the region for the national 'all proven offending' measure it remains higher than the national average. The task to provide an offender profile is challenging. Most offenders in this cohort are not managed by any formal offender management.

The Ministry of Justice 'Transforming Rehabilitation' programme sets out proposals for reforming the delivery of offender services. The Partnership will need to provide strategic level co-ordination, overseeing the transitional arrangements of offender management services for County Durham.

Our outcomes and how we will deliver them

Prevent intergenerational offending

- Maintain and develop pre-court assessments and interventions for young people;
- Reduce First Time Entrants to the youth justice system;
- Reduce alcohol related offending by young people;
- Improve exit strategies after statutory supervision and pathways into mainstream services, particularly for young people aged 16 to 18 years;

- Develop pathways and access for identified health needs of young people who offend (with a focus on Speech, Language and Communication needs); and,
- Continue to improve and develop our 'Think Family' approach for identified offenders and their families.

Prevent repeat offending

- Manage offence related needs (critical pathways*) of prolific offenders in order to stop their offending;
- Maintain and develop support for women offenders and women vulnerable to offending;
- Conduct further mental health research to enhance our understanding and ability to respond to offender needs and links to health support services;
- Ensure offenders are retained in effective drug treatment, drug recovery and abstinence;
- Develop and promote victim involvement within restorative practices;
- Reduce the impact of offending behaviour on public confidence;
- Improve partnership performance of the single re-offending measure;
- Develop local transitional arrangements for the Governments Transforming Rehabilitation program to improve the management of offenders;
- Implement Association of North East Councils and National Offender Management Service recommendations on 'Reducing Reoffending in the North East: Improving joint working between local authorities and prisons'; and,
- Analyse the impact of Welfare Reform; monitor this in the Force Threat and Risk Group and assess against regional neighbours and most similar Forces.

* The critical pathways are: Accommodation; Drug and Alcohol Misuse; Financial Management and Income; Education, Training and Employability; Children and Families; Health; Attitudes; and Thinking and Behaviour.

How we will know we have achieved success

- Percentage change in detected crimes for offenders in the Integrated Offender Management cohort over the last 12 months; and,
- First Time Entrants into the Youth Justice System.

Alcohol and substance misuse harm reduction

Why this is a priority objective

The cost of dealing with alcohol harm in County Durham is estimated at £211.72m each year. Alcohol and substance misuse contribute to a significant proportion of crime and anti-social behaviour, especially violent crime, and cross-cuts every other thematic priority outlined within this Plan. Alcohol is a contributory factor in many incidents of domestic abuse and sexual violence and has strong links to child sexual exploitation in the county. It is also a significant factor in child neglect and child protection. Alcohol consumption plays a substantial part in homicides and domestic homicides in County Durham. Alcohol misuse causes harm to people's health, mental health and can impact on the ability of individuals to access or sustain employment.

Drug misuse is a serious issue not only to the health and wellbeing of the individual that is affected by it, but that of their families and the wider community. Tackling drug misuse requires a coordinated approach involving a whole range of partners. It is not just the responsibility of organisations however; individuals and the wider community all have a role to play in reducing and preventing drug misuse.

People in County Durham have told us that underage drinking and drug use/abuse are two of the top three issues they want the police and partners to tackle.

Our key challenges

County Durham is well below the national rate in terms of alcohol related crime. The challenge is to ensure alcohol related crime is recorded effectively as this will be an important part of delivering our outcomes. Alcohol related crime and disorder is now less focused around our town and city centres and is more dispersed in its nature, this has significant implications for how we control and prevent alcohol related harm.

Alcohol related crime and disorder is problematic and our ability to make a significant impact is compounded by national factors such as welfare reform, changes in commissioning structures and limited resources. Increasing opposition from the alcohol industry to any form of initiative to control the availability and affordability of alcohol, such as 'Early Morning Restriction Orders', and the failure to secure a minimum unit price for alcohol are two additional barriers to achieving our outcomes.

The Safe Durham Partnership and Health and Wellbeing Board are in the process of developing a drug strategy aimed at preventing harm, restricting supply and sustaining a future for individuals to live a drug free and healthy life, whilst minimising the impact on communities and families. The development and implementation of the strategy, and its action plans, will be a key focus for the two partnerships over the life time of this Plan.

Our outcomes and how we will deliver them

Reduce the harm caused by alcohol to individuals, families and communities

- Raise public awareness of alcohol related harm in County Durham;
- Training and education to support individuals, professionals and the community;
- Engage with children and young people to develop information, activities, services and education;
- Increase intelligence to reduce the number of alcohol related incidents and offending;
- Engage with licensees and ensure licensed premises are managed responsibly;
- Coordinated approach to policy development, planning and adoption of legislation;
- Commission and deliver effective treatment and recovery services and undertake work to identify the needs of particular groups; and,
- Involve and support young people, families and carers living with alcohol related issues to break the cycle of alcohol misuse.

Reduce the harm caused by drugs/substances - through prevention, restricting supply and building recovery

- Increase awareness and understanding of drugs in order to reduce drug use across the population
- Have fewer people taking up drug use (2 & 3 to merge)
- Break the inter-generational path to drug use and dependency
- Reduce the supply of drugs and number of drug related incidents impacting upon communities and families.
- Ensure recovery is understood and visible in the community
- Support people to successfully recover from their dependency, addressing both their health and social needs arising from their drug use
- Involve and support families and carers living with drug related issues

How we will know we have achieved success

- Rate of hospital admissions per 100,000 for alcohol related harm;
- Percentage of successful completions of those in alcohol treatment;
- Perception of people drinking and causing a nuisance in public spaces;
- Perception of underage drinking and sale of alcohol to youths;
- Percentage of alcohol related violent crime;
- Percentage of alcohol related domestic violence;
- Percentage of alcohol related anti-social behaviour incidents;
- Percentage of successful completions of those in drug treatment – opiates;
- Percentage of successful completions of those in drug treatment – non opiates; and,
- Perception of drug use / drug dealing.

Embed the Think Family approach

Why this is a priority objective

A small number of families require a disproportionate amount of support. In the case of families facing multiple challenges, they often receive services from several separate services in response to a range of needs. Think Family focuses specifically on the needs of these families.

‘Think Family’ means taking a broader view by ensuring that both parents and children are able to get the support they need, at the right time, to help their children achieve good outcomes. It means making sure that families receive integrated, coordinated, multi-agency, solution focused support. By identifying problems early, all services can work closely together to help prevent a family’s needs escalating and requiring more intensive intervention. For many families their complex needs can result in offending behaviour or victimisation and so it is important that Think Family is embedded and integrated into the service models used by the Safe Durham Partnership. Equally, this approach can have a significant impact on crime and disorder outcomes and presents an opportunity to improve performance.

Our Stronger Families programme was put in place in response to the national Troubled Families programme. The intention is to work with over 1,320 families who

are not in school, are not in work are involved in crime and anti-social behaviour and result in high cost services, by March 2015. We are doing this by ensuring all agencies working with these families work effectively together using a 'Think Family' multi-agency approach to meet the needs of whole families, rather than focussing only on the child or adult's needs in isolation.

Our key challenges

It will be important to ensure offender management service staff utilise Think Family as part of their mainstream role.

The process of integrating Think Family into Multi Agency Problem Solving comes at a time when Multi Agency Problem Solving is undergoing significant transformation.

It will be important to ensure that national targets for nominations into the Stronger Families programme are met and that referrals are increased.

Our outcome and how we will deliver it

Embed Think Family into offender and victim services as part of the prevention and 'early help' approach

- Integrated Think Family into Multi-Agency Problem Solving;
- Build and develop the 'Stronger Families' programme into the anti-social behaviour interventions protocol;
- Continue to improve and develop our 'Think Family' approach to identified offenders and their families;
- Increase the whole family approach to the delivery of drug recovery services; and,
- Integrate Think Family into Domestic Abuse services in order that existing services providing intensive family support draw upon additional support networks.

How we will know we have achieved success

Percentage of families where a successful intervention for crime/anti-social behaviour is achieved (of those allocated a Lead Professional).

The Think Family programme will also contribute to performance measures across other priority themes.

Counter terrorism and prevention of violent extremism

Why this is a priority

CONTEST, the UK's Counter Terrorism strategy, aims to reduce the risk to the United Kingdom and its interests overseas from terrorism, so that people can go about their lives freely and with confidence.

There is a clear structure in place that supports the delivery of the CONTEST Strategy which provides oversight of a multi-agency agenda and performance. Gold (Chief Executive), Silver (Strategic Delivery) and Bronze (Operational) multi-agency

groups are in place and are represented by all key sectors* that understand the risk of radicalisation and their obligation to ensure terrorist ideologies, and those that promote them, do not go uncontested. It will be important to maintain such a response in order to align with all elements of the national CONTEST strategy.

Our key challenges

Maintaining a strong understanding of the 'Prevent' objectives, the drivers of terrorism and a strong, tried and tested Safeguarding Referral Programme, called 'Channel', will be the three important elements of stopping people becoming terrorists or supporting terrorism.

It will be important that all key sectors are delivering a range of tools to ensure key members of staff, and others, have a good understanding of how to recognise those vulnerable, or subject, to radicalisation and know how to respond. These challenges have formed part of a wider review to be implemented over the life of this plan.

*Key sectors include: Schools, Further and Higher Education, Prisons, Probation, Health, Youth Offending, Faith Establishments and the Internet.

Our outcomes and how we will deliver them

Implement the 'CONTEST' (national strategy)

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it;
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support;
- Work with key sectors and institutions where there are risks of radicalisation which we need to address;
- Improve Preparedness for the highest risks in the national risk assessment;
- Maintain and develop partnership Counter Terrorism Counter Terrorism Security Groups across County Durham; and
- Deliver Argus events across County Durham to help businesses understand how to prevent, handle and recover from a terrorist attack.

Challenge extremism and intolerance

- Implement a cohesion action plan in cases where a community presents risks from extremist groups.

How we will know we have achieved success

The PREVENT Self-Assessment is the formal mechanism through which the Safe Durham Partnership will manage performance. The self-assessment is a qualitative measure for each of the three PREVENT objectives and enables the partnership to arrive at a score for each criterion that is a fair reflection of where local partners are in terms of delivery on the basis of clear evidence. A self-assessment matrix is used to assess the level of performance of the Safe Durham Partnership against position statements that progress from 1 to 5; where 5 is a high score.

Road Casualty Reduction

Why this is a priority

Although there has been a considerable reduction in the number of road casualties over the last 10 years, the rates of reduction in County Durham are not as high as other areas. However, County Durham has a significant roads network which present risks that many other areas do not have to contend with.

Speeding vehicles has been of particular concern to people in County Durham for many years and opportunities exist to reduce that concern as this issue cuts across both the anti-social behaviour and road casualty objectives.

Our key challenges

The county still has a higher rate of child casualties than most other English local authorities. However, this is offset by higher levels of vehicle traffic. There is a significant increase in all types of child casualties around school opening and closing times during the week. Over 50% of people surveyed had a high perception of speeding vehicles and raising public confidence is an issue.

Our outcomes and how we will deliver them

Improve education and raise awareness of road safety

- Deliver road safety education in schools, colleges, youth centres, children's centres and nurseries;
- Deliver road safety training including child pedestrian training, Bikeability Training and EXCErate young driver training in schools and colleges;
- Produce and deliver a partnership road safety publicity campaign;
- Continue to deliver driver training courses for business drivers, young drivers and older drivers;
- Deliver a rider training programme for motorcycle riders; and,
- Undertake a road safety audit to ensure that children and young people in high prevalence areas are receiving road safety education.

Improve health and wellbeing of communities through casualty reduction

- Deliver road safety initiatives and events linked to road safety themed weeks;
- Investigate developing further resources for schools;
- Develop road safety standards through Road Safety GB and the National Staff Training group;
- School nurses to deliver road safety education as part of their school nursing specification; and,
- Deliver a programme of car seat checking clinics across all major conurbations.

Develop a safer road environment

- Deliver community speed watch and camera enforcement programme;
- Develop road safety action plans in response to PACT priorities;
- Develop a Speed Management Strategy to address both excess and inappropriate speed;
- Implement physical changes to the road environment in response to road casualty data;

- Target the problem of inappropriate speed as part of public confidence plans led by the ASB anti-social behaviour thematic group;
- Target a reduction in Child Road Casualties both on the journey to school and with local communities; and,
- Implement a revised speed management policy.

How we will know we have achieved success

- Number of people killed or seriously injured in road traffic collisions on our roads; and,
- Number of children killed or seriously injured in road traffic collisions on our roads.

6. Contact Details

If you have any questions or comments about this document please contact us:

E-mail: community.safety@durham.gov.uk

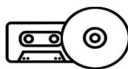
Telephone: 03000 265436

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



3 April 2014

**Quarter 3 2013/14
Performance Management Report**

**Report of Corporate Management Team
Lorraine O'Donnell, Assistant Chief Executive
Councillor Simon Henig, Leader**

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators (PIs) for the Altogether Safer theme and report other significant performance issues for the third quarter of 2013/14.

Background

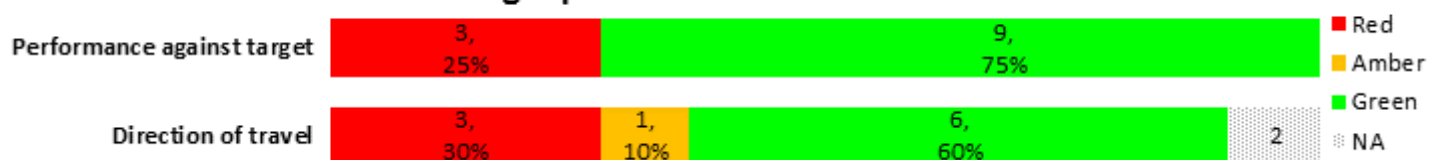
2. This is the third quarterly corporate performance report of 2013/14 for the council highlighting performance for the period October to December 2013. The report contains information on key performance indicators, risks and Council Plan progress.
3. The report sets out an overview of performance and progress for the Altogether Safer theme. Key performance indicator progress is reported against two indicator types which comprise of:
 - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners; and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
4. A summary of key performance indicators is provided at Appendix 3. More detailed performance information and Altogether theme analyses are available on request from performance@durham.gov.uk.

Developments since Last Quarter

5. There is a stronger focus this year on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity.

Altogether Safer: Overview

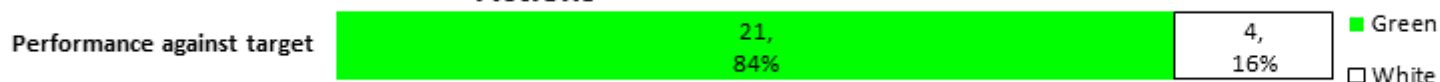
Target performance indicators



Tracker performance indicators



Actions



Council Performance

6. Key achievements this quarter include:

- Of the adult social care users who responded to the local Children and Adult Services survey, 91.3% reported that the care and support services they received helped them to feel safe and secure. This exceeds the target of 75% and 2012/13 performance for national (77.9%) and the North East (79.4%).
- The change in detected crimes for offenders in the Integrated Offender Management cohort shows a 46% reduction this period against the previous year and has achieved the target of a 40% reduction.
- The number of people in alcohol treatment with the Community Alcohol Service between October 2012 and September 2013 was 1,531. Of the 1,531 people in treatment, 555 successfully completed their treatment plan. This equates to a 36.3% successful completion rate, which is achieving target of 36% and is consistent with national performance of 36%.
- During April and December 2013, 184 victims presented at the Durham Multi Agency Risk Assessment Conference (MARAC) of which 15 were repeat referrals for domestic abuse, equating to 8.2%, better than the period target of less than 25% and national (24.4%) and North East (27%) rates. As reported at quarter 2, the MARAC partners and the Co-ordinated Action Against Domestic Abuse (CAADA) are to undertake a self-assessment to explore the apparent lower level of referrals overall compared with regional and national rates. This will be undertaken in February 2014, and initial findings will be available in March 2014.

7. The key performance improvement issues for this theme are:

- The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between April 2012 and March 2013 was 1,472. Of the 1,472 people in treatment, 109 successfully completed, i.e. they did not re-present to the CDS between April and September 2013. This equates to a 7.4% successful completion rate, which is below the annual target of 11% and slightly below national performance of 8%. The provision of treatment through the Recovery Academy Durham (RAD) was temporarily reduced due to a lack of appropriate supported housing. Four three bedroom houses are now available to the RAD, leased from East Durham Homes, and one of these houses will be a female only house. Referrals to RAD are now being made by the Community Drug Service with a view to filling the houses as soon as possible. The RAD has also started accepting day cases (clients who live in their own accommodation but access treatment within RAD). A performance clinic was held with providers in November 2013 which addressed the specific issue of increasing successful completions. Action plans have been developed and sent out to providers.

- b. The number of people in drug treatment with the Community Drugs Service (CDS) for non- opiate use between April 2012 and March 2013 was 430. Of the 430 people in treatment, 152 successfully completed, i.e. they did not re-present to the CDS between April and September 2013. This equates to a 35.3% successful completion rate, which is below the annual target of 48% and below the national outturn of 40%.
- c. The number of people killed or seriously injured in road traffic accidents between January to September 2013 was 140. Of the 49 incidents in the most recent quarter (quarter 2) there were three fatalities (6%). The number of children killed or seriously injured in road traffic accidents between July and September 2013 was six. This has contributed to a cumulative figure over January to September 2013 of 19 which has exceeded the target of 12, however none were fatal.
- d. There are no Council Plan actions behind target in this theme.

8. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. During the period April to December 2013 there were 18,797 crimes reported to the police (36.6 per 1,000 population). This has increased from 17,733 crimes in the same period of 2012/13 and equates to a 6% rise in overall crime. Based on current figures, Durham Constabulary is forecasting a 9.6% increase in total crime by the end of 2013/14. Increasing crime has been observed in more than half of forces nationally. Despite this the County Durham Community Safety Partnership (CSP) area continues to have one of the lowest levels of crime per 1,000 population and is currently ranked first out of 15 most similar CSPs.
- b. During April to December 2013 there were 8,905 stealing offences. This is an increase of 4.9% when comparing to the equivalent period in 2012/13. Increases have been observed across most theft categories except dwelling burglary and theft from vehicle which are showing decreases. Durham Constabulary has also had a major success with reducing metal theft.

The following table shows a breakdown of theft offences that have displayed a rise in comparison to the same period of the previous year:

Offence	Apr-Dec 2012	Apr-Dec 2013	% Change
Theft of a pedal cycle	277	335	+20.9%
Theft from the person	74	87	+17.6%
Burglary other (non-dwellings e.g. sheds, garages)	1459	1606	+10.1%
Theft of a vehicle	324	356	+9.9%
Shoplifting	1460	1572	+7.7%

- c. There were 16,666 victim based crimes between April to December 2013, which is a 7% increase (1,086 more victims of crime) when comparing to the same period in 2012/13. During this period there were 557 serious or major crimes, a 61% increase compared to the equivalent period last year. The main contributing factor to this significant rise in serious crimes is the highly publicised Saville enquiry which has highlighted the issue of historic sexual offences, and this has had an impact in the County Durham CSP area.
- d. During April to December 2013 there were 19,011 incidents of anti-social behavior (ASB) reported to the police. This equates to a 2.2% decrease from the equivalent period in 2012/13. It should be noted that the number of incidents recorded during October to December 2013 (5,451) is the lowest reported since quarter 1 2011/12. As a result of this recent downward trend Durham Constabulary is forecasting a 6% reduction in ASB by the end of 2013/14.

- e. During April to December 2013, there were 2,996 incidents of alcohol related ASB incidents, which equates to 16% of total ASB reported to the police. Performance shows a two percentage point increase on the equivalent period in 2012/13. There were 3,625 violent crimes reported to the police, of which 34% were recorded as alcohol related. Performance shows a two percentage point increase on the equivalent period in 2012/13. Durham Constabulary identified that the increases are partly due to the improved recording of alcohol as an aggravating factor and partly due to the good weather experienced in 2013. Actions within Durham Constabulary's ASB Alcohol Delivery Plan include:
- Tackling high impact locations where alcohol is being used and is impacting upon ASB.
 - Tackling outlets that are selling alcohol and in turn are a causal factor to incidents of ASB.
 - The Constabulary's Alcohol Harm Reduction Unit is using ASB data to identify and target hot spots.
- f. Latest data relating to the rolling year January to December 2011 show that 29.2% of offenders in Durham reoffended, compared to 26.8% nationally. This figure represents a 0.1 percentage point decrease on the previous year's equivalent period.

9. There are no key risks in delivering the objectives of this theme.

Recommendations and Reasons

10. That the Safer and Stronger Communities Overview and Scrutiny Committee receive the report and consider the performance issues identified.

Contact: Jenny Haworth, Head of Planning and Performance
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Finance

Latest performance information is being used to inform corporate, service and financial planning.

Staffing

Performance against a number of relevant corporate health PIs has been included to monitor staffing levels and absence rates.

Risk

Reporting of significant risks and their interaction with performance is integrated into the quarterly monitoring report.

Equality and Diversity/Public Sector Equality Duty

Corporate health PIs and key actions relating to equality and diversity issues are monitored as part of the performance monitoring process.

Accommodation

Not applicable

Crime and Disorder

A number of PIs and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Human Rights

Not applicable

Consultation

Not applicable

Procurement

Not applicable

Disability Issues

Corporate health PIs and key actions relating to accessibility issues and employees with a disability are monitored as part of the performance monitoring process.

Legal Implications

Not applicable

Appendix 2: Key to symbols used within the report

Where icons appear in this report, they have been applied to the most recently available information.

Performance Indicators:

Direction of travel

Latest reported data have improved from comparable period

GREEN

Latest reported data remain in line with comparable period

AMBER

Latest reported data have deteriorated from comparable period

RED

Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

Actions:

WHITE

Complete (Action achieved by deadline/achieved ahead of deadline)

GREEN

Action on track to be achieved by the deadline

RED

Action not achieved by the deadline/unlikely to be achieved by the deadline

Benchmarking:

GREEN

Performance better than other authorities based on latest benchmarking information available

AMBER

Performance in line with other authorities based on latest benchmarking information available

RED

Performance worse than other authorities based on latest benchmarking information available

Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer										
49	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	8.2	Apr - Dec 2013	25.0	GREEN	10.7	GREEN	24.4 GREEN	27* GREEN	Oct 2012 - Sept 2013
50	Percentage of adult safeguarding investigations completed within 28 days	75.3	Apr - Dec 2013	75.0	GREEN	81.7	RED			
51	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	91.3	Apr - Dec 2013	75.0	GREEN	86.4	GREEN	78.1 GREEN	80.1* GREEN	2012/13
52	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	46	Oct - Dec 2013	40	GREEN	66	RED			
53	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether better for Children & Young People)	347	Apr - Dec 2013	560	GREEN	410	GREEN	712 Not comparable	738** Not comparable	2011/12
54	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges (Also in Altogether Healthier) <i>This indicator is no longer reported, please see indicator below.</i>	73	Apr 2012 - Mar 2013	64	GREEN	64	GREEN	68 GREEN		Apr 2012 - Mar 2013

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
55	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	36.3	Oct 2012 - Sep 2013	36	GREEN	36	GREEN			
56	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	7.4	Apr 2012 - Mar 2013	11	RED	New indicator	NA	8 RED		2012/13
57	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	35.3	Apr 2012 - Mar 2013	48	RED	New indicator	NA	40 RED		2012/13
58	Building resilience to terrorism (self assessment)	3	Apr 2012 - Mar 2013	3	GREEN	3	AMBER	2.34 GREEN	2.88** GREEN	2009/10
59	Number of people killed or seriously injured in road traffic accidents	140	Jan - Sept 2013	140	GREEN	145	GREEN			
	Number of fatalities	17				21				
	Number of seriously injured	123				124				
60	Number of children killed or seriously injured in road traffic accidents	19	Jan - Sept 2013	12	RED	14	RED			
	Number of fatalities	0				1				
	Number of seriously injured	19				13				

Table 2: Key Tracker Indicators

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer										
148	Recorded level of victim based crimes	16,666	Apr - Dec 2013	10,814	Not comparable [1]	15,580	RED			
149	Perceptions that the police and local council are dealing with concerns of anti social behaviour and crime	58.3	Oct 2012 - Sept 2013	59.5	RED	57.6	GREEN		55.3**	Apr 2012 - Mar 2013
150	Overall crime rate (per 1,000 population)	36.6	Apr - Dec 2013	23.8	Not comparable [1]	34.6	RED	71 Not comparable		Apr 2011 - Mar 2012
151	Perceptions of anti-social behaviour	35.3	Aug - Nov 2013	43.7	GREEN	41.7	GREEN			
152	Number of serious or major crimes	557	Apr - Dec 2013	369	Not comparable [1]	345	RED			
153	Number of police reported incidents of anti-social behaviour	19,011	Apr - Dec 2013	13,517	Not comparable [1]	19,437	GREEN			
154	Number of reported crimes categorised as stealing	8,905	Apr - Dec 2013	5,808	Not comparable [1]	8,486	RED			
155	Number of adult safeguarding referrals fully or partially substantiated	161	Apr - Dec 2013	99	RED	New indicator	NA			
Page 63	Proportion of offenders who re-offend in a 12-month period	29.2	Jan - Dec 2011	29.7	GREEN	29.3	GREEN	26.8	RED	Jan - Dec 2011

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
157	Percentage of alcohol related anti-social behaviour incidents	16	Apr - Dec 2013	16	AMBER	13.8	RED			
158	Percentage of alcohol related violent crime	34.4	Apr - Dec 2013	34	RED	32	RED			
159	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved	33.6	Apr 2012 - Oct 2013	22.8	GREEN	New indicator	NA			
160	Suicide rate per 100,000 population (Also in Altogether Healthier)	11.4	2009/11	New indicator	NA	New indicator	NA	7.9 RED	9.3* RED	2009/11
161	Number of hate incidents	224	Apr - Dec 2013	144	Not comparable [1]	174	RED			

[\[1\] This data is cumulative and the figure is based on 12 months data for the year end so comparisons are not applicable.](#)

Safer and Stronger Communities Overview and Scrutiny Committee

3 April 2014



Council Plan 2014-2017- Refresh of the Work Programme

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. The purpose of the report is to provide Members with information contained within the Council Plan 2014-2017, relevant to the work of the Safer and Stronger Communities Overview and Scrutiny Committee. This allows the opportunity for Members to refresh the Committee's Work Programme to reflect the 5 objectives and subsequent actions identified within the Council Plan for the Council's Altogether Safer priority theme.

Background

2. The current Overview and Scrutiny Committees Work Programmes focus on the priority areas identified within the context of the Council Plan, Cabinet's Forward Plan of decisions, Sustainable Community Strategy, Safe Durham Partnership plans and strategies, performance and budgetary control data and changes in Government legislation, namely Police Reform and Social Responsibility Act.
3. In relation to the Safer and Stronger Communities Overview and Scrutiny Committee, Members will recall that the Work Programme was refreshed at the Committee meeting held on the 18 June 2013, ensuring that areas of focus were in line with current and forthcoming priorities within the Committee's remit. Further areas of focus for the Committee have been added throughout 2013 to reflect changing Government policy and at the request of Members.

Council Plan 2014- 2017

4. The Council Plan is the overarching high level plan for the County Council, which covers a four year period and is updated on an annual basis. The plan sets out how the Council will consider the corporate priorities for improvement and the key actions the Authority will take in delivering the long term goals in the Sustainable Community Strategy and the Council's own improvement agenda. Attached as Appendix 2 is the Altogether Safer section of the Council Plan for Members consideration.
5. Several changes have been made to the objectives and outcomes from the previous year's Council Plan within the Altogether Safer priority theme. Two objectives have been removed from the Council Plan being "Casualty reduction" and "Counter terrorism and prevention of violent extremism" as it was felt that the Council have no significant improvements or change actions in these areas. Several minor wording changes have been made to the outcomes within the five remaining objectives. The previous wording contained in the plan for last year is detailed below in parentheses for comparative purposes.

6. Within the Council's Altogether Safer priority theme, the focus is to work with partner organisations, as part of the Safe Durham Partnership, to tackle crime and disorder in County Durham.
7. The Council supports the Safe Durham Partnership Plan in its strategic plan to deliver a day-to-day operational response to issues impacting on our neighbourhoods. The Council will work with partners to involve the community in tackling priorities, with the aim of creating a safer county and contributing to an Altogether Better Durham. Below are the relevant objectives and actions for the Altogether Safer priority theme:
 - **Reduce Anti-Social Behaviour**
 - S1 Increased public confidence in the ability of partners to deal with crime and anti-social behaviour (2013/14 wording: Increased public confidence)
 - S2 Reduced incidence of anti-social behaviour and low level crime
 - **Protect vulnerable people from harm**
 - S3 Provide protection and support to improve outcomes for victims of domestic abuse and their children (2012/13 wording: Improved safety of victims and reduce repeat incidents of domestic abuse)
 - S4 Safeguarding children and adults whose circumstances make them vulnerable and protect them from avoidable harm
 - S5 Community and organisational resilience for emergency preparedness, response and recovery
 - **Reduce re-offending**
 - S6 Prevent repeat offending (2013/14 wording: Reduced re-offending rates for adults and young people)
 - **Alcohol and substance misuse harm reduction**
 - S7 Reduced harm caused by alcohol to individuals, families and communities (2012/13 wording: Reduced harm caused by alcohol)
 - S8 Reduced harm caused by drugs/substances
 - **Embed the Think Family approach**
 - S9 The most vulnerable families are diverted from offending and anti-social behaviour
8. The Council Plan also identifies a series of High Level Action Plans detailing the work which needs to be undertaken by the Authority in order to deliver the above actions.
9. In addition to providing a scrutiny role for activity of the council, the safer and Stronger Communities Overview and Scrutiny Committee is the designated Crime and Disorder Committee for the purposes of Part 3 of the Police and Justice Act 2006. The Committee is therefore responsible for scrutinising the work of the Safe Durham Partnership. At its meeting on 25 February, the Committee considered an update on the Safe Durham Partnership Plan which includes the following priorities that are not included within the Council Plan 2014-17.

Counter Terrorism and Prevention of Violent Extremism

- Implement 'CONTEST' (national strategy)
- Challenge extremism and intolerance

Road Casualty Reduction

- Improve education and raise awareness
- Improve health and wellbeing of communities through road casualty reduction
- Develop a safer road environment

Current Work Programme

10. During 2013/14, the Safer and Stronger Communities Overview and Scrutiny Committee has undertaken performance monitoring, in depth Scrutiny Reviews, systematic 6 monthly reviews of progress against recommendations and overview presentations in relation to the following areas:

In depth Scrutiny Review

- ***Neighbourhood Wardens***

Systematic Review

- ***Use of Legislation to Tackle Metal Theft within County Durham***
- ***Road Safety for Children and Young People***

Areas of Overview Activity

- **Safe Durham Partnership Plan Refresh 2011-14**
(All objectives)
- **Safe Durham Partnership Strategic Assessment**
(All objectives)
- **Safe Durham Partnership Plan 2014-17**
(All objectives)
- **Progress of initiatives and enforcement activity undertaken by the Consumer Protection Team**
(Objective Alcohol and Substance misuse harm reduction – Action S7)
- **Think Family Programme – Crime and Anti-Social Behaviour**
(Objective Embed the Think Family approach, Action S9)
- **High Impact Localities**
(Objective Reduce Anti-Social Behaviour Actions S1 and S2)
- **County Durham Alcohol Harm Reduction Strategy 2012-2015**
(Objective Alcohol and Substance misuse harm reduction – Action S7)
- **Transforming Rehabilitation – A Strategy for Reform**
Objective Reduce re-offending action S6
- **Partnership between Environmental Health & Consumer Protection and Durham Constabulary Alcohol Harm Reduction Unit**
(Objective Alcohol and Substance misuse harm reduction – Action S7)
- **Safe Durham Partnership Hate Crime Action Plan**
(Objective Protect vulnerable People from harm Action– Action S4)
- **Safe Durham Partnership Restorative Practice Strategy**
(Objective Reduce re-offending - Action S6)

- **Public Mental Health Strategy and Suicide Prevention in County Durham**
(Objective - Protect vulnerable People from harm - Action S4)
- **Domestic Abuse Strategy and Action Plan 2012-15**
(Objective - Protect vulnerable People from harm - Action S4)
- **County Durham & Darlington Fire & Rescue Authority Integrated Risk Management Plan Consultation document 2013/14**
- **County Durham & Darlington Fire & Rescue Authority Estates Improvement Programme**

Performance monitoring

11. Quarterly performance reports on 'Altogether Safer' performance indicators and Council Plan objectives

Police and Crime Panel

12. The Committee has a joint working arrangement with the Durham Police and Crime Panel (PCP) that is crucial to provide a communication between the PCP and the Committee. This arrangement includes receiving update reports from the PCP at each Committee meeting and prior to undertaking an in-depth study into a crime and disorder issue, discussion takes place between both the Chairs of the PCP and Committee and Secretariat to avoid duplication of effort and resources. It is to acknowledge that Panel and Committee Members held a restorative approaches awareness session with Durham Constabulary in November 2013.

Gaps within current Work Programme

13. Having considered the Altogether Safer section of the Council Plan for 2014 – 2017 and could be included in the Committee's work programme.

Council Plan

Reduce Anti-Social Behaviour

- Work with responsible authorities to implement the anti-social behaviour and public confidence action plans for 2014/17, to respond to the areas of most concern to the public including underage drinking, dog fouling, litter and rubbish, and vehicle speeding to increase public confidence and to deliver a 'How Can I Get Involved?' publicity campaign

Protect Vulnerable People from harm

- Ensure that the Safeguarding Adults Board implements the requirements of the draft Care Bill, by revising the terms of reference to ensure that they are fit for purpose and reviewing the annual reporting and business reporting processes.
- Building Community resilience to Emergencies - Develop approach and methodology for the development of community resilience plans in communities where demand exists, Working with local communities develop and ensure Community Resilience plans are in place, including training in relation to activation of plan.

- Building organisational resilience of the Council to business interruptions that a Corporate Business Continuity Plan in place.

Reduce Re-offending

- Refresh the Reducing Re-offending Strategy and develop and implement a new action plan, to include delivering projects aimed at women offenders, restorative approaches, transforming rehabilitation, offender mental health, and health needs of young people who offend

Alcohol and Substance misuse harm reduction

- Work with responsible authorities to implement the ‘prevention and control’ element of the Alcohol Harm Reduction Delivery Plan, to reduce the impact of alcohol related disorder in targeted areas across the county by improving data and intelligence, raising awareness of alcohol harm
- Work with responsible authorities to develop and deliver the new County Durham Drug Strategy and action plan for 2014/17 by strengthening restorative approaches as part of recovery and rehabilitation and increasing awareness in order to reduce drug use, reduce drug related incidents and provide public reassurance
- Work with partners to deliver a range of intelligence led interventions to reduce the harm caused by alcohol

Embed Think Family approach

- Training staff in restorative approaches for early intervention when working with families
- Incorporating ‘Think Family’ when managing offenders and domestic abuse services by working with the whole family rather than individuals in isolation
- Integrating Think Family into Multi Agency Partnership (MAP) processes so all partnerships understand the processes to support the family

Cross Cutting Arrangements

14. The Council Plan also identifies the following areas from other ‘Altogether’ themes that are linked to objectives and actions within ‘Altogether Safer’. In addition areas for improvement within the Safe Durham Partnership Plan also cross cut with areas of the Council’s Overview and Scrutiny Committees.

Altogether	Objective	Action	Link to Altogether Safer	OSC
Better for Children and Young People	A Think Family approach is embedded in our support for families	C8. Children are safeguarded and protected from harm	S4. Safeguarding children and adults whose circumstances make them vulnerable and protect them from avoidable harm	Children and Young People
Healthier	Reduce health inequalities and early deaths	H5.Reduced levels of alcohol and drug related ill health	S7 Reduced harm caused by alcohol to individuals, families and communities S8 Reduced harm caused by drugs/substances	Adults, Wellbeing and Health

Altogether	Objective	Action	Link to Altogether Safer	OSC
Healthier	Improve the mental and physical wellbeing of the population	H14. Reduced suicides	S4 Safeguarding children and adults whose circumstances make them vulnerable and protect them from avoidable harm	Adults, Wellbeing and Health
Greener	Deliver a cleaner, more attractive and sustainable environment	Reduced environmental crime	S2 Reduced incidence of anti-social behaviour and low level crime	Environment and Sustainable Communities

Review topics

15. Members are also requested to identify a topic for future review activity. The following have been identified as potential topics for consideration:

- **Illegal Waste Carriers**

Research publications, media reports and intelligence from Durham Police have identified a link between organised crime groups and activity in relation to carrying waste illegally. This review could look at the impact of those carrying illegal waste throughout the county with regard to fly-tipping, illegal waste sites, links to organised crime and approaches taken by Police and partner agencies to prevent and enforce. This could also seek information into existing legislation and the process to apply for a waste carriers licence with the Environment Agency. Undertaking the review could contribute to raising awareness to home owners, challenge the process in obtaining licences, existing legislation, the council's role with tackling illegal waste carriers and contribute to tackling organised crime within the County and protecting legitimate businesses.

- **Illegal Money Lending**

A seminar delivered by the Illegal Money Lending Team in January 2014 demonstrated the potential devastation of loan shark activity on people and communities. Within the county, intelligence from local communities has led to a number of police and partner operations resulting in arrests and convictions of loan sharks for illegal money lending, money laundering and can be often linked to wider organised crime activity. Undertaking a review would provide an opportunity to look at the approach to raise awareness of the dangers of loan sharks, how to and raise the confidence to report a loan shark, alternative money lending provisions and look at partnership working to tackle loan shark activity.

- **Impact of Re-offending rates from Substance Misuse Centres**

In 2011, the Committee undertook a review that reported the benefits of recovery from substance misuse, a link between drug addiction and crime, provided information on substance misuse services and Members visited newly opened recovery centres within the County. Since this date Members have been made aware of positive work including the recovery walks, blessing of the banner and Durham Miners Gala. The aim of this review would be to look at the impact on reducing crime for those who have completed or entered treatment or recovery services within the County. In addition, a drugs strategy for County Durham is scheduled to be published in 2014/15.

Next Steps

16. The Safer and Stronger Communities Overview and Scrutiny Committee is asked to consider the appropriate section from the Council Plan, Appendix 2 (copy attached) to inform the Committee work programme for 2014 -2015, reflecting on the current work programme detailed in paragraphs 9 and 12 above and paragraph 14 to identify a topic for review activity.
17. Members will receive a further report at the next Safer and Stronger Communities Overview and Scrutiny Committee confirming/agreeing the Committee's work programme for 2014 - 2015 based on today's discussion and agreement.

Recommendations

18. That the Safer and Stronger Communities Overview and Scrutiny Committee note the information contained in the Altogether Safer priority theme of the Council Plan 2014 -2017, Appendix 2 (copy attached).
19. That the Safer and Stronger Communities Overview and Scrutiny Committee refresh the work programme for 2014 - 2015 by discussing and considering those actions identified within Appendix 2.
20. That the Safer and Stronger Communities Overview and Scrutiny Committee at it's meeting on the 20 June 2014, receive a further report detailing the Committee's work programme for 2014 -2015.
21. That the Safer and Stronger Communities Overview and Scrutiny Committee consider information within this report and identify a future topic for review activity.

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Appendix 1: Implications

Finance

The Council Plan sets out the corporate priorities of the Council for the next 3 years. The Medium Term Financial Plan aligns revenue and capital investment to priorities within the Council Plan.

Staffing

The Council's strategies are being aligned to achievement of the corporate priorities contained within the Council Plan.

Risk

Consideration of risk is a key element in the corporate and service planning framework with both the Council Plan and Service Plans containing sections on risk management.

Equality and diversity/Public Sector Equality Duty

Individual equality impact assessments have been prepared for each savings proposal within the Medium-Term Financial Plan which also underpins the Council Plan. In addition a full impact assessment has previously been undertaken for the Council Plan. The actions in the Council Plan include specific issues relating to equality and aim to improve the equality of life for those with protected characteristics.

Accommodation

The Council's Corporate Asset Management Plan is aligned to the corporate priorities contained within the Council Plan.

Crime and disorder

The Altogether Safer section of the Council Plan sets out the Council's contributions to tackling crime and disorder.

Human rights

The priorities and actions in the Council Plan are in line with relevant articles of the Human Rights Act, for example, many of the actions support the right to family life.

Consultation

Council and partnership priorities have been developed following an analysis of available consultation data including consultation carried out as part of the development of the interim Sustainable Community Strategy and this has been reaffirmed by subsequent consultation on the budget. Results have been taken into account in developing our resourcing decisions.

Procurement

None.

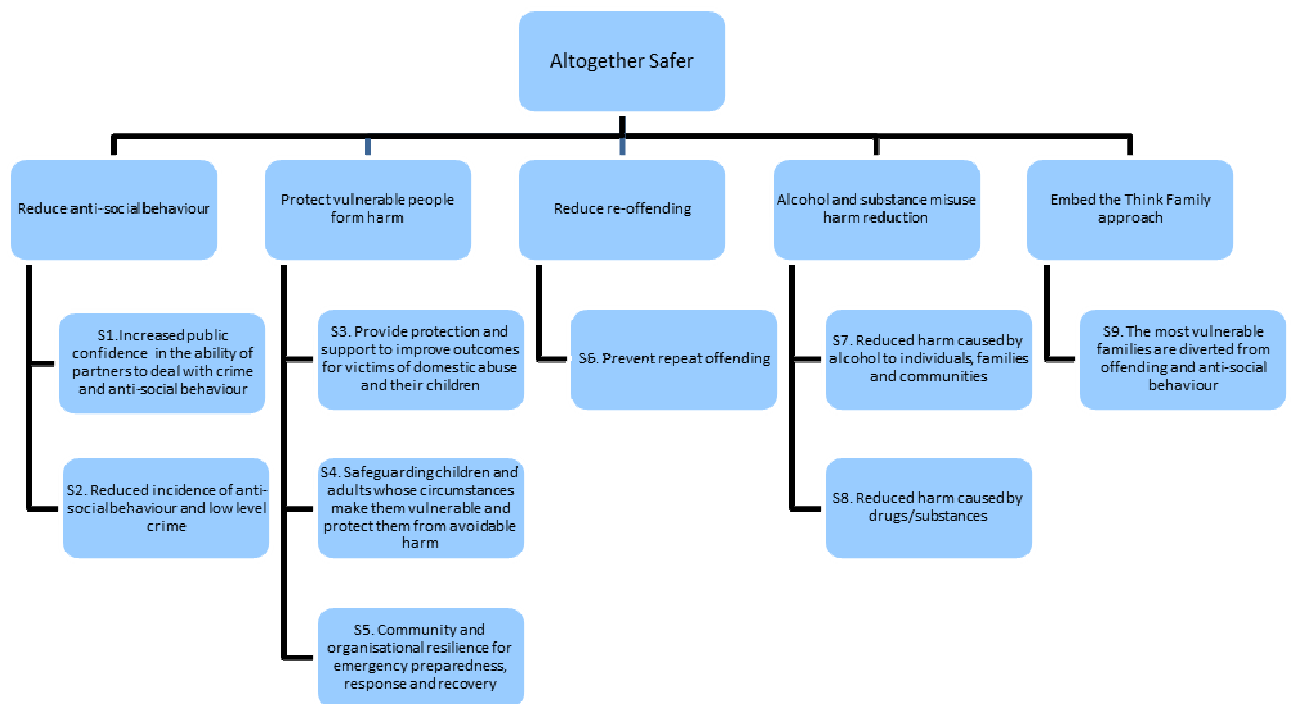
Disability Issues

See equality and diversity implications above.

Legal Implications

None.

Altogether Safer



The Altogether Safer theme focuses on creating a safer and more cohesive county and the council works with partner organisations, as a key member of the Safe Durham Partnership, to tackle crime and disorder in County Durham.

The Safe Durham Partnership Plan outlines progress in reducing anti-social behaviour, improving community safety and increasing public confidence. The council will continue to support the partnership in delivering on our shared priorities, building on achievements and working together to meet the challenges ahead.


Key hotspots around the county are identified as particularly vulnerable in terms of crime and disorder. These areas generally face problems such as unemployment, low educational attainment and ill-health. Evidence shows that there are links between levels of deprivation and levels of domestic abuse, anti-social behaviour, re-offending and alcohol and substance misuse.

1. Reduce anti-social behaviour

Anti-social behaviour (ASB) is associated with everyday problems such as noise, abandoned cars, vandalism, litter, intimidation and harassment. ASB can also affect people's happiness and pride in their community as a place to live and deters them from accessing local parks and other community spaces.

Despite progress made in tackling ASB, the public still perceive anti-social behaviour to be a problem. As a result, the council will work with the Safe Durham Partnership to improve the way in which partners capture and record complaints. It will also set out to tackle those specific issues the public have raised. These include: underage drinking; dealing / using drugs; dog fouling; rubbish lying around; and speeding.

Going well

- The number of incidents of ASB recorded by the police continued to reduce during 2012/13.
- 60% of respondents to the Crime Survey agreed that the local council and police are dealing with concerns of ASB and crime.
- **Cause for concern** 
- Despite progress made in tackling ASB, the public generally still perceive anti-social behaviour to be a problem.

Did you know?

- During 2012/13, crime in the county fell by 14%, anti-social behaviour fell by 24% and deliberate and not known secondary fires fell by 43%.

Look out for:

- Expansion of the use of Community Speedwatch campaigns across the county.
- Local campaigns to target littering and dog fouling, including the power to issue fixed penalty notices.

High level Action Plan

Action	Responsibility	Timescale
Review of key strategic documents, to determine priorities for the council and the Safe Durham Partnership:	Head of Planning & Service Strategy	
<ul style="list-style-type: none"> • Safe Durham Partnership Strategic Assessment 2014 to provide the evidence 		November 2014
<ul style="list-style-type: none"> • Safe Durham Partnership Plan refresh 2015 to provide the priorities and actions 		June 2015
Work with responsible authorities to implement the anti-social behaviour	Head of Planning & Service Strategy	March 2015

and public confidence action plans for 2014/17, to respond to the areas of most concern to the public including underage drinking, dog fouling, litter and rubbish, and vehicle speeding to increase public confidence and to deliver a 'How Can I Get Involved?' publicity campaign

2. Protect vulnerable people from harm

Protecting vulnerable people from harm is a key priority for Durham County Council and partners through the Safe Durham Partnership. The priority includes effectively responding to, and better protecting, those vulnerable individuals and communities at most risk of serious harm, improving the safety of domestic abuse victims and their children, and reducing repeat incidents of domestic abuse.

Safeguarding children and adults continues to remain a key priority for Durham County Council and partners and a zero tolerance approach has been adopted through the delivery of comprehensive training and communication strategies, national drivers and media attention linked to the care services industry. This means that all agencies are fully committed to preventing the abuse of children and adults and responding promptly when abuse is suspected.

The County Durham Sexual Violence Strategy brings partners together to tackle sexual violence and the negative impact it has on individuals and families.

Durham County Council has a statutory duty, as a Category 1 responder under the Civil Contingencies Act 2004 to provide an Emergency Response Service. The council is supported by Durham & Darlington Civil Contingencies Unit and other key voluntary agencies, to ensure that it provides organisational resilience and emergency preparedness, response and recovery arrangements through its Emergency Response Team.

Going well

- During 2012/13, the repeat domestic abuse victim rate was 12.6% against a national target of 25% or less.
- An Ofsted inspection of safeguarding and looked after children services found that safeguarding partnership work was outstanding in County Durham.

Cause for concern

- In 2012/13, the majority of safeguarding referrals for alleged abuse refer to incidents which occurred in care homes and at the service user's home address.
- Sexual offences are under-reported in the county - the number of reported offences stands at 306 in comparison to the 2011/12 outturn of 333.

Did you know?

- Safeguarding adults' referrals in 2012/13 identify that physical abuse was the main type of adult abuse recorded.
- The numbers of adults accessing outreach support from domestic abuse services have increased year on year, with 1,605 adults accessing support during 2010/11 and 2,373 during 2012/13 – an overall increase of 47.8%.

Look out for:

- Awareness-raising campaigns on hate crime, which will help people to understand how to recognise and report it.

High level Action Plan

Action	Responsibility	Timescale
Ensure that the Safeguarding Adults Board implements the requirements of the draft Care Bill, by: <ul style="list-style-type: none"> • Revising the terms of reference to ensure that they are fit for purpose. • Reviewing the annual reporting and business reporting processes 	Head of Adult Care	March 2015
Work with responsible authorities to implement the Domestic Abuse Delivery Plan for 2014-17, to reduce the prevalence of domestic abuse in County Durham by: <ul style="list-style-type: none"> • increasing awareness of services and the public • providing training to increase referrals • taking action to reduce the risk of victim and bring perpetrators to justice 	Head of Planning & Service Strategy	March 2015
Building Community resilience to Emergencies: <ul style="list-style-type: none"> • Develop approach and methodology for the development of community resilience plans in communities where demand exists 	Head of Policy and Communications	October 2014

- Working with local communities develop and ensure Community Resilience plans are in place, including training in relation to activation of plan. April 2017

Building organisational resilience of the Council to business interruptions: Head of Policy and Communications

- Corporate Business Continuity Plan in place. April 2015

3. Reduce re-offending

The government objective for reducing crime and re-offending encourages a focus on society's most prolific and problematic offenders. The Safe Durham Partnership will continue to prioritise the effective management of offenders, who are identified as committing a disproportionate amount of crime and harm in their local communities.

Going well

- During 2012/13, offences committed by young people fell by 18.1% compared to 2011/12 and the number of young people offending fell by 17.3%.
- The Integrated Offender Management programme is well established and continues to achieve significant reductions in adult re-offending, with a current reduction of 58%.
- Support into employment and successful engagement with the Recovery Academy in Durham is helping offenders find work and live a drug-free life.

Cause for concern

- The scope of re-offending work has been increased from reducing prolific offending to reducing all proven offending by adults and juveniles; the Safe Durham Partnership will need to provide a clear profile of all such offending and identify those types which are most prevalent.

Did you know?

- In 2013, the County Durham Youth Offending Service won the 'Youth Justice Award' for the third time in four years with their Intensive Employability Programme, which helps young people with lengthy criminal records to make new lives for themselves.

Look out for:

- Work to further increase victim involvement with young people is to be rolled out across the county.

High level Action Plan

Action	Responsibility	Timescale
Refresh the Reducing Re-offending Strategy and develop and implement a new action plan, to include delivering projects aimed at women offenders, restorative approaches, transforming rehabilitation, offender mental health, and health needs of young people who offend	Head of Children's Services	March 2015

4. Alcohol and substance misuse harm reduction

Alcohol and Substance misuse contributes to a significant proportion of crime and anti-social behaviour, with links to both organised crime and child sexual exploitation. Underage drinking and drugs in the community are in the top three issues which the public in county Durham want tackling.

Despite a rise in alcohol-related violent crime and alcohol-related domestic violence in 2011/12, levels have fallen back below those in 2010/11. During 2012/13, the number of anti-social behaviour incidents related to alcohol remained stable at just over 16%.

During 2011/12 there were 1,738 drug users in effective treatment and 1,758 people in treatment with the community alcohol service. The percentage of all exits from alcohol treatment which are planned discharges stand at 64%. The percentage of drug users in treatment who successfully completed treatment during 2011/12 was 10.8%.

Going well

- 38% of people in treatment with the community alcohol service between January and December 2012 successfully completed their treatment plan; this is better than the national average of 36%.
- Between April and September 2013, the number of women experiencing domestic abuse who were re-referred to the Multi Agency Risk Assessment Conference is 7.8%; this is significantly better than the England average of 24%.

Cause for concern

- Alcohol misuse is strongly linked to crime and anti-social behaviour and performance data for 2012/13 shows that 32% of violent crimes are alcohol related.
- The public's perception of alcohol and drug-related nuisance remains high and this will be a key focus for the Safe Durham Partnership in 2014.

Did you know?

- As part of a project targeting youth-related alcohol nuisance in parts of the county, 30 licensees received responsible retailer training.

- The number of people completing substance misuse treatment is increasing – criminal justice clients make up 20% of the treatment population and of these 11.7% completed treatment.

Look out for:

- The partnership will focus on young people drinking; this will include public places and standardising the level of alcohol seizures across the county.

High level Action Plan

Action	Responsibility	Timescale
Work with responsible authorities to implement the ‘prevention and control’ element of the Alcohol Harm Reduction Delivery Plan, to reduce the impact of alcohol related disorder in targeted areas across the county by improving data and intelligence, raising awareness of alcohol harm	Head of Planning & Service Strategy	March 2015
Work with responsible authorities to develop and deliver the new County Durham Drug Strategy and action plan for 2014/17 by strengthening restorative approaches as part of recovery and rehabilitation and increasing awareness in order to reduce drug use, reduce drug related incidents and provide public reassurance	Head of Planning & Service Strategy	March 2015
Work with partners to deliver a range of intelligence led interventions to reduce the harm caused by alcohol	Head of Environmental Health & Consumer Protection	March 2015

5. Embed a ‘Think Family’ Approach

‘Think Family’ is a multi-agency approach which seeks to provide early intervention for those families which have problems and cause problems to the community around them, putting high costs on the public sector.

The Safe Durham Partnership and the council has adopted this approach in order to provide families with the best possible opportunity to avoid involvement in crime and disorder and reduce their impact on our services. Achieving our targets will have financial benefits and will present social benefits for those areas of the county where communities suffer most.

In County Durham, we also use this approach as part of our ‘Stronger Families’ programme, known nationally as Troubled Families, which provides support to families in the county experiencing problems or difficulties, including those who:

- have children who don’t attend school or who are excluded;
- are involved in antisocial behaviour or crime (including Domestic Abuse);
- are not in work; and
- result in high cost services such as families with children on the child protection list, families affected by parental substance misuse, domestic abuse and mental health problems.

The Think Family approach joins up local services, dealing with each family’s problems as a whole and using a range of methods to support families and challenge poor behaviour. The approach also builds on the ‘High Impact Household’ programme adopted by the Safe Durham Partnership and the council in 2011.

Going well

- 312 families have been ‘turned around’ in the first ten months of 2013; this means 60% less anti-social behaviour and 33% less offending by minors in those families.
- The Safe Durham Partnership and Durham County Council are fully committed to embedding the ‘Think Family’ approach across local initiatives and problem-solving groups; the anti-social behaviour escalation policy and mental health protocols are examples of how we can intervene early.

Cause for concern

- Maintaining significant and continuous reductions in crime and anti-social behaviour can only be achieved by building on what works and being able to adapt the way we approach problems.

Did you know?

- Our offender management programme will benefit from additional engagement with families of offenders, so that services can be designed around the issues they raise.

Look out for:

- Improved domestic abuse services, which will be able to draw on additional support networks as part of the ‘Think Family’ approach.

High level Action Plan

Action	Responsibility	Timescale
Embed the Think Family approach, by: <ul style="list-style-type: none"> • Training staff in restorative approaches for early intervention when working with families 	Head of Planning & Service Strategy	March 2015

- Incorporating 'Think Family' when managing offenders and domestic abuse services by working with the whole family rather than individuals in isolation
- Integrating Think Family into Multi Agency Partnership (MAP) processes so all partnerships understand the processes to support the family

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

3 April 2014



**Overview and Scrutiny Review
Neighbourhood Wardens**

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. The purpose of this report is to present the findings, conclusions and recommendations of the Committee's draft review report on Neighbourhood Wardens attached at Appendix 2.

Background

2. At its meeting on 18 June 2013, members of the committee agreed to undertake a review on the Council's Neighbourhood Warden Service. The aim of the review was to look at the impact of partnership activity and raise the profile of the service.
3. The review has gathered a wide range of evidence through working group meetings, video footage, field study observations and desktop research to produce a draft report attached in Appendix 2. The report contains findings through four key sections on Supporting Information, Tools and Powers, Partnership Working and Campaigns and Profile and Communications.
4. Conclusions and suggested recommendations for the review are contained in Section 6 of the draft report and focus on recognition for the work of the warden service, utilising restorative approaches, exploring development of confidence plans, providing information to residents outside their remit, capacity to attend community meetings, wider circulation of the newsletter and use of social media. The report also recommends that the service is prepared for the forthcoming ASB, Crime and Policing Bill to become an Act and that wardens have contact details for the Council's Parking Services team to report any issues relating to car parking as a community concern.

Service Response

5. Neighbourhood Services Management Team welcome the report of the Safer and Stronger Scrutiny Committee into Neighbourhood Wardens, it reflects the key partnership role they play in our communities contributing significantly to them being safer, cleaner and greener. The Service supports the recommendations and will work to deliver these improvements.

Recommendation

The Committee are asked to agree the draft report in Appendix 2 and that it be submitted to Cabinet for consideration.

Contact: Tom Gorman, Corporate Improvement Manager
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Contact: Jonathan Slee, Overview and Scrutiny Officer
Tel: 03000 268 148 E-mail: jonathan.slee@durham.gov.uk

Appendix 1: Implications

Finance – None

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – The report includes information that aims to contribute to reducing Crime and Disorder within the Altogether Safer element of the Council Plan, Safe Durham Partnership Plan and Sustainable community strategy.

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications – Information within this report is linked to enforcement powers and duties undertaken by Neighbourhood Wardens in line with Acts of Legislation.

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

**Overview and Scrutiny Review of
Neighbourhood Wardens**

2014

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Foreword

From tackling fly tipping to addressing anti-social behaviour and undertaking litter campaigns to enforcement action with dog fouling, these are just a few of the services provided by Council's neighbourhood wardens to communities within County Durham.



The Council's neighbourhood wardens provide a service to improve the quality of life for residents and reduce the fear of crime. In undertaking their duties, wardens work closely with a number of partner agencies and within this context members of my committee have undertaken this review to look at the impact of partnership activity and raise the profile of the service.

The review has gathered a wide range of evidence and Members have undertaken field study observations of partnership operations provided by the Council and partner agencies to see first hand what we and our partners are doing. The report concludes with a number of recommendations for consideration by the Council's Cabinet.

I would like to take this opportunity to thank members of the committee and representatives from Durham County Council and partner organisations for their valuable time in giving evidence and supporting the work of the review.

Councillor Dr David Boyes
Chairman
Safer and Stronger Communities Overview and Scrutiny Committee

Executive Summary

- 1 Neighbourhood wardens are an accredited community safety service provided by Durham County Council to cover all communities within the County and aim to improve the quality of life for residents by reducing the level of anti-social behaviour and the fear of crime. The service was inherited from four of the seven former district councils in 2009 as part of Local Government Reorganisation, it was expanded countywide in 2009 and undertook further harmonisation in 2012 to include responsibility for stray dogs and introduce a seven day week shift pattern and in 2013 took on responsibility for stray and tethered horses.
- 2 Legislation allows for a variety of different neighbourhood warden service models to be adopted. A number of national evaluations and research into councils both within and outside the region highlight there is no best practice or ideal model. Each local authority has developed its own approach to suit its local circumstances.
- 3 The review identified that the approach in Durham is delivered through education, engagement and enforcement. Education initiatives include working with sessions with school children, producing displays to provide information on littering and responsible dog ownership. Engagement initiatives have included assisting communities with Community Payback Schemes, volunteer clean ups and organised litter picks. Enforcement is a tool that Wardens can use with regard to environmental issues and to confiscate alcohol, cigarettes and tobacco products from persons under 18yrs, request the name and address of a person acting in an anti-social manner, require the removal of vehicles causing a danger or obstruction. Other councils have adopted differing approaches that focus on either education and engagement or enforcement.
- 4 The report focuses on their role in addressing community concerns of dog fouling, litter and waste and fly tipping and performance information highlights an increase of demand for service provision and a significant increase in the use of action taken through enforcement or issue of warning notices. A key theme within the report is the warden's contribution together with partners to improve confidence and raise the profile of their work and awareness of their role through exploring the development of locality confidence plans, feedback with residents and increased use of social media.
- 5 Wardens have a wide range of tools and powers that focus on environmental issues and share a number of powers with Police

Community Safety Officers which are complementary, provide greater coverage and equally important to their own distinct areas of responsibility. Performance data shows an increase in the level of enforcement activity undertaken by neighbourhood wardens during the current year with the volume of some types of notices issued more than doubling. The report also illustrates the potential impact of adopting restorative approaches as a tool to tackle problems, looks at an approach to contribute to community concerns of car parking and the potential impact of the Anti-Social Behaviour and Crime Bill.

- 6 From tackling fly tipping to providing education to dog owners, partnership working with external agencies is an essential aspect and a key component of the duties undertaken by the Council's neighbourhood wardens. The report provides evidence from a housing provider and Durham Constabulary on the value of partnership working and examples to identify the impact of environmental campaigns and joint police operations. Members of the Committee also undertook field study exercises with wardens and partners that provided an insight to the role of neighbourhood wardens, the diverse range of their work, partnership activity and the potential conflict situations that can occur within the role.

From its findings the review has identified the following recommendations:

1. That Cabinet note the valuable role Neighbourhood Wardens provide to communities in line with Council priorities and their contribution to partnership working with a wide range of partner organisations.
2. That consideration be given for all Neighbourhood Wardens to undertake training to use restorative approaches as a tool to tackle problems within their role.
3. That the Neighbourhood Warden Service should look to raise its profile through exploring mechanisms to circulate the monthly newsletter to residents groups, partners agencies and neighbourhood watch. In addition, consideration be given to explore the use of social media as a tool to improve confidence and gather intelligence with the Council's Corporate Communications Team.
4. That the Neighbourhood Wardens explore development of locality based confidence plans in line with local priorities and also contribute to area based confidence plans produced by Durham Constabulary.
5. That the Neighbourhood Warden Service in addition to offering feedback to improve confidence explore implementing a system where if action needed is outside their responsibility and they have referred to

another service or agency, inform the resident of action they have taken and contact details for the relevant service or agency.

6. That attendance at community meetings is a very important format to engage and communicate with residents, but if there are capacity issues to attend community meetings that the Neighbourhood Protection Manager liaise with the local Neighbourhood Police Chief Inspector and/or Inspector and County Council members to identify the most appropriate meetings for the wardens to be attending.
7. That the Neighbourhood Warden Service prepare for implications from the Anti-Social Behaviour, Crime & Policing Bill to become an Act and review tools and powers to ensure that appropriate training is undertaken for staff and changes are communicated to residents, businesses and communities.
8. That Neighbourhood Wardens have the contact details for the Parking Enforcement Team to report any issues relating to car parking raised as a community concern and following concerns raised at PACT meetings these are also shared with the parking services team.
9. Cabinet are asked to consider the recommendations contained in the report as part of the approach through systematic review and provide a progress update on recommendations in six months time.

DRAFT

Section 1 Background and Methodology for the Review

Background

- 7 At its meeting on 18th June 2013, members of the committee agreed to undertake a review on the Council's Neighbourhood Warden Service. The service is provided by the Council's Neighbourhoods Service Grouping and following harmonisation in 2012, employs 45 neighbourhood wardens who provide a wide range of services including tackling anti-social behaviour and environmental crimes to communities within County Durham.
- 8 The starting point for the review is an overview of the Neighbourhood Warden Service to provide Members with information on the history of the service, services provided and how they link with other council services and partnership activity. This will also highlight their approach through education and enforcement powers.
- 9 Neighbourhood wardens have a wide range of responsibilities and to deliver this requires a significant amount of partnership activity at both a countywide and local level with a number of partner agencies. The aim of this review was to report on the contribution of neighbourhood wardens to partnership activity and the impact this achieves. The review set out to identify the key partners/partnerships the service is involved with and look at what the service brings to the partnership, the added value of this service, the difference this makes and if we can improve on our contribution.
- 10 In addition, the review sought to look at powers that are available to the service and methods of communication, Members have also taken the opportunity to spend time with neighbourhood wardens to gain an insight to their work. The outcomes of the review would seek to identify the service's contribution to key Council Plan themes of the Altogether Safer objectives of 'Increase public confidence' and 'Reduce incidence of anti-social behaviour and low level crime'.

Purpose of the Review

- 11 To evaluate the impact of partnership activity undertaken by the Council's Neighbourhood Warden Service and raise the profile of the service's contribution to community safety.

Objectives

- To gain an understanding of the roles and responsibilities of the Council's neighbourhood wardens.
- To receive information in order to gain an understanding of community safety partnership activity undertaken by neighbourhood wardens.

- To explore with key partners namely the police, housing associations, community partnerships and other Council services the evidence of partnership activity undertaken by the service, the impact of this work, contribution to tackling problems and building confidence within communities and look at opportunities to improve existing partnership arrangements.
- To explore the range of powers available to neighbourhood wardens and how these are applied across the county.
- To look at the profile and methods of communicating activity, promoting community safety messages and providing reassurance by the neighbourhood warden teams.
- To undertake research to identify any examples of best practice to include within the review's findings.
- To undertake field study activity to gain an insight into the work of the Neighbourhood Warden Service.

Timescale

12 Review Group meetings and visits took place between September to November 2013 with a report scheduled to be presented to the Committee and Cabinet thereafter.

Evidence

13 The review has gathered evidence through:

Officer presentations:

- *Ian Hoults, Neighbourhood Protection Manager, Durham County Council*
- *Oliver Sherratt, Head of Direct Services, Durham County Council*
- *Mark Farren, Education & Enforcement Manager, Durham County Council*
- *Pauline Walker, Senior Civic Pride Officer, Durham County Council*
- *Sergeant Dave Clark, Durham Constabulary*
- *Acting Inspector Paul Footes, Durham Constabulary*
- *Amanda Fulcher, Senior Enforcement Officer, East Durham Homes*
- *Stuart Wood, Senior Estates & Regeneration Officer, East Durham Homes*

Field Study observations to:

- *StaySafe Operation, Consett 19th September 2013*
- *Stop & Search Operation, East Durham area, 4th October 2013*
- *Staysafe Operation, Consett 18th October 2013*

- *Stop & Search Operation, Consett and Stanley area, 4th November 2013*
- *Neighbourhood Walkabout, Taylor Road, Bishop Auckland, 25th November 2013*

Reference material:

- *Neighbourhood Warden Schemes: An Overview, Home Office, 1999*
- *Bringing Britain Together: National Strategy for Neighbourhood Renewal Cabinet Office, 2001*
- *Neighbourhood Wardens Scheme Evaluation, Office for Deputy Prime Minister, 2004*
- *New Deal for Communities – National Evaluation Neighbourhood Wardens: More than the ‘Eyes and Ears’ of Communities? Research report, Sheffield Hallam University Office for Deputy Prime Minister 2004*
- *Neighbourhood Warden Harmonisation, Cabinet report, Durham County Council, November 2009*
- *Durham County Council, Neighbourhood Protection Team, Countywide Newsletter, October 2013*
- *Confidence, report to Durham Police and Crime Panel, October 2013*
- *Durham Constabulary website, PACT priorities, October 2013*
- *Benchmarking request from Association of Public Service Excellence*
- *Safe Durham Partnership Integrated Restorative Practice Strategy, report to Safer and Stronger Communities OSC, December 2013*
- *Restorative Approaches Session, Durham Constabulary, November 2013*
- *Anti-Social Behaviour, Crime and Policing Bill, Research Paper 13/34, House of Commons Library June 2013*
- *Information response on use of Social media from Durham Constabulary and County Durham & Darlington Fire and Rescue Service*

14 Membership of Review Group

Members of the Review Group were:

Councillor D Boyes (Chair), Councillor T Nearney (Vice-Chair)
 Councillors J Armstrong, J Charlton, P Conway, J Cordon, S Forster, J Gray, D Hall, C Hampson, B Harrison, M Hodgson, G Holland, J Maitland, N Martin, J Measor, K Shaw, W Stelling, P Stradling, J Turnbull and C Wilson

Co-opted Members: Mr A J Cooke, Mr B Knevitt, Mr M Iveson, Ms E Roebuck and Mr T Thompson

Co-opted Employees/Officers: Chief Superintendent G Hall, Mrs H Raine and Mr J Hewitt

Section 2 – Supporting Information

Background to Neighbourhood Wardens

15 National/Regional Context

Neighbourhood warden schemes were one element proposed within the 1998 publication 'Bringing Britain Together: National Strategy for Neighbourhood Renewal'. The then Minister of State, Home Office, Charles Clark MP stated in the publication 'National Strategy for Neighbourhood Renewal: Policy Action Team Audit' "Neighbourhood wardens offer a promising approach to promoting community safety and improving the quality of life in our most deprived neighbourhoods". This was also reinforced by the Crime and Disorder Act 1998, which specified that the police, local authorities and other responsible agencies should together produce local audits of crime and disorder and strategies for tackling these.

16 The Neighbourhood Wardens Programme was launched as a joint Department of the Environment, Transport and the Regions and Home Office initiative in 2000 with funding for initial schemes provided until March 2004 and from this date responsibility for wardens' funding now lies with schemes themselves.

17 A research report '*Neighbourhood Wardens Scheme Evaluation*' published by the then Office for Deputy Prime Minister (ODPM) in 2004 reported that from 84 schemes '*Wardens have a unique role to play in neighbourhood renewal. They are a new generation of officials who know the problems, face the people and take the action. Wardens' success lies in their accessibility and ability to link people and agencies together*'. The report also highlighted that there is no typical warden scheme. Schemes vary in the problems they aim to tackle, their objectives and the way in which they are managed and operate. Most, however, have reduction of crime, fear of crime and anti-social behaviour (ASB) and environmental improvements as core objectives. This view was also identified within the conclusions of the ODPM report '*Neighbourhood Wardens: More than the 'Eyes and Ears' of Communities?*' that '*found that there is no single model of neighbourhood wardens: they are tailored to meet the needs of local residents, work with different agencies and complement a multitude of other services and activities.*' This view has reflected experiences when researching evidence from other authorities to identify best practice for the committee's review.

18 The Police Reform Act 2002 included the Community Service Accreditation Scheme to which chief constables can choose to accredit employed people already working in roles which contribute to maintaining and improving community safety with limited but targeted powers. These powers can enable neighbourhood wardens to become more effective in their role of providing public reassurance, and in the prevention of crime, disorder and anti-social behaviour.

- 19 Currently many local authorities have a neighbourhood warden service but as identified responsibilities can vary. For example in Northampton, neighbourhood wardens are accredited officers and have powers of enforcement including fixed penalty notices for dog fouling and littering and in West Berkshire, neighbourhood wardens employed by the Council are located within Neighbourhood Police Teams and are not enforcement officers but focus on community engagement and raising awareness of these areas. Enforcement action is undertaken by a Police Officer, PCSO or the Council's Civil Enforcement Officers.
- 20 There are different approaches within the North East, where currently neighbourhood wardens in South Tyneside focus on anti-social behaviour and have powers for issuing fixed penalty notices for dog control and litter but in Stockton their Neighbourhood Enforcement Team is an accredited service and uses a range of legislation including Local Authority, selected Police and DVLA Agency devolved powers which enable the council to impact on and deter flytipping, waste carrier offences, litter dropping, dog fouling, untaxed and abandoned vehicles, graffiti and noise nuisances.

Local Context

- 21 Neighbourhood wardens are a service provided by Durham County Council to cover all communities within the County. In summary, the Council has 45 neighbourhood wardens and the aim of their role is work to improve the quality of life for residents by reducing the level of anti-social behaviour and the fear of crime.
- 22 The concept of neighbourhood wardens in County Durham was first introduced as the "Community Force" in the former Sedgefield Borough Council in 1994, this was initiated in response to comments from electors residents during a local election about fear of crime. This operated as a 24 hour service, and its objectives included providing a community patrol to increase public safety and reassure the public and consult with local police teams regarding crime trends and problems.
- 23 Moving ahead to the point of local government reorganisation in 2009, the County Council inherited Neighbourhood Warden Services from four of the seven former District Councils. A challenge for the Council was that the focus of each of the warden schemes was developed based on local priorities and objectives meaning that the roles and responsibilities of the wardens differed greatly across the County. For example in Easington, street wardens tackled a full range of environmental crime, anti-social behaviour and engagement activity whilst wardens in Durham City focused in the main on environmental improvements and environmental crime.

- 24 Following a report to Cabinet in November 2009, the Council moved quickly to extend the service countywide, in areas such as Derwentside, Teesdale and Chester-le Street. Furthermore, on the basis of consultation and feedback from Members, the priorities of the service were established relating to enforcement on envirocrime and antisocial behaviour, with the necessary powers being adopted by the Council and relevant training for staff. An education first approach was adopted, and the wardens support environmental campaigns, such as responsible dog ownership.
- 25 Further harmonisation was undertaken in 2012, with the merger with dog wardens and introduction of a shift system to provide a seven day week service and evening work, thereby aiming to improve the effectiveness of response to issues such as anti-social behaviour. The neighbourhood wardens work closely with a wide range of partners including the police and Environment Agency and with Stanley Town Council supporting an enhanced service in their area. The role of wardens has continued to adapt to meet the Council's needs for instance taking on new responsibilities relating to tackling stray horses, and undertaking welfare visits to vulnerable residents during the worst of the winter weather.
- 26 With regard to the Council's strategic vision the work of the neighbourhood wardens contribute to all of the Altogether priorities.

Roles & Responsibilities

- 27 Neighbourhood wardens are part of the Neighbourhood Protection Team within the Council's Neighbourhood Services Service Grouping. The Neighbourhood Protection Team also includes anti-social behaviour officers, bereavement services, pest control, civic pride, stray and tethered horses and allotments. Neighbourhood Protection is a highly visible Council service that fulfils a range of statutory duties including:
- Collection/receiving stray dogs - The Environmental Protection Act 1990
 - Provision of allotments in accordance with demand - The Small Holdings and Allotments Act 1908
 - Keeping the district free from rats and mice where practicable - Prevention of Damage by Pests Act 1949
- 28 There are also a number of other areas where Neighbourhood Protection contribute to the fulfilment of statutory duties including:
- Tackling Crime and Disorder including antisocial behaviour - The Crime and Disorder Act 1998
 - Educating and enforcing environmental crime contributes to Street cleansing (local authorities have a statutory duty under the Environmental Protection Act 1990 to ensure public spaces

and highways are kept free from litter and refuse as far as is reasonably practicable)

- Handling of stray and tethered horses in order to make the highways safe - Highways Act 1980
- Early intervention with neighbourhood nuisance – Environmental Protection Act 1990

- 29 Neighbourhood wardens are an accredited Community Safety Service and have powers designated to them by the Chief Constable under the Police Reform Act 2002. These powers enable wardens to utilise limited but targeted powers to become more effective in their role of providing public reassurance, and in the prevention of crime, disorder and anti-social behaviour.
- 30 A list of neighbourhood warden powers is attached in Appendix 1 and specific legislative powers are outlined within the following section but principally warden duties are to deal with issues relating to dog fouling, litter, fly-tipping, under age street drinking, low level anti-social behaviour, illegal storage and transport of waste, collection of stray dogs and abandoned vehicles. Whilst the review was being undertaken a restructure in the Children and Adult Services resulted in a transfer of the Gypsy, Roma and Traveller Service to the Neighbourhood Protection Team for unauthorised encampments and Regeneration and Economic Development for fixed sites. Neighbourhood wardens within the course of their duties have also dealt with unpredicted situations including an open mine shaft, removal of a snake and assisting partners following the recent fires at Stanley Town Centre.
- 31 Their approach is delivered through education, engagement and enforcement. Education initiatives include “Tidy Ted” sessions with school children, displays to provide information on dropping cigarettes and information to dog owners on their responsibilities. Engagement initiatives have included assisting communities with Community Payback Schemes, volunteer clean ups and organised litter picks. Enforcement is a tool that Wardens can use with regard to environmental issues and to confiscate alcohol, cigarettes and tobacco products from persons under 18yrs, request the name and address of a person acting in an anti-social manner, require the removal of vehicles causing a danger or obstruction and Council delegated powers.

Service Coverage

- 32 Following harmonisation in 2012 the service is now countywide and resources are directed through three geographical areas utilising intelligence from levels of anti-social behaviour and number of households. There are eight warden zones within the county, which have two teams who operate a range of shift patterns within the times identified in the following table that is based on service demand to provide cover for seven days of the week. Wardens do also work outside these times when undertaking targeted campaigns or joint operations with partner organisations.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0900-2000	0700-2000	0900 – 2000	0900 -2000	0700 – 2200	1645 – 2200	1645-2200

Neighbourhood Warden Shift patterns

Performance Measures

33 There are a range of performance measures that the service contributes to within its roles and responsibilities. The Council's performance management framework includes the following indicators:

Indicator	Latest Data	Previous Data
Perceptions that the police and local council are dealing with concerns of ASB and crime	59.5% (Apr 2012 - Mar 2013)	58.9% (Apr 2011- Mar 2012)
Perceptions of anti-social Behaviour (Percentage of public perceiving that there is a high level of ASB in their area)	43.7% (Apr -Jun 2013)	37.7% (Oct 12- Mar 13)

34 In addition, the following table shows year to date figures (April – October) of action taken by neighbourhood wardens together with previous year's figures for the same period of time shown for comparison:

Action Taken (April – October each year)	2012/13	2013-14	% difference (whole number)
Fixed Penalty Notices issued for Littering	280	583	108% increase
Fixed Penalty Notice issued for dog fouling	87	93	7% increase
Fixed Penalty Notice issued for failure to comply with Litter Clearance Notice	115	137	19% increase
Litter Clearing Advisory Notices Issued	994	1061	7% increase
Litter Clearing Notices Issued	220	405	84% increase
Alcohol Seizures	167	320	92% increase
Number of stray dogs removed	1314	1078	18% decrease
Fly-tipping reports	3907	4810	23% increase
Airwaves Response Jobs	1544	1936	25% increase

35 These figures highlight an increase in all areas with exception of the removal of stray dogs which has decreased by 18% compared to the previous year. In addition, Appendix 2 of this report contains information on enforcement activity and reports for requests of service in relation to the above areas from 11 locality areas. In summary, enforcement action and responses to services are being undertaken across the whole county.

36 Not tackling the above issues can lead to a detrimental effect on people and places within the county and contributing to improving public confidence and reducing the fear of crime are an important area for neighbourhood wardens. Improving confidence is an area which Durham Constabulary are focused upon and is proactively working with Durham University. A report highlighting confidence plans for locality areas was presented by the Police and Crime Commissioner, Mr Hogg to a meeting of the Police and Crime Panel in October 2013. The report illustrated activity with Durham University to understand what drives confidence in policing delivery and with guidance from the Constabulary's Strategic Development Department setting the following three overarching themes to focus on in the effort to improve public confidence:

- Reduce Crime and Anti-Social Behaviour;
- Improve awareness of local Police and Communities Together (PACT) meetings
- Feeling informed – recognise the need to promote good work.

37 Actions identified within locality confidence plans are linked to work that is also undertaken by or in partnership with neighbourhood wardens. In contributing to improving confidence, it may be worth consideration for the Neighbourhood Warden Service or/and Area teams to develop confidence plans in line with those of the Constabulary and actions that they can aim to deliver.

Section 3 Tools and Powers

- 38 Appropriate tools and powers are essential to enable neighbourhood wardens to fulfil their responsibilities. The previous section reported increases in the number of Fixed Penalty Notices issued for dog fouling, littering and failure to comply with litter clearance. These are the key issues that have the greatest effect upon communities and are raised at PACT meetings and other community meetings. Appendix 1 includes powers in relation to dogs, litter and waste, people and property, environmental and vehicles but information gathered by the Review Group focused on tools available to address issues relating to dogs, litter and flytipping.
- 39 Members acknowledge the range of powers available to wardens and note that detecting and enforcing action relating to these issues can be challenging.

Dogs

- 40 Dog fouling is a key concern raised at PACT meetings from communities within the county and neighbourhood wardens lead on enforcement but Police Community Support Officers (PCSOs) also have the power to enforce. Enforcement is taken through the 'Dog Control Order under the Cleaner Neighbourhood and Environment Act 2005'. Officers can issue a Fixed Penalty Notice with no warning to an adult who fails to clear up after their dog. Neighbourhood wardens and PCSOs do undertake patrols within communities and target areas raised at PACT meetings and for the period April – October 2013 there has been a seven percent increase in the number of fixed penalty notices issued for dog fouling compared to the same period in 2012.
- 41 Following harmonisation in 2012, Neighbourhood Wardens took on responsibility for stray dogs under section 49 of the Environmental Protection Act 1990 and this has enabled greater coverage across the County. Dogs are collected and returned to their owner where possible or taken to a kennelling provider and can be reclaimed by owners within the first seven days provided costs are paid. The Working Group was informed that all attempts are made for uncollected dogs to be rehomed.
- 42 Whilst dog fouling and stray dogs fall under the remit of the Neighbourhood Warden Service, dangerous dogs is an issue for the police under the Dangerous Dogs Act, albeit neighbourhood wardens may assist the police if there is a need to capture or transport a dangerous dog.

Litter and Waste

- 43 With regard to dropping litter from a car or throwing it to the ground in an open space, neighbourhood wardens and PCSOs both have powers to deal with this via a fixed penalty notice with no prior warning through

section 87 and 88 of the Environmental Protection Act 1990. The performance table in section one highlighted that for the period April – October 2013 there has been a 108% increase in the number of fixed penalty notices issued for littering compared to the same period in 2012.

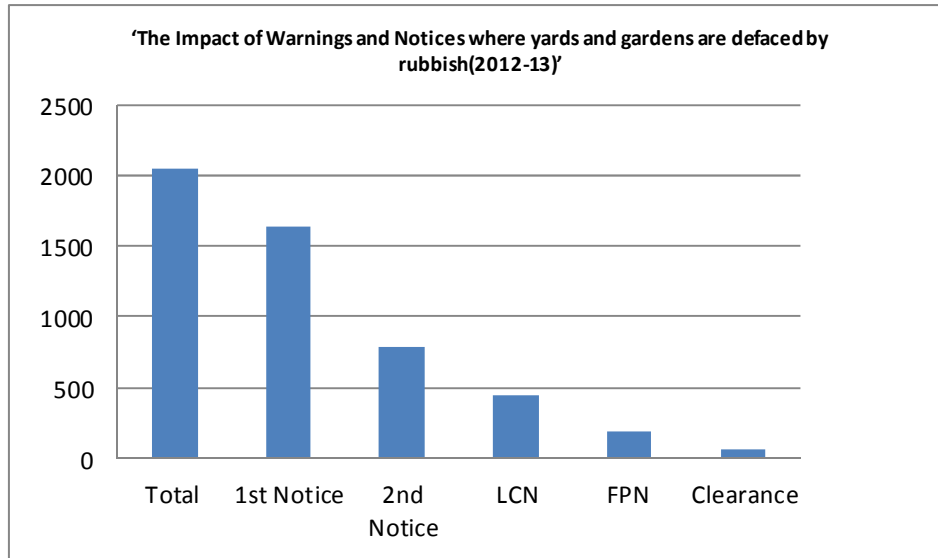
- 44 Unkempt yards and gardens through litter or storage of waste can be dealt with by neighbourhood wardens but not in all cases. Wardens have powers under the Environmental Protection Act 1990 to deal with general waste but if the waste is putrescible waste, the Environment Health and Consumer Protection service would deal with this under the Public Health Act 1936 and in the case of overgrown gardens planning enforcement would be undertaken through the Town and County Planning Act 1990.
- 45 Whilst responsibilities for tackling these issues may fall with other services or agencies, communities may not make the distinction between the various enforcement responsibilities. Neighbourhood wardens are generally the first point of call for unkempt yards and gardens and where they have no powers this can create potential for confusion and situations where no action has been taken. Communities can feel let down by the Neighbourhood Warden Service if it was initially reported to them and they have limited control on actions of other council services.

Business waste

- 46 Neighbourhood Wardens have powers through section 93 Environment Act 1990 to deal with business waste and street litter issues linked to the activities of a specific business, section 47 of the act for the duty of care and storage of waste generated by the business and section 1 of the Control of Pollution amendment Act 1989 for the proper transportation of business waste.
- 47 The approach to tackling street litter linked to businesses is to try to resolve the issue through negotiation but where there is no cooperation, Wardens can serve a notice requiring certain measures to be put in place and failure to comply with that notice would result in a Fixed Penalty Notice being issued.
- 48 Businesses have a duty of care around storage and transfer of their waste. In situations where this is not being correctly undertaken, neighbourhood wardens can deal with this through serving notices to remove the waste and issuing warnings requiring improvements or change. Failure to act could result in the business being prosecuted under the Environmental Protection Act.
- 49 People transporting waste for profit must be registered with a valid Waste Carrier's License from the Environment Agency. Neighbourhood wardens have the power to issue Fixed Penalty Notices and the collector is also risking prosecution if not correctly registered.

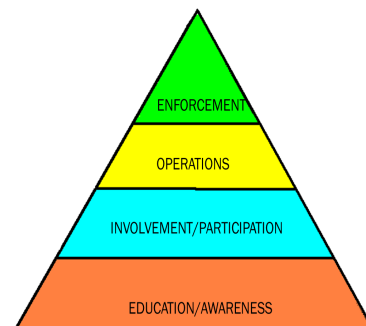
Approach to Using Powers

50 The performance table in Section one highlighted an increase to many areas of the warden's services including enforcement. However, the following chart highlights the impact of warnings, issuing notices and Litter Clearance Notices (LCN) in 2012/13 as opposed to direct enforcement when dealing with yards and gardens defaced by rubbish.



51 The effectiveness of education from pre-enforcement notices is quite clear from these results as the graph shows the majority of cases are resolved without issuing a fixed penalty notice. Adopting this approach leads to less confrontation with residents, fewer 'criminalised' residents, lower legal costs and fewer referral of cases to other departments. In addition, this approach also takes less time, tackles the problem and contributes to improving confidence of the service within the area.

52 Wardens prioritise education and engagement alongside enforcement, in order to have the widest possible influence on behaviour as identified within the Civic Pride triangle. This has been achieved through the power of persuasion in face to face contact, providing offenders with a notice requiring them to do something to prevent enforcement being taken or giving them a warning to make them aware they have committed an offence and to make it clear that any further offence will result in enforcement action. As identified there are a few exceptions where the offence is so well known residents can be expected to know they were doing wrong (e.g. dog fouling, littering and fly-tipping).



Civic Pride Triangle

Police Community Support Officers

53 The partnership work of neighbourhood wardens with police officers and PCSOs is detailed in the following section, but the Working Group noted the powers that both PCSOs and neighbourhood wardens have and utilise to deliver their responsibilities. Being part of an accredited Community Safety Scheme enables wardens with the following powers:

- Issue fixed penalty notices for offences relating to dog fouling, littering, graffiti and fly-posting
- Request name and address details for fixed penalty notices and offences that cause injury, alarm, distress or damage or loss to another
- Request name and address details of a person acting in an anti-social manner
- Confiscate alcohol from persons under 18
- Confiscate cigarettes or tobacco from persons under 16
- Removal of vehicle causing danger or obstruction

54 The tools and powers available to neighbourhood wardens and PCSOs are overlapping but equally important to their own distinct areas of responsibility. In summary, neighbourhood wardens have more powers in connection to environmental issues and PCSOs having more in relation to highways and traffic. Wardens and PCSOs both have powers in connection with seizure of alcohol, a professional witness for anti-social behaviour, dog fouling and littering and this is beneficial in terms of partnership working and enabling increased coverage within a period of budget challenges. The following table is a summary of these powers.

Power/Tool	Wardens	PCSOs
Dog Fouling (FPN)	YES	YES
Stray Dogs (Seize)	YES	
Dangerous Dogs		YES
Littering - FPN/Prosecution	YES	YES
Litter Clearing - dirty yards and gardens - requirement & FPN/Prosecution	YES	
Household Waste - Duty of Care, bins, contamination	YES	
Graffiti - FPN/prosecution	YES	YES
Fly-posting - FPN/ prosecution	YES	YES
Abandoned Vehicles - remove	YES	
Flytipping - Provision of Information	YES	
Flytipping Prosecution	YES	
Flytipping - Seizure of Vehicles - via court	YES	
Flytipping - Forfeiture of Vehicles - via court	YES	
Commercial Waste Storage - requirements & FPN/Prosecution	YES	
Waste Transportation (waste carriers) - FPN/Prosecution	YES	
Require Name and Address (various offences)	YES	YES
Powers of Entry (various reasons)	YES	YES
Insecure Properties/Land (Board up in emergency situations)	YES	

Obstruction Highways		YES
Antisocial Behaviour - professional witness	YES	YES
Power to require persons drinking in designated places to surrender alcohol		YES
Power to require persons under 18 to surrender alcohol	YES	YES
Power to seize tobacco from a person aged under 16	YES	YES
Power to disperse groups and remove persons under 16 to their place of residence		YES
Power to issue fixed penalty notices for cycling on a footpath		YES
Motor Cycle Nuisance - Warning for inappropriate use (prior to seizure)		YES
Motor Cycle Nuisance - Seizure		YES
Direct Traffic		YES
Fireworks offences		YES
Power of persuasion	YES	YES

55 Neighbourhood wardens use the police “Airwaves” system and have a joint communications agreement with the police enabling neighbourhood wardens to respond to environmental issues, low-level ASB and stray dogs. Neighbourhood wardens would not respond to 999 calls, carry out crime scene preservation or dealing with known conflict situations, and road traffic accidents (RTAs).

56. The importance of the Airwaves system enables neighbourhood wardens to be in contact with Police directly and maximises joined up appropriate use of deployed resource and also provides an added level of safety and confidence in carrying out their activities. In addition, all neighbourhood wardens have body cameras to enable recording of activity and discussion as potential sources of evidence.

Alcohol Seizures

57 PCSOs and neighbourhood wardens have the powers to seize alcohol found in possession of a young person under 18 or an adult in company with an under 18. Partnership operations through “Staysafe” are detailed in the next section of the report but section one of the report highlighted that for the period April – October 2013 there has been a 92% increase in the number of alcohol seizures compared to the same period in 2012.

Car Parking Enforcement

58 Enforcement for car parking in County Durham is carried out by civil enforcement officers under a contract with NSL who are authorised by the Traffic Management Act 2004. The process of taking enforcement action through issuing a fine is very prescriptive within the requirements of that Act and can only be issued by a civil enforcement officer whose uniform is clearly marked with appropriate badging. The procedure to issue enforcement tickets is also required to follow strict protocol and civil enforcement officers within the county have specialist equipment that ensure correct procedures have been followed i.e. wait time at vehicle, exact time of ticket issued and photographs to ensure appropriate, lawful penalty charges are issued.

- 59 Community concerns of inappropriate car parking have been identified at PACT meetings and was also raised by Members during the review with the suggestion of neighbourhood wardens to having enforcement powers to support civil enforcement officers with regard to areas that have time limit parking within the county. Information provided following a request from the Service to the Association of Public Service Excellence indicated a local authority had trialled wardens undertaking this function through wearing different badges for their duties but reverted back to separate functions. That said findings highlighted some councils do have civil enforcement officers who have powers to enforce for environmental crimes.
- 60 Within the context and requirements of the Act, this would not be an area for neighbourhood wardens to undertake within their role but, when issues of car parking are raised through PACT or community meetings or where cars are parked for longer than their required time, they are to contact the Parking Services Team.

Restorative Approaches

- 61 Restorative approaches focus on the harm that has been caused between people and how it can be repaired. It brings those harmed and those responsible for the harm into communication, enabling everyone affected by a particular incident to play a part in repairing the harm caused and finding a positive way forward. In summary, it is there to give victims a choice and a voice.
- 62 There is a vision for County Durham to be a restorative county and information has been presented to both the Council's Safer and Stronger Communities Overview and Scrutiny Committee and the Durham Police and Crime Panel. Members of both the Committee and the Panel have also undertaken a bespoke awareness session with Durham Constabulary on how this can be applied to tackle and resolve problems.
- 63 A report to the Safer and Stronger Communities OSC in December 2013, highlighted that to date this approach has been adopted by Durham Constabulary, Durham County Council Children & Adult Services, Integrated Offender Management Team and HMP Durham. Information from Neighbourhood Services also reported that some neighbourhood wardens had undertaken Level 1 training and were piloting restorative approaches with partners.
- 64 Findings from information presented to the Committee and the awareness session with Durham Constabulary clearly demonstrate that restorative approaches when applied correctly have a positive impact, reduce service costs, resolve the problem and provide answers to questions for the victim. Within this context the Working Group request that an evaluation of the pilot of wardens using restorative approaches

is undertaken with a view to expanding roll out of restorative approaches across the Neighbourhood Warden Service.

- 65 The Senior Civic Pride Officer explained that planned activities included alternatives to Fixed Penalty Notices, with a pilot scheme for January 2014 where young people caught dropping litter would be given the option to attend a 90 minute course instead of being issued with a Fixed Penalty Notice. It was added that any effect on reoffending rates from such actions would be looked at.

New Legislation – Anti-Social Behaviour, Crime and Policing Bill 2013-14

- 66 The Anti-Social Behaviour, Crime & Policing Bill is currently at the 'report stage' with the House of Lords on its passage through the parliamentary process. In summary the bill proposes rationalisation of nineteen powers into six and this will have implications for neighbourhood wardens with regard to anti-social behaviour and environmental crime.

- 67 Although it will not prevent wardens dealing with any of their current issues, the specific 'tool' used to tackle a number of problems may change. Implementation of the Bill is likely to require amendments to authorisations, policies, procedures and documentation. This will require training for staff on the new powers and most importantly raising awareness within communities.

DRAFT

Section 4 Partnership Working and Campaigns

68 From tackling flytipping to providing education to dog owners, together with other council services partnership working with external agencies is an essential aspect and a key component of the duties undertaken by the Council's neighbourhood wardens. Appendix two details information on activity undertaken with each partner and this section of the report provides information on work with the Council's Clean and Green team and partnership activity relating to community issues with evidence from a housing provider and Durham Constabulary on how partnership activity is undertaken. In addition to evidence gathered, members have also undertaken field study activity with wardens.

Community Issues

69 In addressing community issues of dogs, litter and waste, the Council's neighbourhood wardens work closely with the Civic Pride Team. The Civic Pride Team is a small countywide team, working alongside the neighbourhood wardens. Adopting the civic pride approach aims to address attitudes and behaviours, through undertaking various campaigns organised by the Civic Pride Team.

70 Campaigns consist of two elements, education and enforcement with the former looking to achieve long term behavioural change and the latter to take actions where appropriate. Undertaking education via campaigns and visits to schools create opportunities to demonstrate the negative environmental impact and dangers of issues such as litter and waste. Aiming to change cultures may save more money in the long term in terms of street cleansing and enforcement action.

71 In addressing community issues, neighbourhood wardens have also provided support to the Community Action Team that consists of members of the Environmental Health and Consumer Protection team who will work alongside Planning and Housing Officers and multiagency partners and at identified locations within County Durham to tackle local housing and environmental issues and promote healthier lifestyles.

Dogs

72 The Neighbourhood wardens' role includes dealing with dog fouling and stray dogs. To undertake this role and aim for more positive outcomes, the wardens work in partnership with communities, schools, the Dogs Trust, Stray Aid, Durham Constabulary, Area Action Partnerships and Town and Parish Councils. Working in partnership, the Council's Clean and Green team launched the Responsible Dog Ownership Campaign that includes the Green Dog Walkers scheme, which is a best practice initiative from Falkirk Council that has also been adopted by other Councils.

- 73 The Scheme aims to raise the awareness of reporting dog fouling and encourage responsible dog ownership. Green Dog Walkers have taken a pledge to always clean up after their dog, carry extra dog bags for other dog walkers and are recognisable by the Green Dog Walkers logo worn in the form of a badge. At present there are over 900 volunteers signed up to the scheme including Durham Constabulary Police Dog Handlers and all the police dog vans have promotional stickers on them.
- 74 The partnership campaign in February 2013 included microchip sessions to increase the number of dogs that are micro-chipped and led to 706 dogs being micro-chipped and 361 residents signed up to the Green Dog Walkers scheme. Again demonstrating a positive campaign and positive partnership working can lead to greater outcomes for both schemes.
- 75 As part of the Campaign, the Clean and Green Team and Neighbourhood wardens visited 22 schools within the county and have also awarded “golden tickets” for a prize draw to 460 responsible dog owners as an acknowledgement for them picking up after their dog.
- 76 Further responsible dog ownership campaigns are scheduled for February 2014, with 15 new areas chosen from intelligence gathered from the Council’s Customer Relationship Management system, PACT meetings and local residents. This campaign will focus on playing pitches and include dog fouling patrols by neighbourhood wardens and PCSOs.

Litter & Waste

- 77 A number of campaigns have been undertaken in respect of street litter, led by the Civic Pride team. Neighbourhood wardens have undertaken activities in partnership with Durham Constabulary, communities, the Council’s litter mascot Tidy Ted encouraging children to be responsible in respect of litter and initiatives with Business Improvement Durham. Partnership activity has also included volunteers within the Big Spring Clean 2013 that provided the equivalent hours of a full-time litter picker for one year.
- 78 Members were provided with evidence following a successful campaign on litter thrown from cars. The aim of the campaign was to raise awareness of the problem that car thrown litter causes, encourage more people to dispose of litter from their vehicles responsibly and to reduce the amount of car thrown litter in identified “hotspot” areas. During the campaign, 37 awareness raising events were held with over 1,700 residents from which 368 residents displayed anti-litter stickers on their vehicles. In addition, three large mobile signage units were located in six areas to promote the campaign and 588 residents had accepted a free car litter bag and the Clean and Green teams had no reports of those bags being found as litter itself.

- 79 The car litter campaign included work in partnership with the Council's Public Health Team: there were 186 "stubbie" pouches issued, with 20 people then in turn contacting public health to enquire as regards information on stopping smoking. Outcomes of the campaign led to enforcement outcomes of 52 advisory letters and 177 FPNs being issued. The campaign also led to 15 press articles and over 450 views of the Council's webpage promoting the campaign and a facebook entry was also created for the campaign.
- 80 Tackling issues of waste on public land, neighbourhood wardens have worked with the Clean and Green and Revenue and Benefits teams within the Council and many external partners such as the Vehicle and Operator Services Agency (VOSA), the Driver and Vehicle Licensing Agency, Durham Constabulary, Fire Service and the Environment Agency. In dealing with waste on privately owned land, Neighbourhood Wardens use litter clearing notices as identified within the previous section. However, many issues are also tackled in conjunction with the Environmental Health and Consumer Protection, Planning, the Probation Service with Community Payback schemes and housing organisations including Arms-Length Management Organisations and Registered Social Landlords
- 81 An example of a recent partnership approach to tackle issues of litter and fly-tipping was at Denemouth in Blackhall. This approach included Neighbourhood Wardens, Civic Pride, Clean and Green team, the Environment Agency, Police, Coastal Watch, the Heritage Coast, Natural England and many volunteers committing about five hours of their time. The results from the exercise led to an increase in Police patrols undertaking stop and search exercises of suspected vehicles, community engagement in relation to the reporting of fly-tipping and removal of seven tons of rubbish, 80 tyres, seven needles and asbestos material. In addition surveillance cameras were deployed in the area and discussions were taking place regarding the installation of a barrier as a preventative measure.
- 82 The 2013 "Big Spring Clean" campaign also included partnership with Litter Free Durham and Darlington Borough Council and carried out 85 litter picking sessions with 1,086 bags of rubbish collected. In total, 1,397 people took part in the campaign equating to 2,106 hours of volunteers time. The 2014 Big Spring Clean is scheduled to take place in April/May.

Social Housing Provider

- 83 Neighbourhood wardens work in partnership with a number of Social and Registered landlords and providers within the county. To provide an insight to the contribution of neighbourhood wardens, East Durham Homes provided evidence on how the work of wardens was linked to tackling issues of anti-social behaviour, untidy gardens and graffiti within their estates.

- 84 East Durham Homes identified tackling anti-social behaviour as a priority for residents with a comprehensive case management system in place and a harm-centred approach to victims and witnesses. Adopting a multi-agency approach and engaging with residents had led to a low number of evictions, with evictions and enforcement being held as a last resort.
- 85 East Durham Homes value the role of the Council's neighbourhood wardens and following referrals to the Service, wardens have carried out patrols in areas where there is an increase of anti-social behaviour or noise nuisance in order to gather evidence. Wardens have carried out joint estate walkabouts with East Durham Homes that aim to increase confidence, improve the visual appearance of neighbourhoods and communities, support residents to encourage reporting of issues of anti-social behaviour and environmental crime and where necessary take appropriate action.
- 86 Undertaking walkabouts have led to taking action on untidy gardens, graffiti, removing used needles and fly tipping. In addition neighbourhood wardens and East Durham Homes Officers also worked together with tenants to gather intelligence to undertake "Weeks in Action and Not in My Neighbourhood" and attend East Durham Homes Service Review Panels. Examples of this activity were provided in the form of two cases. The first in Trimdon was following a referral from Neighbourhood Wardens regarding anti-social behaviour and safety concerns by residents following a window being smashed, East Durham Homes provided a physical barrier through erecting a fence and residents felt safer. The second case involved a referral from the Warden Service regarding anti-social behaviour and concerns of suspected drug activity in a 'cut' in Seaham, this had been curtailed through the installation of a lockable metal gate and the trimming back of a hedge.
- 87 To provide an insight to estate walkabouts, the Overview and Scrutiny Officer and Co-opted Committee Member, Mr T Thompson attended an estate walkabout at Bishop Auckland with the Overview and Scrutiny Officer, a neighbourhood warden, an officer from Dale and Valley Homes and a local resident. Feedback from the walkabout was that whilst positive the walkabout was relatively quiet in terms of follow up issues, the dedication of the neighbourhood warden and officer from Dale and Valley Homes was excellent and greatly valued by the local resident.
- 88 The working group note the positive impact of a multi-agency approach and the role of the neighbourhood wardens contribute to undertaking estate walkabouts with housing providers. However, it is noted that these did not appear in all private estates and suggest within the context of available resources that these are also undertaken with appropriate partners including ward Members in any areas where

intelligence indicates there is low confidence and community issues relating to anti-social behaviour and environmental crime issues.

Durham Constabulary

- 89 Neighbourhood Wardens undertake a very strong partnership with Durham Constabulary which includes tackling issues relating to anti-social behaviour, providing reassurance, environmental crime and joint operations on stop and search and staysafe operations.
- 90 The working group received evidence from two presentations from Durham Constabulary highlighting the working relationship between the Police, PCSOs and Neighbourhood Wardens. In line with budget reductions within public sector organisations this had led to fewer police staff and dictated that the approach to policing had to be more strategically planned and as such the combination of neighbourhood policing, partnership working and involving local communities, all helped to reduce the direct demand on the police. Factors such as social media and PACT meetings had generated a greater demand on police time as they were now more accessible to the public than ever before.
- 91 PACT meetings are an excellent source of local intelligence, a method of listening to what issues are important to a community, and a way by which actions and successes can be fed back to residents. However it was highlighted that through PACT meetings, communities were not generally raising concern about serious crime but issues which impact upon communities including dog fouling, anti-social behaviour, speeding and litter. Nevertheless these areas require action from Wardens and Police to both improve issues within the community and build confidence in agencies tackling problems. In addition, no action may lead to a risk where communities could be reluctant to report vital intelligence in relation to more serious crimes within their communities.
- 92 In addition to direct communication through the daily briefing meetings with police, neighbourhood wardens and other council officers were vital in maintaining operational efficiency, providing both the opportunity for information sharing and feedback. Wardens and the police both undertake alcohol seizures and early intervention was important in dissuading further instances of anti-social behaviour.
- 93 Partnership activity and interventions are intelligence led to ensure issues are tackled as early as possible. The focus of joint working was on problem solving through joint patrols and walkabouts and maintaining organisational links. Regular intelligence led joint operations and activities are carried out and include "StaySafe" to protect young people who may become vulnerable through the harm of alcohol, "Stop and Search" on vehicles carrying waste to look for suspected flytipping or stolen metal, "Not in My Neighbourhood" campaigns to improve environmental issues within a community and "Snow Angels" that aimed to help vulnerable people in poor weather

conditions. In addition both the police and neighbourhood wardens have assisted the fire service through the Bonfire Campaign to reduce incidents of anti-social behaviour against fire crews and arrange for the removal of illegal bonfires.

- 94 Other examples of assistance were provided when neighbourhood wardens following communication from the Airwaves system assisted in the case of a missing child and also undertaking educational work in schools on topics such as the dangers of fireworks.
- 95 It is noted that while police officers, PCSOs and neighbourhood wardens worked together there were distinct areas of responsibility, they all worked in a complementary way to achieve better outcomes with the police dealing with criminal behaviour and neighbourhood wardens dealing with environmental issues. Durham Constabulary also work with the Council's Environment, Health and Consumer Protection Service on issues such as scrap metal licensing, doorstep crime and sale of underage products. All organisations, wherever possible will use a multi-agency approach to tackle crime and disorder.
- 96 Experiences shared with the Group explained that working in collaboration with neighbourhood wardens had contributed to positive outcomes and improved levels of public confidence and satisfaction.
- 97 To gain an insight to nature of work undertaken by the Police that included partnership working with Neighbourhood Wardens, Members of the Committee were invited to attend Staysafe and Stop and Search operations.

Staysafe

- 98 Councillors T Nearney and P Conway and the Council's Corporate Improvement Manager attended a Staysafe operation in the Consett area in September 2013 with Police Officers, PCSOs and Neighbourhood Wardens. The intelligence led partnership operation focused hotspot drinking areas with the aim of protecting young people through prevention and education through referrals to the "4Real" young persons drug and alcohol service for County Durham.
- 99 Councillors noted that officers worked together to speak to young people and where appropriate take them to a designated "safe place" which was Consett Fire Station and then to explain the potential dangers they could face. Throughout the evening a number of young people were taken to the fire station and Members acknowledge the professional and sensitive approach that was adopted by officers from Durham Constabulary and the Council's neighbourhood wardens. In addition, feedback was provided that spot checks for underage sales would be carried out by the Council's Consumer Protection Team in partnership with Durham Constabulary's Alcohol Harm Reduction Unit based upon information obtained.

100 Councillor C Hampson attended a Staysafe in October 2013 also in the Consett area. Feedback from the observation reported the positive approach by partners during the operation especially when they received information of a party at an empty property with several young people drinking. Police and wardens seized alcohol from the property and several young people were instructed to go home and explain to their parents that they would receive a follow up call from Durham Constabulary in due course. In addition to observing the challenges faced by Officers, the greatest impact from the night was the effect on the young people with them fully aware of the potential consequences of their actions.

Stop & Search

101 Councillor D Boyes and the Overview and Scrutiny Officer observed a neighbourhood warden and officer from Durham Constabulary's Road Policing Unit undertake a stop and search operation in the East Durham area focusing on scrap metal collectors and vehicles suspected of carrying waste.

102 During the operation a number of vehicles were stopped and checked for a waste carrier's licence, appropriate documentation and that vehicles are in a correct order and insured. Following each stop, both officers provided feedback relating to any matters/issues with the vehicle. This observation provided a first-hand insight to the role and responsibilities of neighbourhood wardens in relation to waste carrier licences and both the requirement and added value of partnership working with Durham Constabulary to potentially achieve greater results, sharing of information and knowledge to ensure that those carrying waste are correctly doing so in a law abiding manner.

103 In a separate operation in the North Durham area, Cllr T Nearney and the Overview and Scrutiny Officer observed neighbourhood wardens undertake a stop and search operation with the Council's Fraud Investigation Officer and Durham Police. Travelling with the neighbourhood warden and fraud investigation officer a number of vehicles were stopped by the police and gained first-hand experience of activities undertaken by all parties and together the combination of powers they had including how wardens used their body cameras to record discussions as sources of evidence.

104 The vehicles stopped were either scrap collectors or builders and one vehicle from a house clearance. Most noticeable was that many of these vehicles were from outside County Durham. Actions from the operation led to five Fixed Penalty Notices being issued for various issues. In addition to the benefit of partnership activity, the observation illustrated a wide range of attitudes and compliance of those who had been stopped.

Section 5 –Communication and Profile

Communication with Residents

- 105 From the outset of the review, Members identified the importance of publicising the good work being carried out by the neighbourhood wardens. As a front-line uniformed highly visible service, neighbourhood wardens work directly with customers through face-to-face communication with individuals attending PACT and residents' meetings, producing proactive communication to increase awareness through the Council's website, leaflets and newsletters and responsive communication through campaigns, social media and following partnership activity.
- 106 Excluding proactive communication, in 2012/13 neighbourhood wardens received 6,651 service requests, and at the point of gathering evidence in October 2013 there had been 4,894 service requests for 2013/14. The majority of service requests come direct through the Council and Police and it is important to have robust information to act upon. To support this need call scripts are used by the Councils Customer Services staff to enable the requisite information to be gathered as efficiently as possible. In addition, wardens had received 2,582 referrals via police airwaves system in 2012/13, and 1,696 so far in 2013/14.
- 107 Neighbourhood wardens attend many PACT, Town and Parish Council, Community and Resident Group meetings per month. It was noted that not only could information be gathered at these meetings, but communities could be reassured regarding work being carried out and they are also an opportunity to raise awareness of services provided by neighbourhood wardens. However whilst attendance at meetings has many benefits it is very challenging in terms of having availability of resources at a meeting and providing a service on the streets within communities. Within this context, capacity issues are to be acknowledged and if there are challenges the Service may wish to assess those meetings on an area by area basis in conjunction with the local Police Chief Inspector/Neighbourhood Inspector and County Council Members and identify which would be the priority meetings.
- 108 A number of referrals from neighbourhood wardens are for other departments including Environment Health and Consumer Protection, Planning and partner agencies. A challenging area for the Service is to provide feedback to residents on action taken, this can be undertaken when Wardens are responsible for taking action but they are often the first Council employees to receive information on issues outside their responsibilities.
- 109 Although the Service can liaise with departments and partner organisations regarding progress on those issues it can be difficult to have control if no action has been carried out and could lead to

confidence issues with the Neighbourhood Warden Service as they were the first contact. To overcome this challenge, the Service in addition to offering feedback to improve confidence in action taken could look to adopt a system where if it is not their responsibility and referred to the relevant service or agency, inform the resident of action they have taken and contact details for the relevant service or agency.

Newsletters & Leaflets

- 110 The Neighbourhood Protection Team produce monthly newsletters at countywide and 11 locality levels that include information on services provided, tasks and action taken by Neighbourhood Wardens, Anti-Social Behaviour and Civic Pride teams. The newsletter is available from the Council's website and is also shared via email with all Local Multi Agency Problem Solving Groups, Town and Parish Councils, Area Action Partnerships, PACT Meetings and over 150 community buildings. In addition, all County Councillors, Senior Management, the Police and Crime Commissioner and Senior Police Officers also receive a copy.
- 111 The Committee feel the newsletter at both a countywide and locality level highlights excellent work undertaken by the service and it is vital that this is shared both with partners but more importantly with communities. At the time of the review, the newsletter was shared with only six residents' groups and this was identified as an area to be strengthened by the service. The County has over 55,000 households covered by the Neighbourhood Watch Scheme with a network of co-ordinators and this may also be an area to explore regarding circulation of the newsletter within localities. In addition, neighbourhood wardens work in partnership with social housing providers and this information within the newsletter may be of interest to them as organisation and their tenants.
- 112 Neighbourhood wardens also have leaflets that set out the help and assistance that they can provide communities and wardens have had many opportunities to speak at carousel events, give talks in schools and at housing association meetings.

Website and Media

- 113 The Council's website includes a page for the Neighbourhood Warden Service that provides contact details, information about their responsibilities and a link to their monthly newsletter. Within the past year, the page has received 4,600 views with many views of connected Neighbourhood Protection web-pages on issues such as dog fouling; fly-tipping; litter; civic pride and street cleansing.
- 114 There has been in excess of 50 press releases produced on activity from neighbourhood wardens, these have included activity from campaigns and joint operations, prosecutions in relation to environmental crimes and information on events. In addition, the service has also responded and provided comment to press enquiries

from the local media. Whilst press releases are issued Members note that the printed press in the county and region were area based, with different circulations at county and local levels and therefore there was a need to identify where an issue should be reported, either county wide or more locally. The Committee would encourage the Service to maximise all media opportunities to promote campaigns and work undertaken.

- 115 Neighbourhood wardens have also utilised social media sites, such as the Council's Facebook and Twitter pages. Information provided highlighted examples where this had been used from providing updates ranging from tethered horses and alcohol seizures to dog micro-chipping and car littering campaigns. It was reported that feedback from social media had varied with many responses giving very positive reviews, however, some issues such as dog fouling could attract critical comments such as "why aren't you operating in my area". In addition, work of the neighbourhood warden service had been included on Neighbourhood Police Team's facebook and twitter pages.
- 116 The Council has over 5,500 likes on its facebook page and over 9,000 followers on twitter. At present, the Service is required to promote its activity through the Council's corporate pages for social media and therefore whilst information is sent to those following the social media sites it may not be of interest to all. With regards to promoting community safety evidence on best practice was gathered on the use of social media by Durham Constabulary and County Durham and Darlington Fire and Rescue Service.
- 117 Durham Constabulary currently uses social media networks Facebook and Twitter for over a period of approximately three years and have over 25,000 'likes' on the force Facebook page and over 14,000 followers on their twitter feed. In addition to these official 'force accounts' there are a number of other Facebook pages set up and administered by local neighbourhood policing teams. These concentrate on purely local issues, promoting and responding to PACT priorities, initiatives and projects and have a much smaller number of likes (typically 1,000-2,000).
- 118 There are also several dozen Twitter accounts operated by officers identifying themselves as members of Durham Constabulary and tweeting about work issues, response teams, neighbourhood teams or specialist units. These typically have a following of less than 500, although the road policing unit feed and the dog section has gathered several thousand followers.
- 119 Social media has been a positive development for the Constabulary and is playing a major part in making it easier for members of the community to interact with Durham Constabulary and stay informed and positive in terms of public confidence.

- 120 County Durham & Darlington Fire Rescue Service also uses Twitter, and Facebook. The service has over 3,500 followers on Twitter and over 900 'likes' on their Facebook page. The Service is currently running a trial where their fire control team in line with a policy is reporting incidents via Twitter. This has been running for over six months and initial feedback is that this has been positive in raising the profile of the service, nature of incidents they attend and promoting community safety messages.
- 121 The Fire Service's Facebook page is limited in that it is used more as bulletin board to publicise information and that no responses can be posted on the page. In addition, both the fire service and police both have their latest twitter feeds on the home pages of their websites.
- 122 At its initial meeting, Members suggested that neighbourhood wardens utilising social media as a Service may be a useful mechanism of raising the profile of their work, informing communities of the work and increasing public confidence. In addition, social media could also be a mechanism to seek information or gather intelligence. It is acknowledged that social media can attract negative comments, but within this context and evidence received, the Service may wish to explore further with the Council's Corporate Communications team further utilising social media either as a Countywide Service or for the Corporate Communications team to explore a locality area based approach.

Section 6 – Conclusions and Recommendations

- 123 Neighbourhood wardens provide residents of County Durham with a community safety service and the Committee praise the wardens for the work they undertake to these communities. Whilst this is a non-statutory function they do provide and contribute to the fulfilment of a number of statutory duties including tackling stray dogs and tackling anti-social behaviour.
- 124 Undertaking field study exercises provided a great insight into the role of neighbourhood wardens, the diverse range of their work, partnership activity and the potential conflict situations that can occur within the role. Members would like to record that their experiences demonstrated the professionalism of wardens and partners to tackle problems that contribute to a safer environment and communities and protect the public purse.
- 125 Following local government review in 2009, the Council has built upon the foundations of previous district councils and further harmonisation in 2012 has continued to expand the service to provide a countywide service within the context with the priorities of the Council and budget pressures. Community issues of dog fouling, fly-tipping and littering are key issues within most communities in County Durham and Members acknowledge best practice campaigns have been adopted and request that these areas remain a focus for neighbourhood wardens.
- 126 The review has highlighted many positive pieces work undertaken by or involving neighbourhood wardens and the Service should actively share best practice amongst the area teams and continuously seek best practice from other local authorities.
- 127 Evidence throughout the review highlights the value to partnership working from wardens with partner agencies and vice versa, demonstrating that within existing financial pressures partnership working utilising available resources generates greater results and has greater impact for all organisations and ultimately communities within County Durham.
- 128 Wardens have a wide range of tools and powers to excise and the Committee note the knowledge that is required by wardens to undertake their role and the increase in enforcement action. Neighbourhood wardens and PCSOs share a number of powers and utilising these powers is essential within the context of partnership working and budget reductions within respective organisations. Whilst not an enforcement power, the working group strongly request that consideration is given to wardens undertaking restorative approaches training with a view to implement county wide. In addition, to contribute

tackling issues of car parking raised at PACT or community meetings or where cars are parked for longer than their required time Wardens are to contact the Council's parking services team.

- 129 In anticipation of implications from the Anti-Social Behaviour, Crime and Policing Bill, the Neighbourhood Warden Service should be prepared to accommodate any changes to service provision, identify appropriate training for staff and raise awareness with communities.
- 130 An important theme throughout the review has been to raise the profile of the Neighbourhood Warden Service and the contribution to improving confidence of the Council and partner agencies tackling anti-social behaviour and crime. Members acknowledge the challenges and risk to confidence where wardens have responded and referred actions outside their responsibilities and no action has been undertaken. Within this context it is suggested that the service explore a system where the warden informs the resident of action they have taken and contact details for the relevant service or agency.
- 131 The service has received many positive press articles in relation to both campaigns and enforcement activity and Members encourage the Service to maximise media opportunities to promote work undertaken. However, the monthly newsletter contains important information on many positive areas of work by the Neighbourhood Protection team and to improve the profile and raise awareness to communities this should be promoted and circulated more widely with both partner agencies and communities. The website contains useful information on the service but the Committee also feel that social media can have many benefits to improving knowledge of warden activity within local communities, raise the profile of their work, gather intelligence and contribute to improving confidence.

Recommendations

1. That Cabinet note the valuable role Neighbourhood Wardens provide to communities in line with Council priorities and their contribution to partnership working with a wide range of partner organisations.
2. That consideration be given for all Neighbourhood Wardens to undertake training to use restorative approaches as a tool to tackle problems within their role.
3. That the Neighbourhood Warden Service should look to raise its profile through exploring mechanisms to circulate the monthly newsletter to residents groups, partners agencies and neighbourhood watch. In addition, consideration be given to explore the use of social media as tool to improve confidence and gather intelligence with the Council's Corporate Communications Team.

4. That the Neighbourhood Wardens explore development of locality based confidence plans in line with local priorities and also contribute to area based confidence plans produced by Durham Constabulary.
5. That the Neighbourhood Warden Service in addition to offering feedback to improve confidence explore implementing a system where if action needed is outside their responsibility and they have referred to another service or agency, inform the resident of action they have taken and contact details for the relevant service or agency.
6. That attendance at community meetings is a very important format to engage and communicate with residents, but if there are capacity issues to attend community meetings that the Neighbourhood Protection Manager liaise with the local Neighbourhood Police Chief Inspector and/or Inspector and County Council members to identify the most appropriate meetings for the wardens to be attending.
7. That the Neighbourhood Warden Service prepare for implications from the Anti-Social Behaviour, Crime & Policing Bill to become an Act and review tools and powers to ensure that appropriate training is undertaken for staff and changes are communicated to residents, businesses and communities.
8. That Neighbourhood Wardens have the contact details for the Parking Enforcement Team to report any issues relating to car parking raised as a community concern and following concerns raised at PACT meetings these are also shared with the parking services team.
9. Cabinet are asked to consider the recommendations contained in the report as part of the approach through systematic review and provide a progress update on recommendations in six months time.

Relevant powers delegated to Neighbourhood Protection Team

Description		Power
Dogs	Order to clear up after dog	Dog Control Order under CNEA 2005 (Dog Control)
	Seizure power for stray dogs	s.49 Environmental Protection Act 1990
	Order to limit maximum number of dogs on a lead	s.55 Clean Neighbourhoods and Environment Act 2005
	Order to require dogs on a lead	s.55 Clean Neighbourhoods and Environment Act 2005
	Order to require dogs on a lead by direction of authorised officer	s.55 Clean Neighbourhoods and Environment Act 2005
	Order to exclude dogs	s.55 Clean Neighbourhoods and Environment Act 2005
Description		Power
Litter and Waste	Littering	S. 87/88 Environmental Protection Act 1990
	Power to remove things intentionally abandoned on land in open air	S. 6 Refuse Disposal Amenity Act 1978
	Power to require removal of litter/refuse causing detriment - Litter Clearance	S.92A Environmental Protection Act 1990
	Power to remove abandoned vehicles	S. 3 Refuse Disposal Amenity Act 1987
	Flytipping	S. 33 Environmental Protection Act 1990
	Household Occupiers Duty of Care	S. 34(2A) Environmental Protection Act 1990
	Duty of Care Offence - Non Domestic	S. 34 (1) Environmental Protection Act 1990
	Offence of transporting controlled waste without a licence	S. 1 Control of Pollution Amendment Act 1989
	Investigatory Powers	S. 108 Environment Act 1995
	Power to require removal of flytipped waste.	s.59 Environmental Protection Act 1990
	Power to specify how household waste is stored and placed for collection	s.46 Environmental Protection Act 1990
	Power to specify how commercial waste is stored and placed for collection	s.47 Environmental Protection Act 1990
	Power to require specified businesses to clear up waste in vicinity of the premises - Street Litter Control Notice	s.93 Environmental Protection Act 1990
	Seizure of Vehicles	s.6 CoP(A) Act 1989 & S.34c EPA 1990
	Forfeiture of Vehicles	s.33b EPA 1990 & s.44 CNEA 2005 (if convicted)

	Search and Seize	s.33 & 34. EPA 1990 (Search & Seize for s33 & s34)(S.46 CNEA 2005)
	Power to require abatement of detriment to amenity of the area caused by land / premises	s.215 Town & Country Planning Act 1990
	Power to require abatement of nuisance prejudicial to health	s. 80 Environmental Protection Act 1990
	Power to require removal of matter likely to attract / give harbourage to rodents/ preventative works	S.4 Prevention of damage by Pests Act 1949
	Notice to remove Noxious / putrescible waste	s. 79 Public Health Act 1936
	Provision of Information	s. 16 LG(MP) A 1976
	Power to clear land serving two or more properties and recharge	s. 78 Public Health Act 1936
	Power to require fencing of land adjoining street causing nuisance or used for immoral purposes	s.31 Public Health Acts Amendment Act 1907
	Notice Intention to Remove Rubbish	s.34 PHA 1961
Description		Power
People & Property	Power to require persons under 18 to surrender alcohol	Para 6 of Schedule 4 to the Police & Reform Act
	Power to seize tobacco from a person aged under 16	Para 7 of Schedule 4 to the Police & Reform Act
	Insecure Properties - Out of Hours Only	s.29 LG (MP)A 1982
	Power to require person drinking alcohol in a designated place to surrender alcohol	para 5 of Schedule 4 to the Police & Reform Act
	Power to disperse groups and remove persons under 16 to their place of residence	Para 4A to the Police & Reform Act (inserted by Section 33 of the ASB Act 2003)
Description		Power
Other Environmental	Noise	s.80a EPA 1990
	Graffiti and Flyposting FPN	S.43 ASB Act 2003
	Shopping Trolleys	s.99 EPA 1990 / CNEA
	Power to require removal of flyposting or graffiti	s.48 Anti- Social Behaviour Act 2003
	Affixing picture, letter or sign on the highway or highway furniture without reasonable excuse, consent or authority	S. 132 Highways Act 1980
	Obliterating a traffic sign without reasonable cause	S. 131 Highways Act 1980
	Displaying an advertisement in contravention of advertising regulations - trailers	S. 224 Town and Country Planning Act
	Power to remove or obliterate unlawful placards and posters.	S. 225 Town and Country Planning Act
Description		Power
Vehicle Related	Vehicles for Sale - Nuisance Parking	s.3 CNEA 2005 (s.6 CNEA 2005 FPN)
	Repairing vehicles on the road - Nuisance Parking	s.4 CNEA 2005 (s.6 CNEA 2005 FPN)

This section provides for the offence of wilful obstruction of free passage along a highway. This includes anything that impedes free flow along the highway	s. 137 Highways Act 1980
Power of the Court to order removal of obstruction of highway. This power may only be exercised by the Court on conviction for a 137 Highways Act 1980 if such an obstruction exists the Highway Authority would have powers to remove it by way of section 149 of the Act	s. 137ZA Highways Act 1980
Gives the authority the power to order the removal of things deposited, this can be immediate if it is believed there is a danger. Also allows the council to recover costs.	s.149 Highways Act 1980
Proceedings to prevent abuse of highway, particularly injunctive proceedings concerning abuses effectively amounting to public nuisance.	s. 130 & s. 333 Highways Act 1980

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**Activity Neighbourhood Wardens
Enforcement Action through Litter and Dog Fouling Fixed Penalty Notices and issuing
Litter Clearance Notices (April – October 13)**

Area	Litter	Dog	Litter Clearance Notice
Teesdale & Weardale	1	2	2
Bishop Auckland	34	14	36
Chester le Street	82	5	4
Consett	56	8	7
Crook	10	3	13
Durham	143	11	1
Newton Aycliffe	27	4	25
Peterlee	86	22	16
Seaham	70	11	5
Spennymoor	34	7	25
Stanley	22	9	26

**Number of reports of Dog Fouling, Litter, fly-tipping, ASB and collection of Stray Dogs
(October 2013)**

Area	Dog Fouling	Stray Dogs	Litter	Fly tipping	ASB (Police)
Teesdale & Weardale	4	4	0	21	0
Bishop Auckland	13	16	1	96	2 (23)
Chester le Street	8	13	4	37	10 (13)
Consett	9	14	3	64	5 (28)
Crook	8	5	0	115	2 (7)
Durham	10	13	9	83	7 (39)
Newton Aycliffe	7	13	1	45	8 (17)
Peterlee	9	15	6	78	23 (46)
Seaham	9	14	2	60	4 (20)
Spennymoor	5	15	0	63	1 (20)
Stanley	8	25	7	50	4 (24)

Neighbourhood Wardens – Activity with Council Services and Partnership Arrangements with external Agencies

Council Services

COUNCIL SERVICES	WHAT WE DO	WHAT WE DEAL WITH
ASB Team	Joint working Information sharing	Targeted patrols Leaflet/letter drops Home visits Investigations Distribute and collect diary sheets
Pride Team	Joint Working Green Flag Multi Agency Walkabouts Campaigns Green Dog Walkers	Weeks in Action Community liaison and involvement School visits Litter picks Leaflet drops Dog microchipping
Clean & Green	Joint Working Flood Watch Bonfire Watch Green Flag	Pro-active patrols for Fly-tipping Graffiti Littering Dog Fouling Fly-posting Investigate reports of abandoned vehicles Snow clearance Removal of sharps and drug related paraphernalia Removal of stray dogs Untidy yards and gardens Community liaison and involvement
Refuse & Recycling	Joint working	Contamination procedure Leaflet drops Waste related issues Bins left out (section 46) Duty of Care inspections to business premises Remove obstructions (vehicles)
Environment, Health and Consumer Protection	Joint working Data sharing Surveillance support	Neighbour nuisance complaints Anti social behaviour Scrap metal dealers (share intelligence) Accumulations of waste Open to access properties Community Action Team
Travellers Liaison	Joint Working Site monitoring	Waste issues Horse issues

	Issue Enforcement Notices	Fly-Tipping
Bereavement Services	Joint working	Patrol cemeteries to deal with ASB
	Green Flag	Community liaison and involvement
Benefits Team	Intelligence Sharing	Report suspected benefits fraud
Planning	Joint working Information sharing	Parking issues Businesses run from home Overgrown gardens Fly-posting Dangerous Structures Identifying misuse of land Investigation of unauthorised building work Vehicles for sale
Highways	Joint working	Pro-active patrols for Damaged street furniture Parking issues Fly-posting Remove abandoned and nuisance vehicles Unauthorised skips Potholes and uneven pavements Street lighting Untaxed vehicles Vehicles for sale Damage to bus shelters Identify overhanging hedges and trees Missing/damaged drain or gully covers

EXTERNAL PARTNERS	WHAT WE DO	WHAT WE DEAL WITH
Police	Joint Working Multi Agency Operations Farm Watch Community Action Partnership (CAP) LMAPS Operation Hansell (scrap metal) Stay Safe Speed Watch Data sharing Intelligence sharing	Low level ASB (Airwaves) Alcohol seizures Stop and Search Bus station patrols Weeks in Action Off road motorbikes Joint high visibility patrols Dog control (assist with dangerous dogs) Steward Duty (crowd control) Professional witness Dealing with horses on the road
Environment Agency	Joint working Data sharing Intelligence sharing	Large scale fly-tipping investigations Illegal land fill investigations Illegal tyre storage and dumping Waste Carriers Checks
Fire Brigade	Joint working Fire Watch Bonfire Watch	Bonfires Accumulations next to buildings
DVLA	Information sharing	Report untaxed vehicles
Housing Providers	Joint working Information sharing Estate walkabouts	Accumulations next to properties Untidy yards or gardens ASB/Problem tenants Identify repairs Noise Issues
Community/Resident Groups	Joint working Site visits Walkabouts	Attend meetings Identify and report issues
Town & Parish Councils	Joint working Information sharing	Locality based environmental issues
Dogs Trust/ Kennels	Education	Micro chipping Responsible Dog Ownership
AAP's	Joint working Information sharing	Locality based environmental issues

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

3 April 2014

Police and Crime Panel



Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. To provide Members of the Safer and Stronger Communities Overview and Scrutiny Committee with progress of the Police and Crime Panel (PCP) for the Durham Constabulary Force area.

Background

2. This report builds upon information previously presented to the Committee and the aim of this report is to provide an update to Members in relation to the Panel's meeting on the 3 March 2014.

Detail

3. ***Refresh of the Police and Crime Plan 2013-17***
At its meeting on the 3 March 2014, the Police and Crime Commissioner, Mr Hogg presented a refresh of his Police and Crime Plan for consideration by the Panel. There were no significant variances from the previous priorities identified by the Commissioner but the refreshed plan now includes Mental Health and maintaining existing performance of Integrated Offender Management Units.
4. These additions were supported by the Panel, who also requested to include work programme items on hate crime and that future budget monitoring reports include information on commissioning of community safety, victim and witness services.
5. The Panel gave support to the identified priorities but also felt that tackling organised crime is an important area that should be referenced more explicitly within the Plan.
6. ***Draft protocol on exercise of the PCC's power under Section 38 of the Police Reform and Social Responsibility Act 2011***
Section 38 of the Police Reform and Social Responsibility Act 2011 includes powers for the Police and Crime Commissioner to call upon the chief constable of the police force for that area to resign or retire. Schedule 8 of the Act requires the PCC inform the Panel of the reasons to call upon the resignation or retirement of the chief constable.

7. The purpose of the protocol which is to be agreed by the PCC, Police and Crime Panel and the Chief Constable is to ensure transparency and fairness and sets out the process and procedures which will be followed by the PCC in the event that he is contemplating the exercise of his power under section 38 of the Act. The Panel was also supplied with supporting information re-enforcing the powers of scrutiny should this situation occur and agreed to the protocol.

Recommendation

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

Background Papers

Police and Crime Plan – Durham Police and Crime Panel 3 March 2014
Draft Protocol on Exercise of the PCC's power under Section 38 of the Police Reform and Social Responsibility Act 2011 – Durham Police and Crime Panel, 3 March 2014

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Appendix 1: Implications

Finance – the report contains information following the Panel’s consideration of the PCC precept for 2014/15.

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – information contained within this report is linked to Altogether Safer element of the Council Plan and establishment of a Police and Crime Panel to scrutinise the elected Police and Crime Commissioner.

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications –the Panel’s responsibilities within the Police, Reform and Social Responsibility Act is referenced within the report

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