



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

**Date**            **Tuesday 21 February 2017**  
**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 Special meeting held 1 December 2016 and the meeting held 9 January 2017 (Pages 3 - 22)
4. Declarations of Interest, if any
5. Any items from Co-opted Members or Interested Parties
6. Media Relations
7. Consumer Protection Enforcement: (Pages 23 - 24)
  - (i) Report of the Director of Transformation and Partnerships.
  - (ii) Presentation by the Consumer Protection Manager, Adult and Health Services.
8. County Durham and Darlington Reducing Reoffending Group Update: (Pages 25 - 30)

Report of the Chief of Staff, Office of the Durham Police Crime and Victims' Commissioner, and Chair of the County Durham and Darlington Reducing Reoffending Group.
9. Vulnerability Intervention Pathways (VIP & formerly MAIS) Update Report: (Pages 31 - 38)

Report of the Neighbourhood Protection Manager, Regeneration and Local Services.

10. Review Group Report - Home Safety - Safe and Wellbeing Visits:  
(Pages 39 - 62)  
Report of the Director of Transformation and Partnerships.
11. Police and Crime Panel: (Pages 63 - 66)  
Report of the Director of Transformation and Partnerships – Overview and  
Scrutiny Officer, Transformation and Partnerships.
12. Safe Durham Partnership Update: (Pages 67 - 70)  
Report of the Head of Planning and Service Strategy – presented by the  
Community Safety Manager, Planning and Service Strategy.
13. 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  
13 February 2017

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, J Cordon, S Forster, J Gray, C Hampson,  
M Hodgson, G Holland, S Iveson, H Liddle, J Maitland, N Martin, J Measor,  
K Shaw, W Stelling, P Stradling, F Tinsley, J Turnbull and C Wilson

**Co-opted Members:** Mr A J Cooke and Mr J Welch

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

**DURHAM COUNTY COUNCIL**

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

At a Meeting of **Safer and Stronger Communities Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Thursday 1 December 2016** at **9.30 am**

**Present:**

**Councillor D Boyes (Chairman)**

**Members of the Committee:**

Councillors J Charlton, J Gray, G Holland, N Martin, P Stradling, F Tinsley, J Turnbull, C Wilson and M Davinson (substitute for C Hampson)

**Co-opted Members:**

Mr J Welch

**Co-opted Employees/Officers:**

Chief Fire Officer S Errington and Chief Superintendent A Green

**1 Apologies for Absence**

Apologies for absence were received from Councillors J Armstrong, S Iveson, J Maitland, T Nearney and Mr A J Cooke.

**2 Substitute Members**

Councillor M Davinson substituted for Councillor C Hampson.

**3 Declarations of Interest**

There were no Declarations of Interest.

**4 Any items from Co-opted Members or Interested Parties**

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

**5 Road Safety - Young Drivers and the Fatal Four**

The Chairman introduced the Strategic Traffic Manager and Chair of the Road Safety Partnership, Dave Wafer; the Road Safety Manager, Paul Watson; and the Casualty Reduction Manager, Cleveland and Durham Special Operations Unit (CDSOU), Ruth Thompson, who were in attendance to speak to Members in respect of Road Safety, Young Drivers and the Fatal Four (for copy see file of minutes).

The Strategic Traffic Manager noted that in terms of trends, the North East generally performed better than the country as a whole in respect of road casualties. It was added that the number of casualties was the second lowest since records began in 1979, with the 5,243 collisions in 2015 being 2% fewer than in 2014 and 25% fewer than the 2005/2009 baseline. It was added that the traffic levels had increased and almost back to pre-recession levels and that the reduction was also in the context of increased activity in terms of walking and cycling.

Members noted that the County Durham figures for 2015 showed a more mixed pattern, however were an improvement from the baseline figures with 1,242 casualties in 2015, 22% fewer than 2014, and 38% fewer than the 2005/2009 baseline. However, it was highlighted that of those, 211 were killed or seriously injured (KSI), an increase of 16% on 2014, though a decrease of 2% compared to the 2005/2009 baseline. Councillors learned that road deaths in the County increased to 26 in 2015, compared with 17 in 2014 and 28 in 2013. The Strategic Traffic Manager added that the KSI and child casualty figures were worrying as while child casualties in County Durham had reduced to 129 in 2015, a 49% reduction on the 2014 figure, the 2014 numbers were skewed somewhat as there had been a collision involving two school buses which resulted in 86 child casualties. It was noted that the 2015 figures were still a 46% improvement over the baseline, however, national comparison of child casualty number remained unfavourable.

The Committee noted that the number of pedestrian casualties in 2015 had further decreased, by 6% compared to 2014 and 36% compared to the baseline. It was added that bus occupant casualties had improved significantly, again in the context of the school bus collision as previously mentioned. The Strategic Traffic Manager added that there had been a slight increase in the number of motorcycle casualties in 2015 in comparison to 2014, by 4%, however 30% lower than the baseline. Members were informed that the number of pedal cyclists on the roads had remained relatively static from 2014 to 2015, however it was an 11% increase on the baseline and that 27 cyclists being seriously injured in 2015 represented a 125% increase on the previous year. The Strategic Traffic Manager noted that he believed there was an underreporting of injuries to cyclists and this was an area for concern.

Councillors noted that in terms of national benchmarking the latest data related to 2014 and North East Councils generally performed well in comparison to the 139 English Councils. It was added that County Durham compared well in all categories except bus occupants and child casualties and when weighed against the number of children in the area, most North East Authorities performed poorly. The Strategic Traffic Manager reminded Members that County Durham was a large county and while numbers were high, when looking at the numbers per number of miles travelled, or per 100,000 population, then the performance was better than average, except in terms of child casualties. It was explained that by billion vehicle miles travelled, County Durham was in the third quartile in terms of the 139 English Councils, and was one of the worst in terms of rate of child casualties per 100,000 population. It was added that there was information to show links between deprivation and child casualties, however not the stereotyped view of children running around unsupervised, rather there was something else underlying the issue.

The Road Safety Manager explained that the emerging data from the Department for Transport (DfT) and The Royal Society for the Prevention of Accidents (RoSPA) showed a clear link between casualty numbers and deprivation at a regional level. It was noted that car passenger casualties were much more likely to come from deprived areas, especially in the 16 to 24 age category and deprived areas also had high numbers of pedestrian casualties. It was explained that child casualties in deprived areas were 3 times those of the least deprived areas.

The Road Safety Manager noted that while there were the “Fatal Four”: Inappropriate Speed; Driver Distractions; Lack of Seat Belt; and Alcohol or Drug Impairment; he felt that a “Fatal Fifth” could be added, that being observational collisions, where drivers had failed to look or “failed to see”. Members noted statistics in terms of current and future actions in terms of: road safety training for young people, older people; safe and efficient driver courses; BIKESAFE workshops; child pedestrian training; EXCEerate presentations and post-test training courses; Year 5 and 6 Pupils receiving Bikeability Training; community speed watch activities; and speed camera deployments.

The Committee learned that insurance figures showed that those aged 17-20 were nearly ten times more likely to be killed or seriously injured on the roads than more experienced drivers. The Road Safety Manager explained that it was important to try and understand why this was, noting that some issues could be explained by peer-pressure, some developmental. It was noted that the “Fatal Five” could be categorised into: Thrills – alcohol/drugs/speeding; Attitudes – distractions and not wearing a seatbelt; and Skills – observation, “did not look, did not see”. It was added therefore it was important to get the right interventions to get the messages across in each of the areas, especially as statistics showed that a quarter of crashes related to “failed to look”. Members were referred to maps highlighting the incidents within the county, and the Road Safety Manager highlighted the high number of those which were “red squares”, indicating a “failed to look”. It was reiterated that these were skills based issues and a number of situations had been highlighted where young, inexperienced drivers had experienced problems, such as: turning right; speeding; overtaking; negotiating bends; rear end shunts; and single vehicle - loss of control. It was noted that the main factors were thought to be: lack of driving experience; overconfidence; underestimation of risk; poor hazard perception; poor attitudes to driving; gender; peer-pressure; and parental influence.

The Road Safety Manager noted that looking at statistics from the National Driver Offender Retraining Scheme, there was not a high number of young drivers having been retrained and therefore asked how were young people not being caught. It was explained that fitting vehicles with a “black box” to record driving data would be likely the norm in the future and would likely be a good tool in being able to change attitudes and behaviours. It was explained that the Road Safety GB North East Region had a focus on young drivers, working with 12 Local Authorities, 3 Police Forces, 4 Fire and Rescue Services and Highways England. Members noted the development of the “Look out for each other” branding used, again highlighting that observational based collisions account for around 50% of injuries. It was added that key vulnerable road users were targeted in terms of education and encouragement campaigns. Councillors noted the “Look out for each other” logo, and that it was a regional brand forming the basis of all campaigns, together with a strong social media presence on Facebook and Twitter. Members were familiar with the successful EXCEerate scheme funded by the Casualty Reduction Partnership (CRP) and Police, Crime and Victims’ Commissioner’s (PCVC’s) Office and were reminded that it was for those who had already passed their driving test and would be an additional award, similar to “Pass Plus”.

It was noted that it was a 5 part programme, looking at issues such as driver IQ, and attitudes such as wearing a seatbelt. It was added that there were vouchers available in terms of the EXCElerate programme, equivalent to £100 worth of free training. It was added that the award was not backed by insurance companies in terms of reduced premiums. Members were reminded of the driving simulator which was used at events as a way of attracting young people and providing the opportunity to demonstrate issues such as impairment, braking reactions times and other hazards. It was noted that there had been 17,300 young drivers that had received presentations at Young Driver Roadshows and they had been delivered at Freshers' Events; Colleges; Sixth Forms; Schools, Public Events including WiseDrive.

The Casualty Reduction Manager explained that the CDSOU participated in many national and international campaigns including those ran by the DfT, TISPOL (European Traffic Police Network) and the National Police Chiefs' Council (NPCC). Members noted that campaigns had included the usual Christmas Drink/Drive campaigns and those linked to: speeding; distractions; and wearing seat belts. Local Campaigns included: Operation Dashboard, an intelligence based operation targeting disqualified drivers; Operation Crush, where Casualty Reduction Forum funds are used to help take "community" vehicles used by criminals off the road and crush them; Community Speed Watch with trained volunteers helping in County Durham and Darlington; and Operation U-Turn based upon case studies, looking at young offender interventions. Members noted the payment of overtime to allow more resources to be allocated and the effective approach to criminals using our roads, with a Collision Unit and three Detective Constables looking to prepare all the requisite files where there was a criminal element, to allow for timely action and have vehicles taken off the road sooner and to add weight in terms of prison sentences.

The Casualty Reduction Manager explained that WiseDrive engaged with over 900 young people, with Year 11 pupils from 25 schools and included a multi-agency approach to raising awareness around: the Fatal Four; driver behaviour; the importance of having the right attitude; understanding and minimising risk; and the consequences of the choices made. It was explained that there was a family focus in terms of the approach to delivery, with relatives of road accident victims volunteering to help explain to young people the impact the death of a family member can have.

Members noted the statistics in terms of the use of safety cameras and enforcement, with 2015 having 6,090 offences detected following 438 deployment and with 2016 so far having 6,268 offences detected following 296 deployments. The Casualty Reduction Manager noted the success of, and fantastic response to, the Police Interceptors television programme helping to: highlight casualty reduction; improve confidence in the Police; increasing the understanding of issues such as drink/drug and anti-social driving; deter offenders; and create a strong social media presence.

The Road Safety Manager noted that the next steps included maintaining the partnership approach to addressing casualties with it being noted that Highways England were keen for creative applications for capital programme funding. Members noted that another area to look at was the collision maps, broken down by Area Action Partnership (AAP) areas, and also breakdown by road user group. It was added that another activity would be to use MOSAIC (road safety analysis) profiling to see how it would be best to target casualties, looking at MORI polls as regards lifestyle and look to see what types of intervention works in different areas.

It was added that it would be important to continue to develop a comprehensive social media strategy with partners and to work with colleagues in Public Health to access GP and hospital data to ascertain whether there was underreporting in terms of road accidents and injuries. The Road Safety Manager concluded by noting work with colleagues from the emergency services to highlight enforcement initiatives and local problems.

The Chairman thanked the Officers for their presentation and asked Members for their questions.

Councillor P Stradling asked if taxi drivers and firms were targeted to receive road safety messages and training. The Casualty Reduction Manager noted the Police and Council's Licensing Teams did not target directly, though there was work with drivers through the licensing process. Councillor P Stradling noted that there were a number of large taxi companies and therefore hundreds of drivers that could be engaged with. The Strategic Traffic Manager explained that it may be possible to give them information, perhaps when issuing renewal notices. Councillor P Stradling thought perhaps a more direct approach with presentations being made at the taxi firms themselves. The Strategic Traffic Manager added that in terms of taxi drivers there were more Hackney Carriage drivers and they were more independent operators.

Councillor N Martin noted there was a policy of no static speed cameras and given that it was a fact that drivers travelling slower were less likely to have a fatal crash would it not be effective and efficient to have fixed cameras in certain "hotspot" areas rather, not in terms of issuing Fixed Penalty Notices (FPNs), rather in trying to prevent KSIs and freeing up the mobile units and Officers' time in order to deal with other issues. Councillor N Martin added that another issue was that of drivers jumping red traffic lights, noting junctions within his electoral division at Crossgate, and near the Duke of Wellington Public House, where there had been a number of accidents. Councillor N Martin wondered whether if static cameras installed to monitor such junctions would act as a deterrent.

The Strategic Traffic Manager explained that when speed cameras were first introduced in County Durham there were strict criteria in terms of where they would be deployed, including based upon the number of incidents in an area, and where there were concerns Police could carry out enforcement action. It was added that speed was always an issue, however inappropriate speed, not reflecting the nature of the road and weather conditions, was more pressing. It was explained that fixed cameras in urban areas would not deliver in terms of reducing casualties, and that mobile units enabled flexibility in deployment. It was noted that while there were no longer "corridors of concern", however, should there be issues at junctions and traffic lights requiring enforcement then these could be looked at.

The Casualty Reduction Manager added that Durham Constabulary had always been against fixed speed cameras, as people would get used to their location and that mobile units would mean that drivers would be aware that they potentially at any point could be being monitored. It was noted that discussions as regards speed cameras had suggested average speed cameras would be more effective; however, there would be issues in terms of whether there would be the resources to manage such cameras.

The Chief Fire Officer noted the excellent work being undertaken, working in partnership with several organisations, including the County Durham and Darlington Fire and Rescue Service. The Chief Fire Officer noted that perhaps there was a lack of ambition in terms of improving our position, looking at the statistics presented.

It was added that while we would look to improve, especially in terms of child casualties, was there a need to have a strategy and set 5, 10, 20 year targets looking to becoming one of the top performing areas in the country. The Chief Fire Officer added that the economic impact of those killed or seriously injured was known in terms of the cost, around £1 million in the 1990s, however was there a need to better understand the impact on County Durham, given the figures noted within the report and presentation so that we can then look to see where funding can make the most impact and provide the greatest benefit.

The Strategic Traffic Manager noted that no one was happy or satisfied with the figures in terms of road safety and work to see where to target funding for maximum impact was ongoing. It was added that the Council and colleagues from Durham Constabulary and the CDDFRS were all very supportive of road safety initiatives; however there was the context of reductions in resources. Members noted that innovation was key, and this was something that the North East was at the forefront of and the work undertaken in our region was copied by others nationally. The Road Safety Manager explained that working in partnership, via Road Safety GB North East there had been more targeted campaigns over the last 3-4 years and with support from the region's PCVC and PCCs in terms of the "Look out for each other" campaign for example. It was noted that the economic impact was clear in terms of a cost of around £1.7 to £1.9 million for a road fatality and £220,000 to £240,000 in terms of serious injury and therefore it would be in looking at the County as a whole and working with partners to drill down into data and target accordingly.

Councillor G Holland noted that cyclists were particularly vulnerable if they themselves did not take the necessary precautions in terms of safety equipment, such as helmets, lights, reflective clothing in order to make them visible to other road users. Councillor G Holland noted from his experience in Durham City there were a number of cyclists that were weaving in and out of traffic without safety equipment and represented a distraction for drivers and asked what could be done to address this. The Strategic Traffic Manager noted that many of the campaigns looked to engage with young people and that making them aware of the issues of road safety, including cycling, at a young age was important. The Road Safety Manager explained that sustainable transport was encouraged and over 3,000 people had been engaged with via Bikeability, however, it was acknowledged that there would be a need to identify the groups that were cycling without safety equipment and try to target them accordingly. The Casualty Reduction Officer added that some funding had been utilised to provide cycle lights, working with Durham University, and that some packs of lights being carried by Police Officers and that if they came across cyclists without lights they could provide them and educate them in terms of travelling safely.

Councillor J Charlton asked whether speeding or location was more of an issue in terms of road deaths. The Strategic Traffic Manager noted that historically the number of fatalities in the County was around 40, and while there was a downward trend, it was added very few incidents were as a result of the road environment, rather attitude issues, such as inappropriate speed, aggressive driving. Members noted that a number of issues were in terms of excessive speed in rural areas, where inexperienced drivers seeking a thrill may think they could get away with speeding offenses unseen. The Road Safety Manager noted that in general these types of incident were mostly random multi-factor events involving many issues such as: speed; lack of seatbelt; defective vehicles. It was added that 96% of casualties were as a result of "those behind the wheel", with issues around attitude and experience.

Councillor F Tinsley noted that each fatality was a tragedy however he added that Members must not lose sight that the roads in the country were some of the safest in the world and therefore investing resources must be done carefully and in a way to maximise impact. Councillor F Tinsley added that speed cameras were 30 year old technology and that the future would be black boxes installed in all cars, recording positional data and telemetry and this would be the catalyst for attitudinal change.

Councillor M Davinson asked as regards the EXCELerate vouchers and scheme and what the experience of the Chairman and other Members was in this regard. The Chairman noted that the Pass Plus was a very good idea, including elements such as night driving and initially insurers were offering discounts though he was not sure if this was the case now. It was added that EXCELerate was an excellent programme, however again a link to insurers to try to better incentivise the programme would be beneficial.

Chief Superintendent A Green noted some caution in terms of classification of fatal road accidents, adding that not all road casualties were reducing noting improvements and advances in medical care were also contributing to reducing fatalities. Chief Superintendent A Green explained that the EXCELerate programme was an excellent scheme in terms of addressing attitudinal issues and suggested both Durham County Council and Darlington Borough Council could look to incentivise the programme, perhaps with discounted sports passes or similar.

**Resolved:**

- (i) That the report and presentation be noted.
- (ii) That an update be received by the Safer and Stronger Communities Overview and Scrutiny Committee in 12 months.

This page is intentionally left blank

## **DURHAM COUNTY COUNCIL**

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

At a Meeting of **Safer and Stronger Communities Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Monday 9 January 2017** at **9.30 am**

#### **Present:**

**Councillor D Boyes (Chairman)**

#### **Members of the Committee:**

Councillors J Armstrong, J Charlton, S Forster, J Gray, C Hampson, N Martin, T Nearney, K Shaw, P Stradling, F Tinsley, J Turnbull and C Wilson

#### **Co-opted Employees/Officers:**

Chief Fire Officer S Errington and Chief Superintendent A Green

#### **1 Apologies for Absence**

Apologies for absence were received from Councillors M Hodgson, J Maitland, Mr A J Cooke and Mr J Welch.

#### **2 Substitute Members**

No notification of Substitute Members had been received.

#### **3 Minutes**

The Minutes of the meeting held 31 October 2016 were agreed as a correct record and signed by the Chairman.

The Overview and Scrutiny Officer, Jonathan Slee noted that in reference to the Road Safety, the response from the Committee had been circulated to the Chair of the Road Casualty Reduction Partnership and the Portfolio Holder.

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

There were no Declarations of Interest.

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

Mr S Errington, Co-opted Member and Chief Fire Officer, County Durham and Darlington Fire and Rescue Service had submitted a report, set out at Item 8, relating to the Fire Authority's Integrated Risk Management Plan (IRMP) Action Plan 2017/18 Consultation.

## **6 Media Relations**

The Overview and Scrutiny Officer referred Members to the recent prominent articles and news stories relating to the remit of the Safer and Stronger Communities Overview and Scrutiny Committee (for copy see file of minutes). The articles included: the damage alcohol was doing to police and paramedic resources, linking to the work of the Committee's Working Group and activities such as Dry January; the additional 33 20mph zones, linking to the work of the 20mph Working Group and update report on the agenda; the rise of "ransomware", an element of the Cyber Crime item on the agenda; and the Fire Service looking to recruit new Fire Fighters, linking to the report on the IRMP at Item 8.

### **Resolved:**

That the presentation be noted.

## **7 Cyber Crime**

The Chairman introduced Detective Inspector (DI) Audra Fawcett, Durham Constabulary and the Strategic Manager – Policy, Planning and Partnerships, Andrea Petty to give a presentation to Members in respect of Cyber Crime (for copy see file of minutes).

DI A Fawcett noted that a brief video would be shown, highlighting the ease that personal details could be gathered from an individual's internet presence. The video showed several people believing a "psychic" knew personal details about them, before revealing a team of "hackers" working behind the scenes to sift through that person's digital life.

DI A Fawcett reminded Members that whatever you put online could be used and exploited so it was important to be careful what details you gave. Members noted two types of Cyber Crime: cyber dependent, where a computer was used to carry out a crime to attack another computer or network such as hacking or denial of service attacks; and cyber enabled or facilitated, traditional crimes where a computer is used instead or in addition to the offence, such as fraud, theft, harassment and public order (trolling).

It was explained that the National Crime Agency (NCA) had noted the scale was large and growing, with 2 million computer misuse and 3.8 million fraud offences committed in the year ending March 2016.

It was highlighted that the crimes were far from victimless, rather the victims simply suffering at a distance from the offender and around 80% of Cyber Crimes could be defended against. It was mentioned that emerging threats included schools being targeted with ransomware, where a computer was locked and the information only released once a sum of money had been transferred to the attacker.

Members noted the national "4P's" approach:

- Pursue – offenders
- Prevent – people becoming involved in or remaining in Cyber Crime
- Protect – the public/organisations from becoming victims of Cyber Crime
- Prepare – for the consequences when Cyber Crime incidents occur

It was explained that “cyber-hygiene” was important and consistent messages needed to regularly repeated to help educate the public as to the importance of making themselves as safe as possible, especially young people, in terms of allowing connections to wifi and releasing personal information, such as bank details. It was added that in the cases of preparing for the consequences of Cyber Crime, it was an extra financial burden in terms of regular backups of data being made, and this can often be an issue for small and medium sized businesses (SMEs).

Members noted two quotes:

“Every crime will involve some element of digital technology, regardless of crime type” – National Police Chief’s Council (Vision 2020)

“It is no longer appropriate, if it ever were, for the police service to consider the investigation of digital crime to be the preserve of those with specialist knowledge” – Her Majesty’s Inspectorate of Policing

It was noted that Durham Constabulary wanted to integrate the digital aspect into all investigations as a key element. DI A Fawcett explained that in terms of digital investigations and intelligence (DII) agreed investment had created several specialist Cyber Crime resources and that there was a view to mainstream digital policing. It was added that there was a need to meet emerging challenges and opportunities to investigate digital crimes and that also to gather intelligence and exploit digital evidence effectively. It was noted that there would be the opportunity to use data fusion to bring together all information from partners to help increase the intelligence and investigative opportunities.

The Strategic Manager – PPP explained that a Task and Finish Group had been established at the Safe Durham Partnership (SDP), with Members including: Durham County Council (DCC), the County Durham and Darlington Fire and Rescue Service (CDDFRS), the Police, Crime and Victims’ Commissioner (PCVC), Durham Constabulary and the National Probation Service (NPS). It was explained that an action plan focussed on protecting the general public and organisations, those within our communities as well as the public and private sectors.

Members were shown a list of the links between Cyber Crime and the existing SDP priorities and noted several examples of work undertaken, including: a cyber e-calendar, with security tips each day; the Office of the PCVC and Age UK helping raise awareness with older people; a “Cyber Safety Day”, with the Council and partners with attendance by over 130 people; and information sharing with the Community and Voluntary Sector (CVS) and helping to provide a “Cyber Essentials” mark on websites, similar to a “Kite Mark”.

The Strategic Manager – PPP added that in terms of next steps it was noted that a number of events and actions would take place including: Paul Hamlyn Foundation Funded project; Fulfilling Lives; “Everyone can help” online bullying project in schools; association of School Governors Executive Meeting; Exploitation, Grooming and Radicalisation events; Cyber Crime messages, with the Local Safeguarding Children Board (LSCB); a scenario based training exercise in Quarter, 1 2017; and raising awareness through the Area Action Partnership (AAPs).

The Chairman thanked DI A Fawcett and the Strategic Manager – PPP and asked Members for their questions.

Councillor N Martin noted that he often received spam e-mail however there was not a quick 2-3 click system to be able to report them and felt a level of ease was required to make people willing to actually report them. He acknowledged there was a method via Action Fraud, however this was not straightforward and a less “clunky” method of reporting was needed. Councillor N Martin asked if there was any representation on the Task and Finish Group or links to banks or utility companies as each month those organisations would send through an e-mail with a link marked “click here to view your bill” and he felt this was bad practice and providing an opportunity to criminals to exploit.

DI A Fawcett admitted that the Action Fraud reporting process was a little clunky and would feedback to a regular Government user group and that the Police would welcome any intelligence as regards any scam e-mails. Councillor N Martin asked how members of the public could do this and DI A Fawcett explained through the usual methods of contacting the Police. Councillor N Martin noted that in terms of those types of digital activities, people would expect a 10-15 second method of clicking on a few links to be able to forward their concerns. The Strategic Manager – PPP added that there were links to many businesses in Durham as regards Cyber Crime messages for our communities and that the Police worked closely with banks such as Lloyds and Barclays. DI A Fawcett added that there was “CyberNorth” a group that included Universities, Banks and the NHS.

Councillor T Nearney noted the Durham Constabulary “In the Know” tool that helped in terms of reporting and information sharing and asked with Cyber Crime often being not fixed to a single geographical location, were there systems in place in terms of regional, national and international threats. DI A Fawcett noted that intelligence sharing was the “bread and butter” of Police Forces and information was also shared at Regional Team meetings, involving the Cleveland, Northumbria and Durham Forces.

Councillor T Nearney asked as regards digital investigations and intelligence and whether advice was updated on a 6 monthly basis or on a rolling basis. DI A Fawcett noted that the Gloucester and Essex and Kent Forces had been working together in terms of integrating digital practices into their investigations. It was added that focus groups of staff from Durham Constabulary had been established and that a training package was being pulled together, bespoke for each role, and that all would begin with good cyber-hygiene and that training would then be on a rolling or emerging threat basis.

Councillor F Tinsley noted he could understand how Durham Constabulary could be able to deal with Cyber Crimes such as harassment by people living in the County, however, as often such phishing e-mails were orchestrated and carried out from abroad, asked was there anything they could do. If so, Councillor F Tinsley suggested that by explaining how reporting such phishing e-mails was important and providing feedback to the public would help to demonstrate the value of such reporting. DI A Fawcett noted that there was an ongoing case as regards a local offense, and that agreed that there needed to be a communication of clear examples to show how Cyber Crime was being dealt with. It was added that was an issue in terms of some of those involved in Cyber Crime were young people that could be convinced to use their skills to help prevent Cyber Crime, and also to help prevent them entering the criminal justice system.

It was added that all information was useful and that if the scope was beyond that of Durham Constabulary then there was mechanisms to escalate to a regional level or the NCA where appropriate.

The Chairman noted there were good examples of practice across many Forces, including information in relation to grooming compiled by Leicester Police. DI A Fawcett noted that many in attendance came from an era where the important safety message was to not speak to strangers and now there were additional dangers in terms of online grooming. It was added that this was not to scaremonger, however, there were important messages that needed to be delivered in order to help protect young people and the issue was hard-hitting.

The Head of Planning and Service Strategy, Peter Appleton added that the SDP had raised many issues and DCC staff had also been made aware of cyber-hygiene and also in terms of obligations under PREVENT. It was added that in addition to working with Overview and Scrutiny, there was an opportunity to be able get messages across, perhaps a link to the video shown to Committee being provided via the Council's Twitter feed, or utilising other Council channels.

Councillor J Armstrong noted the issue was a possible topic in terms of next year's Work Programme for the Committee and added that it could be useful to have further information shared with School Governors and the AAPs.

**Resolved:**

- (i) That the report and presentation be noted.
- (ii) That the Committee receive further updates in relation to the Cyber Crime Action Plan at future meetings.

**8 Integrated Risk Management Plan (IRMP) Action Plan 2017/18 Consultation**

The Chairman asked the Chief Fire Officer, CDDFRS and Co-opted Member, S Errington to give a presentation in relation to the CDDFRS Integrated Risk Management Plan (IRMP) Action Plan 2017/18 Consultation (for copy see file of minutes).

The Chief Fire Officer began by thanking the Committee for their support to the CDDFRS and reminded Members that the IRMP was the process used by Fire Services nationally to ensure the risk to people and property was identified and reduced through efficient use of available resources. It was added that the IRMP was a statutory duty and was how Fire Services responded to The Fire and Rescue Services Act. It was noted that the current IRMP was coming to an end, each being over a 3 year period, and therefore the new IRMP would be for 2017-2020, depending upon any new guidance. It was added that while it was not a statutory duty to consult upon the Action Plan associated with the IRMP, CDDFRS did so.

Councillors noted that funding for the CDDFRS came from 2 main sources, with a Government grant making up 35% and the remaining 65% coming from precept payments made from the local tax-payers and non-domestic rate payers in County Durham and Darlington.

It was added that in 2010 this had been a 50/50 split. Members were reminded that over the last 6 years, CDDFRS had transformed the way services were provided to the community, in response to a cut of £6 million to Government funding, without increasing risk in our local communities.

It was noted that in 2016, the County Durham and Darlington Fire and Rescue Authority (CDDFRA) had agreed to a four year funding settlement despite it representing a 19% cut as it then provided a level of clarity in the medium term to be able to consider how to deal with the further reductions.

The Committee were referred to a table setting out the CDDFRS Medium Term Financial Plan (MTFP) up to the 2019/20 budget. It was noted that the 2016/17 budget was balanced and that forecasts were for the 2017/18 budget to have a slight shortfall and for this to increase to a shortfall of £1.529 million by the 2019/20 budget, though this was an improved forecast from that made last year which was approximately £3 million.

The Chief Fire Officer noted recruitment taking place, with applications to be made online, a lot of interest having been shown already and for starts in May/June 2017. Members were shown a diagram setting out how the money received by the CDDFRS was allocated and spent in terms of employees, premises, transport, supplies and services, capital financing and contingencies. Members noted the budget for 2016/17 was £28.608 million, compared to approximately £34 million in 2010.

Councillors noted that there were three questions set out within the IRMP Consultation, those being:

Proposal One – Based upon the outcomes of the emergency medical response (EMR) trial, should we continue this work with the North East Ambulance Service (NEAS) provided it supports our core fire and rescue service strategic priorities?

Members noted that call times had been reduced to 8 minutes in terms of cardiac arrest and breathing difficulties, though national trial outcomes were not yet known. The Chief Fire Officer added that issues were not solved in the short-term, and it would be preferable to have a national programme and associated funding. The Committee were reminded that these extra responsibilities were not within a Fire Fighters contracted duties and the Chief Fire Officer reiterated that some form of funding locally and nationally should look to provide financial incentive.

Proposal Two – Would you support us in exploring further collaboration with health services in the future?

The Chief Fire Officer was aware that the Committee were well sighted in terms of the work involved with Public Health and Safe and Wellbeing Visits (SWVs) being carried out by Fire Fighters and the big impact this was having, both in terms of individuals helped but in terms of helping understand trends and patterns. It was noted there was scope to help engage with vulnerable people and also for community fire stations to allow use of their gym equipment.

Proposal Three – Do you agree that we should share High Handenhold Fire Station with Durham Police?

It was explained that this was a proposal similar to a tri-service facility in Barnard Castle, though this proposal was for CDDFRS and Durham Constabulary. It was added that discussions would be held with staff as well as the Chief Constable and the PCVC and it was noted that beyond the financial savings there were other benefits, for example in intelligence sharing.

The Chief Fire Officer concluded by reiterating that the CDDFRS was a high performing Fire and Rescue Service and asked Members to provide feedback on the proposals, noting that Members could provide individual responses via several methods, details having been provided to Members.

The Chairman thanked the Chief Fire Officer and asked Members for any questions and responses to the proposals.

Councillor J Armstrong noted it was a “no-brainer”, agreeing with the proposals as set out by the Chief Fire Officer.

Councillor F Tinsley noted the Fire Service was very different to 20 years ago with more emphasis on health and asked whether this was felt as a step change or a natural progression. Councillor F Tinsley also asked whether demand was increase as funding was decreasing. The Chief Fire Officer explained that Government statistics showed that fires had decreased by around 40%, however, this did not reflect the changing types of fires, with decreases in house fires while other areas such as arson and anti-social behaviour were becoming more demanding. It was explained that there had been investment in equipment and that Fire Fighters had moved to new working practices to incorporate Community Safety work so that all staff were working productively at all times. It was explained that in terms of fire deaths, the Fire Service worked with Public Health in terms of hard to reach vulnerable groups.

The Chairman asked for comments on Proposal 1, and asked the Chief Fire Officer if there were risks should the CDDFRS not continue with EMR. The Chief Fire Officer noted that in the last 12 months, 70 cardiopulmonary resuscitations (CPRs) had been carried out across 3 stations and felt that this demonstrated the value of the work. It was reiterated that training and funding were required as this was over and above contracted duties.

The Chairman reminded that Members could respond as individuals to the IMRP consultation as the Chief Fire Officer had mentioned and asked the Members as a Committee whether they supported Proposal 1. Members agreed.

The Chief Fire Officer noted that if the CDDFRS had a resource that could help in terms of Public Health issues, then they would need to work together, however, should the nature of the SWVs change to included actions such as administering flu jabs, then this would need to be supported with cost-recovery as a minimum. Councillor T Nearney noted he supported Proposal 2 and added that Members could see from the report on the SWVs carried out by a Working Group to the Committee that CDDFRS was leading nationally in terms of performance in this regard and while this was very good, there was risk in terms of the CDDFRS and partners facing further reductions in their funding. Councillors were asked if they agreed with Proposal 2, all agreed.

The Chairman asked the Committee as regards their thoughts on Proposal 3 and asked the Chief Fire Officer if this type of arrangement would be more prevalent in the future. The Chief Fire Officer noted that there was no risk, however, there had been specific consultations with local residents and it was added that the proposal would help to reduce costs and protect frontline services. All Members agreed with Proposal 3.

The Overview and Scrutiny Officer explained the comments from Members would be captured, along with those from Members of the Adults, Wellbeing and Health Overview and Scrutiny Committee who would also consider the report, and then pulled together to formulate a response, to be signed off by the Chairman of Overview and Scrutiny Committee.

**Resolved:**

- (i) That the report and presentation be noted.
- (ii) That the comments of the Committee, together with the views from the Adults, Wellbeing and Health Overview and Scrutiny Committee are submitted to the County Durham and Darlington Fire and Rescue Service in response to the consultation on their IRMP Action Plan for 2017/18.

**9 Schools 20 mph Part-Time Speed Limits Project - Update Report**

The Chairman introduced the Head of Technical Services, John Reed and the Traffic Asset Manager, Keith Jameson who were in attendance to give an update presentation in relation to Schools 20mph Part-Time Speed Limits Project (for copy see file of minutes).

The Head of Technical Services noted that following the successful work of Technical Services and Overview and Scrutiny, an update would be provided to Committee on the progress with the project. Members were reminded that Cabinet had considered an update report on the project at its meeting held 14 December 2016 with information as regards Phase 2 schemes in 2016/17, the revised "prioritisation methodology", used to select a further 33 schools over the next 2 years, and the potential to add further schools, now or in the future, should funding be secured from schools, Town/Parish Councils, AAPs or Member budgets. The Head of Technical Services noted that the report was well received by Cabinet and as the schemes were very popular with Members, it was important to have a fair, clear and transparent methodology in place.

The Traffic Asset Manager referred Members to the list of Phase 2 schemes for 2016/17, 15 in total, and added that there were also 4, 20mph schemes being brought forward for areas within housing estates. The Head of Technical Services noted that the policy was such to allow a degree of flexibility so than where demand was evidenced, and funding could be secured, then the Council could look to implement a scheme.

The Traffic Asset Manager noted Phase 2 was almost completed, with 2 schemes requiring some works to enable power for signage. It was added that work was continuing with designs for the next Phase and Members were referred to tables setting out Phase 3 and Phase 4 schools, noting a good geographic spread across the County and a mix of Primary and Secondary schools.

Members noted estimated dates for schemes and Members were asked to note that experience with Phase 1 and 2 schemes provided some confidence with those estimates. It was explained that in terms of design and consultation the same delivery principles as Phases 1 and 2 were being used, with the designs for Phase 3 scheme having already commenced. It was added that proposals would be discussed with Durham Constabulary and then with stakeholders including Elected Members, Head Teachers and Town and Parish Councils.

The Head of Technical Services noted that there had been a lot of engagement work carried out and it had been agreed it would not just be the placement of signage, rather a package would be delivered in order to try to change behaviours, including: competitions in schools; the Junior Road Safety Officer Scheme; Drama Productions; School Newspapers; Road Safety Training; and other activities to encourage good practise. It was added that an evaluation process had been undertaken, with Durham University providing an independent assessment via their Centre for Health and Inequalities Research. It was noted that overall the results were positive, with convincing support for the projects health and wellbeing outcomes. It was added that due to the small sample size, it was too soon to be able to judge as regards impact upon road casualties and therefore this was not included within the evaluation objectives.

The Chairman thanked the Officers and noted the excellent work of the 20mph Working Group and Technical Services and Public Health. The Chairman invited questions from the Committee.

Councillor N Martin noted he was a Governor at Neville's Cross Primary School, an area where a scheme would be brought forward in December 2017 and asked whether given there was now an objective methodology in place for choosing which schools should benefit from 20mph scheme, did it follow that the original method used was incorrect and also should the Council learn from the 20mph Working Group and take this approach going forward. The Chairman noted that this highlighted the benefit of Member involvement in a process. Councillor J Armstrong added that through the work of the Working Group and Officers it had been possible to double the amount of schemes that could be brought forward and he took the opportunity to thank all Members, Officers and Partners involved. The Chairman added as regards the MJ Award for Governance and Scrutiny that the Authority had received.

Councillor J Turnbull noted that in terms of a 20mph scheme at Neville's Cross, the traffic often was only travelling at around 8-14 mph, however he cited an example of St. Patricks School on the A690 where it was between 2 industrial estates and large vehicles travelled and there was no longer a School Crossing Patrol. The Chairman noted discussions would not be as regards individual schemes, however Members could speak to the Officers after the meeting as regards their particular issues.

Councillor F Tinsley asked in practical terms what did the zone represent, an area of 100m. The Traffic Asset Manager explained that in general it was 100m around each entrance to a school, with signage indicating "When lights flash... 20mph limit". It was reiterated that they were a Part-Time Advisory Limit, and therefore the social aspect in terms of each school was an important element and Officers worked with Head Teachers in this respect.

Councillor T Nearney asked as regards how the consultations worked and what the timescales would be on these. The Traffic Asset Manager noted that Durham Constabulary would be consulted first as regards any concerns they may have to a scheme and then Head Teachers and Governors at a school, followed by Town and Parish Councils and the wider general public.

**Resolved:**

- (i) That the report and presentation be noted.
- (ii) That a further update report be provided to the Committee in 12 months' time.

## **10 Quarter 2 2016/17 Performance Management Report**

The Chairman introduced the Corporate Scrutiny and Performance Manager, Tom Gorman and the Strategic Manager - Performance and Information Management, Keith Forster who were in attendance to speak to Members in relation to the Quarter 2 2016/17 Performance Management Report for the Altogether Safer theme (for copy see file of minutes).

The Corporate Scrutiny and Performance Manager asked Members to note the new reporting format with a “dashboard” page summarising the main performance issues on a single page to allow Members to understand “at a glance” the key issues. It was added that Members’ views on the new pictorial style would be welcomed and it was hoped that the Committee would find the new presentation style helpful.

The Chairman noted he welcomed the new style, and Councillor J Armstrong added that the dashboard page had been welcomed by Members at other Overview and Scrutiny Committees.

The Strategic Manager - Performance and Information Management referred Members to the report and noted an increase in crime levels, though this was continuing to be affected by improvements to crime recording and increased willingness to report crime. It was added that levels of anti-social behaviour had significantly reduced, aided by a number of operations and initiatives carried out across Easter and the summer and Members were reminded that Durham was on average a low crime area.

The Committee noted that alcohol and drug treatment successes remained low, however, it was acknowledged that Members were particularly well-sighted in this regard. It was added that in terms of Road Safety, casualties were reducing overall, and the Committee had a Special Meeting on 1 December looking at the issues of road safety and young drivers.

### **Resolved:**

That the report be noted.

## **11 Overview and Scrutiny Review Updates**

The Overview and Scrutiny Officer noted two reviews had been undertaken by the Committee with one, Alcohol and Demand on the Emergency Services (ADES) having been reported to Cabinet in December and the report had been well received with positive press. Members noted that it would be reported at the SDP in January, with a number of recommendations linking to the work of the SDP.

In respect of the review of Safe and Wellbeing Visits (SWVs) it was noted a draft report was completed and was scheduled for consideration by Committee in February, Cabinet in March.

Councillor T Nearney noted that in terms of the ADES report, Cabinet would respond within 6 months on the recommendations contained within the report.

**Resolved:**

That the verbal update be noted.

## **12 Police and Crime Panel**

The Overview and Scrutiny Officer referred Members to the report setting out the main issues discussed at the last meeting of the Police and Crime Panel (for copy see file of minutes).

The Overview and Scrutiny Officer noted the main issues included:

- Draft Police, Crime and Victims' Plan
- Local Criminal Justice Review
- Collaboration of Police and Fire Services
- Delivering Change for Victims and Witnesses
- Quarter 1 Performance Report

Members noted that the January meeting had looked at consultation on the PCVC precept, Quarter 2 Performance, and extending the Independent Co-opted Members' membership until 2019.

**Resolved:**

That the report be noted.

## **13 Safe Durham Partnership Update**

The Chairman asked the Community Safety Manager, Caroline Duckworth to speak to Members as regards an update from the Safe Durham Partnership (SDP).

The Community Safety Manager noted that issues discussed at the SDP meeting included the current position in terms of the Durham Safeguarding Adults Board (SAB) and the Durham Local Safeguarding Children Board (LSCB), with the statutory duty in terms of demonstrating impact and governance. It was added that the LSCB had achieved a "good" Ofsted rating in May 2016 and that a lot of work had been undertaken with partners including on issues such as: domestic violence, alcohol and substance misuse and child sexual exploitation.

Councillors noted other items discussed included: Open Water Safety, the work of the City Safety Group and the "Dying to be cool" campaign working with riparian landowners; a presentation from the Office of the PCVC in respect of the work of the Strategic Victims and Witness Group, Delivering Change for Victims and further devolved powers to PCCs; new systems in place as regards feedback from young people in the Youth Justice System; funding support; and the Drugs Strategy 2014/17.

The Head of Planning and Service Strategy added that in terms of funding, a £28,000 grant had been secured in respect of reducing intolerance.

**Resolved:**

That the report be noted.

## Safer and Stronger Communities Overview and Scrutiny Committee

21 February 2017



### Consumer Protection – Enforcement Activity

---

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

---

### Purpose of the Report

- 1 To provide Members of the Committee with background information in advance of a presentation by Owen Cleugh, Consumer Protection Manager on enforcement and intervention activity undertaken by the Consumer Protection Team of Adults and Health Services.

### Background

- 2 At its meeting in June 2016, the Committee agreed its work programme to include a presentation on enforcement activity by the Council's Consumer Protection Team. Information within this presentation will build upon the report and presentation on '*Consumer Protection – Enforcement Activity*' to the Committee's meeting in January 2016.
- 3 The Consumer Protection team is made up of three service teams, Fair Trading, Safety and Metrology, which makes up what are commonly known as the Trading Standards functions, and Licensing, which can be separated by enforcement and administration. The comprehensive presentation illustrated activity undertaken by the team in partnership with a number of agencies in relation to reducing door step crime, rogue traders, licensing and supply of illicit, counterfeit and age restricted products. The presentation also provided Members with awareness to how the Team's work contributes to tackling organised crime.
- 4 Owen Cleugh, Consumer Protection Manager will be in attendance at the Committee's meeting to provide Members with an update of activity undertaken by the Consumer Protection Team in particular focussing on information relating to areas of concern and demand as well as outlining to key activities in relation to Prevention, Intelligence and Enforcement. Mr Cleugh will respond to questions from the Committee.

### 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 268 142      **E-mail:** [jonathan.slee@durham.gov.uk](mailto: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 and presentation includes information on reducing re-offending within the Altogether Safer element of the Council and Safe Durham Partnership Plans.

**Human Rights – None**

**Consultation – None**

**Procurement – None**

**Disability Issues – None**

**Legal Implications – None**

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

**21 February 2017**

**County Durham and Darlington  
Reducing Reoffending Group  
Update**



---

**Report of Alan Reiss - Chief of Staff, Office of the Durham Police  
Crime and Victims' Commissioner, and Chair of the County  
Durham and Darlington Reducing Reoffending Group**

---

**Purpose of the Report**

- 1 To provide Members of the Safer and Stronger Communities Overview and Scrutiny Committee with an update on the work of the County Durham and Darlington Reducing Reoffending Group (RRG).

**Background**

- 2 In May 2016 the Chief of Staff from the Office of the Durham Police, Crime and Victims' Commissioner (ODPCVC) became Chair of the RRG. It was agreed that the Group should be re-established as a group which explicitly reported into the Local Criminal Justice Board for Durham and Cleveland police force areas as well as the two Community Safety Partnerships within the Durham Police area (Durham and Darlington).
- 3 The Group also agreed that a refresh was required of the Reducing Reoffending Performance Framework and of the Group's Delivery Plan. It therefore agreed that a workshop would be held to develop a new plan and agree the priority areas for action for the Group.
- 4 The workshop was held in June 2016 and resulted in a Strategy on a Page (attached at Appendix 2), which describes how the agencies involved would like the system to operate. The Group agreed that the priority areas for work would be determined by identifying the areas on which are not currently operating as they should or could be. The Strategy on a Page was agreed at the Reducing Reoffending Group meeting in September 2016 and subsequently at the Safe Durham Partnership.
- 5 It also agreed that the Delivery Plan should focus on a small number of key partnership projects, and avoid as far as possible including issues which were a matter for individual agencies. It was felt that this is how the Group could have most impact.

## Current Position

- 6 At the last Reducing Reoffending Group meeting in December 2016, the Group received an update and agreed further work on the four initial areas:
- (a) **A review of the pathways to desistance throughout the criminal justice system** – this project will be externally commissioned by the ODPCVC and will look at the availability, quality and referral mechanisms of the pathways at every stage of the system from early intervention through to post-sentence. PCCs were offered the opportunity to bid for some time limited consultancy support from 'Revolving doors', ODPCVC applied and were successful. 'Revolving Doors' have carried out semi structured interviews with relevant RRG members; feedback and conclusions from the interviews were presented to the Group by 'Revolving Doors'. This has assisted in developing a detailed scope for a more comprehensive mapping and planning exercise around pathways provision, which will be commissioned shortly;
  - (b) **Growing the use of Restorative Justice** – this project has already seen a large increase in the volume of trained volunteers able to carry out restorative conferences. The next stage is to increase demand for their services by growing the number of cases through increased referrals;
  - (c) **Developing the Performance Framework** – this project will ensure that the data available enables the Group to manage reoffending performance across the system and identify critical issues in a timely fashion. It will build on the existing performance framework by developing new measures where necessary, including developing a local measure for reoffending (in place of the national binary measure which is two years out of date). A sub-group of the Reducing Reoffending group is being set up, with the Head of Performance and Analysis- Durham Constabulary as the chair for this sub-group.
  - (d) **Improved understanding of partner roles** - The Reducing Reoffending Group has agreed to develop a programme of interagency seminars which increase the understanding that staff within individual organisations have of the work of other partners and to discover and exploit opportunities to generate additional positive outcomes through partnership working. Durham County Council's Community Safety Team will coordinate this project and all partners are expected to contribute in-kind with resources and information.

- 7 The Group's delivery plan initially focuses on these four projects. It is a "living" document and will be used to track progress and updated regularly. Alongside this, the Group provides an opportunity for partners to bring issues to the table and consult on key decisions which affect other partners, and the Group will maintain an Action Log alongside the delivery plan to track progress. The Group will also receive reports on the Checkpoint project as the Checkpoint Governance Board has been subsumed into the RRG.
- 8 Membership of the Group has also been reviewed, and extended to ensure it includes representatives from across the Criminal Justice System and from those services which provide pathways to desistance. Membership will be kept under review.

### **Recommendations**

- 9 The Safer and Stronger Communities Overview and Scrutiny Committee is recommended to:
  - (i) Note the contents of the report;
  - (ii) Note the Strategy on a Page; and
  - (iii) Agree to receive a further update from the group in six months' time.

---

**Contact: Alan Reiss, Chief of Staff, Office of the Durham Police Crime and Victims' Commissioner, and Chair of the County Durham and Darlington Reducing Reoffending Group.**  
**Tel: 0191 375 2001**

---

---

## **Appendix 1 – Implications**

---

### **Finance**

A review of the pathways to desistance throughout the criminal justice system is being externally commissioned by the ODPCVC.

### **Staffing**

No implications.

### **Risk**

No implications.

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

No implications.

### **Accommodation**

No implications.

### **Crime and Disorder**

Preventing crime and disorder is the main focus of the Reducing Re-Offending Delivery Plan.

### **Human Rights**

No implications.

### **Consultation**

No implications.

### **Procurement**

No implications.

### **Disability Issues**

No implications.

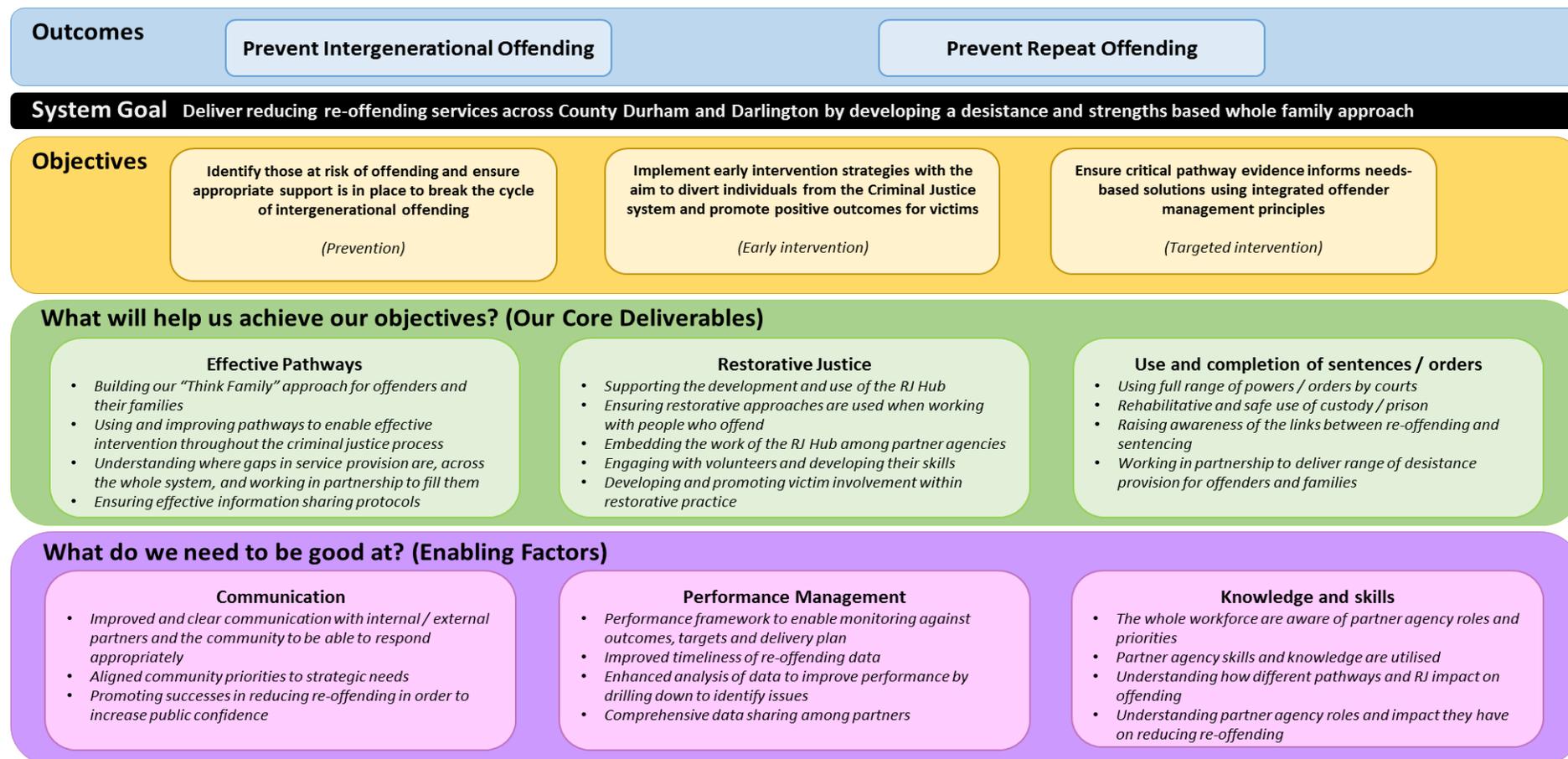
### **Legal Implications**

No implications.

## Appendix 2

### County Durham and Darlington Reducing Re-offending Strategy on a Page 2016-(2020)

**Vision:** “Across County Durham and Darlington, partners implement the most effective and efficient measures to ensure that adults and young people who offend are challenged and supported to desist from crime in order to improve life chances and keep communities safe.”



This page is intentionally left blank

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

**21 February 2017**

**Vulnerability Intervention  
Pathways (VIP & formerly MAIS)  
Update Report**



**Report of Ian Houlton – Neighbourhood Protection Manager**

**Purpose of the Report**

1. The purpose of this report is to provide an update on the Vulnerability Intervention Pathways (VIP) project.

**Background**

2. This update report to the Safer and Stronger Overview and Scrutiny Committee follows a report in 2014.
3. In Durham there is a longstanding commitment by partners to a multi-agency problem solving approach to manage perpetrators and support victims of crime and anti-social behaviour.
4. VIP is a multi-agency approach with local partners working together to manage **adults** who may:
  - (a) be a victim of anti-social behaviour or crime
  - (b) repeatedly cause anti-social behaviour or crime
  - (c) be a persistent complainant
  - (d) be at risk of harm and / or have other factors which increase their vulnerability
  - (e) place a high demand on services
5. VIP changes the approach from responding to the outputs of the behaviour to assess and understand the individual, identify the underlying causes and put support in place to intervene and so be on another pathway. This improves lives and changes the level of outputs (ASB/Crime) so reducing demand on services (especially those in response).

**Current position**

6. Referrals are received from agencies and sent to a central point where information is gathered from a range of key sources to assess risk and inform the assessment. The lead professional is then identified from the key issues who will engage with the individual and conduct a more detailed assessment to identify underlying needs/challenges and agree key actions. The lead professional will work with a 'team around' made up of appropriate agencies to meet the identified needs to a point where the case can be closed.

7. Cases that are protracted or provide particular challenges are referred to a review panel, which is multiagency group to provide support and challenge.
8. Case studies about the 'client's' journey continue to come through which show the value of the holistic approach employed. An example is contained in Appendix 2 which summaries that the individual caused concerns. This case shows significant progress on all fronts and an example of how wider teams can really work together. It also reduces the demand for frontline staff across a number of agencies.
9. Appendix 3 also provides an understanding of the various underlying issues from a sample of cases, which are representative. Overall the **key** challenges/support needs to individuals across the cohort are drug and alcohol, mental health and domestic abuse.

### **Future steps**

10. There have been some challenges since inception including:
  - (a) There were occasions where assessment and consent were being conducted throughout the process.
  - (b) The delay in gathering a full picture from the data and checks also led to delays in meeting with individuals.
  - (c) The process being over complicated.
11. These have been reviewed with and the future approach will see investment in dedicated support workers (Navigators) tasked to carry out the assessment and consent work from the outset. These specialists will be crucial to engage and motivate individuals, this will speed up the work with those concerned and provide a specialist approach to this key stage. The Navigators will in some instances lead to a simple single agency response and in other more complex cases a team around approach will be maintained.
12. To progress this approach the initial team will are being recruited through Durham Constabulary and Durham County Council (Neighbourhood Protection) and these roles are currently in the process of being filled. These staff will create a single cross agency unit, based across the county.
13. In each case the client will always be at the centre of any intervention, and supported to be actively engaged throughout the process. The process is about working with the client to support them not doing it to them.
14. When a referral is made informed consent of the client is sought; a 'Navigator' will then act as a case manager. Navigators build relationships, solve problems and locate resources. Navigators promote the recovery, independence, health and wellbeing of service users. This type of person centred, enabling, and recovery focused process can be carried out by a number of roles and in various settings, complementing and strengthening teams and adding value to a range of services linked to social care and criminal justice settings.

15. Once this initial assessment is completed the Navigator will provide access to other more specialist interventions as and when needed. For example, this could include access to counselling services to address grief, loss, gambling, debts and/or a wide range of health services, help to resolve housing issues, addictions etc.
16. For clients where their individual assessment has identified the need for multiple agency involvement, the Navigator will arrange a Team Around the Adult (TAA) meeting. Once a Client Action Plan is agreed the Navigator will review the case on a regular basis, liaising with the client and reviewing timescales set against actions. The Navigator will support for the client, provide on-going reassurance, motivation and engagement.
17. Referrals are key for earlier intervention and three key elements have changed:
  - (a) The ability to refer for frontline officers has been simplified removing some elements.
  - (b) The use of existing referrals to the 'central referral unit' (CRU) to assess and redirect to VIP appropriate cases. This additionally allows CRU referrals that did not meet high risk levels to be channelled for further work.
  - (c) The data feed that comes from Police systems has been changed to one that reflects risks and run on a 6 monthly basis to review.
18. As a Safe Durham Partnership initiative the project continues to provide updates on a regular basis.

## **Conclusion**

19. The work with clients to understand their underlying needs is important to get upstream and change the traditional response to the outputs of their behaviour, which is more costly. The case study continues to provide evidence of the success of the approach, however further work is required on the volume of cases to be processed and handled in the context of future budget reductions.

## **Recommendations**

20. Members are asked to note the content of the report and comment accordingly.

---

**Contact:** Ian Houlton, Neighbourhood Protection Manager  
**Tel:** 03000 265 570      **E-mail:** [ian.houlton@durham.gov.uk](mailto:ian.houlton@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 – None**

**Procurement – None**

**Disability Issues – None**

**Legal Implications – None**

## **Appendix 2 – Case Study**

### **Client A Case Study**

**Reason for Referral:** Referred by DCC ASB Team due to Issues including severe depression, alcoholism, self-harm, financial difficulty and various medical issues.

#### Background:

Client A engages well with primary health care. Client A has previously been seen by a Psychiatrist however only 5 sessions were initially available based on funding. Client A has undergone many operations due to ongoing medical conditions, for a number of years, for which they take medication.

Client A was previously open to the Mental Health Access Team in October 2015 where they were assessed.

Client A advised has anger management issues and has self-harmed on a number of occasions. Client A takes a large amount of medication and has overused medication previously to take an overdose. Client A often becomes frustrated with their medical condition and often abuses alcohol as a result.

Client A's alcohol abuse led to the breakdown of their marriage, and they continued to abuse alcohol which led to anger management issues, stress, anxiety, the development other medical problems, including Addison's Disease, depression and PTSD. Client A suffers from a lot of pain and is constantly attends the GP or the hospital in relation to pain relief, and continues to self-harm. Client A is currently undergoing additional medical treatment and seeing a Consultant Surgeon as they might need another operation. Client A's benefits have been cut which caused them financial hardship.

Client A has a 14 year old daughter who lives with the ex-partner and sees their daughter on the occasions she visits, when she stays at Client A's mother's house.

#### Team Around the Adult / Client Intervention Action Plan:

A Team Around the Adult meeting took place at primary health care to discuss Client A's issues, this resulted in a Checkpoint referral (which is a scheme which targets and supports low level offenders.) A Checkpoint Navigator was assigned. Unfortunately, due to further offences by Client A, was removed from the scheme.

#### Outcome

Client A continued to self-harm and make suicidal threats which resulted in a UHND Hospital admission. Subsequently Client A was discharged from Hospital care as a full assessment determined there was no role for the Mental Health Department as issues were attributed to alcohol abuse. Client A was encouraged to attend Lifeline and MIND / Talking Changes to address the alcohol abuse. A request was submitted to the Clients GP to reduce their medication dosage to try and prevent further overdose attempts and this has been implemented by the GP where the client now attends to collect a weekly prescription.

Further referrals to Social Care Direct have been made by DCC Interventions Officer. Client A telephoned DCC ASB Interventions Co-ordinator to express their upset and to apologise for their behaviour, (ongoing ASB.) Following an in-depth discussion about client's ongoing behaviour ASB Interventions Co-ordinator agreed for a further appointment to be made with an ASB Officer. Whilst on the phone with the ASB Interventions Coordinator Client A stated they wanted and needed a Mental Health assessment. The ASB Interventions Co-ordinator contacted the Mental Health Access Team, who advised that another assessment would not be undertaken as Client A had very recently been assessed in Custody on 30.10.16 where they acknowledged on-going self-harm but denied being suicidal. Client A was given advice to contact the Police Liaison & Diversion Service to reiterate the reasons provided for refusal of another mental health assessment.

Due to an incident at the home address Client A is currently receiving support from DCC Housing Support to relocate because they feel that they are no longer welcome in the community. This is also supported by the number of complaints made to Police, and the local councillor and by members of the community. Team Around the Adult multi agency meetings are ongoing to offer continued support to Client A with their housing needs, medication / pain relief and to reduce incidents of anti-social behaviour. A positive outcome from the Team Around Meetings has been that Client A's circumstances were reassessed and consequently their benefits reinstated, meaning there are no longer any financial issues identified.

## Appendix 3

### Random review of 10 cases

MAIS. 10 closed cases detailing both Initial and Closing presenting Issues & Support Needs

Initial Presenting Issue	Number of times each issue occurs (across 10 cases)	Additional issues?
Alcohol Misuse	4	Domestic Abuse x 2; Victim of assault/ABH; Neighbour disputes ASB
Criminal behaviour	3	Domestic Abuse x 2 Neighbour disputes Drug Misuse x 3 Physical Health problems Mental Health problems ASB
Domestic Abuse	3	Domestic Abuse Alcohol misuse Neighbour disputes x 2 Criminal behaviour Drug Misuse x 2 Physical Health problems
Low income/finances	2	Domestic Abuse Alcohol misuse
Unemployment	1	Domestic Abuse
Victim of ASB/Crime	1	
ASB	3	Alcohol misuse x 2 Neighbour disputes Criminal behaviour x 2 Domestic Abuse Drug Misuse x 2 Mental Health problems x2 Physical Health problems
Mental Health problems	4	Chronic health condition Self neglect Homelessness / Housing Neighbour disputes x 2 Physical Health problems x 2 Criminal behaviour x 2 Domestic Abuse Drug Misuse x 2 Persistent complaint ASB

Physical Health problems	3	Chronic health condition Self neglect Homelessness / Housing Neighbour disputes x 2 Mental Health Problems Criminal behaviour Domestic Abuse Drug Misuse x 2
Homelessness / Housing	3	Chronic health condition Self neglect Homelessness / Housing Neighbour disputes x 2 Alcohol misuse x 2 Domestic Abuse ASB
Drug Misuse	2	Neighbour disputes Criminal behaviour x 2 Domestic Abuse Physical Health problems Mental Health problems ASB
Persistent complaint	1	Mental Health problems
Learning Disability	1	Pregnancy
Pregnancy	1	Learning Disability

## Safer and Stronger Communities Overview and Scrutiny Committee



21 February 2017

### Overview and Scrutiny Review, Improved Safety in the Home – Safe and Wellbeing Visits

---

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

---

### Purpose of the Report

- 1 The purpose of this report is to present the findings, conclusions and recommendations of the Committee's review on Improved Safety in the Home – Safe and Wellbeing Visits attached at Appendix 2.

### Background

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

- 6 The review has gathered evidence through desktop research, meetings with officers, service professionals and a resident who has benefited from the initiative. Focus groups were also held with firefighters and partner agencies and some observations of health and wellbeing visits were undertaken.

## **Conclusions**

- 7 From evidence gathered throughout the review, the working group applaud the approach led by CDDFRS with partner agencies to implement safe and wellbeing visits throughout the county. The working group note the significance of organisational change for CDDFRS to lead on the scheme and the response by partner agencies to deliver this initiative in line with national strategies and local fire risk that aims to make every contact count and provide valuable support to vulnerable people.
- 8 Launched in February 2016, safe and wellbeing visits are in their infancy and with effective governance, referral processes and partnership working in place they are making a positive difference. Up to the 31<sup>st</sup> October 2016, there have been 10,718 safe and wellbeing visits undertaken of which 3,733 people agreed to answer the lifestyle element of the questionnaire. This has generated 1,235 referrals to partner organisations, many of which were the first contact with that service. The difference these visits have made was highlighted through personal case study presentations, written evidence from partner agencies, recognition within the Alzheimer's Society national awards and a presentation to the National Emergency Services Show.
- 9 The working group also notes the positive working relationship between CDDFRS and partner agencies to design and review the safe and wellbeing questionnaire and address any concerns that have been identified to improve delivery of the scheme. The scheme has been embedded within day-to-day activity for CDDFRS and firefighters are to receive further training by partner agencies.
- 10 Field study activity also demonstrated the professionalism of firefighters and members of the Community Fire Safety Team when undertaking safe and wellbeing visits. An area of development is for firefighters to receive feedback on outcomes of safe and wellbeing visits and for consideration for partners to experience safe and wellbeing visits being undertaken by firefighters.
- 11 There has been a significant amount of data collected from safe and wellbeing visits which provides an opportunity for partner agencies to work with CDDFRS to utilise anonymised data for service planning and prevention activity within the boundaries of the Data Protection Act.
- 12 The working group suggest that work is undertaken with CDDFRS and partner agencies to explore quality assurance activity on outcomes of safe and wellbeing referrals.

- 13 Whilst a positive difference is being made by the scheme, members note that the initiative is currently funded from within existing resources for both CDDFRS and partner agencies. Information provided to the working group highlighted decreasing budgets for all partners and agencies and that funding sustainability is a risk to the success of the initiative. In addition partner agencies also identified a risk for the ability to meet any increase in further demand. It is suggested that the Safe Durham Partnership Board and Health and Wellbeing Board receive timely monitoring reports on the delivery of safe and wellbeing visits to highlight successes, challenges and risks to delivery of the initiative.
- 14 Safe and wellbeing visits have been actively promoted at local and national levels and it is suggested an area of potential development could be further promotion of the scheme with elected members, town and parish councils and area action partnerships. However, it is acknowledged that a risk to increased awareness may lead to increased demand and that a balance must be maintained to ensure quality and consistency in operation is not compromised.
- 15 Following consideration by the Committee, the report is scheduled to be presented to Cabinet and the Safe Durham Partnership Board thereafter.

### **Recommendations**

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

---

<b>Contact:</b>	<b>Tom Gorman, Corporate Scrutiny and Performance Manager</b>	
<b>Tel:</b>	<b>03000 268 027</b>	<b>E-mail: <a href="mailto:tom.gorman@durham.gov.uk">tom.gorman@durham.gov.uk</a></b>
<b>Contact:</b>	<b>Jonathan Slee, Overview and Scrutiny Officer</b>	
<b>Tel:</b>	<b>03000 268 148</b>	<b>E-mail: <a href="mailto:jonathan.slee@durham.gov.uk">jonathan.slee@durham.gov.uk</a></b>

---

---

## **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 the Altogether Safer element of the Council Plan and Safe Durham Partnership Plan.

**Human Rights – None**

**Consultation – None**

**Procurement – None**

**Disability Issues – None**

**Legal Implications – None.**



# **Overview and Scrutiny Working Group Report**

## **Improved Safety in the Home – Safe and Wellbeing Visits**

**March 2017**

## Contents Page

Chair's Foreword .....	3
Executive Summary .....	4
Recommendations .....	5
Strategic Context .....	6
National and Local Context .....	6
Local Context .....	7
Governance and Data .....	10
Process and Questionnaire .....	11
Referral Routes and Outcomes .....	15
Demand and Effectiveness .....	17
Appendix 1 .....	19
Terms of Reference .....	19
Appendix 2 .....	20
Review Meetings Held .....	20

**Please ask us if you would like this document summarised in another language or format.**

العربية (Arabic) (中文 (繁體字)) (Chinese) اردو (Urdu)

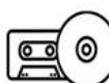
polski (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)

বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)

Français (French) Türkçe (Turkish) Melayu (Malay)



Braille



Audio



Large  
Print

## Chair's Foreword

There is an old proverb that says that prevention is better than cure. This is never more relevant than in today's economic climate. By committing to prevention, public agencies can take actions to stop problems escalating and help ease future demands on service by intervening early. It can also help to improve the quality of life for individuals and their families by providing the services they need as early as possible.

In January 2016, the Safer and Stronger Communities Overview and Scrutiny Committee recommended improving home safety as a priority for inclusion within both the Council Plan and Safe Durham Partnership Plan.



In February, in line with a national programme for closer working with fire and health services, County Durham and Darlington Fire and Rescue Service (CDDFRS) launched its safe and wellbeing visits initiative.

The committee agreed to undertake a review to gain assurance that processes are in place and being delivered through safe and wellbeing visits to improve home safety, reduce risk and improve a person's health and quality of life. This work also provides an opportunity to identify any gaps or service improvements and raise awareness of the scheme with elected members as Community Champions.

We have gathered a wide range of evidence through meetings with officers from CDDFRS and held focus group meetings with representatives from partner agencies who action any referrals in addition to firefighters who carry out safe and wellbeing visits within a person's home. Moreover, field study observations have been undertaken and we received a personal account from a couple who have benefitted from the initiative.

The committee has a statutory responsibility for scrutinising the work of the Safe Durham Partnership and the findings from this work have led to a number of recommendations for the partnership which also impact on the council, CDDFRS and the Health and Wellbeing Board.

The findings from this work have led to a number of recommendations for the Safe Durham Partnership Board, County Durham Health and Wellbeing Board and CDDFRS.

I would like to take this opportunity to thank members of the working group and representatives from CDDFRS, the Council's Public Health and Warmer Homes teams, County Durham and Darlington NHS Foundation Trust, Lifeline Project, Smokefreelife, Alzheimer's Society, Age UK County Durham and Mr and Mrs Robinson.

Councillor Thomas Nearney  
Chairman  
Improved Safety in the Home Working Group

## Executive Summary

- 1 At the Committee's meeting in June 2016, Members agreed to undertake review activity looking at work in relation to Safe and Wellbeing Visits within the Council Plan and Safe Durham partnership objective of 'Improved Safety in the Home'.
- 2 CDDFRS firefighters undertook approximately 18,000 home fire safety visits each year. The introduction of safe and wellbeing visits in February 2016 aims to build upon the previous home fire safety visits to focus on vulnerable people and enhance prevention through inclusion of a broader remit and aim to make every contact count.
- 3 The aim of the review is to gain assurance that processes are in place and being delivered through the safe and wellbeing visits to improve home safety, reduce risk and improve a person's health and quality of life. The review also provides the opportunity to identify any gaps or service improvements within the existing approach and raise awareness of the scheme with elected members as Community Champions. For full terms of reference and details of the meetings held during this review, see **Appendices 1 and 2**.
- 4 From evidence gathered throughout the review, the working group applaud the approach led by CDDFRS with partner agencies to implement safe and wellbeing visits throughout the county. The working group note the significance of organisational change for CDDFRS to lead on the scheme and the response with partner agencies to deliver this initiative in line with national strategies and local fire risk that aims to make every contact count and provide valuable support to vulnerable people.
- 5 Launched in February 2016, safe and wellbeing visits are in their infancy and with effective governance, referral processes and partnership working in place they are making a positive difference. Up to the 31<sup>st</sup> October 2016, there have been 10,718 safe and wellbeing visits undertaken of which 3,733 people agreed to answer the lifestyle element of the questionnaire and have generated 1,235 referrals to partner organisations of which many were the first contact with that service.
- 6 The working group notes the positive working relationship between CDDFRS and partner agencies to design and review the safe and wellbeing questionnaire and address any concerns that have been identified to improve delivery of the scheme. The scheme has been embedded within day to day activity for CDDFRS and firefighters are to receive further training by partner agencies.
- 7 Field study activity also demonstrated the professionalism of firefighters and members of the Community Fire Safety Team when undertaking safe and wellbeing visits. An area of development is for firefighters to receive feedback

on outcomes of safe and wellbeing visits and for consideration for partners to experience safe and wellbeing visits being undertaken by firefighters.

- 8 There has been a significant amount of data collected from safe and wellbeing visits which provides an opportunity for partner agencies to work with CDDFRS to utilise anonymised data for service planning and prevention activity within the boundaries of the Data Protection Act.
- 9 The positive reputation of the Fire Service is paramount to the successful delivery of safe and wellbeing visits. The lifestyle element of the safe and wellbeing visit questionnaire requires consent for each element and the working group request that care is taken that questions do not appear intrusive and are linked to underlying causes of fatal house fires. Furthermore, the working group also suggest that work is undertaken with CDDFRS and partner agencies to explore quality assurance activity on outcomes of safe and wellbeing referrals.
- 10 Whilst a positive difference is being made by the scheme, information provided to the working group highlighted decreasing budgets for all partners and agencies and that funding sustainability is a risk to the success of the initiative. In addition partner agencies also identified a risk for the ability to meet any increase in further demand. It is therefore suggested that the Safe Durham Partnership Board and Health and Wellbeing Board receive timely monitoring reports on the delivery of safe and wellbeing visits to highlight successes, challenges and risks to delivery of the initiative.
- 11 Safe and wellbeing visits have been actively promoted at local and national levels and it is suggested an area of potential development could be further promotion of the scheme with elected members, town and parish councils and area action partnerships. However, it is acknowledged that there is a risk that increased awareness may lead to a surge in demand and that a balance must be maintained to ensure quality and consistency in operation is not compromised.

## **Recommendations**

### **Safe Durham Partnership**

**Recommendation One** – That the Safe Durham Partnership Board annually reviews the framework document to ensure it continues to remain fit for purpose.

**Recommendation Two** – The Safe Durham Partnership Board works with partners, including clinical commissioning groups, to ensure that best use is made of data collected from safe and wellbeing visits for assessing demand, prevention and service planning.

**Recommendation Three** – The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting

demand and funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.

**Recommendation Four** – That CDDFRS through the framework document and partnership meetings explore approaches for quality assurance activity on outcomes of safe and wellbeing visits with partner agencies.

### **Durham County Council and Partners**

**Recommendation Five** – The council arranges a seminar to be delivered to elected members during 2017/18 to promote safe and wellbeing visits and that CDDFRS promotes the scheme locally with town and parish councils and area action partnerships.

**Recommendation Six** – The Safe Durham Partnership Board (including the council's Consumer Protection Team) explores opportunities for cybercrime and fraud to be included within the Safer Homes project.

## **Strategic Context**

### **Key Findings**

- **Chief Fire Officers Association's Health Strategy aims to provide greater collaboration between fire and health services and linked to NHS Five Year Forward View.**
- **CDDFRS identified Safe and Wellbeing Visits as a priority, engaged with partner agencies and launched the initiative on 15<sup>th</sup> February 2016.**
- **CDDFRS aim to undertake 18,000 safe and wellbeing visits per year.**

### **National and Local Context**

- 12 During the past 15 – 20 years, nationally fire and rescue services have focussed on prevention through a wide range of community fire safety activity. This activity including home fire safety checks has evolved over time and it is estimated that 670,000 fire safety interventions are undertaken in homes every year. This work often involves interactions with vulnerable people and has contributed to a reduction of risk and a significant drop in demand for fire and rescue services, and consequent reductions in the number of deaths and injuries from accidental fires in the home.
- 13 Building on this positive work and engagement, a number of fire and rescue services explored working with health partners to support them in improving health and quality of life outcomes for those most at risk in their communities.

This work was successful and led to a document published in October 2015 by Public Health England and NHS England together with the Local Government Association and Chief Fire Officers Association titled 'Principles for a 'Safe and Well' visit by a Fire and Rescue Service'. The principles included extending the current approaches to safety in the home to include risk factors that impact on health and wellbeing, engagement with local health and local authority services on local risks and demand. This approach also includes referrals to specialist services and ensures that visits improve quality of life outcomes and reduced demand for services.

- 14 Building upon these principles, CFOA published a Health Strategy 2015-19 'Fire and Rescue Services as a Health Asset'. This included seven priorities that aim to 'support a drive to provide greater collaboration between fire and health services to produce better health outcomes from the communities we serve'. This is linked to the NHS' Five Years Forward Plan placing greater importance on 'getting serious about prevention' views. One of these priorities is to 'Develop the design principles for and encourage the uptake of "Safe and Well" visits and the effective use of all fire and rescue service resources, building on the Home Safety Check and informed by existing good practice and ongoing evaluation'.
- 15 The CFOA Health Strategy describes a Safe and Well visit as 'a person centred home visit to identify and reduce risk to the occupier or occupiers, which expands upon a Home Fire Safety Check to include advice and interventions that address other risks that will further reduce fire risk, but will also help to improve health and wellbeing. Safe and Well maximises the opportunity to promote improved health outcomes and reduce harm, as part of the hundreds of thousands of visits Fire and Rescue Services are already undertaking.'
- 16 Safe and well visits also have a focus on prevention and sit within the context of the national public health initiative Making Every Contact Count that includes brief intervention training, encouraging healthier lifestyle choices for residents and to ensuring consistent and concise healthy lifestyle messages during safe and well visits.

### **Local Context**

- 17 County Durham and Darlington Fire and Rescue Service implemented this approach as a pilot in February 2016 as 'safe and wellbeing visits'. The aim is highlighted within the document 'Enhancing the prevention role of County Durham and Darlington Fire & Rescue Service (CDDFRS)', to 'develop and systematically embed the health intervention role of the Fire Service through the development of safe and wellbeing visits with a range of partners to ensure vulnerable individuals get appropriate access to services and support to keep them safe and well.'

- 19 To meet this aim a number of objectives in relation to principles, workforce skills and training, systems and processes, communication and information and data provision were set.
- 20 In response to the Fire Service National Joint Council, CDDFRS aimed to focus their resources on the following areas on safe and wellbeing visits and wider collaboration activity :
- Slips, trips and falls assessments and offering preventative measures to reduce the risk of injury.
  - Winter warmth assessments including offering fire and flu advice to reduce the number of excess winter deaths.
  - Improving community response to cardiac arrest patients by offering Heartstart advice and allowing the British Heart Foundation the opportunity to use CDDFRS premises to carry out courses for the general public.
  - Offering assistance to health partners by supporting bariatric services in terms of lifting those that have fallen.
  - Train all CDDFRS staff in dementia awareness and work to a charter that ensures CDDFRS are a dementia friendly organisation. Offer advice and referral opportunities to members of the community that it is felt would benefit from assistance.
  - Offer alcohol harm and reduction advice as well as signposting individuals that feel they would benefit from help in this area.
  - Offer smoking cessation advice as well as signposting individuals that feel they would benefit from help in this area.
  - Provide advice and promote local activities to residents in order to reduce loneliness and isolation.
- 21 The Service also gave a commitment to provide an appropriate level of training to its staff within each of the key areas outlined above through engaging with key groups that include:
- I. Alzheimer's Society/ Dementia Alliance
  - II. County Durham Tobacco Alliance
  - III. Alcohol Harm Reduction Group
  - IV. Balance North East
  - V. Energy and Fuel Poverty Group
  - VI. Unintentional Injuries Prevention Group
  - VII. Wellbeing for Life
- 22 Safe and wellbeing visits are undertaken within people's properties and a questionnaire is completed by operational firefighters throughout County Durham and Darlington. The questionnaire is in two parts that focus on Fire Safety and Lifestyle. The style of safe and wellbeing visits and questionnaire was co-designed through consultation with a number of partner agencies focusing on local risks and demand. This resulted in a paper based questionnaire that focuses on fire safety and six key areas of health with

referral pathways into specialist services for each area. The following table outlines these areas and the associated partner agencies.

<b>Key Health Area</b>	<b>Partner Agency</b>
Slips, Trips and Falls	County Durham and Darlington NHS Foundation Trust
Winter Warmth	Warm Homes Scheme (DCC)
Alcohol	Lifeline Project (DCC Public Health Commissioned)
Smoking	Smokefreelife (DCC Public Health Commissioned)
Dementia	Alzheimer's Society
Loneliness and Isolation	Age UK County Durham
Making Every Contact Count	Wellbeing for Life

- 23 The above areas are highlighted in the JSNA and local health profiles and are linked to common factors present during accidental dwelling fatalities. In addition, outcomes from this work are linked to the Safe Durham Partnership Plan, The Council Plan and a key objective of the Fire Service's Integrated Risk Management Plan.
- 24 To deliver this approach, operational firefighters undertake safe and wellbeing visits within their locality, with each station and each 'shift' or 'watch' having a specified target to meet the aim of 18,000 visits per year. The scheme is administered by the fire service's community safety team and support is also provided by vulnerable person advocates who will work closely with vulnerable people where it has been identified there is high risk.
- 25 Funding to deliver the initiative is currently being met within existing budgets and resources within both County Durham and Darlington Fire and Rescue Service and partner agencies.
- 26 The scheme has been actively promoted at local and national levels. Locally this includes promotion through the role of operational staff in terms of community engagement including fire station open days and events involving members of the public, CDDFRS staff and partner organisations. In addition the scheme has been promoted through social media, press releases and poster campaigns.
- 27 Nationally the Chief Fire Officer has presented to the CFOA and CDDFRS together with the Alzheimer's Society and were invited to attend the national emergency services show in September 2016. In addition, a video by ITV called 'Beyond Blue Lights' highlighting the work of the safe and wellbeing visits has been produced and was shared with the working group. Furthermore, CDDFRS were a finalist within the national Alzheimer's Society Awards 2016 for its work on the creation of a 'Dementia Friendly Charter', showing the service's commitment to improving how it works with those living with dementia.

- 28 The working group felt that the fire service and partners could build on the excellent levels of engagement through the promotion of the scheme with elected members, town and parish councils and area action partnerships.

**Recommendation** – The council arranges a seminar to be delivered to elected members during 2017/18 to promote safe and wellbeing visits and that CDDFRS promotes the scheme locally with town and parish councils and area action partnerships.

## Governance and Data

### Governance and Data Quality

#### Key Findings

- **A governance document is in place with signed commitment from all Partner agencies.**
- **The importance of data protection, sharing information and consent was embedded within the governance arrangements.**
- **Anonymised information and data from the safe and wellbeing visits could also be of importance to partner agencies for service planning and prevention.**

- 29 Evidence provided has identified clear governance and partnership structures in place with a framework document titled 'Enhancing the prevention role of CDDFRS' that is centred on prevention and making every contact count. There is clear commitment of all organisations at strategic level within the document with links to national and local strategies, information management, outcomes and evaluation. To achieve the aims of the document a partnership group was established and has been actively engaged to develop and shape the model to deliver safe and wellbeing visits.
- 30 Feedback from supporting information and a focus group held with partner agencies reported that a positive partnership approach was in place for delivery of safe and wellbeing visits. Members took assurance from the meeting with partner agencies that questions within the survey had been developed through close working with partner agencies for each of their specified areas and that the importance of data protection, sharing information and consent was embedded within the process. Members were informed that in terms of information sharing, this is now an opt-out process within the survey. This means that individuals must choose to opt out if they do not consent to having their personal data shared with other agencies.
- 31 The fire service aim to undertake 18,000 safe and wellbeing visits per year, which provides an opportunity to gather a vast amount of information in

relation to each aspect of the referral and its location. There is a great potential to the service and partner agencies in using data that has been collected from visits and has been anonymised. This could be used for service planning, assessing demand and targeting policy interventions. This information could be of great benefit to clinical commissioning groups, public health and area action partnerships, amongst others with regard to priorities within their respective areas.

**Recommendation** – That the Safe Durham Partnership Board annually reviews the framework document to ensure it continues to remain fit for purpose.

**Recommendation** – The Safe Durham Partnership Board works with partners, including clinical commissioning groups, to ensure that best use is made of data collected from safe and wellbeing visits for assessing demand, prevention and service planning.

### **Process and Questionnaire**

#### **Key Findings**

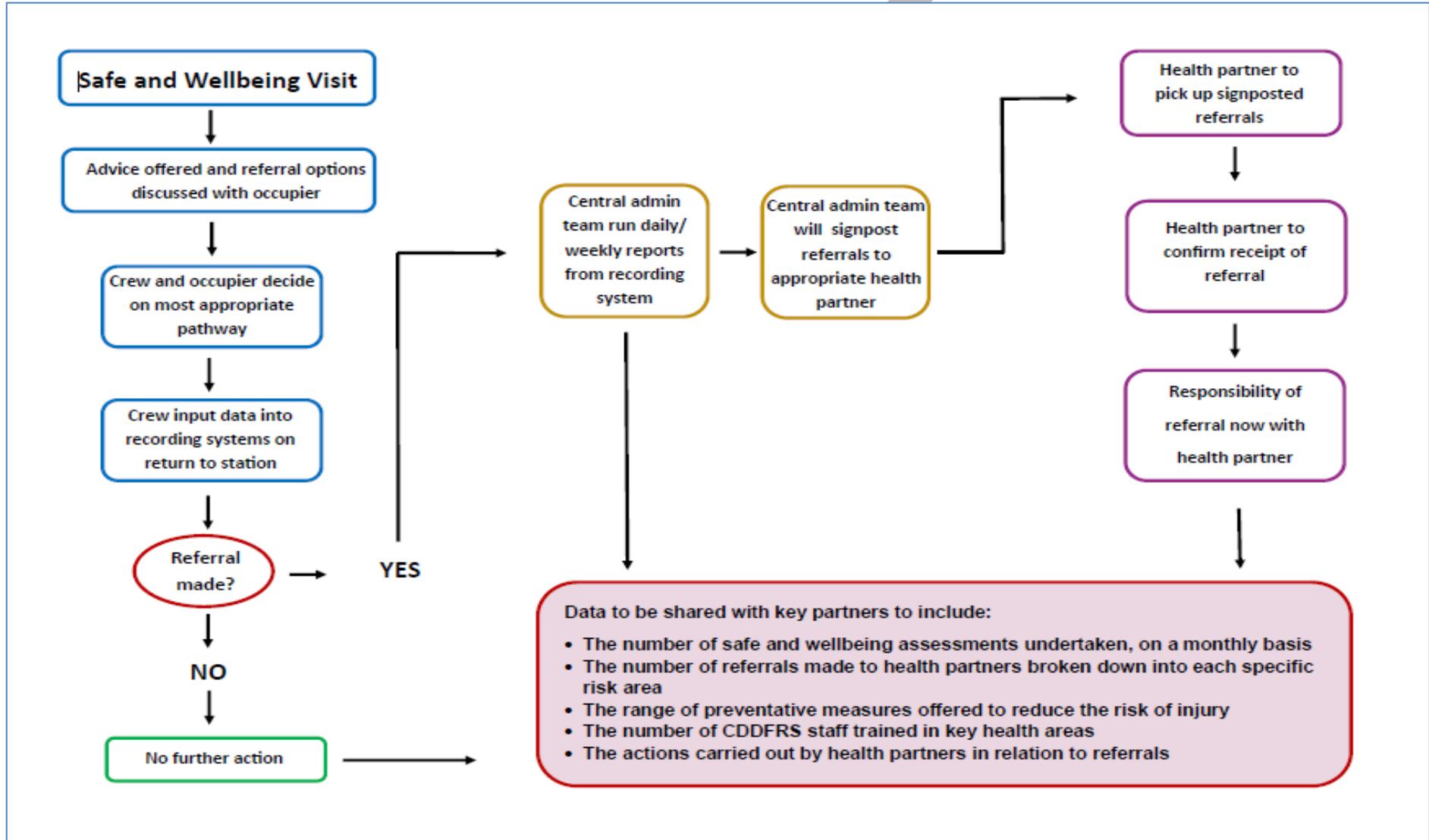
- **Risk based approach for identification of homes for safe and wellbeing visits.**
- **Clear process in place for referrals to partner agencies.**
- **Questionnaire developed with partner agencies and linked to risks of fire fatalities.**
- **Firefighters have received initial training and aim to make every contact count.**
- **Feedback to firefighters identified as a development area.**

- 32 Since its launch on 15<sup>th</sup> February 2016 and up to 31<sup>st</sup> October 2016 there have been 10,718 safe and wellbeing visits undertaken within County Durham. 1,397 (13%) of these were self-referrals. 509 (5%) were from external agencies/partners and 8,812 (82%) had been through cold calls by operational fire crews.
- 33 Cold calling is risk based and the Fire and Rescue Service do not have right of entry to properties to give preventative messages. Identification of homes or areas to undertake cold calls is assessed through use of IT equipment on-board fire appliances providing firefighters with levels of fire risk, information of where the service has previously fitted smoke alarms and/or undertaken home fire safety or safe and wellbeing visits.
- 34 At present, during a safe and wellbeing visit, CDDFRS are collecting information and making referrals and firefighters do not carry out any works or

interventions other than installation of smoke alarms. Once a referral has been received by a partner agency it is their responsibility to take action.

DRAFT

35 The following flow chart illustrates the process for undertaking safe and wellbeing visits



- 36 Throughout the review, evidence provided was that the process for safe and wellbeing visits is robustly applied and followed. The CDDFRS Community Safety Team download data collected from safe and wellbeing visits and forward any referrals to the relevant partner agency via a secure method on a weekly basis.
- 37 Members note that the majority of these areas covered within the safe and wellbeing visit are linked to the underlying causes of house fires within County Durham within the past five years. This approach aims to prevent harm to the public and by linking safe and wellbeing visits to the fatality profile within the county ensures they are not only helping in terms of the health and wellbeing agenda, but also linking back into CDDFRS's core business. This approach is highlighted within the following table:

Common factors present during accidental dwelling fatalities	Key Lifestyle areas covered during SWVs
Mental Health	Dementia, Loneliness and Isolation, Fuel Poverty
Smoking	Smoking Cessation
Alcohol use	Alcohol (World health organisation model)
Living Alone	Loneliness and Isolation, Dementia
Limited Mobility	Slips, trips and falls, Dementia
Poor Housekeeping	Hoarding (Safer Homes if necessary), Dementia

- 38 Since its inception in February 2016, the questionnaire contains a number of questions within each lifestyle area, during this time it has been constantly evolving taking into account feedback from partners and firefighters undertaking the visits. The working group identified that the collaborative approach to continuous improvement was one of the strengths of the initiative. However, feedback from a focus group with firefighters indicated that questions on the form at times could appear intrusive and depending on the specific situation a sensitive approach was required. The focus group with firefighters also made a suggestion for streamlining the questionnaire and that partner agencies have an opportunity to



Members with CDDFRS Firefighters

observe fire crews undertake safe and wellbeing visits to gain awareness of the challenges that can be experienced.

- 39 An area that was identified by the working group for future development within the questionnaire is risk of fraud and cybercrime amongst vulnerable people. Whilst not linked to fire fatalities, this may be an area of future consideration with Durham County Council's Consumer Protection Team and Durham Constabulary within the Safer Homes project.
- 40 Evidence provided from firefighters and field study activity reported that crews have embraced the concept of safe and wellbeing visits and professionally undertaken the visits with an emphasis on prevention and making every contact count. The introduction of the lifestyle element of the questionnaire means that crews take longer to undertake a visit but firefighters highlighted the value of these areas and the potential benefits this could achieve for the resident. Through undertaking field study activity, members commented on the professionalism of firefighters with clients and the value of the service to contributing to the health agenda.
- 41 An identified development area was for feedback to be provided to crews on outcomes of safe and wellbeing referrals in relation to their station area. In addition, use of technology was suggested as a way of instantly recording data collected through safe and wellbeing visits and being more efficient. However there were mixed responses to this suggestion as whilst technology can provide instant data, feedback from crews felt this could be time consuming with existing equipment, have a financial cost and may be off putting to some households.
- 42 In addition to existing knowledge, firefighters have received training on all areas of the lifestyle element of the safe and wellbeing questionnaire. This has predominately been undertaken through online training, face-to-face dementia training, making every contact count training provided by Wellbeing for Life and then developing knowledge through safe and wellbeing visit assessments within properties. The focus group with firefighters noted there could be logistical challenges but identified that further training from each partner agency on their specific area would be beneficial. This is acknowledged by CDDFRS and is currently being developed. The working group acknowledges the level of training firefighters have received in relation to handling questions sensitively and support CDDFRS to undertake further training with partner agencies.

**Recommendation** – The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.

**Recommendation**– The Safe Durham Partnership Board (including the council's Consumer Protection Team) explores opportunities for cybercrime and fraud to be included within the Safer Homes project.

## Referral Routes and Outcomes

### Key Findings

- **1,235 referrals made to partners agencies from safe and wellbeing visits within County Durham.**
- **Health area of loneliness and isolation is the highest referral pathway.**
- **Partner agencies report safe and wellbeing visits are beneficial and making a difference.**

43 During the period from 15<sup>th</sup> February to 31 October 2016 there have been 10,718 safe and wellbeing visits undertaken within County Durham of which 3,733 people (35%) agreed to undertake the lifestyle element of the questionnaire. From those that agreed to undertake the lifestyle element of the questionnaire there were 1,235 referrals made to partner agencies, equating to a referral rate of 33% (12% of safe and wellbeing visits overall).

44 The following table identifies the number of referrals made and the identified pathway to the appropriate agency for any health referrals from safe and wellbeing visits undertaken by firefighters within County Durham.

Key Health Area	Number of Referrals	Referral Pathway
Slips Trips and Falls	286	Falls Team, County Durham & Darlington NHS Foundation Trust
Winter Warmth	263	Warm Homes Team, Durham County Council
Alcohol	12	Lifeline project – commissioned by Durham County Council
Smoking	102	Smokefreelife County Durham – commissioned by Durham County Council
Dementia	162	Alzheimer’s Society
Loneliness and Isolation	410	Age UK County Durham
<b>Total</b>	<b>1,235</b>	

45 Within this data, some referrals are made to more than one agency and feedback provided from partner agencies identified that for many, this was the first contact they had with the person or family.

46 Where a referral is identified linked to a fire risk and cannot be resolved at the house by firefighters this requires further intervention that is undertaken through a safer home visit by a vulnerable person advocate within the fire service’s community safety team. Cllr Nearney undertook field study activity to

observe these visits and enhanced support is offered to the resident including fire preventative spray being used on carpets and fire retardant blankets and seat covers being issued to reduce the risk of fire within the property.

47 The introduction of safe and wellbeing visits is beneficial for partner agencies and positive feedback was received regarding engagement in development of the scheme and how it is delivered. Partners expressed concerns about the quality of some of the data, the relevance of some referrals and processes following a referral being made. However, partners acknowledged this is an initiative that is still developing and where concerns or issues had been identified, there was commitment by all partners to identify methods to resolve these with a positive outcome. Age UK County Durham and the Warm Homes team both provided examples of where positive change had taken place and the quality of referrals had improved.

48 Members received evidence from partner agencies on what action had been taken following of a referral through a personal account and written evidence.

49 The review benefitted from a personal account which was provided by Jim and Bess Robinson who attended a working group meeting and illustrated the difference that had been made

to their lives following a safe and wellbeing visit. The outcome of the visit led to a referral to the Alzheimer's Society. Mrs Robinson explained that during the visit, the information the CDDFRS were able to provide helped to persuade her that a referral would be useful, having been reticent in the past to speak to



Members with Mr & Mrs Robinson

other agencies. Support provided as a result of the visit proved to be life-changing and beneficial to both Mr and Mrs Robinson, including support for Mrs Robinson that included one day respite care for Mr Robinson and counselling sessions and contact with a mental health group.

50 Mrs Robinson explained that she has actively promoted the benefits of this scheme and provided talks at community events and has spoken to Fire Officers regarding safe and wellbeing visits. In addition, their story was included within the ITN Beyond Blue Lights documentary that was aired at the National Emergency Services show in September 2016 and is available on youtube. A copy of this video is available from the following link <https://www.ddfire.gov.uk/news/beyond-blue-lights>

51 Further case studies with positive outcomes were provided on stop smoking, advice on financial and benefit support, and falls from Smokefreelife County Durham, Age UK County Durham and County Durham & Darlington NHS Foundation Trust.

- 52 Prior to the focus group meeting with partner agencies, an information report was presented to members that included outcomes from referrals. Paragraph 48 identifies, the highest number of referrals has been to Age UK for loneliness and isolation and the information report informed members that for the period 15<sup>th</sup> February 2016 to 22 September 2016 they received 349 referrals from County Durham & Darlington Fire & Rescue Service. From these referrals, 318 clients were not previously known to Age UK and 201 clients accepted further assistance.
- 53 The information report also reported that the falls team has issued 298 falls prevention packs and assessed six clients. Smokefreelife County Durham reported that more people are aware of the stop smoking service and 15 people have accessed the service as a result of the safe and wellbeing project, one of these has quit smoking and others are at various stages of quitting.
- 54 Further to the case study provided, the Alzheimer's Society reported that their largest number of referrals is from the safe and wellbeing visits. The main benefit of these visits has been that the fire officers are one of the most trusted brands and visit people who would not normally come forward for help, and these referrals are helping provide advice and support to a much larger group of people and help them to live well in the community.

## **Demand and Effectiveness**

### ***Key Findings***

- **Safe and wellbeing referrals and follow up activity are funded through existing resources.**
- **Ability to meet to demand if the initiative is further developed has been identified as a risk by partner agencies.**
- **Quality assurance activity undertaken by CDDFRS but limited to outcomes of referrals by partner agencies.**
- **A cost benefit analysis is to be explored by an evaluation of the initiative which is to be undertaken by Teesside University.**

- 55 Safe and wellbeing visits are funded through existing resources to both undertake the initial visit and deliver outcomes from any referrals. The expansion of the scheme from fire safety to safe and wellbeing visits has led to an increased demand for both CDDFRS and partner agencies. Responses provided to the working group from Smokefreelife County Durham, Alzheimer's Society, Age UK County Durham and the NHS Falls team all reported an increase in referrals from safe and wellbeing visits.
- 56 Whilst the scheme is welcomed by all partner agencies, the ability to meet demand within existing capacity and resources was expressed as a risk by a

number of partner agencies. It was reported that expansions to the scheme or increase in referrals may require further support to deliver.

- 57 A key line of enquiry for the review was to look at the effectiveness of safe and wellbeing visits. Following fire crews undertaking safe and wellbeing visits, a quality assurance call is carried out by CDDFRS to assess satisfaction of the visit. However, quality assurance for outcomes of referrals is an area for further consideration by the partnership group.
- 58 Outcomes of the safe and wellbeing visits, feedback from field study activity and focus groups with partner agencies and firefighters identify the commitment to making every contact count. This has also included intervention and brief advice, encouraging healthier lifestyle choices for residents and delivering consistent and concise healthy lifestyle messages during safe and wellbeing visits.
- 59 It was not within the Committee's scope to undertake a cost benefit analysis on the effectiveness of safe and wellbeing visits. However, an evaluation is currently being developed by Teesside University and a potential element of this work is to consider whether a cost benefit analysis could be produced. In addition, CDDFRS are also worked closely with Greater Manchester Fire Service who have taken the national lead for this work and are exploring work on a cost benefit analysis from their scheme.

**Recommendation**– The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.

**Recommendation**– That CDDFRS through the framework document and partnership meetings explore approaches for quality assurance activity on outcomes of safe and wellbeing visits with partner agencies.

## Appendix 1

### Terms of Reference

To meet this aim, the review has undertaken an initial assessment of the project with elected members to gain an understanding of the initiative and identify any gaps with regard to the process and referral routes. The working group also sought to ensure that outcomes from these visits are being monitored and delivered by the respective partner agencies. The objectives of the review were to:

- gain an understanding of the safe and wellbeing visits through an overview presentation to identify its links to national and local objectives, aims and intended outcomes, governance and accountability arrangements and funding for the scheme.
- look at the process and procedures for undertaking safe and wellbeing visits and identify any gaps within the areas that are covered during the visits, the format of the survey to ensure to make every contact count is working efficiently and that partner agencies are meeting demand.
- receive information on the referral routes of safe and wellbeing visits with regard to how people and homes are identified, how the initiative is promoted and communicated both publically and by partner agencies.
- receive information on the outcomes and the difference the safe and wellbeing visits are making to people and homes within the county. This objective will also gather information on feedback from service users, the number of safe and wellbeing visits undertaken, the number of referrals made by the fire service in each area both geographically and by risk.
- hold a focus group session with partner agencies to evaluate the benefits of safe and wellbeing visits to partner agencies.
- consider data collected from safe and wellbeing visits to identify trends, and concerns of potential unknown risks.

## Appendix 2

### Review Meetings Held

The review has gathered evidence through desktop research, meetings with officers, service professionals, representatives from partner agencies and residents and undertaken field study activity.

Date	Activity/Venue
7/9/2016	Working Group Meeting – overview session , Durham Fire Station
20/9/2016	Working Group Meeting – process, referral routes and outcomes, Durham Fire Station
29/9/2016	Field Study – Cllr Nearney – observation with community safety staff undertaking a vulnerable person visit and safe and wellbeing visits by firefighters from High Handenhold
5/10/2016	Field Study – Cllr Turnbull – observation with firefighters from Durham Station undertaking safe and wellbeing visits
10/10/2016	Field study – Overview and Scrutiny Officer – observation with firefighters from Durham Station undertaking safe and wellbeing visits
11/10/2016	Working Group Meeting – partner agencies, Durham Fire HQ, Belmont
18/10/2016	Working Group Meeting - focus group session of firefighters, Durham Fire Station
/10/16	Field Study – Cllr Wilson – met with fire service personnel at Bishop Auckland Fire Station
7/11/2016	Field Study – Mr J Welch – Met with fire service personnel at Crook Fire Station
8/11/2016	Working Group Meeting – draft report, Durham Fire Station

This page is intentionally left blank

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

**21 February 2017**

**Police and Crime Panel**




---

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

---

**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 following areas from the Panel's meeting held on 2<sup>nd</sup> February 2017:
  - Consultation on Council Tax Police Precept 2017-18
  - Road Safety

**Detail**

- 3 **Consultation on Council Tax Police Precept 2017-18**  
At its meeting in January, the Police, Crime and Victims Commissioner (PCVC), Mr Hogg provided the Panel with details of his proposed consultation on increasing the Policing element of the Council Tax Precept by 1.98% for 2017/18. The PCVC's consultation exercise was open from 11<sup>th</sup> – 29<sup>th</sup> January 2017 and was available on line and by hard copy. In addition this was to be also widely circulated including Member, Town & Parish Council's, and Voluntary Community sector agencies. The PCVC also undertook street walkabouts and attended Area Action Partnership meetings to seek public opinion.
- 4 The Panel considered findings from the consultation that gave public support to the proposed increase at its meeting in February. Members acknowledged the challenging financial pressures upon the Policing Service and agreed with a 1.98% rise in the Police element of the Council Tax Precept for 2017/18.
- 5 **Road Safety**  
The PCVC delivered a presentation to Panel Members on activity in relation to Road Safety and Casualty Reduction through enforcement, education and engineering.

- 6 The Panel were informed of enforcement activity in relation to the fatal four causes of collisions and lobbying for tougher penalties for death by dangerous driving and increases in fines for excessive speed. Education has been undertaken through campaigns including wisedrive and 'dead drunk' and the presentation highlighted the success of the Police Interceptor series featuring officers from Cleveland and Durham Specialist Operations Unit. The Panel were also advised that Traffic Management Officers liaised with local authorities regarding engineering and to ensure safe road network design and also attended PACT meetings.
- 7 The PCVC advised Panel Members that a Road Safety Campaign was to be undertaken throughout February and further information is available from the following link to the PCVC's website. <http://www.durham-pcc.gov.uk/News-and-Events/Road-Safety-Awareness-Month-February-2017.aspx>

### **Recommendation**

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

### **Background Papers**

---

**Contact: Jonathan Slee, Overview and Scrutiny Officer**  
**Tel: 03000 268 142 E-mail: [jonathan.slee@durham.gov.uk](mailto: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 within this report is linked to Altogether Safer element of the Council Plan.

**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

This page is intentionally left blank

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



**Safe Durham Partnership Update**

**21 February 2017**

**Safe Durham Partnership**

---

**Report of Peter Appleton, Head of Planning and Service Strategy**

---

**Purpose of the Report**

1. To provide members of the Safer and Stronger Communities Overview and Scrutiny Committee with a summary update on key issues discussed at the January 2017 Safe Durham Partnership (SDP) Board meeting.

**Safer and Stronger Communities Overview and Scrutiny Report: Alcohol and its Demand on Emergency Services**

2. The Safe Durham Partnership welcomed the Overview & Scrutiny report which concluded that alcohol significantly impacts on the work of the emergency services.
3. The Safe Durham Partnership agreed that the Alcohol Harm Reduction Group (AHRG) would monitor the recommendations and agreed that an alcohol update report will be provided by the Group to the March meetings of the Safe Durham Partnership Board and this Committee.

**Vulnerable Intervention Programme Update (formerly called Multi-Agency Intervention Service)**

4. In July 2016 the SDP Board received a report outlining the LEAN review of the MAIS process (now renamed Vulnerable Intervention Pathway - VIP), this included an agreed action plan and a report on progress.
5. Since then an operational board has overseen the work and included a wide range of agencies. There is continued commitment by partners to a multi-agency problem solving approach to manage perpetrators and support victims of crime and anti-social behaviour. The work has seen processes simplified and some dedicated resource (navigators) are currently being recruited and due to be in post in February 2017. They will drive the earlier engagement, buy in, gain consent and assessment of individuals which came out as a concern theme during the review. External funding is also being sought to support the approach.
6. A review of the implementation of improvement actions following the LEAN review is due in Spring/Summer 2017 which will report back to the SDP Board and between times regular newsletters will be circulated on progress to inform partner agencies.
7. A VIP update report is provided at today's Committee meeting.

## **Counter Terrorism and Security Act 2015**

8. The report to the Safe Durham Partnership provided an update on progress of the collective response of all 'specified authorities' to the duties imposed by the Counter Terrorism and Security Act 2015.
9. A review of partners' collective response to the Prevent Duty was concluded in September 2016, with positive performance noted.
10. The Safe Durham Partnership in conjunction with 'Durham Agency Against Crime' (charity aimed at reducing crime and the fear of crime) submitted a creative arts bid to the Home Office Project Innovation Fund. The Home Office has confirmed that the bid has been successful. The project aims to encourage and help young people vulnerable to extreme messages (including far right) and challenge them at an early stage.

## **Reducing Reoffending Group**

11. Following a workshop in 2016 a Strategy on a Page was developed for the Durham and Darlington Reducing Re-Offending Group. A supporting delivery plan has been developed focussing on four initial key projects:
  - a) A review of the pathways to desistance throughout the criminal justice system
  - b) Growing the use of Restorative Justice
  - c) Developing the Performance Framework
  - d) Improved understanding of partner roles
12. A Reducing Reoffending update report is provided at today's Committee meeting.

## **Cybercrime**

13. The Partnership received an update on the work of the Cybercrime Group. A number of events took place as part of Safer Internet Day in February 2017, including:
  - Durham Voice has promoted Internet Safety Day on its publication for the Voluntary and Community Sector.
  - The Durham Police Crime and Victims Commissioner (PCVC) hosted 'Become a Scam Champion' delivered by Trading Standards. The initiative aims to protect and prevent people from becoming victims by empowering communities to take a stand against scams.
  - A local school was involved in a 'Everyone Can Help' cyber-bullying project.
14. More events are planned throughout the year to reach the public sector, communities, young people, businesses and voluntary and community sector.

## **Integrated Risk Management Plan (IRMP) Consultation**

15. Following a presentation to the previous Committee meeting the Safe Durham Partnership were consulted on proposals in the Fire Authority's IRMP Action Plan 2017/18 for consultation. The Safe Durham Partnership were supportive of the three proposals within the Plan.

## **Mental Health Crisis Care Concordat**

16. An overview of the work that is being undertaken as part of the crisis care concordat was provided. The concordat is a commitment to joint working to improve the response to people in mental health crisis across the services. The report highlighted the expected improvements in relation to attending mental health crisis incidents, in order to provide a much faster response time.
17. A new two-year action plan to be delivered between 2016 and 2018 has been developed. This includes the development of a single point of access and also improving links to Local Authority suicide prevention work, Police training and the use of digital technologies.

## **Recommendations and reasons**

18. The Safer and Stronger Communities Overview and Scrutiny Committee is recommended to:
  - (i) Note the contents of the report.

---

## **Appendix 1 – Implications**

---

**Finance** – N/A

**Staffing** – N/A

**Risk** – N/A

**Equality and Diversity / Public Sector Equality Duty** – N/A

**Accommodation** – N/A

**Crime and Disorder** – The Safe Durham Partnership update provides an overview of reports and discussions from the Safe Durham Partnership Board meetings.

**Human Rights** – N/A

**Consultation** – N/A

**Procurement** – N/A

**Disability Issues** – N/A

**Legal Implications** – N/A