

Safer and Stronger Communities Overview and Scrutiny Committee

3 April 2014



Council Plan 2014-2017- Refresh of the Work Programme

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

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

Background

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

Council Plan 2014- 2017

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

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

Counter Terrorism and Prevention of Violent Extremism

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

Road Casualty Reduction

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

Current Work Programme

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

In depth Scrutiny Review

- ***Neighbourhood Wardens***

Systematic Review

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

Areas of Overview Activity

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

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

Performance monitoring

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

Police and Crime Panel

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

Gaps within current Work Programme

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

Council Plan

Reduce Anti-Social Behaviour

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

Protect Vulnerable People from harm

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

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

Reduce Re-offending

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

Alcohol and Substance misuse harm reduction

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

Embed Think Family approach

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

Cross Cutting Arrangements

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

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

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

Review topics

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

- **Illegal Waste Carriers**

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

- **Illegal Money Lending**

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

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

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

Next Steps

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

Recommendations

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

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| Contact: | Tom Gorman, Corporate Improvement Manager |
| Tel: | 03000 268 027 E-mail: tom.gorman@durham.gov.uk |
| Contact: | Jonathan Slee, Overview and Scrutiny Officer |
| Tel: | 03000 268 148 E-mail: jonathan.slee@durham.gov.uk |

Appendix 1: Implications

Finance

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

Staffing

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

Risk

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

Equality and diversity/Public Sector Equality Duty

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

Accommodation

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

Crime and disorder

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

Human rights

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

Consultation

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

Procurement

None.

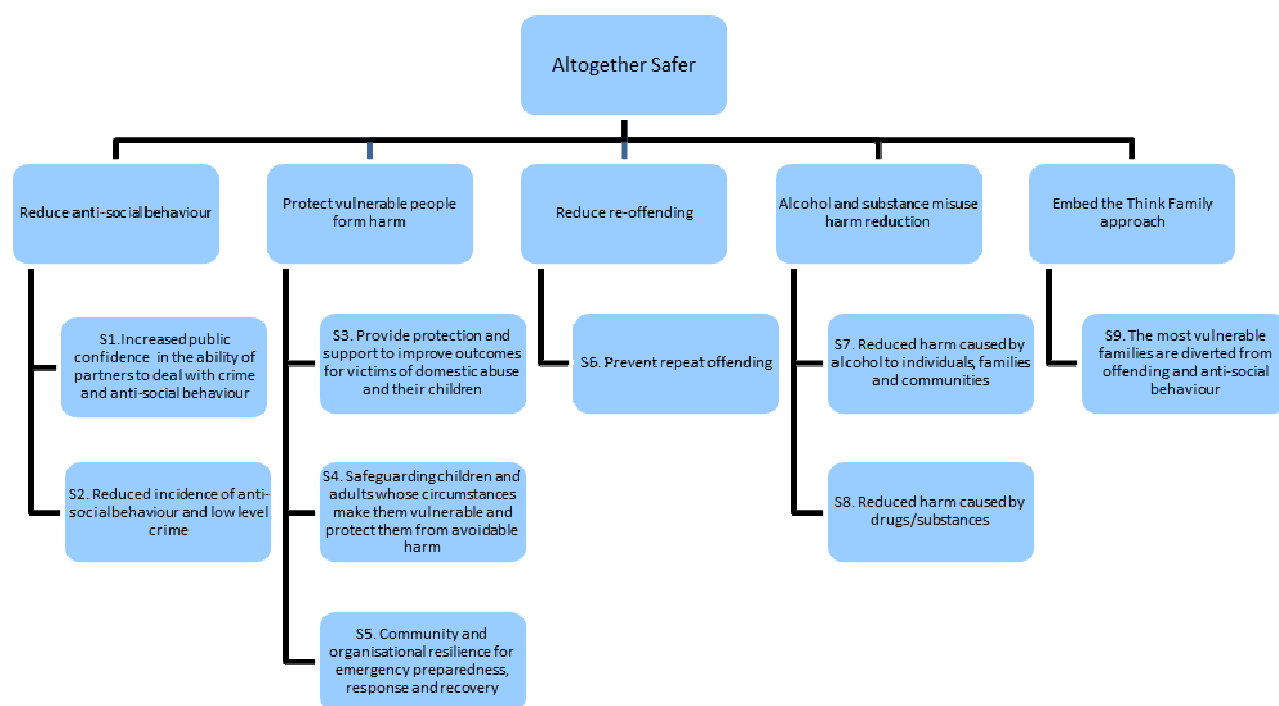
Disability Issues

See equality and diversity implications above.

Legal Implications

None.

Altogether Safer



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

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


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

1. Reduce anti-social behaviour

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

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

Going well

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

Did you know?

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

Look out for:

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

High level Action Plan

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

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

2. Protect vulnerable people from harm

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

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

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

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

Going well

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

Cause for concern

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

Did you know?

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

Look out for:

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

High level Action Plan

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

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

April 2017

Building organisational resilience of the Council to business interruptions:

Head of Policy and Communications

- Corporate Business Continuity Plan in place.

April 2015

3. Reduce re-offending

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

Going well

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

Cause for concern

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

Did you know?

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

Look out for:

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

High level Action Plan

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

4. Alcohol and substance misuse harm reduction

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

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

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

Going well

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

Cause for concern

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

Did you know?

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

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

Look out for:

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

High level Action Plan

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

5. Embed a ‘Think Family’ Approach

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

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

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

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

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

Going well

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

Cause for concern

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

Did you know?

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

Look out for:

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

High level Action Plan

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

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