

Wednesday, 4 November 2020

Community Safety Committee
12 November 2020

Please find attached the noting reports which relate to Item 10 on the main agenda pack for the Committee.

A G E N D A

10. QUESTIONS AND COMMENTS ON NOTING REPORTS

10.1 Noting Reports

(Pages 1 - 16)

- Domestic Abuse
- Safeguarding Children and Safeguarding Adults Referrals
- Performance Management – Review of Business Plan Progress – Community Safety

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Report of the Chief Executive

DOMESTIC ABUSE

1. Purpose of report

To inform the committee of the Council's domestic abuse provision.

2. Detail

A new Domestic Abuse Co-ordinator was appointed on 24 March 2020. The Officer is based in the Housing Options Team in the Housing department.

Over the last nine months working practices have needed to be amended to ensure that service provision could continue whilst adhering to government Covid-19 guidelines. Despite these challenges, the Officer has both delivered a supportive and effective service, as well as developing and improving how the service is delivered.

The model for provision is based on close partnership working with other agencies, and the Domestic Abuse Co-ordinator acting as a single point of contact to liaise between survivors of domestic abuse, Council department's and other professionals involved.

Details of the service, including the provision of refuge accommodation and the sanctuary scheme can be found in the appendix.

3. Financial implications

The post of Domestic Abuse Co-ordinator is funded by the General Fund.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX**Housing Service**

The Domestic Abuse Co-ordinator, based within the Housing Options Team is responsible for providing a sensitive, person centred, discrete service for domestic abuse survivors. The Officer liaises between clients, teams within Housing and partner agencies to coordinate the Council's response to domestic abuse and raise the profile of the issue internally and externally through partnerships initiatives.

The main role for the Council in domestic abuse cases is to provide advice and assistance to those fleeing violence and requesting rehousing support. The Housing Options Team are the team that manage those cases where the approach is made. The Team ensure that the survivor is aware of their options and provide advice and assistance in accordance with the Council's Homeless duties. This could include assisting the survivor to find emergency rehousing in a refuge.

The Housing Options Team ensure that these cases are managed sensitively and that all appropriate referrals are made. Safe areas are risk assessed by all departments and other agencies where necessary to determine the safest place for the survivor and their family to reside.

Partner Agencies

The Council work with Juno, Equation, Broxtowe Women's Project, other Local Authorities, Police, Fire Service, Social Services, Change, Grow, Live (CGL), Supported Accommodation providers, medical professionals and anyone else working with survivors of domestic abuse, which can vary on a case by case basis.

The Domestic Abuse Co-ordinator acts as a single point of contact to liaise between survivors, other teams within the Council and other professionals involved. After obtaining consent the Domestic Abuse Co-ordinator will share information with other professionals to explain what an individual's housing options are and how we can best assist them in their situation. If approached directly by a survivor the Council can refer to Domestic Abuse charities co-ordinating access to assistance and additional support for a survivor and their family.

Refuge accommodation

When emergency housing is required, refuge accommodation is recommended to allow the survivor to receive the support they need alongside receipt of temporary housing, this is accessed by calling the Women's Aid helpline to access current available spaces in refuge. This can be accessed anywhere in the country depending on availability.

If needed schemes such as 'rail to refuge' can be accessed to facilitate travel to a place of safety or taxi when a survivor remains in the county. Refuge allows individuals to obtain a place of safety not known to the perpetrator and remains completely confidential to safeguard the survivor. Whilst accessing refuge the survivor is able to continue to access the HomeSearch scheme and the Housing

Options Team, even though they may no longer be in the local area to help them find suitable and sustainable accommodation.

Sanctuary Scheme

The Sanctuary Scheme is co-ordinated by the Domestic Abuse Co-ordinator. Referrals are welcomed by any professional working with a survivor of domestic abuse and actioned the same day. Initial contact is made and immediate interventions, such as emergency lock changes, are agreed straight away and a telephone assessment of the referral within 24 hours where possible. Sanctuary Scheme works are completed in accordance with the Sanctuary Scheme Policy.

A site assessment is arranged where appropriate, to ascertain the need for additional security interventions that ensure the safety and wellbeing of the survivor to remain in their current home. This can be a social housing property, owned, or privately rented. When the Council do not own the property, permission is sought from the property owner before work can commence. The Domestic Abuse Co-ordinator is trained to assess properties, without the need for additional intervention.

The Domestic Abuse Co-ordinator and the Housing Repairs team work in partnership to ensure works are carried out without unnecessary delay. At every step of the process both the survivor, referrer and any other domestic abuse or support agency involved are communicated to and asked for feedback when completed.

Between March 2020 and September 2020, 11 cases of sanctuary interventions have been successfully implemented. Currently average response times for Sanctuary urgent intervention is 24 hours. Length of time to complete the interventions needed varies depending on the professional contractors needed to carry out the works.

MARAC (Multi Agency Risk Assessment Conference)

Every two weeks the Domestic Abuse Co-ordinator represents Broxtowe Borough Council at MARAC, presenting research available on the Council's information systems and discussing actions and service implementation for cases within the area. MARAC includes all domestic abuse charities, Police, Children's Services, Social Services, Medical Professionals, CGL, Support Services and other Local Authorities, working together to agree a plan of action to enhance the safety of domestic abuse survivors and their families.

Make a Stand

The Chartered Institute of Housing introduced Make a Stand as three pledges housing providers can make to tackle rising domestic abuse. The pledges are to:

- Make information about national and local domestic abuse support services available on the website and other appropriate places so that they are easily accessible for staff, members customers and clients
- Put into place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse

- Appoint a champion at a senior level in the organisation to own the activity to support people experiencing domestic abuse and promote the campaign with your members, customers or clients.

This runs alongside the White Ribbon campaign and alongside the work that is taking place on a multi-agency basis. As part of the referral and service process survivors are made aware of the services available to them and where appropriate referred into any applicable service.

Workforce Policy

A review of the Council's Domestic Abuse Policy commenced in 2019.

An updated policy has been submitted for consideration to elected Members and the Trade Unions at the next Local Joint Consultative Committee in November. Should the policy be agreed, it will then be subject to ratification at the Personnel Committee on 1 December 2020.

Impact of Covid-19 on the service

Throughout Covid-19 lockdown the Council continued to provide its support and projects to assist survivors of domestic abuse.

Some of the initiatives have had to change and adapt, such as more support being provided over the phone and meetings and events taking place virtually.

The White Ribbon days of action are still being planned, with an emphasis on using more virtual technologies and methods of engagement rather than the more traditional events that have taken place in previous years.

It is recognised that the Coronavirus lockdown has had a potentially disproportionate impact on those suffering domestic abuse, so it is important that the Council's promotion and supportive approach to tackling this issue has continued.

Although the Council have seen a rise in domestic abuse cases, having a single point of contact for agencies and a clear line of communication has helped us provide a clear and consistent service throughout this difficult period.

Report of the Chief Executive

**SAFEGUARDING CHILDREN AND SAFEGUARDING ADULTS
REFERRALS**1. Purpose of report

To advise members on numbers and type of referrals made in respect of safeguarding children, safeguarding adults, and cases referred to the Complex Case Panel.

2. Detail

In respect of children, Broxtowe Borough Council has a specific statutory duty under Section 11 of the Children Act 2004 to make arrangements for ensuring that its functions, and services provided on its behalf, are discharged with regard to the need to safeguard and promote the welfare of children.

In respect of adults, The Care Act 2014 requires that an upper tier local authority must co-operate with each of its relevant partners, and each relevant partner must co-operate with the upper tier local authority in relation to relevant functions, one of which is specifically stated as protecting adults with care and support needs who are currently experiencing or at risk of abuse or neglect. It is this part of the legislation which places the requirement on a district council to act in cases of suspected neglect or abuse.

Broxtowe Borough Council's policies to deal with safeguarding concerns are the subject of a separate report to this committee.

The numbers of safeguarding referrals made by officers of this authority in respect of children and adults in the period 1 April 2019 to 1 February 2020 are shown in the appendix, along with the numbers of referrals to the Complex Case Panel.

Recommendation

The Committee is asked to NOTE the numbers and type of safeguarding referrals, and the number of cases considered by the Complex Case Panel.

Background papers

Nil

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Safeguarding Report

Data relating to the period 01/04/2019 – 01/02/2020

All safeguarding

Total number of individuals referred by Broxtowe Borough Council = 22

- 20 referrals made
 - 13 individual adults
 - 9 individual children including a family of 4 children

Adult referrals

- 9 - Threats of suicide during phone call to the Council in response to claims and decisions
- 2 - Self-neglect
- 2 - Financial abuse

Children's referrals

- 6 - Neglect
- 1 – Physical abuse
- 2 – Sexualised behaviour

Adults at Risk referred to the Complex Case Panel

- 24 - Individuals discussed at the panel
- 18 - New referrals received
- 14 - New referrals consented
- 4 - Met criteria to override data protection
- 1- Did not meet the criteria to override data protection and was not progressed (victim of scam but has capacity)

New Referral Types

- 2 - Mental Health
- 5 – Anti-social behaviour
- 3 - Financial abuse (1 family)
- 1 – Domestic abuse
- 5 - Substance misuse
- 1 - Dementia
- 1 - Physical Disability

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Report of the Chief Executive

**PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN
PROGRESS – COMMUNITY SAFETY**1. Purpose of report

To report progress against outcome targets identified in the Community Safety Business Plan, linked to Corporate Plan priorities and objectives, and to provide an update as to the latest key performance indicators therein.

2. Background

The Corporate Plan 2020-2024 was approved by Council on 4 March 2020. Business Plans linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety are subsequently approved by the respective Committees each year.

3. Performance management

As part of the performance management framework, each Committee receives regular reports during the year which review progress against their respective Business Plans. This will include a detailed annual report where performance management is considered following the year-end.

This report is intended to provide this Committee with an overview of progress towards Corporate Plan priorities from the perspective of the Community Safety Business Plan. It provides a summary of the progress made to date on key tasks and priorities for improvement in 2020/21 and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in the appendix.

The content of this report is based upon data required to demonstrate progress with the Business Plan. The Council is currently reviewing its corporate performance reporting arrangements, including the content of regular reports to Committees. Members are invited to comment upon the format, level and content of data provided for future reports.

Recommendation

The Committee is asked to consider the progress made in achieving the Key Tasks and Actions in the Community Safety Business Plan 2020-23, and to NOTE performance in relation to the current CSI and KPI for 2020/21.

Background papers

Nil.

APPENDIX

PERFORMANCE MANAGEMENT

1. Background - Corporate Plan

The Corporate Plan for 2020-2024 was approved by Cabinet on 4 March 2020. This plan sets out the Council's priorities to achieve its vision to make "A Greener, Safer and Healthier Broxtowe where everyone prospers." Over the period, the Council will focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

2. Business Plans

Business Plans linked to the five corporate priority areas, including Housing, were approved by Full Council on 4 March 2020, following recommendations from the respective Committees in January and February 2020.

The Council's priority for Community Safety is "a safe place for everyone". Its objectives are to:

- Work with partners to reduce knife crime (CS1)
- Work with partners to reduced domestic abuse and support survivors (CS2)
- Reduce anti-social behaviour (CS3)

The Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period and are revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken regularly by the relevant Committee. This will include a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.






3. Performance Management

As part of the Council's performance management framework, this Committee receives regular reports of progress against the Community Safety Business Plan. This report provides a summary of the progress made to date on key tasks and priorities for improvement in 2020/21 (as extracted from the Pentana Risk performance management system). It also provides the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI).






The Council monitors its performance using the Pentana Risk performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the Pentana Risk performance reports is as follows:







Action Status Key





Icon	Status	Description
	Completed	The action/task has been completed
	In Progress	The action/task is in progress and is currently expected to meet the due date
	Warning	The action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	The action/task has passed its due date
	Cancelled	This action/task has been cancelled or postponed

Performance Indicator Key







Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only

Community Safety Tasks and Priorities for Improvement 2020/21








Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS 1922_01	Develop and Deliver a Neighbourhood Action Plan for Stapleford	Reduction in all crime types and improvements in community confidence	25%	Mar-2021	An Action Plan for 2020/21 was submitted to Office of the Police and Crime Commissioner for approval in March 2020. Delivery of costed actions commenced from August 2020.
In Progress 	COMS 2023_01	Produce a Knife Crime Action Plan for Broxtowe	Reduce levels of knife crime in the borough	100%	Mar-2021	Action plan approved by Community Safety Committee on 4 June 2020.
In Progress 	COMS 2023_02	Produce an updated Neighbourhood Action Plan for Eastwood South	Reduction in all crime types and improvements in community confidence	10%	Mar-2021	A mainstream funded action plan for 2020/21 has been developed and delivery has commenced.
Overdue 	COMS 2023_03	Produce an updated Health and Older People Partnership Action Plan	Improvement in the health and wellbeing (including mental health) of people in the borough, particularly older people	0%	Jul-2020	Officer delivering this action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March to 31 July 2020. Work on preparing the Action Plan is underway to be presented to the Leisure and Health Committee at a future date.
In Progress 	COMS 2023_05	Produce an updated cross departmental Anti-social Behaviour Action Plan	Reduction in anti-social behaviour in the borough	75%	Nov-2020	Report presented to this Committee.
In Progress 	COMS 2023_07	Produce an updated Children and Young Persons Partnership Action Plan	Improved wellbeing of people in the borough, particularly children and young people	0%	Nov-2020	Officer delivering this action redeployed from substantive role to role delivering the COVID-19 Hub from 23 March to 31 July 2020. Actions from the 2019/20 plan expected to conclude by October 2020, subject to COVID-19 restrictions. A revised plan is being developed and will be presented to this Committee at a future date.


Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	COMS 2023_08	Review Corporate ASB Policy	Production of up to date policy on the Authority's approach to ASB	15%	Mar-2021	A report is to be presented to Community Safety Committee on 26 January 2021.
In Progress 	COMS 2023_09	Review the Broxtowe Hackney Carriage and Private Hire Licensing Policy	Produce an up to date policy on the Council's approach to licensing, enforcement, and appeals for taxi matters	10%	Dec-2020	The policy is being reviewed following publication of the latest Statutory Taxi and Private Hire Vehicle Standards in July 2020. Countywide meeting being arranged to discuss amendments. The review is expected to be concluded by December 2020.
In Progress 	COMS 2023_10	Review the Council's Enforcement Policy	Produce an up to date policy, setting out the way the Council will undertake its enforcement activities.	20%	Mar-2021	A report is to be presented to Community Safety Committee on 26 January 2021.
In Progress 	COMS 2023_11	Renew existing Public Spaces Protection Orders (PSPOs) where appropriate	Reduction of crime and disorder	90%	Mar-2021	Existing PSPOs have been consolidated and will be taken, along with new PSPO for vehicle nuisance, to this Committee.

Community Safety Critical Success Indicators 2020/21

Status	Code / Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q2	2020/21 Target	Notes
Data Only 	ComS_012 ASB cases received by Environmental Health	Quarterly	480	386	154	-	Increase in reports of noise and bonfires during the pandemic lockdown contributing to an increasing trend.
Data Only 	ComS_013 ASB cases received by Housing (General)	Quarterly	191	126	28	-	The number of cases is comparable to previous year.
Data Only 	ComS_014 ASB cases received by Community Services	Quarterly	40	22	27	-	Increase on previous year as a result of impact of COVID-19.
Data Only 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	Quarterly	2,011	tbc	809	-	2019/20 Q3 = 1,500 (Cumulative) Data for Q4 is not available due to technical issues during the changeover of Police recording systems. Increase in neighbour complaints due to the COVID-19 lockdown.
Data Only 	ComS_024 High risk domestic abuse cases re-referred to the Multi Agency Risk Assessment Conference [expressed as a % of the total referrals]	Quarterly	24%	14%	15%	-	2018/19 = 20 cases from 85 re-referred 2019/20 = 18 cases from 129 re-referred 2020/21 = 4 cases from 26 in Q2 re-referred
Data Only 	ComS_025 Domestic Crimes reported in the Borough	Half Year	834	749	297	-	Domestic crime increased during the pandemic lockdown due to families being together more often and tensions being created.

Community Safety Key Performance Indicators 2020/21

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q2	2020/21 Target	Notes
Data Only 	ComS_012 ASB cases Environmental Health closed in 3 months	Quarterly	480	386	111	-	154 new cases received.
Data Only 	ComS_012d ASB related cases received by Environmental Health closed in less than 3 months (%)	Quarterly	79.2%	86.5%	72%	-	154 new cases received. 111 cases closed in Q2.
Data Only 	ComS_013 ASB cases Housing closed in 3 months	Quarterly	191	126	28	-	28 new cases received.
Data Only 	ComS_013d ASB related cases received by Housing (General) closed in less than 3 months (%)	Quarterly	81.7%	84.9%	64%	-	28 new cases received. 18 cases closed in Q2.
Data Only 	Coms_014 ASB Cases Community Services closed in 3 months	Quarterly	40	22	18	-	27 new cases received.
Data Only 	ComS_014d ASB related cases received by Community Safety closed in less than 3 months (%)	Quarterly	77.5%	73.9%	67%	-	27 new cases received. 18 cases closed in Q2.
Red 	Coms_048 Food Inspections: High Risk	Quarterly	100%	98%	1%	100%	Government guidance being followed about interventions to prioritise. The team have focused on dealing with new businesses, higher risk business interventions and COVID-19 response.

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q2	2020/21 Target	Notes
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	69%	96%	0%	100%	Due to pandemic lockdown and following government direction, no proactive inspections conducted due to prioritising new businesses and higher risk premises and the COVID-19 response.