

SCRUTINY MANAGEMENT BOARD

Minutes of the meeting of the Scrutiny Management Board held on Friday, 14th March 2014 at 11.00am in Meeting Room 7, Darby House, Telford

PRESENT: Councillors S. Reynolds (Chair part meeting), D. White (Chair part meeting), A. McClements, C. Turley.

IN ATTENDANCE: Cllr. S. Davies, Cabinet Member Neighbourhood Services, Employment and Skills; J. Rowe, Assistant Director, Neighbourhood and Leisure Services; S. Hollins, Group Manager Engineering Services; S. Marston, Skills Service Delivery Manager; F. Bottrill, Scrutiny Group Specialist; S. Jones, Scrutiny Officer.

SMB – 13 APPOINTMENT OF CHAIR

In the absence of the Chair it was agreed by the Members present that the start of the meeting should be delayed until 11.10 at which time it was proposed by Cllr. McClements, seconded by Cllr. Turley, that Cllr. Reynolds should open the meeting as Chair.

RESOLVED – That Cllr. Reynolds should open the meeting as Chair.

SMB-14 MINUTES OF THE LAST MEETING

RESOLVED – that the minutes of the meetings of the Scrutiny Management Board held on the 15th November 2013 be confirmed and signed by the Chairman.

SMB-15 APOLOGIES FOR ABSENCE

Cllr. S. Bentley, V. Fletcher, M. Ion.

SMB-16 DECLARATIONS OF INTEREST

None

SMB-17 HOLDING THE EXECUTIVE TO ACCOUNT

The Chair welcomed Cllr. Davies to the meeting. She asked him to explain what has worked well and what had been his main successes since becoming Cabinet Member for Neighbourhood Services, Employment and Skills.

Cllr. Davies responded that he had a wide area within his remit and he

introduced the officers who had attended the meeting with him who would be able to answer any operational questions the Board may have as Jonathan Rowe, Assistant Director Neighbourhood and Leisure Services and Sue Marston, Skills Service Delivery Manager.

He set out that the Council's budget for 2013/14 recognised the importance of these issues with an investment of £1.3m for tackling youth unemployment and youth skills, and capital and revenue investments totalling £10 million for Pride in Your Community (PIC). His area of responsibility also included Community Centres, the Voluntary Sector and working with Town and Parish Councils.

Cllr. Davies identified the Parish Environmental Teams (PETs) as a particular success in addressing both environmental issues and tackling youth unemployment. The number of apprentices employed by the Council had increased from 28 in 2008 to 166 in 2014, including 10 employed in neighbourhood services by Town and Parish Councils through Pride In Your Community. The relationship with Town and Parish Councils was working well – they contributed £25k funding to PETs and the amount was topped up by the Council. The PET teams focussed on environmental hot spots not covered under the TWS contract and he was particularly proud of this achievement.

The Chair commented that the PET had made a big difference in her ward and that the number of complaints had reduced.

Cllr. McClements said that Wellington did not have a PET and asked how the Cabinet Member could work with Town and Parish Councils without one.

Cllr. Davies said that he had had conversations with most of the Town and Parish Councils and some were not interested. One size does not fit all and the package offered could be varied to meet the needs of individual parishes and encourage participation, for example the PET did not have to be for the full 5 years and the Town or Parish Council did not have to fully fund it. There were different arrangements in place. Two more PETs would be announced the following week. The option of a multi-area PET was being considered as a model for rural areas. He explained that when the Town and Parish Councillors and Clerks understand how a PET can work in their area it 'sells itself.'

The Chair clarified that the specific arrangements with each Town and Parish Council can be discussed so it reflects what they want.

Cllr. Davies said that historically the Town and Parish Councils had focussed on the town centres but the PETs were trying to get out into streets in other areas. The apprentice posts would be renewed every year so there would be 10 new apprenticeships every year and the success rate of getting the apprentices into full time work was good. Some go on to employment within the Council, others have been employed by different organisations and all of them have experience they can include on their CV.

The Chair asked Cllr. Davies about the challenges in his area of responsibility.

Cllr. Davies responded that youth unemployment is a key issue and he felt progress in this area had been too slow but the skills team had now moved from education services to business related services within the Council to link into business-facing staff. This move has worked well and the service had geared up to help people apply for jobs. He said it was frustrating that the Government did not see what Telford & Wrekin Council was doing over and above its statutory duties, and frustrating that the Council was not eligible for the grant funding for apprentices because of its size and the fact that the Council already employed apprentices when the scheme was introduced, when the grant could have been invested to help more young people. As a Council, Telford & Wrekin has a statutory responsibility for 16-19 year olds but provides services for 16-24 year olds which goes beyond its statutory duty and is doing things beyond the programmes provided by other organisations. The Job Junctions are helping people who have not been helped by Jobcentre Plus or by the work programme provider. He said if the government would match fund the Council's funding, or pay the Council by results, he would be happy.

The Chair gave an example of someone who had been out of work for 15 years and had accessed work through a TCAT employer-led training programme and she suggested these examples should be promoted as case studies.

Cllr. Davies said that it would be easy for the Council only to meet its statutory duty but it had to do more because that was the right thing to do.

Cllr. McClements asked how many people were being directed to the Job Junctions. The Skills Manager said the Job Junctions were doing a good job if people knew about them and they had identified the need for a timetable and for local publicity. Uptake had increased – there used to be 6 or 7 people attending but now there were 20 or more. There were currently 8 Job Junctions with plans to roll out to 15 or 16. The Cabinet Member said the aim was to have a Job Junction within walking distance for unemployed people in areas of high unemployment. Word of mouth worked well and there was a balance between the amount of money spent on marketing and money spent on providing the service. Jobcentre Plus were sending clients to the Job Junction. There should be a system of payment by results.

Cllr. White apologised for arriving after the start of the meeting and took the Chair.

Cllr. McClements asked about the main challenges around the Pride in Your Community project. Cllr. Davies explained that he did not want Pride in the Community to be a “project” but for it to be “part of the day job”. The funding was in three parts:

- £1 million allocated to regeneration in Hollinswood. This would not be enough on its own but the Council was also talking to partners including Parish Councils, the NHS and Housing Associations to get them involved.
- £1 million community fund for smaller projects for example £5,000 is a large amount to a community centre. There would be £500,000 for small grants and £500,000 for large grants.
- The bulk of the money would be used for environmental work to address issues such as maintenance of foot paths, hedgerows, tree-cutting,

fly-tipping etc. which may seem like small issues but they are important for local people. 50% of complaints to the Council are about these sorts of issues. This is part of the legacy of being a New Town – Telford Development Corporation planted trees expecting 50% of them to fail – but this was not the case. Fly tipping is also a huge problem.

The Chair commented that he liked the flexibility of Pride in Your Community as every community is different. This can help the community help itself. The community fund could make a difference and he gave the example of the tool library and paint library. It is important to get the message out – the website has been used but we must use different ways to communicate. Without the support of the people in the communities as a Council we cannot do it by ourself.

Cllr. Davies said that this was an important message to get out, that the Council cannot do everything by itself. The Council can facilitate e.g. where there is a litter problem, the Council can provide bags and equipment so local people can pick the litter and the Council will collect the rubbish afterwards, and the community don't always want the Council to do everything. The Council can also help local people to encourage other people to do the right thing - £18 for collecting bulk waste is a lot to a person on job seekers allowance or someone working part time and they should be encouraged not to fly tip.

Cllr. McClements commended the work of the Street Champions. There were 5 or 6 in her ward who did a lot of work such as bulb planting and she wanted to know how Cabinet recognised their work and thanked them.

Cllr. Davies responded that he meets them on his Ward Walks and he had written to all the Street Champions to thank them. He thought there should be an event for the Street Champions and Snow Wardens to celebrate their success and thank them. He said they were inspiring and they helped reduce pressure on officers in Jonathan Rowe's team.

Cllr. White said that in Woodside when there was a representative from each street this made consultation much easier.

Cllr. Turley thanked the Cabinet Member for his work in the ward. He welcomed the funds from Pride in Your Community which had enabled trees and shrubs to be cleared from an area around some shops which had become full of rubbish and prepared for grassing which he felt was a good start. One person had complained. The Friends of Telford Town Park were looking for funding to train young unemployed people (NEETs) in the Town Park. He had visited the Job Junction in Randley - he had been there for 2 minutes and a young person came in.

The Chair said it is important that we do not promise what we cannot deliver. It is important to spread good news and good ideas and he agreed that shrub beds are litter traps and need to be taken out. They were a way of filling space in Telford Development Corporation days.

Cllr. Davies said the shrub bed had hit the press but the neighbours around the

shrub bed had not complained, only people living further away. It helped when people understood that the shrubs were not just being ripped out and area left – it was being grassed over. The Cabinet Member agreed that it is important to manage expectations and he had discussed this with Cabinet the previous day.

Cllr. Reynolds said that following the press coverage the complaints had come from people who lived further away and that there was a record of complaints going back 3 years from the people who lived near to the shrubs. She also said that one resident had congratulated the Council new Report It Ap – they had used it and some rubbish had been cleared the next day. She also asked what the future plans were for the Job Junction.

Cllr. Davies replied that the number of Job Junctions was doubling from 8 to 16 which was great. This programme worked but it was not the only answer. He had written to all Town and Parish Councils to ask them to consider funding a Job Junction which cost around £4,000 a year. St. Georges had committed to the first year and possibly a second, Malinslee and Dawley had committed for one year. The Job Junctions were run in conjunction with TCAT. They were resource intensive and the use of volunteers was being considered. There were ways to expand but they needed to make sure that they were effective. The aim was to have a Job Junction within walking distance for unemployed people in areas of high unemployment.

Cllr. Reynolds said that she did not know that the Cabinet Member had written to all Town and Parish Councils. This had not been communicated to the councillors on her Parish Council and she would chase it up. The Skills Manager said that the Job Junctions would be monitored so they could take a view of how well they were working and adapt if necessary.

The Chair asked how many Town and Parish Council's have taken on apprentices.

Cllr. Davies replied that there were 7 apprentices on the Parish Environmental Teams. Dawley Town Council has 3 apprentices – 2 in the Parish Environmental Team and one who works in an administration role. He said the calibre of applicants was exceptional. There had been 80 applicants for the administration role. He added that there is also an apprentice who works in the Leader's Office. The apprentices have been in the town centre talking to other young people about apprenticeships. The apprentices brought a different feel to the Council and he said they had been good at talking to older people. It had not been promoted widely but around 5 of the apprentices were care leavers and as corporate parents the Council should do all it could to encourage care leavers to apply for apprenticeships.

Cllr. McClements said that some areas of the borough needed more work than others and asked how the Pride in Your Community funding would be targeted.

Cllr. Davies responded that there are 6 priority intervention areas each with a Lead Officer and lead Member and Ward Members would be consulted. Work would happen in Hollinswood because of the regeneration but every ward would benefit from Pride in Your Community.

The Chair commented that since the recession the area has been struggling and this was a real chance to make environmental improvements and to get the community ready to help themselves.

Cllr. Davies said that each ward Member had been given a pack about Pride in Your Community and he asked members of the Board to help promote it. He also gave members some information about the Jobs Fair that was being held on the 27th March at the Telford International Conference Centre and asked everyone to promote it for example using social media. The work on youth unemployment would also be considering transport issues.

Cllr. Reynolds asked if there had been any feedback on successes where people had gained employment.

The Skills Manager replied that they had seen 45 people who had been referred by Jobcentre Plus who had already been through the mandatory work programme (i.e. 12 months unemployed, and 2 years on the work programme) who were still unemployed. There had been 12 outcomes and 9 had got a job. They tried to track progression but some people were difficult to track. It had been difficult to track people going into cleaning or care work but they did do progression surveys.

Cllr. Reynolds said that one in five people getting a job was a very good result and the Chair confirmed he thought this was an excellent outcome. The Skills Manager also said that unemployment figures did not always give the full picture - Jobcentre Plus only count young people over 18 who are signing on whereas the Council tries to count people who are unemployed but not signing on

The Chair said he had been disappointed by the negative response to the Wellington project and Cllr. McClements said that she had been one of the Councillors involved in the partnership work and it had been a shame.

The Chair thanked the Cabinet Member for attending the meeting.

SMB-18 FLOOD AND WATER MANAGEMENT

The Chair welcomed officers attending for this item. The item was for the Board to receive an update on the Council's flood and water management activity as the Local Lead Flood Authority, particularly the flood alleviation work during the recent storms. He invited the Assistant Director, Neighbourhood and Leisure Services and the Group Manager Engineering Services to present a report.

The Group Manager presented some photographs showing how the deployment of the flood barrier in Ironbridge Gorge had prevented flooding of houses and businesses during the recent storms, and examples of sustainable drainage systems incorporated in urban areas and new developments. A diagram showing the structure of the Strategic Flood Risk Management Board

and the Operational Board, and a flow chart illustrating the interaction between the Boards were tabled.

The Group Manager gave a verbal report making the following points:

- Some key facts about the recent storms were:
 - 30cm of rain had fallen in the recent period of storms
 - The flood barriers had prevented major flooding but 27 homes along the Severn had been affected and additional prevention measures were being looked at for these properties.
 - 10 businesses had been affected around the Wharfage including Queenie's Cupcakes, but the good news was that trial barriers had worked and protected businesses around Dale End like the Deli-Dale.
 - 2000 sandbags had been distributed over a 5 week period.
- With regard to the Council's responsibilities under the Flood & Water Management Act as Local Lead Flood Authority, changes had been made to the Strategic Flood Risk Management Board which was now chaired by Cllr. Richard Overton. The Board had met on 8th March to consider the draft Flood and Water Management Strategy which it was hoped would be finalised and presented to Cabinet by mid-year. The strategy would consider how to deal with flooding and at water quality issues.
- Changes had been made to planning legislation so that in future applicants would be required to submit planning applications to a Sustainable Urban Drainage Systems (SUDS) board for technical approval. As the Local Lead Flood Authority the Council was required adapt and put the new arrangements in place. The aim of the change was to protect houses on new developments from flooding. These were massive changes and it was likely that they would stop building on flood plains. There were fees attached to the planning application which would be paid to the Group Manager's team as the SUDS approval board. The arrangements were being set up and would be ready by October 2014 and new national standards would be introduced later in the year. This was a fundamental change. Telford & Wrekin was playing a national role working with DEFRA and sitting on the national standards panel.

There was then a discussion and questions during which the following points were made:

- Cllr. Reynolds asked how the new legislation would impact on business planning applications. The Group Manager said the application for SUDS approval would mirror the existing planning timeframe so would not slow things down but developers may see it as a hurdle.
- The Chair asked about the impact of flood prevention in the borough increasing flooding further downstream. The Group Manager said that the new planning application requirements would reduce the amount of water running downstream and there should be no detriment to authorities downstream. The Assistant Director said the key is to find ways of holding the water so it could be released slowly and flow in the right places.
- The Chair asked whether the legislation would allow for flooding of flood

plains above areas of population to alleviate overflow of rivers downstream. The Group Manager said the legislation was not in place yet, but Telford & Wrekin had been using this method of water management for years and had been designing drainage systems to cope with “one in a hundred year events” by allowing water to be held and drain away slowly. There had been big changes in the principles of sustainable drainage, but Telford & Wrekin was well set up because they had been doing it for years and were well ahead of the game nationally.

- In terms of funding the Council received £147,000 per year for 3 years from DEFRA but the expectation was that the authority would be self-funding after that. Around £80k per year was currently generated from planning applications and it was felt that the service could be self-funding and sustainable within 3 years so there would be no cost to the Council.
- In terms of highways drainage, the Group Manager said the capital budget was £160k and the revenue budget was £155k. This was to identify and remedy flooding of roads. There were 150,000 gullies in the borough and it would take 2.5 years to clear all the gullies but the work was prioritised.
- The Chair asked about sub-contract arrangements for gully cleaning as he was concerned that the number of companies in the supply chain would add cost to the Council. He wondered whether there was an argument for taking the work in-house. The Group Manager explained that gully cleaning is contracted out to TWS as part of an environmental services contract. The contract was let in 2001 and would be retendered in 2019. The contract was monitored and would be reviewed to inform any new contract arrangements. The Chair said this was still 5 years away and that pressure needed to be put on the contractor now. The Group Manager replied that the cost to the authority for cleaning gullies is set in the contract and remains the same regardless of who or how many sub-contractors TWS employs – the cost to the Council does not change. The Chair commented that it would be the person doing the job who would be affected.
- The Group Manager informed members that Telford & Wrekin was a member of the Regional Flood and Coastal Committee. Cllr. Richard Overton sits on the committee and the Group Manager also attends meetings. All the authorities contribute DEFRA funding to a central pot to increase its value and the authorities then bid into the pot for flood schemes. Telford & Wrekin had made many successful bids:
 - £90k to protect 23 properties in Old Hall Close
 - £10k secured for Dale Road investigations
 - £55k secured to supplement a combined £7m scheme with Severn Trent Water for drainage in Ketley Town / Rock Road
 - A bid had been made for £167k to provide properties in the Gorge with flood doors and valves for internal flood protectionTelford & Wrekin contributed £47k and had secured £250k so it more than paid for itself. The Assistant Director said Telford & Wrekin had good officers who understand the issues and had put in good bids which meant that the borough got good value for money and they would continue efforts to secure money.

- The Scrutiny Manager explained that following the flooding in 2007 the Pitt Review recommended that local government scrutiny should be given certain powers regarding scrutiny of Flood Authorities. In response to this, scrutiny has been given the power to scrutinise the Flood Risk Management Authorities. She asked whether there were any issues that Scrutiny should consider further or whether support from the Board, as the local scrutiny committee with these powers, would be helpful in making funding applications. The Assistant Director replied that they would consider this and come back to the Board if any such areas were identified.
- The Chair asked how much rain had fallen during winter 2013/14 in the Telford and Wrekin area and whether Telford and Wrekin been lucky to avoid the flooding seen in Somerset. The Group Manager replied that Telford and Wrekin had seen 30cm of rainfall but Somerset had seen over 1m of rain over the same period.
- The Chair asked how well prepared Telford and Wrekin would be to respond to a severe should a flooding event such as seen in Somerset. The Group Manager said emergency planning was done by the Civil Resilience team which planned for various scenarios. There had been an exercise to deal with a simulated severe flooding episode in Trench Pool. All key agencies were involved – the Council, the NHS, the Police, Fire and Rescue, the Armed Services etc. and it was felt that the borough was well prepared for different types of emergencies, not just flooding. The Assistant Director said the discipline of planning for emergencies in the Gorge had helped make the borough well prepared.
- The Chair said that a few years ago scrutiny members had been involved in an emergency planning exercise for a simulated slippage in the Gorge which had been very worthwhile and had brought out some lateral thinking. He urged officers to involve Cabinet members in these kinds of exercises so they understand who should be involved and the risks to the public. The Assistant Director said he would feed this back to the Civil Resilience team.

The Chair thanked the officers for their report and they left the meeting.

SMB -19 PLANNING THE SCRUTINY WORK PROGRAMME 2014/15

Scrutiny Group Specialist summarised the key points and recommendation in the report on Planning the Scrutiny Work Programme circulated as Appendix C.

Following previous discussions with the scrutiny chairs the proposal was to carry out a refresh the current two year work programme to extend it until May 2015 instead of carrying out a full work programme setting process as set out in the Scrutiny Handbook. This was a pragmatic approach to allow for continuity of existing work into the next municipal year and for the current workload to be completed in the relatively short period before the election in May 2015.

The refresh would follow the following process:

- Assistant Directors had already made and were finalising suggestions for scrutiny for 2014/15 based on the priorities of the service areas.
- The topics suggested for the work programme would be discussed at a meeting of the Local Strategic Partnership to raise awareness with key partners and seek their views on where they feel scrutiny could add most value or identify any major omissions or areas of duplication
- The Scrutiny Management Board would consider the existing topics, and the new suggestions, at the May meeting and make recommendations about the priorities to the Scrutiny Committees
- Each scrutiny committee would then agree topics for their work programme at the start of the new municipal year.

The Scrutiny Group Specialist asked the Board to consider the report and recommendation which was then agreed.

RESOLVED – that the process for agreeing the Scrutiny Work Programme for 2014/15 be agreed as set out in Appendix C.

SMB-20 CHAIRS' UPDATES

The Chair updated the Board on the work of the Health and Adult Care Scrutiny Committee:

- Meals on Wheels Service: There have been very productive discussions with the Cabinet Members. The Chair said that as a co-operative Council it is important the Council continues to work with the Royal Volunteers Service (RVS) who have up to 250 volunteers locally. They also have an excellent IT system. The review looks at other ways that the service can be provided and how the Council can work with the RVS to develop a Good Neighbours Service. The Scrutiny report recommended that hot meals are still provided but in a different way.
- Continuing Health Care – there have been ongoing discussions. The report to the Scrutiny Committee will be deferred until June / July.
- West Midlands Scrutiny Network – Cllr. Derek White will continue was Chair of the West midlands Scrutiny Network for 2014/15. This network is looking at how to link Local Government Scrutiny to the work of Parliamentary Select Committees.
- Joint Health Scrutiny Committee with Shropshire: the Joint HOSC continues to scrutinise the Future Fit Programme on the future of acute and community hospital services in Telford and Wrekin and Shropshire. He reminded the Board that 4 years ago there had been a proposal to build a new hospital between Telford and Shrewsbury. However, the recent proposals for an Emergency Centre are a new opportunity. Currently neither site is coping with the demand for services and neither could cope if the other site closed. If either site were to be developed there is also the risk that some patients would go else where. If the emergency centre were developed in Telford Welsh patients may go else where. If the emergency centre were in

Shrewsbury patients in the West of the county may go to Wolverhampton. He said that that this is an early stage in the process but there is a vision for the future services. Cllr. McClements said that this proposal does raise many questions. The Chair said that there is a lot of work to do and that funding has not been agreed. He said there is a real opportunity to get the best health services for the County.

Cllr. Turley provided an update on the work of the Housing Economy and Infrastructure Scrutiny Committee:

- 1st November – Committee meeting with Cllr. Charles Smith and officers to gather evidence for review of Empty Properties and Private Landlords.
- 15th November 2013 – informal briefing from Veolia on the new waste service.
- 15th November 2013 – Committee meeting with Cllr. Charles Smith and officers to consider the Shaping Places consultation process. A response was agreed and fed into process.
- 16th November 2013 – working group with housing officer from Sandwell Council to gather evidence for review of Empty Properties.
- 29th January 2014 – Working group with Chair and Clerk of Ketley Parish Council to gather evidence for review of Empty Properties.
- 30th January 2014 – working group with Chair and Clerk of Madeley Town Council to gather evidence for review of Empty Properties.
- 18th February 2014 – Committee meeting with Cllr. Charles Smith and officers to follow-up on consultation process for Shaping Places.
- Future items in the work programme include Destination Telford, Marches Local Transport Body, CIL/S106, Transport Review.

Cllr. S. Reynolds provided an update on the work of the Budget and Finance Scrutiny Committee:

The focus of the work of the Budget and Finance Scrutiny Committee during January and February has been budget scrutiny. This year the main opposition group put forward alternative budget proposals and in accordance with the Council's Constitution this was considered by the Budget & Finance Scrutiny Committee. Cllr. Reynolds highlighted 3 issues following this work:

- Reflections on the budget scrutiny process
The budget process worked well this year and Members will be aware of the comments that were reported to Cabinet and Council. The decision to consider the budget proposals separately largely extent avoided politicising the process and the Committee concluded that the alternative proposals were a part of a strong democratic process.
- Issues that were identified by the Budget and Finance Scrutiny Committee for the 2014/15 work programme
 - Monitoring the Adult Care budget
 - Development of a monitoring framework for the Adult Services budget
 - Income generation
 - Fraud and debt recovery
 - Working with partner organisations

- Starting to think about the budget scrutiny process for next year. It might be helpful to take some time at an the informal Scrutiny Management Board meeting to reflect on the process and start planning for next year.

Cllr. McClements updated the Board on the work of the Co-operative and Community Scrutiny Committee:

- The report on the review of Employee Commission and Co-operative Values had been presented to the Senior Management Team who had provided a written response to the recommendations. This would be publicised in Staff News next week. Cllr. McClements hoped staff would read the report. Members had spoken to staff across the organisation. She said meeting with and communicating with employees was so important. The committee had also recommended that as part of all scrutiny reviews, Scrutiny Committees should talk to front line staff.
- Review of the Management of Community Centres: Cllr. McClements reported that this has been a great piece of work. Cabinet had taken the recommendations seriously. People were now working in community centres and people were going back to use them. She reported that she had seen a big difference in the Watling Centre in Arleston and would be visiting the community centre in Sutton Hill the following week to receive a progress report on the implementation of scrutiny's recommendations.
- The committee would be looking at the full year impact of the welfare benefit reforms later in April with Budget & Finance and this would include looking at the impact of the government decision to withdraw Crisis Assistance funding from April 2015. The committee would be considering other issues relating to debt provision and support for adults who have had their benefit sanctioned. Partner organisations the CAB, credit union and crisis assistance would be invited to take part.

The Chair thanked the Members for their updates.

SMB-21 SCRUTINY MANAGEMENT BOARD WORK PROGRAMME

It was confirmed that the next meeting would be held on the 16th May 2014. The agenda items for this meeting would be:

- Holding to Account Session: Cllr. Richard Overton will attend in his capacity as Deputy Leader, Cabinet Member for Public Health and Public Protection and as Chair of the Health and Wellbeing Board.
- Domestic Violence: to update the Board on the Domestic Violence Strategy
- Police and Crime Commissioner budgets

The meeting ended at 12.55pm.

Chairman:

Date:

SCRUTINY MANAGEMENT BOARD – 16th MAY 2014

COMMUNITY SAFETY UPDATE

REPORT OF THE COHESION MANAGER

The purpose of the report is to provide information requested and update the Scrutiny Management Board on Community Safety issues in three key areas.

1. Police & Crime Commissioner Funding 2014/15

Grants have been submitted to the Police & Crime Commissioner (PCC) to the value of £274,000. To date we have not received official confirmation on whether these grants have been successful. Confirmation of successful applications is expected in mid May. Full descriptions on grants submitted are attached with Appendix 1. We received £205,000 in 2013/14 and have asked for additional support this year for Domestic Abuse and CCTV.

The PCC funding is primarily used for community safety projects and initiatives and to support local events, projects, and campaigns etc. that contribute to the wider community safety agenda.

One of the funding bids is used to fund two posts, and this does pose some risk particularly around support for Domestic Abuse victims. Sustainability of this post without PCC funding remains a risk for the Community Safety Partnership (CSP).

2. Domestic Abuse Plan

The Domestic Abuse Plan is currently out for consultation with partners, please see appendix 2. The Plan will be signed off at the next Community Safety Board in June.

The Plan is set within the context of preventing, reducing and supporting victims and reducing the number of Domestic Abuse incidents. The Plan is supported by Community Safety Partnership Plan and Board, and is currently a priority for the Local Safeguarding Children's Board. The affects and impact of Domestic Abuse is an issue that cuts across a number of service areas and is supported by Health & Wellbeing, Adults Safeguarding and Children Safeguarding Boards.

This Plan focuses on three main priorities, supporting the West Mercia Police and Warwickshire Police Strategy:

1. Prevention
2. Provision
3. Protection

Each priority provides a key emphasis on raising awareness, training, education, breaking the cycle by promoting positive healthy relationships, essential support for victims and families and challenging the attitudes and behaviours of perpetrators.

This Plan provides a position statement of where we are in providing services to victims, children and families and also identifies the actions needed to move forward and ensure that services are meeting need and that gaps in service provision are considered, and a measured approach in responding to any gaps is taken. The plan is a document that will be monitored and actioned through the newly formed LSCB & Domestic Abuse Sub-Group, as part of year one refresh a needs assessment will be undertaken. Giving this time frame allows the merger of the two groups to be embedded and also the development of partner strategies to be completed.

The Plan and the priorities are supported by an Action Plan that forms the main focus on ensuring the delivery of this Plan.

3. Community Safety Partnership Plan

The Community Safety Partnership (appendix 3) Board identified the following four priorities for the Partnership:

- 1. Overall crime is reduced in the Borough**
- 2. Anti-social behaviour is reduced – to include environmental crime**
- 3. Greater Community Cohesion in the Borough**
- 4. To reduce the fear of crime – keeping residents safer in Telford & Wrekin**

The priorities will be reviewed on an annual basis to ensure that the Partnership is focussed on addressing community safety issues that affect local communities within Telford and Wrekin. These priorities are supported by a performance framework, attached as appendix 4 and 5.

There have been a number of successes including:

- Personal safety events delivered to provide crime prevention advice and raise awareness:
- 561 personal safety items distributed
- Celebrate Safely Campaigns completed – Christmas Campaign included distribution of SmartWater kits
- Business Crime – Group now revised to focus as a partnership management working closely with the Business Support Team
- Domestic Abuse Plan– awaiting final sign off
- Street Pastor scheme still very much supported and a presence in the night time economy
- White Ribbon Town Award
- Implementation of Power to Change and Parenting Group
- Continuation of MARAC
- CCTV: 153 Static Camera's and 9 Nomad all deployed.
- Neighbourhood Delivery Groups (NDGs) now merged in line with Police SNT areas
- 3 ASBRACs initiated to support high risk victims/communities
- Street Action Plans providing focus on Bishopdale and Willowfield
- Crucial Crew 2013 successfully delivered with approx 1900 students attending, 2014 now being planned.
- Year 9 event successfully held at Lakeside.

- Community Payback
- Diversionary activity projects delivered
- Safer Telford Website – refresh
- Multi-agency mini moto campaign planned
- Targeted PCSO Patrols – specifically in relation to fly tipping.
- PSCO in 6 Schools

The Partnership Plan also supports both Domestic Abuse and DAAT Strategy and action plans. These are being developed to provide a specific focus on the cross cutting issues around domestic abuse and substance misuse for partner agencies, and the refresh of the Plan will take into the account the key findings following the recent completion of these Strategies.

The recent release of the Anti-Social Behaviour, Crime and Policing Act 2014 will also have significant implications on how as a partnership we tackle crime and anti-social behaviour.

We are now moving into Year One refresh which will include a full review of all of the action plans, including completion of delivery and evaluation. The refresh of the Plan will be presented at the next Partnership Board meeting in June 2014.

Community Safety Partnership (CSP) grant applications 2014 / 2015

Submitted grants to the Police & Crime Commissioner (PCC) to the value of £274,000 and below sets out each individual grant application.

Official confirmation has not been received as to whether these grants have been successful

Analytical support £15,000

To ensure that we have ongoing support to develop the CSP performance framework, to provide data for NDG's, carry out evaluations for Crucial crew etc and provide information to support action plans within DA steering group and DAAT board.

CCTV £20,000

Following ongoing reductions in CCTV base budget over the past 4 years, there is a need to evaluate existing hardware and software to ensure that all of the 12 CCTV systems (150 cameras) and 10 mobile cameras are operation and can continue to support the CSP priorities.

In House Domestic Abuse Independent Domestic Violence Advocate post x2 £63,000

We currently have one mainstream post to support and provide advice to victims. The funding from PCC supports two further posts to enhance our current service provision supporting the low, medium and MARAC victims.

Sexual / domestic abuse £8,000

Funding to raise awareness across both subject areas, building on this success of becoming a White Ribbon Town and working closer with CATE and TYS as we recognise the close similarities in behaviour around domestic abuse and sexual exploitation.

Community Payback £16,000

Building on this years successful grant agreement, there is a strong possibility that Community Payback will be able to link with 'Chairs and Spares' by using the same business unit to store equipment, working with TCAT who are very keen to use that space to hold short courses which offenders will be able to access. This project may also support our proposals around the TR agenda and Tier 2 and 3 packages.

Crime Prevention £15,000

An increase in funding from last year to support the CSP approach in supporting victims of crime, raising awareness through a market stall approach and reaching out into high crime areas. We will also be working with police to support repeat victims of domestic burglaries and those who are deemed to be most vulnerable.

Drug Intervention Project £60,000

This will be pass ported in commissioning to ensure that within the Criminal justice arena we have the right level of support to engage and sign post to Tier 1,2 and 3 substance miss-use services.

Neighbourhood Delivery Group £15,000

Providing an opportunity for local communities, individuals, faith and diverse groups and partners to obtain funding to deliver CSP based projects.

Sanctuary £8,000

Funding to support the installation of security measures at MARAC victims home on the condition that the perpetrator no longer lives there.

Street Pastors £7,000

To support the Pastors in purchasing essential items to assist them in supporting and engaging with night time revellers. We are also looking in partnership to purchase a minibus which will allow them to become detached with an opportunity to link in with police and possible youth workers where there is a spike in crime and disorder.

Taxi Marshalling £12,000

This allows Taxi Marshalls to work on a Friday and Saturday evenings at both Town Centre and Wellington to reduce night time incidents and ensure where possible that people leave the area safely and in a regulated / licensed taxi.

Young Persons Community Safety fund £10,000

This will support both Crucial Crew 2014 and to roll out a pilot 'Look out life' project in all secondary schools aimed at year 9 students with an emphasis on developing positive relationships and consequences of crime. Both Crucial Crew and Year 9 project will be further financially supported by contributions per pupil from each school and town and Parish donations.

IOM Floating support £15,000

Building on this years funding that allowed for more units to be made available to prisoners and IOM nominal's, the proposal is to support THRIVE, in particular increasing of workers providing be-spoke floating support to prison leavers and IOM nominal's.

Recovery Aftercare £10,000

To further develop and build the mutual aid approach to recovery, supporting TACT in delivering a wide range of service user groups and activities and supporting a garden project in partnership with AFC Telford.

Domestic Abuse Plan 2014

Year One

Mission Statement

To increase confidence and knowledge for victims, families and professionals. So we are empowered to collectively work together to take action to end Domestic Abuse.

Together we can make a difference.

FOREWORD

Domestic Abuse impacts upon adults, children, families and communities and it is not always easy to identify. Different forms of abuse can mean that some victims may suffer for some time before getting help and is often referred to as the 'hidden' crime.

This Plan is set within the context of preventing, reducing, supporting victims and reducing the number of Domestic Abuse incidents. The Plan is supported by Community Safety Partnership Plan and Board, and is currently a priority for the Local Safeguarding Children's Board. The affects and impact of Domestic Abuse is an issue that cuts across a number of service areas and is supported by Health & Wellbeing, Adults Safeguarding and Children Safeguarding Boards.

This Plan focuses on three main priorities, supporting the West Mercia Police and Warwickshire Police Strategy:

1. Prevention
2. Provision
3. Protection

Each priority provides a key emphasis on raising awareness, training, education, breaking the cycle by promoting positive healthy relationships, essential support for victims and families and challenging the attitudes and behaviours of perpetrators.

This Plan provides a position statement of where we are in providing services to victims, children and families and also identifies the actions needed to move forward and ensure that services are meeting need and that gaps in service provision are considered, and a measured approach in responding to any gaps is taken. The plan is a document that will be monitored and actioned through the newly formed LSCB & Domestic Abuse Sub-Group, as part of year one refresh a needs assessment will be undertaken. Giving this time frame allows the merger of the two groups to be embedded and also the development of partner strategies to be completed.

The Plan and the priorities are supported by an Action Plan that forms the main focus on ensuring the delivery of this Plan.

There have already been a number of successes over the years in supporting victims, but continuing to improve, develop and evolve is essential in our approach.

BACKGROUND

Domestic Abuse cuts across all social, geographical and cultural groups and has potentially a devastating impact on those affected by it.

It is widely reported that one in four women experience Domestic Abuse at some point in their lives and as reported by the Home Office (2003; DOH 2006) accounts for almost a quarter of all crime.

The effects of Domestic Abuse on victims, children and families is one that without the right help, support and justice can have a lasting impact on all, its affects are not just physical but impact on emotional wellbeing, health, work and therefore have subsequent impact on housing and income and relationships with families and friends.

There has been a marked change in recent years in ways that support can be provided to victims of Domestic Abuse; this has included a change in the definition of Domestic Abuse for the age range to include those aged 16-17yrs. Domestic Abuse within this range has unfortunately become ever increasing and the need to promote positive healthy relationships from as early as possible is now more important in a prevention approach.

Home Office Definition of Domestic Abuse:

“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

“Controlling behaviour” is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

“Coercive behaviour” is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.”

* This definition, which is not a legal definition,

Code of Practice for Victims of Crime

The introduction of the Code of Practice for Victims of Crime, under the Domestic Violence Crime and Victims Act 2004, puts the needs of the victim first and aims to make the “system more responsive and easier to navigate”. The code highlights the importance of victims of crime to be fully informed on what support and help is available from the point that the crime is reported, and to also know who they should go to if they are not getting help.

From October 2014, Police & Crime Commissioner (PCC) will receive funding for commissioning support services for victims, further clarification on this funding and allocation is expected over the coming months.

After years of campaigning and encouragement by all to report domestic abuse, recent reports are highlighting the conflict victims are often faced with once they do report, as this can trigger child protection assessments. Which in turn discourages victims reporting incidents in fear of children being taken into care.

A recent report by ¹Family Rights Group data highlighted that domestic abuse is now the largest factor behind child protection intervention, in comparison to previous high factors such as parental mental illness, drug or alcohol misuse. The Charity reports it has seen a 803% increase in inquiries where domestic violence was a factor between 2007-08 and 2012-13.

The HMIC Report – Everyone’s business: Improving the police response to domestic abuse released in March 2014, provides a detail report on the police response, but does clearly identify domestic abuse as a multi-agency response which the ‘police have an essential role to play’.

Eleven recommendations are made in the HMIC report, four of these with linkages to the developing work in this Plan and that of partners, including; review of training, Home Office reconsider approach to Domestic Homicide Reviews, PCC and commissioning services for Domestic Abuse, multi-agency inspection to consider ²‘how local services provide advice, assistance and support to victims’ and the quality of partnership working and how this is scrutinised. Extract of the four recommendations from the HMIC report are attached in Appendix 3.

As with other recent reports the HMIC report has been considered as part of the developing action plan and support through the already existing local multi-agency LSCB & Domestic Abuse Steering Group.

The Serious Case Review into the death of Daniel Pelka in 2012 highlighted a number of key findings; the findings that require particular consideration are detailed below and will be factored into the Action Plan:

- ³**Rule of optimism dominated** – the mother’s assertions e.g. that she wasn’t drinking alcohol excessively, that there was no longer any domestic abuse, that Daniel has a medical condition, were taken at face value **in spite of evidence to contrary** (eg 27 reported incidents of domestic violence over 4 years)
- **Poor information sharing** – the school were not aware of domestic abuse incidents, school did not share concerns about Daniel’s injuries with social care, school and health were not involved in assessment activity, **social care didn’t advise referrers of the outcome of their referrals**
- **Invisible men** – The mother’s partners appear almost invisible in recordings and assessments, although she had experienced **domestic abuse** from all 3 men.

¹ Family Rights Group: Desperate for help – Report analysing calls to Family Rights Group’s advice service from families of children in need or at risk. By Cathy Ashley and Claudia Kanow (January 2014)

² Everyone’s business: Improving the police response to domestic abuse. HMIC 2014. (April 2014)

³ Children and Family Services – One Minute Briefing (Sept 2013)

ASSESSMENT OF LOCAL NEED

The Strategic Business Plan for the Safeguarding Children's Board (LSCB) has identified Domestic Abuse as a priority. **22% of the Child Protection Plans** that were either implemented or reviewed between April – July 2013 feature domestic abuse.

As of January 2014 the LSCB has decided that domestic Abuse will be a priority for the Board, therefore for the LSCB and Domestic Abuse Steering Group have merged to provide a cross cutting focus on better outcomes.

AREAS FOR DEVELOPMENT

Whilst there have been significant developments in supporting female victims of domestic abuse, there is still some work to locally support male victims. Nationally there is a wider recognition for male victims of domestic and also support to lesbian, gay, bisexual and transgender victims. However, locally we need to develop a greater understanding of how we can provide support, signposting and advice. This is a key action held within the Action Plan.

Female Genital Mutilation (FGM) is an area that locally we need to develop a wider understanding and determine support for women and girls in reporting and seeking medical help. ⁴It has been estimated that over 20,000 girls under the age of 15 are at risk of female genital mutilation (FGM) in the UK each year, and that 66,000 women in the UK are living with the consequences of FGM.

The Home Office provides the following information in relation to FGM:

⁵*Female genital mutilation (FGM) is illegal in the UK - it's also illegal to take a British national or permanent resident abroad for FGM or to help someone trying to do this.*

The maximum sentence for carrying out FGM or helping it to take place is 14 years in prison.

FGM is any procedure that's designed to alter or injure a girl's (or woman's) genital organs for non-medical reasons.

It's sometimes known as 'female circumcision' or 'female genital cutting'. It's mostly carried out on young girls.

FGM procedures can cause:

- *severe bleeding*
- *infections*
- *problems with giving birth later in life - including the death of the baby*

Children and young people as perpetrators is still an area of understanding that is very much under development, as with most aspects of domestic abuse it is very much hidden.

The NICE Guidance: Domestic Violence and Abuse does reference 'Abuse of parents by children' reflects this and the prevalence of this form of abuse is very difficult to determine.

⁴ NHS UK - <http://www.nhs.uk/Conditions/female-genital-mutilation/Pages/Introduction.aspx> (April 2014)

⁵ Home Office - <https://www.gov.uk/female-genital-mutilation> (April 2014)

However, it needs to be equally reflected and understood as part of any future developments and planning around domestic abuse services and pathways.

This links closely with the development of a wider consideration around perpetrator programme and breaking the cycle of abusive behaviour.

There is further work to develop a whole family approach and reducing the number of children on child protection plans which domestic abuse is a factor.

The development of care pathway to support agencies in referring victims into services and through their recovery journey is identified within the action plan at the end of this document. Wider consideration around the impact domestic abuse has and how we support victims and families will need to be considered as part of the developing pathway. The below diagram identifies the considerations to be given on the wider impact and support needed for victims and families to ensure the best outcomes and support reductions in repeat incidents:



REPORTED DOMESTIC ABUSE

Domestic abuse reported incidents Jan – Dec 2013 based on police Safer Neighbourhood Teams (SNTs)

SNT	Total
Woodside and Madeley	366
Dawley and Malinslee	354
Hadley and Leegomery	281
St Georges and Priorslee	245
Brookside	241
Cuckoo Oak and Ironbridge	229
Nedge	219
Donnington and Trench	217
Ketley and Oakengates	209
Wellington West and Rural	175
Newport	123
Arlestone and College	120
Lawley and Overdale	111
Wellington North	83
#N/A	171
Grand Total	3144

Incidents of Domestic Abuse 01.10.11 and 30.09.12

Children & Family Area	SureStart Children Centre	Crime		Incident	
		n	rate per 1,000 population	n	rate per 1,000 population
Hadley Castle	Donnington	102	5.0	345	16.8
	Hadley	21	1.9	72	6.4
	Newport	98	5.6	338	19.2
	Oakengates	85	8.8	251	25.9
	St Georges	57	4.3	159	11.9
	Total	363	5.0	1165	16.1
Lakeside South	Brookside	22	2.8	49	6.3
	Dawley	101	7.4	277	20.3
	Sutton Hill	32	2.8	101	8.8
	Woodside	61	6.3	170	17.5
	Total	216	5.1	597	14.0
The Wrekin	Arleston	67	5.4	150	12.0
	Malinslee	82	4.9	274	16.2
	Newdale	38	7.0	126	23.4
	Wellington	104	5.1	318	15.6
	Total	291	5.3	868	15.8
Borough rate		870	5.1	2,630	15.4

Source: West Mercia Police, Protecting Vulnerable People Team. Note that all incidents without a postcode have been excluded.

What is this data telling us?

- The crimes and incidents are identified as Domestic Abuse by the presence of a Domestic Abuse Interest Marker or Action Code, as recorded by West Mercia Police.
- ‘Crimes’ are all substantive chargeable offences. ‘Incidents’ are by definition ‘no crimed’ and are not chargeable, i.e. where an incident has occurred but does not quite meet the threshold for charging.

PREVENTION

As with all issues prevention is the ideal, this theme aims to identify what we can collectively deliver in helping prevent Domestic Abuse.

Recent research including the ⁶Girlguiding Care Versus Control: Healthy Relationships, supported by Women's Aid has a number key and pertinent points in considering how becoming a teenager is a crucial stage of development and demonstrates a key focus in prevention work. Having guidance on positive and healthy relationship to challenge believes on unacceptable behaviour, that its not 'just part of a relationship', needs to be identified as a priority when working with young people.

Some key facts from the 2012 Girlguiding Attitude Survey includes:

- Two-fifths of girls believe it is acceptable for a partner to make you tell them where you are all the time.
- One in ten says it is appropriate for a partner to tell you who you can and can't spend time with
- 21% said it was acceptable for a partner to shout at you and call you names
- 17% said it was acceptable for a partner to send photos or videos of you to friends without your permission.

Clare's Law

The introduction of Clare's Law on International Women's Day 8 March 2014, provides the opportunity for people to contact Police to request information on their partner in relation to domestic abuse or violent acts.

If someone is concerned about the behaviour of a partner they can request information from by contacting the Police on 101 and ask for a request for a 'disclosure' under 'Clare's Law' to ensure their safety.

If police checks show that the individual has a record of offences relating to abuse or there is other information to indicate the person you know is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim.

The police will contact the person making the request and will further discuss the concerns and decide whether it is appropriate for any additional information to be shared in order to help protect the person who is in the relationship with the individual who may be at risk. The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides help and support to assist the potential victim when making that informed choice.

⁶ Girlguiding: Care versus Control: Healthy Relationships

Prevention Aims

- Breaking the cycle
- Promoting positive and healthy relationships
- Raising awareness
- Training
- Explore further options to support children subject to child protection plans

How we will deliver

The change in legislation has provided the tool for the crucial work and engagement with **young people** to work with and support those that have been affected by Domestic Abuse within the home, **breaking the cycle** at an **early stage**, ensuring that young people understand the affects of Domestic Abuse and that is not **acceptable** and change potential negative views for positive views on healthy relationships is a priority. There are a number of projects that work with young people including **CRUSH** and **LOL** (Look Out Life) events with year 9 students.

The implementation of the pilot project for **Operation Encompass**, which sees the next day reporting of a Domestic Abuse incident within the home to **schools** for them to take any appropriate action in supporting children and young people.

Our communication campaign to **raise awareness** including Telford & Wrekin becoming a **White Ribbon Town** which saw our campaign on buses, AFC Telford Programmes, International Day for the End of Violence Against Women, over 1300 **pledges never to commit, condone or remain silent** about Domestic Abuse, attendance at over 16 local events and venues supporting the Women's Aid 16 Days of action, campaign displayed on Council plasma screens and internal daily 'pop ups', Town Centre Events.

The development of the 'Basic Awareness Raising' course and the **online training** programme through the Council's Ollie module, which will be available for all staff to complete and the further roll out for partners to undertake.

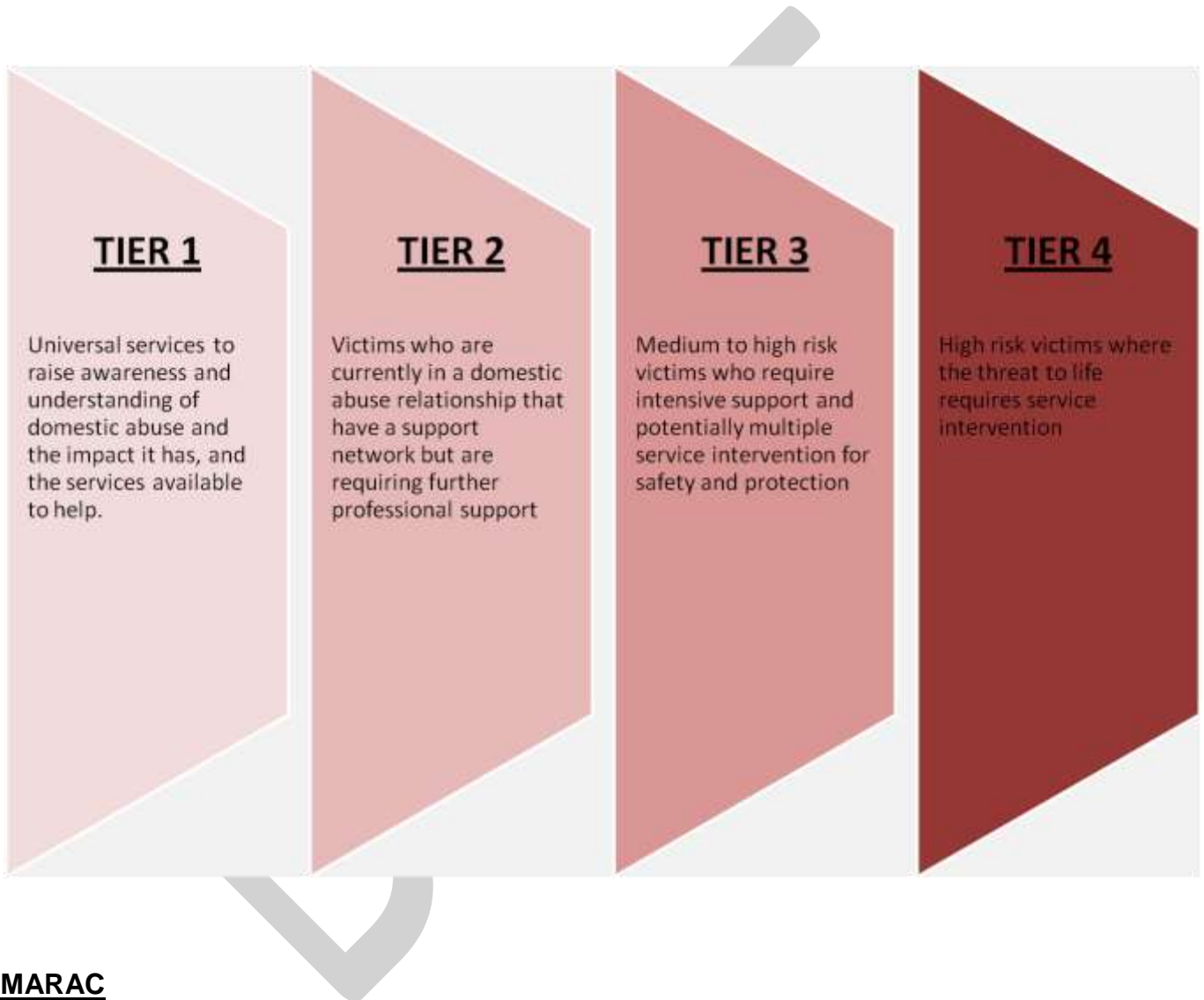
The online training is supported by an attended course which compliments the initial online learning with more detailed training and enhances further knowledge and understanding of Domestic Abuse and its wider impact.

Prevention of **re-offending** remains a key target for the Police and Partnership, Multi-Agency Risk Assessment Conference (**MARAC**) provides to vital wrap around support to put appropriate measures in to ensure the safety of the victim and family is paramount and providing **high intensity support** reducing the **risk of retraction** or **re-victimisation**.

PROVISION

Ensuring the right support services are in place for victims and families is essential in making the difference in protecting those that are vulnerable. To ensure that justice is sought against perpetrators and that victims feel confident and empowered to end abusive relationships and know what are the potential traits of an abusive person.

As part of the development of the plan and reviewing service provision the below model provides an overview of support and intervention based on need and risk.



MARAC

Multi-Agency Risk Assessment Conference (MARAC) takes place once a month and brings together a range of agencies to establish a safety plan for the high risk victims of domestic abuse. Telford and Wrekin MARAC has a strong reputation of being well attended and supported by agencies. The meeting is chaired by Detective Inspector, Vulnerable Protection Unit and is coordinated by the MARAC Co-Ordinator, victims are supported by two Officers from the Community Safety Team. The MARAC process is assessed under the annual CAADA self assessment model and its last assessment was May 2013.

Provision Aims

- Raise awareness of Domestic Abuse
- Support victims and families – whole family approach
- Rehabilitate offenders
- Ensure quality of provision and that it meets the needs of victims

How we will deliver

Telford & Wrekin already has established a number of forums and processes for identifying, reducing and preventing Domestic Abuse incidents.

Raising awareness of Domestic Abuse is a key theme throughout the Plan, in order to make a difference the affects, impact and what Domestic Abuse is, is essential in providing support to victims and practitioners on where to get help and support.

Provision does not just focus on the abuse; consideration is given to the wider impact around potential drug and alcohol misuse which can sometimes be used as a means to cope with the lasting effects of abuse. Mental health can undoubtedly be affected after suffering abuse and supporting victims to identify the links through their recovery can often be invaluable.

Support for victim and families is provided through a range of services locally including:

CRUSHED

Officers within Telford and Wrekin Council have been provided with free **CRUSH** training, this is a structured programme of group support and empowerment for young people between the ages of **13-19 years** who **maybe or are at risk** of, or affected by Domestic Abuse within the family setting or within their own relationships.

The programme is specifically designed to compliment the subject matter around **healthy relationships and gender bullying in schools**. CRUSH has been approved by the Safeguarding Children's boards within West Mercia and is considered safe and an appropriate programme for young people.

The CRUSH programme has been tailored to deliver a targeted session in 3hrs, this provides a '**mini**' **CRUSH** programme and been named Crushed.

FREEDOM PROGRAMME

Freedom Programme is currently being delivered in Brookside and a rolling programme across the three CAFs hubs. The Freedom Programme **is a twelve week programme** for any **female who has been or is being affected by Domestic Abuse**.

The Freedom Programme is a licensed programme and there has been a reduction in number of trained facilitators who can commit time to deliver the Freedom Programme this has had an effect on the number of sessions that can be provided.

POWER TO CHANGE

The Power to Change' is a **support group for victims and survivors** of Domestic Abuse, which provides education and support in a group setting. The benefit of the Power to Change programme is its **flexibility to adapt** to local need and aims of delivery. The facilitators play a key role in supporting the group using their skills, experience and knowledge on issues on domestic and gendered violence, in the **dynamics of self help group**.

Within the programmes there is also the **Parenting Group**. Parenting through Domestic Abuse can be extremely challenging and the **effects of this on children** in terms of their emotions, behaviour, development and self esteem can be far reaching.

The parenting programme aims to assist **parents to support** their children during this difficult time and provide them with techniques and resources to enable them to do this.

Children and Families Locality Services (CAFLs) are leading on the facilitating the Power to Change and Parenting Group. Once the Freedom Programme has been completed the women can move onto the Power to Change in the next term. The groups are spread across the three hubs the groups and will run in term times.

THE DOMESTIC ABUSE PERPETRATOR PROGRAMME

As from 2013 **West Mercia probation trust** will be delivering the "**BUILDING BETTER RELATIONSHIP**" Domestic Abuse perpetrator programme which is a compulsory programme as part of criminal conviction.

The theory base reflects the growing view that **Intimate Partner Violence (IPV)** is a complex problem that is likely to have multiple causes. The programme aims to be more responsive to the needs of individuals than has perhaps previously been the case.

"Building better relationships" **aims to reduce the risk of re-offending** and promote the safety of current and future partners and children, help men achieve a better understanding of why they use violence and enhance motivation **to change their behaviour**.

FAMILY CONNECT

The **Family Connect** service based in Family and Cohesion services within Telford and Wrekin Council operate a twice daily **multi-agency triage service** for enabling a **swift response** to decision making and ensuring the right service is being made available at the right time in relation to all **children and families services**.

All domestic abuse incidents where there are children in the immediate family are shared with Family Connect. The necessary checks are then carried out to gather wider information in relation to service involvement, safeguarding concerns and any other further information that will feed in to provide a wider picture on risk levels to inform on appropriate action.

OPERATION ENCOMPASS

Operation Encompass provides a process for the next day reporting to schools that a child or

young person had been involved in a domestic incident the night before. The framework for the implementation of Operation Encompass follows the Devon & Cornwall model.

The effects and impact of domestic abuse on families and children within a family setting is often not the primary focus when the police and partners are dealing with domestic abuse. Following the recent serious case review of Daniel Pelka which confirmed that the school were unaware of domestic abuse incidents which was linked to poor information sharing it is now very timely that within Telford and Wrekin we look have we can improve information sharing with schools. This will undoubtedly improve support that can be provided to children and young people within the school setting.

The implementation of Operation Encompass within schools provides a process of notifying schools and Child Protection Officers that there has been police recorded domestic abuse incidents within the home environment. This provides an initial flag for schools and Child Protection leads to be aware and where applicable initiate the vital support network needed for children and young people.

Operation Encompass will run as pilot to take place between May – December 2014. Police data has been used to determine the pilot area of Woodside and Madeley, the 7 Primary Schools in this area will be asked to participate in the pilot, these schools being:

- John Randall
- John Fletcher
- William Reynolds Junior and Infant
- Aqueduct
- Sir Alexander Fleming
- St Marys
- Woodlands

A full evaluation will be undertaken to provide the evidence base for the decision of the roll out of the pilot and the potential impact this may have on services and schools.

DOMESTIC ABUSE SUPPORT FOR VICTIMS

Support for victims whether that is low, medium or high **risk** is provided by **two Officers**, based within the **Community Safety Team** at Telford & Wrekin Council. These Officers provide **tailored support** for the needs of the victims; they also represent the victims at the monthly **MARAC** meetings. This support replaces previous commissioned IDVA Service.

By providing an 'in-house' service this has allowed greater ownership to support a wider spectrum of victims. The two posts are also aligned to geographical areas which support the recent Police geographical changes for Safer Neighbourhood Teams.

One post is currently funded through Police & Crime Commissioner Funding and is employed through a fixed term contract due to pressures on Telford and Wrekin mainstream funding.

THE CHILDREN AND FAMILY LOCALITY SERVICES

The Children and Family Locality Services (CAFLs) based in Family and Cohesion services **identify families where Domestic Abuse** maybe taking place and **provide advice, support**

and strategies for keeping children safe. They also refer to other agencies, including MARAC if the victims feel that they would benefit from additional services.

As previously mentioned, CAFs provided valuable support to the delivery of the Power to Change, Parenting Group and Freedom Programme through facilitators and crèche facilities.

HEALTH, EDUCATION, THE VOLUNTARY SECTOR

Health, Education, the Voluntary Sector and a range of other agencies are **crucial in identifying families** where Domestic Abuse is possibly taking place, **providing services** and working in partnership with strategic services for ensuring that relevant referrals are being made.

HOUSING OPTIONS AND RESETTLEMENT TEAMS

Telford and Wrekin council's **Housing Options and Resettlement teams** joined - Family and Cohesion Services in March 2012. They provide a 'safe' housing provision by way of a women's refuge and additional support services in partnership with supporting people services.

Out of area hostels can also be provided to victims of Domestic Abuse where deemed appropriate and between **2011 and 2012, 80 women were provided this accommodation.**

It is important to note that 'Safe' accommodation **can be also provided to men** fleeing Domestic Abuse. However these numbers are relatively low at the moment.

CATE (Children Abused Through Exploitation) and Targeted Youth Support

CATE-based in Targeted Youth Support within Cohesion services provides a support service to young **people identified at risk of child sexual exploitation.** Some of the factors in this arena are similar to those victims experiencing Domestic Abuse because the perpetrators involved display similar characteristics. Strategy meetings are convened monthly for those young people identified as being high risk of being a victim and this is led by Children's safeguarding in partnership with West Mercia Police.

DOMESTIC ABUSE STEERING GROUP

Domestic Abuse Steering Group sits within the framework of the **Community Safety Partnership** and meets on a bi-monthly basis and provides the arena for **establishing protocols, pathways, identifying service needs and implementing strategies for managing risk and harm.**

The Strategic Business Plan for the Safeguarding Children's Board (LSCB) has identified Domestic Abuse as a priority. **22% of the Child Protection Plans** that were either implemented or reviewed between April – July 2013 feature domestic abuse.

As of January 2014 the LSCB has decided that domestic Abuse will be a priority therefore both groups have merged with revised Terms of Reference in order to ensure mutual direction of the group.

The LSCB / CSP Domestic Abuse Steering Group is a multi-agency group responsible for minimising the risk and harm of domestic abuse, **ensuring a whole family approach** in considering the best outcomes for victims, children and young people and families.

WOMENS AID

West Mercia's Women Aid provides a range of services to victims of domestic abuse and work closely with our Domestic Abuse Officers. Services include a 24hour helpline, support and recovery groups, training and support for professionals.

VICTIM SUPPORT

Victim Support provides services to Domestic Abuse survivors in the **community and the Court arena**. In July 2012, this service amended its service delivery criteria in order to provide services to victims who are assessed against indicator checklist provided by DASH. Therefore they are in a position to provide services to victims who may be assessed using this criteria as **high risk**. **Victim Support** receives all West Mercia Police referrals of reported Domestic Abuse crimes, and they receive referrals from a range of professionals and self referrals. They will refer any cases that are or subsequently become high risk direct to MARAC and attend the forum.

FAMILY INTERVENTION TEAM

The Family Intervention Team (FIT) based within Cohesion Services provides an intensive wrap around support service for families who require support and intervention to improve future opportunities and outcomes. This intervention empowers and strengthens families to make real change to improve their life chances.

Families will potentially have a range of complex issues but must meet a set criteria to receive support through FIT, criteria includes:

- **Crime and anti-social behaviour –**
 - Household has 1 or more under 18 year old with a proven offence in the last 12months
 - Household has 1 or more member with an ASB order, ASB injunction or ASB Contract or ASB Level 0,1,2,3 warning
 - Family has been subject to a housing-related ASB intervention in the last 12 months

- **Education –**
 - A child within the family has been subject to permanent exclusion or has three or more fixed school exclusions across the last 3 consecutive terms
 - A child within the family is in a Pupil Referral Unit or alternative provision because they have previously been excluded
 - A child within the family is not on a school roll
 - A child within the family has had 15% unauthorised absences or more from school across the last 3 consecutive terms
 - A child within the family has had 15% unauthorised absences or more from

- school across the last 3 consecutive terms
- A child in the family has left school

- **Work** – An adult within the family is claiming a Department for Work and Pensions out of work benefit(s)
- **Local discretion** – Households who cause a high cost to the local purse

Currently 43 families are being supported by FIT, of which 9 families domestic abuse is or has been a factor within the family.

FIT work closely with the Domestic Abuse Officer and provide the appropriate support to victims and children and young people.

The Glade sexual assault referral centre offering a comprehensive service to men, women and children who have been raped or sexually assaulted. Based within Telford the service is available 7 days a week with a 24 hour helpline.

PROTECTION

When a victim has taken that brave step in reporting Domestic Abuse protecting them and their families is crucial for their safety and reducing the potential for retractions.

Protection Aims

- Increasing victims confidence
- Security and safety measures
- Criminal Justice and Legal Outcomes

How we will deliver

Increasing **confidence** from a personal perspective for a victim so they feel confident and **strong** once they have asked for help is often the key in ensuring that their **safety is maintained**, victims might be emotional their lives are potentially in turmoil and perpetrators will often attempt to make contact to get them to change their made and retract statements. Supporting them throughout are the two Domestic Abuse Officers providing **the emotional, reassuring and confidence support** to remain strong and sure on their decision to end the relationship and to take action to move on with their life.

Telford and Wrekin Council in partnership with West Mercia Police and **Shropshire Fire and Rescue service** have developed a **Sanctuary** scheme. This allows **security measures** such as external security lights, window, door locks and panic alarms to be installed at the victims home on the basis that the perpetrator no longer resides at the property and the tenancy is in the victim's name only.

Between April 2011 and March 2012, 30 properties received a Sanctuary service and between **April 2012 and February 2013 there were 54 properties** who received the service. It is important to note the significant increase may have contributed to the numbers of female victims needing 'safe' housing. It is envisaged that the budget for this service may need to be increased as a result.

Assessing risk through out the victim's journey provides an effective monitoring tool in managing risk to the victim and allows risk level, the MARAC process allows this regular monitoring of risk and agency support and intervention.

Once a victim has reported having the confidence in the **Criminal Justice System** is essential. The introduction of the Code of Practice for Victims of Crime provides a key focus for victims and witnesses to be put first throughout the process. The Domestic Abuse Officers offer additional support. From October 2014 the PCC will be responsible for commissioning victims services locally.

On 30 June 2012, the **Domestic Violence Protection Order (DVPO)** provisions operating in the West Mercia, Wiltshire and Greater Manchester police force areas were extended for another year.

The domestic violence protection order (DVPO) pilot closed on Saturday 30 June 2012, but all three police forces will continue the scheme for a further year while the Home Office evaluates the pilot to assess whether or not a change in the law is needed.

Under the scheme the police and magistrates **can protect a victim** when they are at their most **vulnerable**, in the immediate aftermath of an attack, by **preventing the perpetrator from contacting the victim or returning to their home for up to 28 days**. This helps victims who may otherwise have had to flee their home and gives them the space and time to access the support they need and to consider their options.

Previously, there had been a gap in protection for victims of domestic violence due to either the police being unable to charge the perpetrator due to lack of evidence (meaning that the protection available to a victim through strict bail conditions could not be applied) or the process for granting longer-term injunctions taking several days or weeks to apply for. DVPOs are designed to bridge this gap by **empowering** the police and magistrates to issue an immediate order to ban the perpetrator from returning home or making contact with the victim for up to 28 days.

Section 9 of the Domestic Violence, Crime and Victims Act (2004) came into force on the 13th April 2011, introducing a statutory requirement to conduct **Domestic Homicide Reviews (DHR)** in relevant cases. This statutory requirement sits with the Community Safety Partnership.

Guidance defines Domestic Homicide Reviews as:

'Domestic Homicide Review' means a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by-

A person to whom s/he was related or with whom s/he was or had been in an intimate relationship, or

A member of the same household as him/herself.

The significance of this definition is that it includes cases where family members are perpetrators as well as cases where the perpetrator was / had been in an intimate relationship with the victim.

On the 31st July 2013, Telford and Wrekin facilitated through an independent chair the first Domestic Homicide review involving a multi-agency approach.

FUNDING

For some years Telford & Wrekin was successful in receiving Home Office funding for Domestic Abuse support services. Over recent years with the Government reductions this funding came to an end. Locally the Community Safety Partnership identified Domestic Abuse as a continuing priority and provided funding for the provision of the IDVA role.

For the past 18 months the IDVA role has been delivered 'in-house' by Telford & Wrekin's Community Safety Team, with the appointment of a Domestic Abuse Officer. By not commissioning this service out this has seen considerable savings.

With the introduction of the Police & Crime Commissioners (PCCs) in 2012 the previous community safety grants received by the Community Safety Partnership transferred over to the office of the PCC. This for the first time put CSPs in the position of bidding for funding to deliver local projects and initiatives.

The PCC has been in full support of our Domestic Abuse model and funding has been agreed for 2014/15 for the continuation of our Domestic Abuse Officer.

Pressure still remains on funding for Domestic Abuse provision, needs assessments and review of existing service provision will be undertaken within 2014/15 to ensure the effectiveness of service delivery, identify any gaps and ensure that the needs of victims are being met. Annual reviews of all provision will be continuum in order to source funding streams.

The Domestic Abuse Steering Group meet on a quarterly base where funding arrangement is reviewed and monitored and will continue to identify potential opportunities for funding.

QUALITY ASSURANCE AND OUTCOMES

The MARAC process is evaluated through the annual self assessment through the CAADA model. This ensures that MARAC is meeting the requirements in supporting high risk cases in a multi agency setting.

Any commissioned service through the commission process is set with clear quality criteria and expectations and evaluations processes.

Case recording and support for victims is not only monitored through MARAC but each agency administers reviewing process for quality, consistency and effectiveness this can be from supervision sessions to Independent Case Reviews, Independent Ofsted and DHR.

The Quality Performance Sub-Group will also receive updates as part of their monitoring process.

Evaluation is a continuum of any service that is delivered and used to ensure services are fit for purpose.

DOMESTIC HOMICIDE REVIEW FINDINGS

Following the recent Domestic Homicide Review, areas identified were a failure to hold effective interagency discussions about the couple, a failure to identify the victims as a Vulnerable Adult in formal safeguarding terms and a failure to recognise clear manifestations of Domestic Abuse within the couple's relationship and to respond appropriately.

Among other evidence, the inquest into the victim's death received the final Domestic Homicide Review report, along with an action plan. This made detailed recommendations addressed respectively to the Council, the Police, the Foundation Trust, and Telford and Wrekin CCG. The Coroner concluded that the victim's death had been preventable, and in these circumstances he was bound to send a report under Regulation 28 of the Coroner's (Investigations) Rules 2013 to the relevant public bodies, requiring them each to respond to him about the actions which they were taking to prevent future similar deaths.

Since the Coroner formally endorsed the detailed action plan which followed the Domestic Homicide Review, the Council's response sets out the means by which the Review's recommendations relating to the Council will be implemented. Below are listed the recommendations for the Council, and the relevant responses, some of which were available to the inquest and others which were agreed at a meeting of the relevant managers.

Safeguarding Adults Board for Telford & Wrekin and Shropshire agreed that it would formally monitor the implementation of the action plan by all the agencies concerned.

Consideration and approval of the Action Plan is requested, after which it needs to be sent to the Coroner with the specified timescale.

REF	Action (SMART) Telford and Wrekin Cohesion Services	Lead Officer	Target Date for Completion	Desired Outcome	Monitoring Arrangements	How will Success be Measured?
5.1	To produce new Domestic Abuse (DA) strategy that supports police DA strategy	P Fenn	Spring 2014 (currently in preparation. Next meeting of steering group is on 11.2.14)	Agreed DA strategy	Strategy to be agreed by CSP board and normal council protocols	Recommendations made through the DA strategy and completed action plan.
5.2	To bring into alignment the DA steering group and Safeguarding Children Board DA sub-group	P Fenn / J Britton	Spring 2014	One DA steering group that looks at both C & YP and adults	Performance of the Strategy and action plan to be constantly reviewed by the steering group	Completed actions and suitable outcomes from the steering group.
5.3	To develop new online platform to raise awareness of DA. OLLIE (the Council's Online Interactive Learning Environment) will be used as a preliminary precursor to the attendance by relevant staff on formal training	P Fenn	Spring 2014	For new OLLIE DA awareness raising information to be available to all staff within T & W	Training packages and provisions to be over viewed by the DA steering group	Increased numbers of T & W staff using OLIE and partners attending a new DA awareness course.

	<p>courses on Domestic Abuse.</p> <p>Note. Governance and oversight of 5.1, 5.2 and 5.3 will be through the Safer Communities Partnership, with reporting on to the Safeguarding Adults Board by exception.</p>					
6.2	<p>Make further progress in arranging awareness raising and DASH-based training for front-line staff on domestic abuse</p> <p>Continue to explore how to broaden the availability of DASH-based training. This will include</p> <ul style="list-style-type: none"> • Strengthen links with staff on Safeguarding Children’s Board DA subgroup • Develop a Train the Trainers approach and identify a group to deliver training • Raise this as a training need across the agency partnership • Consult and liaise with the West Mercia Police & Crime Commissioner, with aim of achieving a consistent all-age approach to the provision of 	Paul Fenn	April 2014	Improved awareness by relevant staff of available pathways for DA victims	Progress in involving staff to be monitored through the Adult Care & Support leadership team	Workforce which is better equipped, informed and responsive in relation to DA, its dynamics and effective responses to it

	training opportunities in relation to the support of DA victims in our locality.					
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Action Plan

The Action Plan details against each theme the specific actions to delivery the aims and will be reviewed and monitored at each LSCB/CSP Domestic Abuse Steering Group.

	AIM	ACTION/WORK PROGRAMME	LEAD	Target Date	Desired Outcome	Monitoring Arrangements	How will success be measured
Prevention	• BREAKING THE CYCLE	Rolling out CRUSH/M-Power to 13-19 yr olds	Domestic Abuse co-ordinator				
	• PROMOTING POSITIVE AND HEALTHY RELATIONSHIPS	Communication Plan to raise awareness of Domestic Abuse, including supporting the White Ribbon Campaign	Community Safety Team/Communications & Reassurance Group				
	• RAISING AWARENESS						
	• TRAINING	Develop relevant train the trainer/facilitator programmes	Community Safety in partnership with the Telford and Wrekin safeguarding board				
	• TO EXPLORE OPTIONS AROUND DEVELOPING ONGOING SUPPORT TO CHILDREN WHO ARE SUBJECT TO CHILD PROTECTION PLANS.	To work closely with the Local Children's Safeguarding Board to identify numbers of children on Child Protection Plans and address the welfare of the children in the home	Team Leader Community Safety				

	AIM	ACTION/WORK PROGRAMME	LEAD	Target Date	Desired Outcome	Monitoring Arrangements	How will success be measured
		environment.					
Provision	<ul style="list-style-type: none"> • RAISE AWARENESS OF DOMESTIC ABUSE • SUPPORT VICTIMS AND FAMILIES 	Partners working together to identify current provision and training and identify gaps through a needs assessment.	Community Safety with partners				
	<ul style="list-style-type: none"> • REHABILITATE OFFENDERS • ENSURE QUALITY OF PROVISION AND THAT IT MEETS THE NEEDS OF VICTIMS 	Continue to support MARAC process. Steering Group to assess and implement recommendations and key actions from the annual self assessment through CAADA.	Community Safety in partnership with West Mercia Police				
		To continue to provide housing provision to victims of domestic abuse	Cohesion Services working in partnership with registered social				

	AIM	ACTION/WORK PROGRAMME	LEAD	Target Date	Desired Outcome	Monitoring Arrangements	How will success be measured
			landlords				
		Determine appropriate provision for perpetrator through needs assessment	Cohesion services working in partnership with probation				
		Establishing an alternative to the "Freedom Programme" Review the Current Freedom programme and develop a new alternative programme	Community Safety CAFL s				
		Directory of Services Booklet Update the directory of services booklet	Community Safety				
		Review local provision for supporting LGBT and vulnerable victims through needs assessment.	Community Safety				
		Develop understanding					

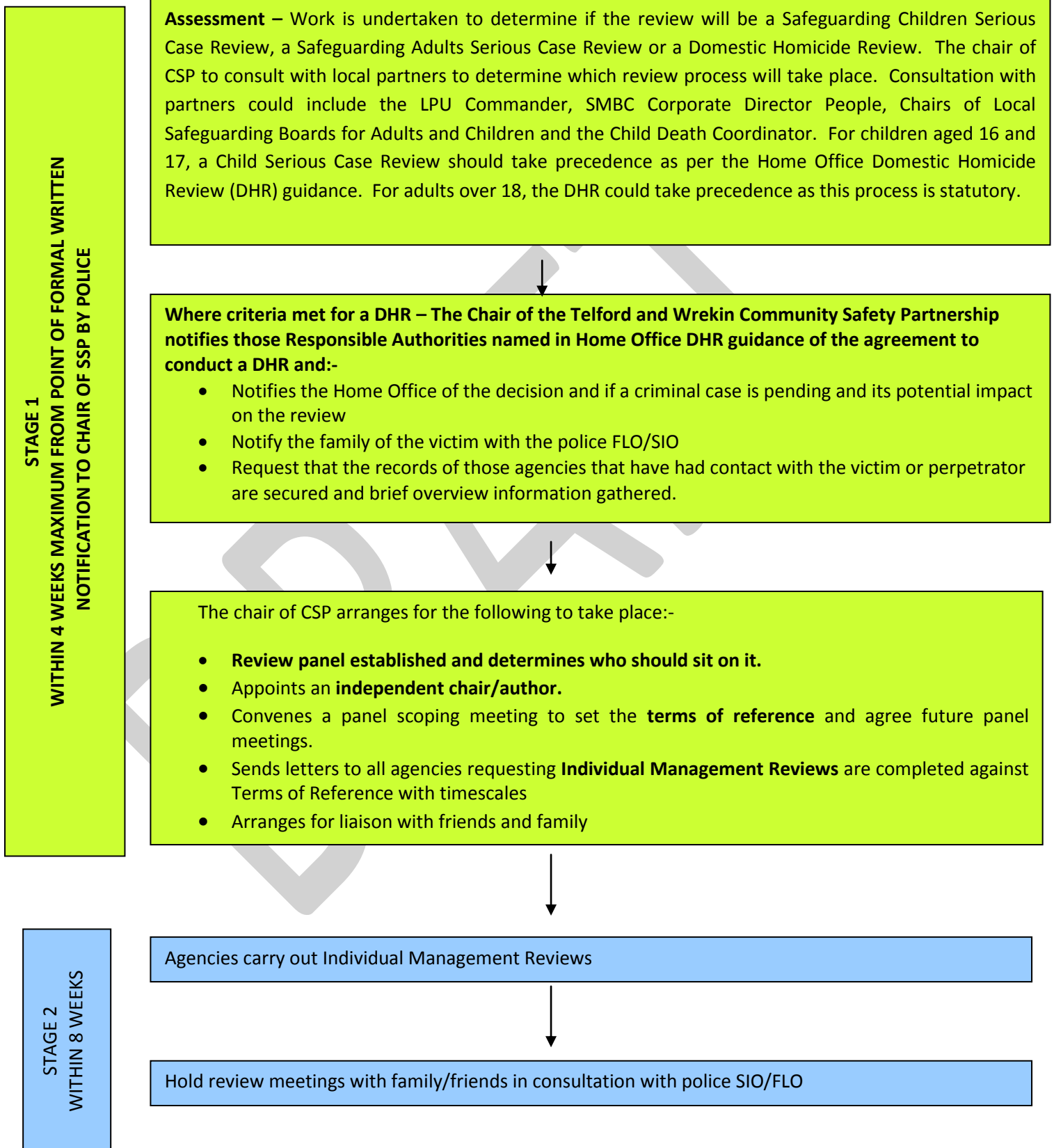
	AIM	ACTION/WORK PROGRAMME	LEAD	Target Date	Desired Outcome	Monitoring Arrangements	How will success be measured
		and support services for abuse of parents					
Protection	<ul style="list-style-type: none"> • INCREASING VICTIMS CONFIDENCE • SECURITY AND SAFETY MEASURES • CRIMINAL JUSTICE AND LEGAL OUTCOMES 	Domestic Violence Protection Orders.	Police/Community Safety				
		Maintain Sanctuary Service	Community Safety				
		For the recommendations from the Health & Wellbeing Board to be shared with the Community Safety Board	Chair of Health & Wellbeing Board				
		Recommendations from Domestic Homicide Review to be implemented. Please see page 19 – 21.	Community Safety Partnership Board				
		Deliver pilot project for Operation Encompass	Police, Family Connect and				

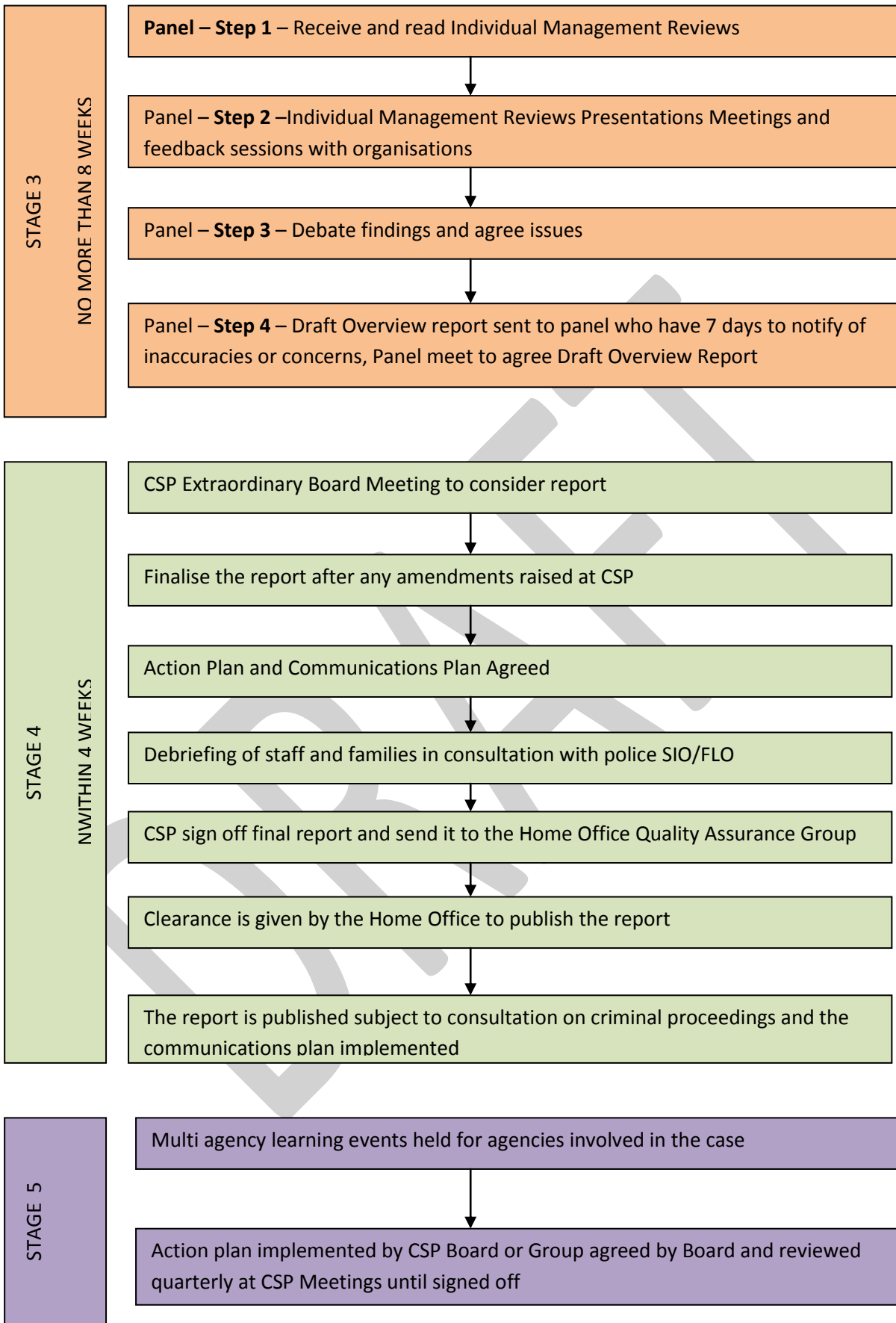
	AIM	ACTION/WORK PROGRAMME	LEAD	Target Date	Desired Outcome	Monitoring Arrangements	How will success be measured
			Community Safety				

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Appendix 1

Telford and Wrekin Domestic Homicide Review (DHR) Process Flow Chart following Police Notification to SSP of a Domestic Homicide





DHR TO BE COMPLETED WITHIN SIX MONTHS

CAUTION: Timescales may differ if there are ongoing criminal or civil proceedings or an inquest

The NICE Guidance: Domestic Violence and abuse; how services can respond effectively (Feb2014) – Recommendations

	Recommendation
1.	Plan services based on assessment of need and service mapping
2.	Participate in a local strategic multi-agency partnership to prevent domestic violence and abuse
3.	Develop an integrated commissioning strategy
4.	Commission integrated care pathways
5.	Create an environment for disclosing domestic violence and abuse
6.	Ensure trained staff ask people about domestic violence and abuse
7.	Adopt clear protocols and methods for information sharing
8.	Tailor support to meet people's needs
9.	Help people who find it difficult to access services
10.	Identify and where necessary refer children and young people affected by domestic violence and abuse
11.	Provide specialist domestic violence and abuse services for children and young people
12.	Provide specialist advice, advocacy and support as part of comprehensive referral pathway
13.	Provide people who experience domestic violence and abuse and have a mental health condition with evidence based treatment for that condition
14.	Commission and evaluate tailored interventions for people who perpetrate domestic violence and abuse
15.	Provide specific training for health and social care professionals in how to respond to domestic violence and abuse
16.	GP practices and other agencies should include training on, and a referral pathway for domestic abuse
17.	Pre-qualifying training and continuing professional development for health and social care professional should include domestic violence and abuse.

HMIC Report – Everyone’s business: Improving the police responses to domestic abuse (March 2014)

Extract of the four relevant recommendations for consideration by the LSCB and CSP:

Recommendation 9

The Home Office should reconsider its approach to domestic homicide reviews. It needs to re-assess whether the current process, guidance and quality assurance arrangements provide the best opportunities for the improvement of forces’ knowledge of and approach to domestic abuse cases. It should consider whether there is a better way of communicating the contents and conclusion of reviews and the lessons learned. Police and Crime Commissioners should track how and when recommendations from domestic homicide reviews are implemented.

Recommendation 10

Police and Crime Commissioners should consider the findings and recommendations of this report when commissioning services for victims of domestic abuse. In particular, they should take note of the strong value placed on the role of independent domestic violence advisers by the victim, police and other criminal justice agencies.

Recommendation 11

Tackling domestic abuse requires a number of organisations in both statutory services (including health, local authorities, the Crown Prosecution Service and Probation) and voluntary and community services to work together. Following HMIC’s inspection, there should be a further multi-agency inspection of these services. This should consider how local services provide advice, assistance and support to victims of domestic abuse. The inspection should not only consider how individual services contribute to keeping victims safe, but also the quality of the partnership and the ways in which joint working is scrutinised.

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**Telford and Wrekin
Community Safety Plan
2013 – 2016**

Year One

Foreword

Telford and Wrekin Community Safety Partnership has been in situ prior to the legal requirement from the Crime and Disorder Act 1998 to establish a Community Safety Partnership (CSP).

Section 17 of this Act places a legal duty on the responsible authorities to work together to tackle and reduce crime and disorder, including anti-social behaviour (ASB), domestic abuse, substance misuse, reducing re-offending and reducing the fear of crime.

The success of the CSP has been demonstrated by the strong partnership working in Telford and Wrekin and the commitment from partners to make a difference. The CSP has seen a number of achievements over the years and the current picture for Telford and Wrekin sees a:

- crime rate that is relatively lower than the national figures, a 61.5 per 1000 population compared to a national 67.6
- lower rates of violence against the person 12.1 compared to national 13.2
- lower rates of robbery locally 0.6 compared to 1.3 nationally
- lower rates of offences against vehicles locally 5.9 compared to 7.2 nationally
- 70% reduction (09/11) in the number of children entering the Youth Justice System for the first time.
- Continued reductions in the rate of re-offending, 29% of the Borough compared to a 33% national rate and low and declining use of custodial sentences.
- The focus on the recovery journey continues successfully with many clients staying abstinent, having stable accommodation and gaining employment.

Whilst we have delivered successes in the above areas we recognise that there are still challenges that together we will tackle. These include building on the good foundations we have for tackling:

- burglary, we will continue to support our Police colleagues on prevention, supporting the victims of burglary and dealing with offenders
- anti-social behaviour is always a key priority for the CSP and we have a number of effective resources in place from the Joint ASB Unit, ASB

Reporting Line, CSO Target Team and Neighbourhood Delivery Groups. However, we will continue to develop our approach to ensure that we are utilising the right mix of effective tools and powers and local resolutions. We will continue to encourage reporting amongst our communities and this is reflective in the ASB figures and demonstrates communities are showing confidence in reporting.

- Strengthening our Integrated Offender Management agenda
- Addressing the fear of crime
- Community Engagement

Our early intervention, targeting and strengthening families approach will continue to receive support from the Community Safety Partnership, this approach supports our focus on working with families and individuals that require intensive support, this work undoubtedly supports our approach on reducing offending, re-offending and breaking the cycle.

Working with Police and Mencap we supporting a national scheme called **Safe Places which** aims to help vulnerable disabled people who become anxious, concerned or victimised whilst in a public place. We will support the process of providing a refuge in an identified local shop or business where a phone call can be made to a trusted friend or family member, who can collect them or advise them on what they need to do.

Another partnership initiative is to develop 3rd party reporting lines which allows victims of hate crime incidents to record such incidents at one of Telford and Wrekin buildings away from the police station.

Throughout all of our work the Governments 'Making Every Contact Count' is pivotal, the range of services that engage with communities across that partnership provides an ideal opportunity to engage, support and signpost members of the community to appropriate services, whether that is getting a smoke alarm fitted, getting support for domestic abuse, advising about local children and family centre's, activities in the area for children and young people, how to get in contact with the Local Policing Team.

We look forward to continuing to work together to make Telford and Wrekin a safe place.

Nav Malik

Superintendent

Board Members

The following list details both the Responsible Authorities and our wider membership of the Community Safety Partnership (CSP).

The most recent changes have also been reflected with Clinical Commissioning Groups from April 2013 being required to be a member of the CSP, which sees the continuation of partners working together for the benefit of preventing crime and disorder and addressing the causes of crime in Telford and Wrekin.

- Telford and Wrekin Council
- West Mercia Police
- West Mercia Probation
- Shropshire Fire and Rescue Service
- Clinical Commissioning Groups
- Wrekin Housing Trust
- Rights and Fairness Telford
- TTC2000
- Crown Prosecution Service
- Council Voluntary Services
- Victim Support

Partnership Priorities, Performance and Delivery

The Community Safety Partnership Board has identified the following four priorities for the Partnership:

- 1. Overall crime is reduced in the Borough**
- 2. Anti-social behaviour is reduced – to include environmental crime**
- 3. Greater Community Cohesion in the Borough**

4. To reduce the fear of crime –keeping residents safer in Telford & Wrekin

The priorities will be reviewed on an annual basis to ensure that the Partnership is focussed on the addressing the community safety issues for communities in Telford and Wrekin.

These priorities are supported by a performance framework (appendix a) and delivery plan (appendix b), the operational strand of the framework.

The Community Safety Partnership structure provides a mix of strategic direction and operational delivery. Within the structure we are also introducing the Anti-Social Behavior Risk Assessment Conference (ASBRAC), which ensures those victims of ASB that have been identified as being at a higher risk level receive targeted support from a range of agencies and interventions are in place at an early stage. The interventions ensure that the support is not only there for victims but the appropriate action is taken against perpetrators. This type of action will directly link with police led ASB Risk Management plans.

The Board has overall responsibility to ensure the delivery of the priorities; they receive regular updates on the performance of the Partnership.

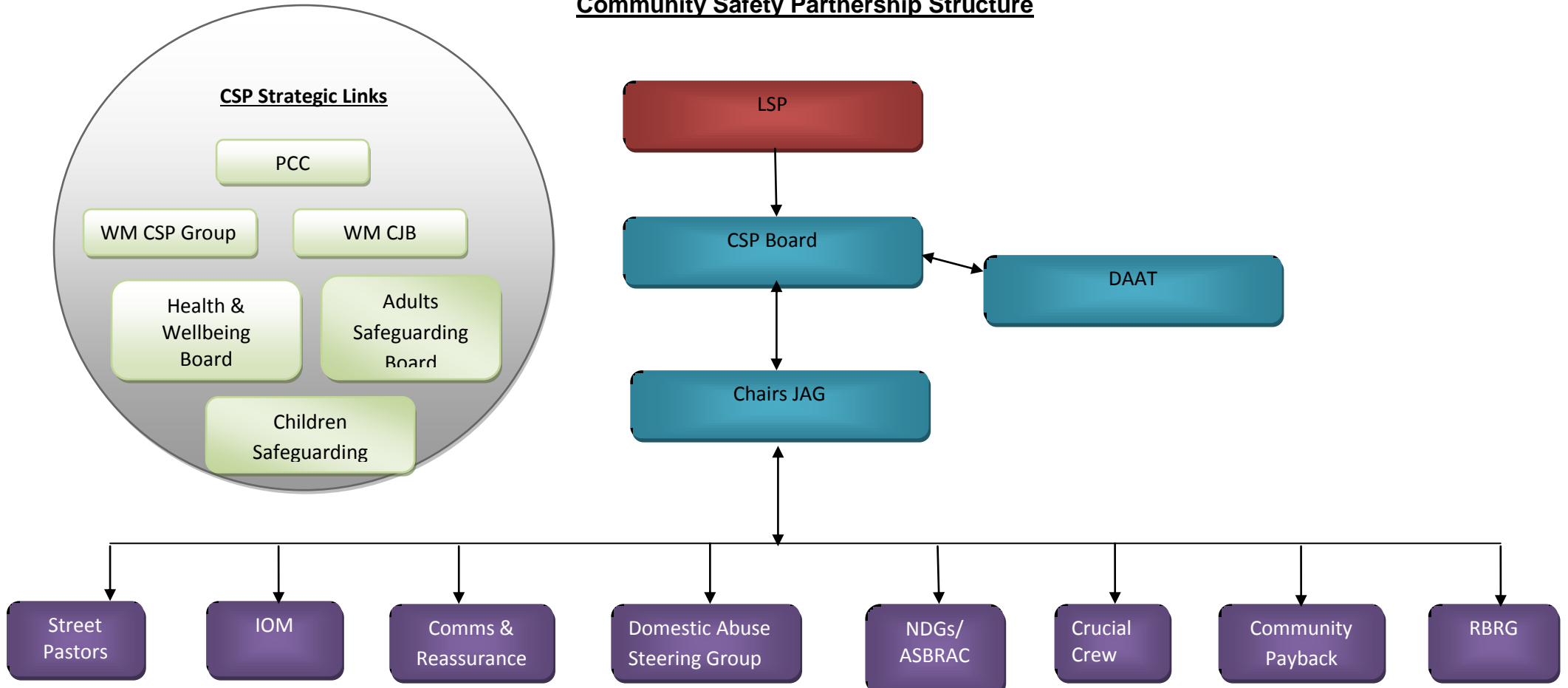
The priorities have also been referenced against the Police and Crime Commissioners (PCC) priorities to ensure that our local approach is feeding into the wider West Mercia plan.

CSPs funding arrangements from April 2013 will be changing. All previous Home Office CSP funding will be transferred to the PCCs. This sees a marked change in funding arrangements for delivering community safety initiatives. CSPs will submit bids for funding to the PCC to deliver the local priorities.

The Partnership Plan has also been referenced against the Joint Strategic Needs Assessment, State of the Borough Report, Health and Wellbeing Strategy, Telford and Wrekin Council Medium Term Plan to ensure that we have an effective and efficient delivery of the shared priorities that are cross cutting against many partnership agendas.

The Partnership Plan also supports both Domestic Abuse and DAAT Strategies and action plans. These are being developed to provide a specific focus on the cross cutting issues around domestic abuse and substance misuse for partner agencies.

Community Safety Partnership Structure



Key for performance accountability and operational delivery



Priorities and Performance Accountability



Operational Delivery



Not direct meeting group of CSP, has strategic links

Priorities

The following information provides an overview of the aims and delivery that are aligned to the priorities. Some the areas of work are cross cutting and deliver against more than one priority/aim.

Priority one: Overall crime is reduced in the Borough

The aims for this priority are:

- Reduce offending and reoffending
- Reduce domestic abuse and repeat incidents of domestic abuse
- Reduce the number of violent assaults, particularly serious violent crime and assault with injury
- Reduce serious acquisitive crime (burglary, robbery and vehicle crime)
- Reduce deliberate vehicle fires and deliberate secondary fires
- Reduce sexual exploitation of women and girls
- Reduce business crime
- Reduce the harm associated with drugs and alcohol misuse by adults and young people
- Increase reporting of Hate Crime
- Reduce overall crime

How we will deliver this priority

As with all of the priorities, the CSP utilises the range of power and tools across partners to deliver and positively impact reducing crime and disorder. The **CCTV** provision that is managed by the Councils Community Safety Team continues to support the prevention and detection of crime and reassure local communities.

The various domestic abuse programmes continue to **support victims and their families** and we will continue to build strong relationships with the voluntary sector to provide additional support in **protecting vulnerable people**.

The new Integrated Offender Management (IOM) model focuses an approach on reducing re-offending by **working together to reduce reoffending**, managing offenders and ensuring mechanisms are in place to **challenge and change offending behavior**.

Early intervention and prevention remains a key focus, delivering **personal safety and**

crime prevention advice, providing victims of burglary and surrounding communities with increased security measures and visible promotional material that agencies are working together..

Continue to work as partners in reducing and tackling sexual exploitation of women and girls, this involves the **work around Child sexual Exploitation (CSE) to include, early intervention, engagement and support**.

Work to **empower local business communities** in addressing business crime by taking appropriate security measures, and working together to create a support **network support amongst local businesses**.

Drug and alcohol misuse has an impact on a wide range of services not to mention the person and their family. By working with those who have dependencies will provide **opportunities to access support services, training, employment and community based programmes to assist their journey to recovery**. To build on the success of the partnership approach in supporting and tackling night time economy issues, supported by Street Pastors and Taxi Marshalls with the aim of reducing the risk of harm to all and reducing serious violent crime which is often linked with the misuse of alcohol.

Introduction of **3rd party reporting** Line, enabling those who are suffering to report incidents via of hate incidents and a **safe place network**, to support those most vulnerable.

Continue the approach around **early intervention, prevention** and targeted work by supporting young people and families in **breaking the cycle**.

Priority two: Anti-social behaviour is reduced – to include environmental crime

The aims for this priority are:

- Reduction in reported ASB Categories and supporting victims

How we will deliver this priority

The ASB priority focuses on our approach in **reducing ASB, supporting victims** and ensuring **perpetrators are dealt** with effectively.

We are committed to the continuation of the **ASB Reporting Line** to encourage reporting and ensure that ASB incidents are dealt with by the right agency both **timely and effectively**. The **Joint ASB Unit** links in with a number of processes including but not limited to the ASB Reporting Line and the co-located ASB Unit. The **Neighbourhood Delivery Groups** (NDGs) provide the essential locality based tasking response in addressing ASB in local communities; various partners bring invaluable knowledge of communities and the issues that are most effecting them, allowing the NDG to develop a multi-agency response. The introduction of **Anti-Social Behaviour Risk Assessment Conference** (ASBRAC) will ensure that we have the mechanism to deal with the more complex and higher level ASB cases to provide the wrap around service that many ASB cases require. The ASBRAC will compliment police led ASB Risk Management plans.

Early intervention, Engagement and Enforcement, a strand through all priorities ensuring that early signs of offending behavior are dealt with effectively and efficiently. The Co-located ASB Unit working across the partnership to ensure that we work with young people and their families and where necessary enforce through a series of ASB interventions. Promote the range of **positive activities** that are available to young people as a **diversionary measure** away from ASB, work with our Youth & Community Colleagues, Targeted Youth Support and Family Intervention Teams to work with those young people that have been identified as being involved in ASB / risk taking behavior.

Communication campaigns links in with the above but also needs to be raised with the wider community, **empowering communities, encouraging community engagement and social responsibility**.

Community Payback Scheme, a yearly project with Probation to use offenders to carry out environmental tasks in local communities, tasks to include sweeping, litter picking, removal of rubbish fence painting.

Priority three: Greater Community Cohesion in the Borough

The aims for this priority are:

- Increase engagement and consultation with local communities to address issues of concern
- Increase in diversionary and positive activities
- Increase the number of volunteers delivering civic pride initiatives

How we will deliver this priority

We will **work with local communities** to ensure we begin to understand what their needs are, **working in partnership** to **empower** them to instigate positive change in uniting them addressing and preventing crime and disorder.

Utilise the range of **diversionary and positive activities** that are in place and look to support the increase in capacity where we have identified need. We will continue to offer alternatives to potential offending behaviour and positive activities are an essential part of **Early intervention**

Work with communities to **celebrate diversity** within Telford and Wrekin and help **challenge prejudices**. Through **cohesion** we want to build a strong sense of **civic pride** across the Borough.

Priority four: To reduce the fear of crime – keeping residents safer in Telford & Wrekin

The aims for this priority are:

- Reduce the fear of crime
- Increase road safety

How we will deliver this priority

Public perception of crime is often fuelled by the media; we will ensure that we are making full use of ***promoting the success stories which involves*** good practice and partnership working and address negative public perception. Partners have a range of ***communication methods*** available to them and as a Partnership we will make full use of collectively promoting positive messages.

We will ensure that we have a ***visible presence*** as agencies and collectively as a Partnership within communities and will work to ensure that communities know we are ***working together to make a difference***.

The ***Safer Roads*** Partnership receives full support from the CSP and will continue to do so. We will continue to deliver ***personal safety awareness*** campaigns with young people including events like ***Crucial Crew*** and will work to develop this further to offer engagement with young people about their safety.

The police Operation Safer Outside School will continue further supported by ***Police community support Officers in schools*** will who support and enhance the school system. The ***Bike Ability*** maintaining safety and health promotion.

CCTV offers not only the support in the prevention and detection of crime but provides reassurance to the general public. The CCTV network across Telford and Wrekin continues to be managed by Telford & Wrekin Council's Community Safety Team.

Crime prevention advice and support is provided to victims of burglaries and shed break ins and to residents surrounding those identified as vulnerable as most at risk.

As a partnership we will continue to support the ***night time economy***, supported by street pastors, licensing, taxi marshalling and youth workers providing that all important the visible presence ***in keeping residents safe and reducing potential risk***

Delivering the Priorities

Each priority is supported by a delivery plan that sits with one of the CSP groups e.g. Neighbourhood Delivery Groups, Reducing Business Risk Group, Domestic Abuse Steering Group. The Delivery Plans also identifies which priorities and aims the meeting groups can support on. The Delivery Plan becomes a standing agenda item at each groups who will ensure that they deliver on the key actions supported by the Community Safety Team. The Delivery Plans ensure that we turn priorities into actions.

Chairs of the meetings groups will be asked to present regular updates against these Delivery Plans to the Board, and the performance framework will demonstrate the success measures.

We recognise that due to the nature of community safety, these Delivery Plans need to be fluid and adaptable to change; they will be monitored regularly by the Community Safety Team and any changes of direction to be noted to the Community Safety Board.

Delivery Plan - Neighbourhood Delivery Group

This is an overall Delivery Plan for Neighbourhood Delivery Group, individual action plans will be developed by the group. This demonstrates the CSP Priorities that Neighbourhood Delivery Group are required to deliver on and what actions/work programmes will support this. Chairs of the groups will meet on a quarterly basis to review progress.

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
Overall Crime is reduced	A4 Reduce serious acquisitive crime (burglary, robbery and vehicle crime).	<ul style="list-style-type: none"> • Crime prevention – provide crime prevention support to communities, victims, witnesses and the vulnerable • Raise awareness of actions that can be taken to deter burglary, vehicle crime. 		
	A5 Reduce deliberate vehicle fires and deliberate secondary fires	<ul style="list-style-type: none"> • Support Fire Service on awareness campaigns • Tackle environmental factors which give rise to arson incidents. • NDG to initiate any further actions required. • Educational awareness with young people – Crucial Crew 		
	A10 Increase reporting of Hate Crime	<ul style="list-style-type: none"> • Tension monitoring process • Safe Place 		

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
ASB is reduced – includes environmental crime	A12 Reduction in reported ASB categories	<ul style="list-style-type: none"> • Develop targeted action plans based on most problematic areas with a partnership response. • Utilise all partner information in addressing ASB • Where appropriate maximise the use of powers and tools available to tackle ASB • Utilise the deployment of mobile CCTV. • Use Restorative Justice Programme for community resolution • CSO Targeted Patrol, providing additional high visibility patrols within local communities. 		
	A13 Environmental, Nuisance and Personal ASB is reduced	<ul style="list-style-type: none"> • Develop and support action plan in reducing the volume of fly tips across the Borough. • Identify and target persistent offenders • Build community involvement in preventing ASB. • Maximise the use of the Community Payback Scheme. 		

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
Cohesion is increased in the Borough	A14 Increase engagement and consultation with communities to address issues of concern	<ul style="list-style-type: none"> Ensure mechanisms are in place to identify and respond to community issues Support the PACT process 		
	A15 Increase in diversionary and positive activities	<ul style="list-style-type: none"> Continue to utilise Street Sports in targeted areas Refer young people for support from Youth and Community, Targeted Youth Support 		
	A16 Increase the number of volunteers delivering civic pride initiatives	<ul style="list-style-type: none"> Support delivery of the Street Champions programme Street Pastors support particularly in Central and Wellington NDG 		
The safety of residents is increased (includes reducing the fear of crime)	A17 Reduce fear of crime	<ul style="list-style-type: none"> Promote the use of the Partnership website – safertelford.org.uk Use Safer Telford to promote positive outcomes and projects. 		

Delivery Plan Business Against Crime

This is an overall Delivery Plan for Business Against Crime Group, action plans may be developed by the group. This demonstrates the CSP Priorities that the Business Against Crime Group are required to deliver on and what actions/work programmes will support this. Chairs of the Groups will meet on a quarterly basis to review progress.

Priority	Aim	Action/Work programme	Measures/Outcomes	Comments/Progress
Overall Crime is reduced in the Borough	A7 Reduce business crime	<ul style="list-style-type: none"> • Communication network for local businesses • Sharing of intelligence that may impact on the business community • Provide crime prevention advice • Encourage reporting of crime • Reduce the fear of crime – encourage investment and retention of businesses • Network opportunities • Addressing, preventing and tackling business crime through a partnership approach • Receive real time alerts through Dotmailer 		

Delivery Plan Domestic Abuse

The Domestic Abuse Action Plan sits within the Domestic Abuse Strategy and monitored by the Domestic Abuse Steering Group. Chairs of the Groups will meet on a quarterly basis to review progress.

Aim	Key Actions	By Whom	How and when measured
Relevant partners working together to formulate funding bids and increase opportunities for further funding.	Telford and Wrekin to identify further funding opportunities to ensure sustainability.	Community Safety in partnership with West Mercia Police.	Annually, success criteria sufficient funding obtained through outside funding streams to enable sustainability.
To sustain the Domestic Abuse Officer Post.	Evaluation of provision, monitor role, engage the PCC in process.	Community Safety in partnership with West Mercia Police.	Quarterly reporting at the Domestic Abuse Steering Group, success criteria post sustained.
Working in partnership with the Police for implementing the Go ahead Order	Raising awareness about this Order in the borough of Telford and Wrekin.	Community Safety	Consultation required with the Police.
To increase provision of Sanctuary.	Complete a bidding form for the PCC	Community Safety.	April 1 st 2013. Success criteria is increase in budget and the number of victims being enabled

Aim	Key Actions	By Whom	How and when measured
			to live in their own homes.
Review current housing provision for victims of Domestic abuse and to alternate provision to ensure safety of the victims.	To ensure that this area is reviewed within the Housing Strategy	Cohesion Services	Housing Strategy being approved by both the Board and Cabinet members. Appropriate safe housing provision established for victims of domestic abuse.
Appropriate provision for perpetrators of domestic abuse	To ensure that this area is reviewed within the Housing Strategy	Cohesion Services	Housing Strategy agreed by both the Board and Cabinet members. Appropriate housing established for homeless perpetrators.
Identifying gaps in service provision	Analyse data provided by Family Connect	Community Safety	Quarterly in the Domestic Abuse Steering Group. Success criteria is improved service provision.
Training for professionals	Develop relevant train the trainer/facilitator programmes.	Community Safety	Draft programme for Domestic Abuse Steering Group meeting April 2013. Programme implemented and embedded by April 2014. The number of participants completing the training and positive feedback.
Raising awareness of Domestic Abuse	Continue to build upon existing work undertaken within the White	Domestic Abuse Co-ordinator	Telford becoming a White Ribbon Town 2014.

Aim	Key Actions	By Whom	How and when measured
	Ribbon Campaign		
Establishing an alternative to the "Freedom Programme"	Review the current Freedom Programme and develop a new alternative programme.	Domestic Abuse Co-ordinator.	April 2013. Agreed by Steering group.
Rolling out CRUSH facilitation across Telford and Wrekin	Monitor the groups being undertaken and ensuring that trained facilitators are delivering the programme.		April 2013. Attendance at the groups and positive feedback received.

Delivery Plan IOM

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
Overall Crime is reduced in the Borough	Reduce offending and reoffending	<p>Probation Lead on this work programme and report to the CSP Board by exception.</p> <p>The strands from the Reducing Reoffending Strategy are:</p> <ul style="list-style-type: none"> • Accommodation • Education, training, employment • Mental and Physical Health • Drugs & Alcohol • Attitudes, Thinking and Behaviour • Finance, Debt and Benefits • Children, Families and Support Networks 		

Delivery Plan -Communications and Reassurance Group

This is an overall Delivery Plan for Communications and Reassurance, individual action plans will be developed by the group. This demonstrates the CSP Priorities that Communications and Reassurance are required to deliver on and what actions/work programmes will support this. Chairs of the groups will meet on a quarterly basis to review progress.

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
Overall crime is reduced in the Borough	A2 Reduce domestic abuse and repeat incidents of domestic violence	<ul style="list-style-type: none"> • Support the promotion of domestic abuse support services and campaigns <ul style="list-style-type: none"> • White Ribbon • CRUSH • The Journey 		
	A4 Reduce serious acquisitive crime (burglary, robbery and vehicle crime)	<ul style="list-style-type: none"> • Promote crime prevention messages. 		
ASB is reduced – includes environmental crime	A12 Reduce deliberate vehicles fires and deliberate secondary fires	<ul style="list-style-type: none"> • Annual Celebrate safely campaign • Promote personal safety 		

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
	A13 Environmental, Nuisance and Personal ASB is reduced	<ul style="list-style-type: none"> • Inform and educate the community about the implications of ASB and environmental nuisance, including how to report through the ASB reporting line. 		
Cohesion is increased in the Borough	A14 Increase engagement and consultation with communities to address issues of concern	<ul style="list-style-type: none"> • Ensure mechanisms are in place to identify and respond to community issues • Support the PACT process/Police surgery engagement process 		

Priority	Aim	Action/Work Programme	Measure/outcomes	Comments/Progress
The safety of residents is increased (includes reducing the fear of crime)	A17 Reduce fear of crime	<ul style="list-style-type: none"> • Promote the use of the Partnership website – safertelford.org.uk • Promote regular information about successes, achievements and plans. • Utilise the range of communications methods available across the partnership. • Develop a communication campaign to address the fear of crime and promote seasonal information. • Build confidence and reassurance amongst communities by a rapid response to local issues. • Encourage reporting and the mechanisms that residents can report issues to. • Promote personal safety advice. 		

Community Safety Partnership Priorities and Delivery Flowchart



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Community Safety Partnership Board Performance Report Final

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1. PURPOSE

This report gives an overview of the performance data in the community safety partnership performance framework. It is combined with commentary provided by agencies to add context to the information presented and should be read in conjunction with the performance framework document.

It is the responsibility of the agencies to ensure that key information is included in this report and highlighted to the board.

2. SUMMARY

Priority: Overall crime is reduced

At the end of 2012/13 the **overall crime rate per 1000 population** (56.3 per 1000), showed a significant decrease from previous years, however this performance year there has been a slight increase in the overall crime rate, with quarter 3 performance at 44.2 and an estimated outturn of 58.0 per 1000 for 2013/14. The highest categories of offence type were shoplifting and theft (other) which includes metal thefts, and theft from a vehicle. The approach to shoplifting and business crime is being reviewed/re-invigorated. .

The **rate per 1000 of violence against the person (VAP)** with injury recorded is predicted to continue falling. Quarter 3 performance was 4.7 per 1000 with an estimated outturn of 6.3 per 1000 (2012/13 outturn was 6.6 per 1000). Numbers between April and December 2013 were lower than the same period last year, (791 in comparison to 830). Steady progress is being made towards national levels.

The **rate per 1000 of violence against the person where alcohol was recorded as a factor** also continues to decline. Quarter 3 performance was 2.0 per 1000, with the number of VAP offences linked to alcohol as a proportion of all VAP offences reducing from 43% to 42% from 2012/13 to the end of Quarter 3 in 2013/14.

The **rate of serious sexual offences** in the borough is similar to the previous year's performance. The absolute numbers are low and there is a continued effort to build confidence to report matters.

The number of **serious acquisitive crimes** as at the end of December 2013 was slightly higher than for the same period in 2012 (1154 to 1141 respectively). Robbery and burglary of a dwelling continue to be at reduced levels when compared to the previous year, offset by increases in theft from a motor vehicle. All robbery and burglary offences are subject to comprehensive investigations and oversight.

A modest reduction in **domestic burglaries** is predicted, with quarter 3 performance at 2.7 per 1000 (453), in comparison to 509 for the same period in 2012. There was a strong start to the performance year which was weakened by softer performance in quarter 2 and 3. Daily tasking and dedicated teams are allocated to this, and there is strong strategic oversight and supervision.

Domestic violence offences and incidences continue at similar levels to the previous year, with emphasis on building confidence in the reporting of this.

The number of **MARAC** cases discussed in the 2013-2014 compared to 2012-2013 has increased and once the final quarter is established will see an increase of approximately 26 cases. Repeat cases will also see an increase of 17.

Issues which have influenced the number of MARAC cases over this period are:-

- MARAC has pleasingly seen an increase of cases being referred by other agencies. Figures show an increase from 28% referral to 33% referrals. The biggest referral increase is from Accident and Emergency. This shows a growing confidence in the MARAC process from agencies
- The repeat cases have risen during the period. The rise can again be related to agency referrals, together with a greater confidence in bring cases to MARAC.
- The threshold for cases has been tightened within PVP by the Detective Sergeant and assessors. Despite this there has still been this increase.

The number of **hate crime offences and incidences** also continues at a comparable rate to previous years. Quarter 3 performance was 0.5 per 1000 for crimes and 0.3 for incidences. There were spikes of recording at the time of the Drummer/Rigby murder. Continuation to build confidence to report matters.

The number of **arson incidents (deliberate secondary fires)** has increased (226 at the end of quarter 3 in comparison to 183 during the same period last year). The very hot summer in July and August last year saw an increase. Several offenders were identified in Telford and a Police/Fire intervention led to a large decrease in deliberate fire setting through the remainder of the summer.

There was also an **increase in secondary accidental fires**, with 50 fires at Quarter 3 2013/14 in comparison to a total of 43 for the whole of 2012/13. Bonfire night saw a large number of fire incidents in and around Brookside and South Telford. Shropshire Fire Service would recommend that Telford & Wrekin partners seriously consider adopting Shrewsbury's limited bonfire tolerance party, which has been a success for five years.

Deliberate vehicle fires were considerably lower at the end of quarter 3, with a figure of 23 recorded in comparison to the same period in 2012/13 when 42 deliberate fires were recorded. During 2012/13 the higher numbers were due to a large number of fires in the Leegomery area which resulted in convictions.

There has been an improvement in the **proportion of all in treatment who successfully completed treatment and did not re-present within 6 months (non-opiate clients)**, with 49.5% at quarter 3 not re-presenting themselves within 6 months. The number of **opiate clients re-presenting** was 8.5% at quarter 3 which was higher than the 12/13 outturn.

The number of people admitted to hospital due to alcohol related diseases (**Admissions for alcohol-attributable conditions DSR per 100,000 population**) has increased. The quarterly figures are not cumulative and relate to the quarterly rate, but give an indication that the final cumulative figure will be worse than the 2012/13 outturn.

Priority: Anti Social Behaviour is reduced to include environmental crime

The **ASB rate (per 1000) population** is based on Police data. The rate has declined significantly since 2010/11 when 80.5 per 1000 population incidents were reported to West Mercia Police, in comparison to 57.1 per 1000 incidents in 2012/13. It is likely to continue to decline and the estimated outturn for 2013/14 is 52.0 per 1000. ASB continues to be reviewed on a daily basis and is tackled through SNT, partners and the daily ASB car.

Priority: Reduce the fear of crime

The number of children/young people killed/seriously injured in road traffic accidents has **reduced** from 7 at 2011/12 year end to 0 at 2012/13 year end (please note that this covers the 2012 calendar year). The number of child casualties from road traffic accidents has also decreased from 62 at 2011/12 year end to 39 at 2012/13 year end.

The **percentage of residents with a fear of crime** has significantly reduced since 2010/11, however quarter 3 data for 2013/14 (which is based on data from quarter 3 2012/13 to quarter 2 2013/14) has increased from 39.2% at the end of 2012/13 to 46.8%. Satisfaction and confidence continues to be a key area. Brookside has been identified as a key geographic area and activity is focused there at the moment.

3. Barriers encountered

Environmental Crime Data: Commentary regarding environmental crime has not been submitted by Neighbourhood and Leisure Service. This will be investigated further prior to the next partnership meeting.













4. Looking forward

- a) Good progress has been made in terms of provision of a strategic commentary to underpin the data collected from partners, which adds significant value to the framework.
- b) Further development is required around the polarity of the indicators and what constitutes positive performance. Input will be required from key partners on this, as it will be dependant on the purpose of the indicator in terms of performance management. Targets will also need to be provided/determined, where available.
- c) Further work needs to be completed in the further development of the Community Safety Partnership Framework in ensuring that the data collected and reported on is in line and underpins all aspects of the community safety plan 2013-2016 and that they are fit for purpose, and are the best measures for the priorities in the plan. Gaps in the framework as it stands are around business crime and sexual exploitation.







5. Recommendations/Decisions Required

- No recommendations or decisions required were highlighted by partners.

Community Safety Partnership Performance Framework (Quarter 3)

ID	Title	2010/11 Outturn	2011/12 Outturn	2012/13 Outturn	National Comparator 2012-13	Comparison to national position 2012-13	Performance at 3 months 2013-14	Performance at 9 months 2013-14	Performance at 12 months 2013-14	Estimate/Outturn 2013-14	Direction of travel compared to 2012-13	Target 2013/14	Progress against target
Overall crime is reduced													
CM039	Overall Crime rate per 1,000 population	68.1 11335	65.9  10,982	56.3  9,387	66.0	Better	14.5 2413	44.2 7358		58.0			
<p>Commentary on performance: We have witnessed an increase in total crime this performance year. Highest categories being shop-lifting and theft (other) which includes metal thefts etc and theft from motor vehicle</p> <p>Full years data covers 2013-14 financial year</p>													
Actions in place if not on target: Approach to shop lifting and business crime is being reviewed / re-invigorated.													
CM112	Rate (per 1000) of violence against the person with injury recorded	7.3 1,214	7.0  1,175	6.6  1,094	6.0	Worse	1.7 280	4.7 791		6.3			
<p>Commentary on performance: Prediction of continuing reduction of violence with injury indicator - with progress towards national levels.</p> <p>Full year data covers 2013/14 financial year.</p>													
Actions in place if not on target:													
CM113	Rate (per 1000) of violence against the person with injury where alcohol was recorded as a factor	3.4 563	3.2  538	2.8  470	Data not Available		0.7 116	2.0 332.0					
<p>Commentary on performance: As per CM112 violence with injury offences continue to decline</p> <p>Full year data covers 2013/14 financial year.</p>													
Actions in place if not on target:													
CM316	Rate (per 1000) serious sexual offences	1.1 182	1.2  191	1.1  177	Data not Available		0.3 44.0	0.9 152					
<p>Commentary on performance: Similar levels of offences to previous year being reported. Low absolute numbers and continuing to build confidence to report matters</p> <p>Full year data covers 2013/14 financial year.</p>													
Actions in place if not on target:													
CM114	Rate (per 1000) of serious acquisitive crimes (Includes offence type of Burglary in a Dwelling, Robbery and Vehicle Offences (exc. Interference)	13.8 2,305	11.7  1,952	8.9  1,486	Data not available		2.1 352	6.9 1,154					
<p>Commentary on performance: Robbery and burglary dwelling continue to be at reduced levels when compared to previous year - offset by increases in theft from motor vehicle. All robbery and dwelling burglary offences are subject to comprehensive investigations and over-sight</p> <p>Full year data covers 2013/14 financial year.</p>													
Actions in place if not on target:													
CM287	Rate (per 1000) of domestic burglaries	4.1 685	3.9  642	3.6  604	4.0	Better	0.6 103.0	2.7 453		3.6			
<p>Commentary on performance: Modest reduction in offences predicted. A strong start to the performance year has been weakened by softer performance in Quarters 2 and 3</p> <p>Full year data covers 2013/14 financial year.</p>													
Actions in place if not on target: Daily tasking and dedicated teams allocated to the problem. Strong strategic over-sight and supervision.													

Community Safety Partnership Performance Framework (Quarter 3)

ID	Title	2010/11 Outturn	2011/12 Outturn	2012/13 Outturn	National Comparator 2012-13	Comparison to national position 2012-13	Performance at 3 months 2013-14	Performance at 9 months 2013-14	Performance at 12 months 2013-14	Estimate/Outturn 2013-14	Direction of travel compared to 2012-13	Target 2013/14	Progress against target
CM109	Rate (per 1000) of offences where domestic violence was recorded as a related factor	4.2 700	4.5  753	4.3  710	Data not available		1.1 183	3.2 538		4.3			
<p>Commentary on performance: Similar levels of offences to previous year being reported: continuing to build confidence in community to report matters Full year data covers 2013/14 financial year.</p> <p>Actions in place if not on target:</p>													
CM286	Rate (per 1000) of incidences where domestic violence was recorded as a related factor	15.0 2,501.0	16.5  2,745.0	13.8  2,306.0	Data not available		3.5 584.0	9.8 1,641		13.5			
<p>Commentary on performance: Similar levels of offences to previous year being reported: continuing to build confidence in community to report matters Full year data covers 2013/14 financial year.</p> <p>Actions in place if not on target:</p>													
CM111	Rate (per 1000) of referrals to multi agency risk assessment conferences (MARAC)	1.1 186	1.4 225	0.9 153	Data not available		0.3 44	0.8 135		1.0 161			
<p>Commentary on performance: MARAC has pleasingly seen an increase of cases being referred by other agencies. Figures show an increase from 28% referral to 33% referrals. The biggest referral increase is from Accident and Emergency. This shows a growing confidence in the MARAC process from agencies Full year data covers 2013/14 financial year.</p> <p>Actions in place if not on target:</p>													
CM110	% repeat incidents of domestic violence discussed at MARAC	20% 37	23%  52	23%  35	Data not available		27.3% 12	28.1% 38		32.3% 52			
<p>Commentary on performance: The repeat cases have risen during the period. The rise can again be related to agency referrals, together with a greater confidence in bring cases to MARAC. Full year data covers 2013/14 financial year.</p> <p>Actions in place if not on target:</p>													
CM115	Rate (Per 1000) of arson incidents (deliberate secondary fires)			1.3 218	Data not available		0.5 89	1.4 226					
<p>Commentary on performance: Secondary fires have increased (226 in comparison to 183 during the same period last year). However the very hot summer in July and August this year saw a large increase. Several offenders were identified in Telford and Police/Fire intervention led to a large decrease in deliberate fire setting through the remainder of the summer Full year data covers 2013/14 financial year.</p> <p>Actions in place if not on target:</p>													
CM363	Rate (Per 1000) of secondary accidental fires			0.30 43	Data not available		0.1 19	0.3 50					
<p>Commentary on performance: Bonfire night saw a large number of fire incidents in and around Brookside and South Telford Full year data covers 2013/14 financial year.</p> <p>Actions in place if not on target: Recommendation for T&W partners to seriously consider adopting Shrewsbury's limited bonfire tolerance policy which has been a success for five years</p>													

Community Safety Partnership Performance Framework (Quarter 3)

ID	Title	2010/11 Outturn	2011/12 Outturn	2012/13 Outturn	National Comparator 2012-13	Comparison to national position 2012-13	Performance at 3 months 2013-14	Performance at 9 months 2013-14	Performance at 12 months 2013-14	Estimate/Outturn 2013-14	Direction of travel compared to 2012-13	Target 2013/14	Progress against target
CM331	Rate (Per 1000) of Deliberate Vehicle Fires			0.3 48	Data not available		0.02 4	0.1 23					
Commentary on performance: As at 31 December 2013 there had been 23 deliberate vehicle fires prior since 1 April. This is considerably less than the same period last year where 42 deliberate vehicle fires were recorded, the higher numbers were due to a large number of fires in the Leegomery area which resulted in convictions										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM288	Rate (per 1000) of hate crimes recorded by the Police	0.7 110	0.7 117	→	0.6 94	↘	Data not available	0.2 31	0.5 77				
Commentary on performance: Similar levels of offences to previous year being reported: continuing to build confidence in community to report such matters. Spikes of reporting recorded at the time of Drummer Rigby murder										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM289	Rate (per 1000) of hate incidences recorded by the Police	0.5 80	0.6 107	↗	0.5 85	↘	Data not available	0.1 16	0.3 50				
Commentary on performance: Similar levels of offences to previous year being reported: continuing to build confidence in community to report such matters. Spikes of reporting recorded at the time of Drummer Rigby murder										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CYP007	First Time Entrants (FTE) into Youth Justice System per 100,000	592.0	621.0	↗	487.0	↘	518.0	Better	Not Available				
Commentary on performance:										Latest Data: March 2013			
Actions in place if not on target:													
CYP006	Proportion of young offenders who re-offend	29.6%	37.2%	↗	Data not Available				Not Available				
Commentary on performance:										MoJ data production cycle does not correspond to T&W reporting cycle, hence latest data available (2011/12) runs to March 2012			
Actions in place if not on target:													
CM314	Average number of re-offences per young offender (rate)	0.90	0.90	→	0.85	↘							
Commentary on performance:										MoJ data production cycle does not correspond to T&W reporting cycle, hence latest data available (2011/12) runs to March 2012			
Actions in place if not on target:													
CM315	Number of custodial sentences given per 1000 young people (10-17 years)	0.51	0.30	↘	0.28	↘							
Commentary on performance:													
Actions in place if not on target:													

Community Safety Partnership Performance Framework (Quarter 3)

ID	Title	2010/11 Outturn	2011/12 Outturn	2012/13 Outturn	National Comparator 2012-13	Comparison to national position 2012-13	Performance at 3 months 2013-14	Performance at 9 months 2013-14	Performance at 12 months 2013-14	Estimate/Outturn 2013-14	Direction of travel compared to 2012-13	Target 2013/14	Progress against target
CM364	Proportion of all in treatment, who successfully completed treatment and did not re-present within 6 months (non opiate clients)		19.7%	37.7	40.2	Same	Data not Available	47.5					
Commentary on performance: there have significant improvement in completions for non opiate clients during the past two years									9 month performance covers Q2, 2013-14 - 01/07/13 - 30/09/13				
Actions in place if not on target:													
CM365	Proportion of all in treatment, who successfully completed treatment and did not re-present within 6 months (opiate clients)		8.8%	8.3	8.2	Same	Data not Available	8.8					
Commentary on performance:									9 month performance covers Q2, 2013-14 - 01/07/13 - 30/09/13				
Actions in place if not on target:													
CM097	Reduce the number of people admitted to hospital due to alcohol-related diseases (Admissions for alcohol-attributable conditions DSR per 100,000 population)	1,386.0	1,520.0	1,808.0	1,974.0	Better	481.0	492.0	508.3	513.9			
Commentary on performance:									Full years data covers 2012-13 financial year - Quarterly data is a quarterly rate and not cumulative				
Actions in place if not on target:													
Anti-Social Behaviour is reduced to include environmental crime													
CM332	ASB rate (per 1000) population - incidents reported to West Mercia Police	80.5 13,147	64 10,737	57.1 9,514			14.1 2,344	42.4 7,064.0		52.0			
Commentary on performance: Likelihood of continued decline in reported incidents. ASB continues to be reviewed on a daily basis and tackled through SNT, partners and daily ASB car									Full year data covers 2013/14 financial year.				
Actions in place if not on target:													
CM119	Number of fly tips removed			2,848	Data not available		925	2682					
Commentary on performance:									Full year data covers 2013/14 financial year.				
Actions in place if not on target:													

Community Safety Partnership Performance Framework (Quarter 3)

ID	Title	2010/11 Outturn	2011/12 Outturn	2012/13 Outturn	National Comparator 2012-13	Comparison to national position 2012-13	Performance at 3 months 2013-14	Performance at 9 months 2013-14	Performance at 12 months 2013-14	Estimate/Outturn 2013-14	Direction of travel compared to 2012-13	Target 2013/14	Progress against target
CM120	Number of instances of fascist and offensive graffiti removed			69	Data not available		13	76					
Commentary on performance:										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM121	Number of fixed penalty notices issued for dog fouling			4	Data not available		0	1					
Commentary on performance:										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM317	Number of dog fouling issues reported			43	Data not available		10	153					
Commentary on performance:										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM122	Number of fixed penalty notices issued for littering			72	Data not available		12	23					
Commentary on performance:										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
Reduce the fear of crime													
CM227	Number of children/young people killed/seriously injured in road traffic accidents	6	7	0.0			Data not Available	Data not Available					
Commentary on performance: Government release data (RAS30039).										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM228	Number of child casualties in road traffic collisions	41.0	62.0	39.0			Data not Available	Data not Available					
Commentary on performance: Government release data (RAS30039).										Full year data covers 2013/14 financial year.			
Actions in place if not on target:													
CM041	% of resident with a fear of crime	54.0%	45.0%	39.2%	39.0%	No significant difference	Data not Available	46.8%					
Commentary on performance: The 2012/13 outturn has changed from 45% to 39.2 due to an error in the weighting of the survey. Satisfaction and confidence continues to be a key area. Brookside identified as key geographic area and activity focused there at the moment										Data reported at 6 months is for the period Quarter 3 12-13 to Quarter 2 13-14			
Actions in place if not on target:													

TELFORD & WREKIN COUNCIL

SCRUTINY MANAGEMENT BOARD – 16th MAY 2014

SCRUTINY WORK PROGRAMME 2014/15

REPORT OF THE SCRUTINY TEAM

1. PURPOSE

The purpose of the report is to update the Scrutiny Management Board on the existing and new suggestions for the Scrutiny Work Programme 2014/15 to enable the Board to make recommendations to the Scrutiny Committees.

2. RECOMMENDATIONS

2.1 That the Scrutiny Management Board consider the allocation of suggestions to the Scrutiny Committees as set out in Appendix 1 and agree recommendations to make to the scrutiny committees.

2.2 That a further report be brought to the Scrutiny Management Board to agree the principles for scrutiny of the administration and alternative budget proposals for 2015/16

2.3 That the Scrutiny Management Board agree the approach to scrutiny of the transport review.

3. BACKGROUND

At the meeting on 14th March 2014 the Scrutiny Management Board agreed that the current work programme would be refreshed and extended until May 2015 instead of carrying out a full work programme setting process as set out in the Scrutiny Handbook. This was a pragmatic approach to allow for continuity of work and for the current workload to be completed in the relatively short period before the election in May 2015.

The following process to refresh the work programme was agreed:

- The Scrutiny Management Board would consider the existing topics and new suggestions at the May meeting and make recommendations about the priorities to the scrutiny committees
- New suggestions put forward by the Senior Management Team of areas where scrutiny could add value would be considered as part of the refresh
- Members of the Local Strategic Partnership would be invited to comment on the issues under consideration and their comments or suggestions would be considered by the Board
- Each scrutiny committee would agree topics for their work programme at the start of the new municipal year.

4. THE SCRUTINY WORK PROGRAMME 2014/15

The Scrutiny Management Board is responsible for the strategic co-ordination and oversight of the scrutiny work programme.

The role of the Scrutiny Management Board in setting the work programme is:

- a) To determine whether new suggestions meet the criteria for scrutiny and if not to remove them from the work programme
- b) To agree topics for the Scrutiny Management Board work programme
- c) To allocate other suggestions to the relevant scrutiny committee to consider for the work programme, making recommendations about which should be prioritised or jointly scrutinised
- d) To propose the allocation of resources across the Committees based on the projected work load.

The role of the scrutiny committees in setting the work programme is:

- a) To agree the items to be included in the work programme with regard to the recommendations of the Scrutiny Management Board
- b) To agree the most effective method of scrutiny
- c) To agree the required schedule of meetings.

The topics previously agreed and outstanding from the current work programme and new suggestions for 2014/15 are set out in Appendix 1.

The Scrutiny Management Board is asked to consider the items set out in Appendix 1, and the points below, and to respond to the recommendations in Section 2 of this report as consistent with the role of the Board in setting the work programme.

- New suggestions have been allocated to a lead scrutiny committee. Where a suggestion cuts across more than one committee, other relevant scrutiny committees are noted in the comments column and these topics may be scrutinised jointly by more than one committee.
- In March Senior Managers were asked to identify areas where a scrutiny review could add value to the work of the Council or individual service areas during 2014/15. A number of suggestions were put forward and are shown in Appendix 1.
- Other suggestions put forward by a scrutiny co-optee and a local resident are included in Appendix 1.
- Members of the Local Strategic Partnership were invited to comment on topics suggested for scrutiny or to identify any gaps in the work programme. No comments have been received to date.
- In February the Housing, Economy & Infrastructure Scrutiny Committee adopted the Transport Review into its work programme. The Assistant Director Family & Cohesion Services will attend the meeting on 16th May

to explain the approach to the transport review and the Board is asked to agree the scrutiny approach across committees.

- The Scrutiny Management Board may recommend items which should be prioritised for scrutiny or the removal of items previously agreed.
- The lead scrutiny member has recommended that each scrutiny committee select at least one previous scrutiny review to monitor the implementation of recommendations during 2014/15 and this should be a recommendation of the Board to the scrutiny committees. A list of active previous scrutiny reviews is attached as Appendix 2.
- The lead scrutiny member and scrutiny team requested feedback from group leaders, Cabinet members and senior officers to evaluate the process for scrutinising the alternative budget proposals in 2013. It is recommended that a report is brought to a future meeting for the Board to agree the principles for managing next year's budget scrutiny process for Cabinet and any alternative proposals.
- It is helpful for the Board to agree recommendations as far as possible in order for there to be no interruption to the work of the scrutiny committees. However, the Board may defer a decision on particular items should more detailed consideration be deemed necessary.
- Potential areas of duplication with the Audit Committee are indicated on the table and the approach will need to be agreed between scrutiny and audit to avoid duplication of work.

Report prepared by:

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Stephanie Jones, Scrutiny Officer: 01952 383114

Topics and suggestions for the 2014/15 Scrutiny Work Programme

	Item	Status	Comments
SCRUTINY MANAGEMENT BOARD			
1	Holding the Executive to Account (standing item)	Standing item	
2	<p>Homelessness Strategy – review new Housing Allocation Policy, associated choice based lettings scheme and revised arrangements for dealing with Homelessness and welfare benefit reform plus 1 year.</p> <p>Scrutiny role:</p> <p>a) Critical friend in relation to the development of the Policy and Scheme.</p> <p>b) Reviewing effectiveness of changes made, ongoing impact of changes to the benefit system on families in Telford with regards to housing.</p>	New (SMT)	<p>Cross-over with other scrutiny committees:</p> <ul style="list-style-type: none"> • Co-operative & Communities • Housing, Economy & Infrastructure • Budget & Finance <p>Cross-reference Housing Allocations Policy with Audit Plan to avoid duplication.</p>
BUDGET & FINANCE SCRUTINY COMMITTEE			
3	Securing Permanency Group quarterly reports circulated for information.	Agreed	The reports require additional resources to produce. SMT has requested that the work of the SPG is incorporated into monitoring work at meetings or that members of the committee attend the monthly financial monitoring meetings to look at this.
4	Financial monitoring reports	Standing item	
5	Scrutiny of Cabinet budget proposals	Standing item	The main opposition group has expressed the intention of producing an alternative budget for 2015/16. It is recommended that the Scrutiny Management Board agree principles and a process for scrutiny of both sets of proposals at a future meeting.
6	Scrutiny of Alternative budget proposals	Agreed	
7	Monitoring the Adult Care budget	Agreed	Agreed during the budget scrutiny process. SMT suggested combining suggestions 7 and 8. SMT suggested the issues should not be included in the scrutiny work programme but scrutiny members should attend financial monitoring meetings to avoid duplication.
8	Development of a monitoring framework for the Adult Services budget	Agreed	
9	Income generation	Agreed	Cross-reference with Audit Committee to avoid duplication
10	Fraud and debt recovery	Agreed	Cross-reference with Audit Committee to avoid duplication

	Item	Status	Comments
11	Working with partner organisations	Agreed	
CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE			
12	Education results for the borough	Standing item	
13	Children in Care Performance Monitoring Dashboard	Standing item	
14	West Mercia Adoption Service Plan	Partially Agreed	The Chair has agreed that the Business Plan would be circulated to the committee for information but not as an agenda item at a meeting.
15	Impact of Early Help / Family Connect	Agreed	Outstanding in-depth review from 2012/14 work programme Cross-reference with Audit Plan to avoid duplication.
16	Early Help Offer – including strategy for closing gaps. Review effectiveness of new arrangements for early help including proposals for revised delivery models. Focus on integration of Public Health services. Principles of the Youth Offer will be implemented through restructure proposals and early help offer.	New (SMT)	Recommend this is merged and considered with 15 above.
17	Special Educational Needs and Disabilities Review - review approach being taken and proposals for implementing SEND reform.	New (SMT)	
18	Transition review: Stage not age - review effectiveness of new arrangements to support disabled young people and care leavers entering adulthood (for the disabled YPs there are some connections with SEND reform, so needs a link); and Corporate Parenting - ensure voices of young people in care are heard, and that they are influential in shaping services to meet their needs.		Scope to be determined by Committee in consultation with Assistant Directors
CO-OPERATIVE & COMMUNITIES SCRUTINY COMMITTEE			
19	Welfare benefit reforms – update on the full year impact. Also including: a) Impact of the withdrawal of Crisis Assistance funding b) Provision for adults with learning disabilities who have had their benefit sanctioned	Agreed	Joint with Budget & Finance Further work to be agreed at the meeting on 12 th May.

	Item	Status	Comments
	c) Debt provision especially prevention and the role of the credit unions.		
20	Community access to BSF facilities As part of the BSF programme all new secondary schools are required to provide various degrees of Community access and usage to the sites. Scrutiny could get involved in scrutinising current arrangements, monitoring new facilities as they come on line. As part of this opportunity engagement with officers (community, Leisure and Education), stakeholder and user groups would be expected.	New (SMT)	
21	Capacity building in local communities. How the Council can help local communities to help themselves.	New (SMT)	
HOUSING, ECONOMY & INFRASTRUCTURE SCRUTINY COMMITTEE			
22	Marches Local Transport Body	Agreed	Cross-reference with Audit Plan to avoid duplication
23	Shaping Places – feedback on engagement on the site allocation proposals with the Town & Parish Councils.	Agreed	
24	Section 106 / Community Infrastructure Levy - to review the development of S106 and CIL policies as part of Shaping Places.	Agreed	
25	Car parking enforcement, including the imposition of 20mph speed limits outside schools.	Agreed	It was agreed this item would be deferred until 2016 or until after the Traffic Warden Pilots.
26	Invest in Telford (include BIDS)	Agreed	
27	Destination Telford: Reviewing our destination approach to develop an umbrella brand which sub brands Invest in Telford, Meet Telford & Shropshire, Visit Ironbridge will feed into. Scrutiny role - critical friend / looking at other successful precedents.	New (SMT)	Recommend this is merged and considered with 26 above. Cross-reference with Audit Plan to avoid duplication.
28	Transport Review	New (Co-optee)	The Assistant Director will attend the Scrutiny Management Board meeting on 16 th May to explain the approach to the transport review. It is recommended that the Board agree an approach for scrutiny.
29	Cleansing of Gypsy and Traveller encampments	New (Resident)	
HEALTH & ADULT CARE SCRUTINY COMMITTEE			
	Autism Strategy	Agreed	Strategy agreed by Health and Wellbeing Board.

	Item	Status	Comments
	Transfer of Public Health to the Local Authority	Agreed	Transfer has been implemented. Work could focus on implementation. Cross reference with Audit Plan
	Alcohol Strategy	Agreed	
	Response to Scrutiny Report on CHC	Agreed	
	Quality Accounts		
	Better Care Fund	Agreed	Cross reference with Audit Plan to avoid duplication as this includes: support and review of processes/procedures
	Adult Safeguarding	Agreed	Cross reference with Audit Plan
JOINT HEALTH OVERVIEW & SCRUTINY COMMITTEE			
	Clinical Services Review – Future Fit	Agreed	
	Healthwatch - relationship with Scrutiny Committees	Agreed	
	Oversight of the implementation of the reconfiguration of acute services	Agreed	
	Mental Health Services including the future of Castle Lodge	Agreed	
	Scrutiny of West Midlands Ambulance Service provision in Telford, Wrekin and Shropshire	Agreed	
	Scrutiny of the Shropshire Community Health Trust	Agreed	

Previous Scrutiny Reports

Recommendations from previous scrutiny reviews are kept on the recommendations database. In past years, the scrutiny team carried out a periodic exercise to request updates on the implementation of each recommendation accepted by Cabinet.

By 2011 the recommendations database had become long, unwieldy, time consuming to update and, in many cases, the recommendations were out of date. The Scrutiny Chairs carried out a major review of the database and archived recommendations which were complete or no longer relevant.

Recommendations from the following reviews remain on the active database:

Review	Year
Empty Properties and Private Landlords	2013/14
Planning and Provision of Primary Places	2013/14
Community Meals Service	2013/14
Continuing Health Care	2012/13
Children in Care Placement Strategy	2012/13
Leaving Care Grant	2012/13
Budget for Children's Care Placements	2012/13
Waste Services Management Procurement (no report)	2012/13
Management of Community Centres	2011/12
Leisure Concessions Policy	2011/12
First Point for Business	2011/12
Child Protection and Child Protection Plans	2010/11
Transport for Schools	2010/11
Meeting the needs of an Ageing Population / Extra Care Provision	2010/11
Use of Consultants	2010/11
The Council's Capacity to Deliver Regeneration Projects	2010/11
Improvements to Telford Station and Walkways	2010/11
Prostate Cancer	2010/11
Bereavement Support in Schools	2010/11
Developing Future Skills for Business	2010/11
Waste Management & Bulk Collections	2010/11
Housing & Homelessness	2009/10
Helping Residents Access Benefits	2009/10
Section 106	2008/09
First Point Telford	2008/09
Sale of Council Assets	2007/08
Woodside Regeneration Project	2006/07
Car Parking	2004/05

TELFORD & WREKIN COUNCIL

SCRUTINY MANAGEMENT BOARD – 16th MAY 2014

2012/13-2013/14 SCRUTINY WORK PROGRAMME – END OF YEAR PERFORMANCE MONITORING

REPORT OF THE SCRUTINY TEAM

1. PURPOSE

The purpose of the report is to provide information to enable the Scrutiny Management Board to monitor the performance of the scrutiny function and scrutiny team in delivering the 2012-2014 scrutiny work programme.

2. RECOMMENDATIONS

2.1 That the Scrutiny Management Board note the report

2.2 That the Scrutiny Management Board make resolutions or recommendations arising from information contained in the report.

3. BACKGROUND

In July 2012 the Scrutiny Management Board agreed to set a two year work programme for the period 2012/13-2013/14. Issues for the work programme were selected in accordance with the process set out in the Scrutiny Handbook and in-year revisions were agreed by the scrutiny committees as deemed necessary to respond to changing circumstances or events.

In May 2013 the Scrutiny Management Board received an interim report to reflect progress at the mid-point. The 2012/13 Scrutiny Annual Report reflected the achievements of 2012/13 and was presented to Full Council in July 2013. This report presents performance monitoring information over the two year period with a focus on achievements during 2013/14.

4. 2012/13-2013/14 WORK PROGRAMME PERFORMANCE MONITORING

4.1 Delivery of the Work Programme

The table below shows the items selected for the 2012/13-2013/14 work programme and what was delivered in each year. Items in *italic* were added in-year and not included in previous reports.

Topic	2012/13	2013/14
SCRUTINY MANAGEMENT BOARD		
Holding the Executive to Account (standing item)	G	G
Scrutiny Chairs' Updates (standing item)	G	G
Changing the Council & Local Communities Together- the Co-operative Way	G	n/a
Police & Crime Commissioner (PCC) and Police & Crime Panel (PCP) update and budgets	G	G

Topic	2012/13	2013/14
Domestic Violence	R	G
<i>Community Safety Plan</i>	n/a	G
Homelessness Strategy	R	G
Flood & Water Management	R	G
Appointment of Town & Parish Council co-optees	G	n/a
Scrutiny Recommendations Database	A	A
Managing cross-cutting issues	G	n/a
Changes to the Constitution and Scrutiny Handbook from changes to legislation	A	G
BUDGET & FINANCE SCRUTINY COMMITTEE		
Service & Financial Planning Strategy (budget proposals) (standing item)	G	G
Service & Financial Planning Report – 2011/12 Outturn	G	n/a
Local Government Finance: Business Rates Retention, New Homes Bonus etc.	G	n/a
Capital receipts (Audit Committee)	G	n/a
Savings proposals agreed September 2012	G	n/a
New Funding Formula for Schools	G	n/a
Welfare Benefit Reform policies (with Co-operative & Communities)	G	G
Safeguarding and Early Intervention Cost Improvement Plan, and Securing Permanency report	G	G
Items agreed for 2013/14: <ul style="list-style-type: none"> • Budget proposals • 2012/13 Outturn report • MD's response to comments on the budget 	R	G
<i>Opposition group alternative budget proposals</i>	n/a	G
CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE		
Children in Care Placement Strategy (in-depth review)	G	n/a
Provision of Primary School Places (in-depth review)	A	G
Youth Offending Service	R	G
Ofsted action plan (Safeguarding and LAC)	G	G
Ofsted action plan (Fostering)	G	G
CIC Performance Monitoring Dashboard	G	G
Education attainment	G	G
Youth Unemployment (In-depth review Youth Services)	R	A
LCSB briefing	G	R
Early Intervention programmes (in-depth review)	R	R
<i>Leaving Care Grant</i>	n/a	G
<i>Care Placement Budget (with Budget & Finance)</i>	n/a	G
<i>Feedback from LGA Peer Review</i>	n/a	G
<i>Monitor implementation of recommendations incl:</i>	n/a	G

Topic	2012/13	2013/14
<ul style="list-style-type: none"> • <i>IRO Annual Report</i> • <i>Outcomes from Queensway Care Contract</i> • <i>Missing children return interviews</i> 		
<i>School Improvement</i>	n/a	G
CO-OPERATIVE & COMMUNITIES SCRUTINY COMMITTEE		
Co-operative Council updates	G	
Welfare Benefit Reforms: Council Tax Support Scheme Discretionary Housing Payments Local Crisis and Resettlement Assistance	G	G
Welfare Benefit Reforms: How the Council and partners are supporting people through changes	A	n/a
First Point for Business update	G	n/a
Impact of changes to leisure concessions policy	G	n/a
In-depth review of Co-operative Values and Employee Commission	A	G
Provision of debt advice, role of credit union, capacity of food banks	R	G
<i>Implications of the withdrawal the Local Crisis Assistance and Resettlement Assistance funding</i>	n/a	G
<i>Support for Adults with Learning Disability who have had their benefit sanctioned</i>	n/a	G
<i>Impact of recommendations on the Management of Community Centres</i>	n/a	G
HEALTH & ADULT CARE SCRUTINY COMMITTEE		
Continuing Healthcare	G	A
Meals on Wheels	A	G
Children and Adolescent Mental Health Services (CAMHS)	R	
Public Health Transition	A	A
Alcohol Strategy	R	G
Vulnerable Adult Safeguarding Board Annual Report	R	G
Standing item: Health and Social Care Policy Developments (including changes to Health Scrutiny)	G	G
JOINT HEALTH OVERVIEW & SCRUTINY COMMITTEE		
Travel and Transport Plan	A	G
Stroke Review	A	G
West Midlands Ambulance Service and Make Ready	A	A
Reconfiguration of Hospital Services	A	G
111 Service	A	G
Ophthalmology	G	n/a
SaTH Foundation Trust Application	A	n/a

Topic	2012/13	2013/14
Relocation of Head and Neck Surgery	G	n/a
Children's Surgery	A	G
Emergency Department Review	A	A
End of Life Care	R	R
HOUSING, ECONOMY & INFRASTRUCTURE SCRUTINY COMMITTEE		
Waste Services Procurement process	A	G
Empty Properties and Private Landlords (in-depth)	A	G
S106 / CIL (<i>deferred</i> in line with Shaping Places)	R	R
Business Improvement Districts and attracting jobs to Telford & Wrekin (<i>deferred</i> to next municipal year)	R	R
Car Parking Enforcement and 20mph speed limits outside schools (<i>deferred</i> until 2016)	R	R
Questions to Cabinet member for holding to account session	G	n/a
<i>Shaping Places consultation process</i>	n/a	G

- G** Item has been to scrutiny including where further work was identified
A Item under way and partially completed
R Item outstanding or deferred beyond the period of the work programme

4.2 Scrutiny Meetings

The Scrutiny Management Board set a benchmark of six formal meetings per committee per year. The scrutiny committees hold as many meetings as possible in public session in the interests of transparency and public involvement. However, members may hold informal working group meetings to gather evidence as part of a scrutiny review.

The table below shows the number of meetings held by each committee in 2012/13 and 2013/14 and the total over the period. Joint meetings have been accredited to the lead Scrutiny Committee to avoid duplication of counting.

Committee	Benchmark total	Formal committee 2012/13	Working group 2012/13	Formal committee 2013/14	Working group 2013/14	Total
Scrutiny Management Board	12	6	0	4	2	12
Budget & Finance	12	7	0	7	1	15
Children & Young People	12	6	4	7	4	21
Co-operative & Communities	12	4	4	3	1	12
Health & Adult Care and Joint HOSC	12	8	11	7	4	30
Housing, Economy & Infrastructure	12	1	5	2	6	14
Total	72	32 ¹	24	30 ²	18	104

¹ 5 were joint meetings with other scrutiny committees

² 5 were joint meetings with other scrutiny committees

Not reported in the table are:

- Meetings carried out by individuals or groups of members to gather evidence for a review e.g.
 - over 30 staff interviews carried out by members of the Co-operative & Communities Scrutiny Committee
 - interviews with Meals on Wheels service users by members of the Health & Adult Care Scrutiny Committee
- Other council meetings attended by scrutiny members to avoid duplication of work e.g. Budget & Finance scrutiny members attended Audit Committee for an item on capital receipts.
- Chair's briefings with officers from partner organisations and NHS partners
- Scrutiny Chair "Keep in Touch" meetings with Cabinet Members and senior Council officers
- Regional and national scrutiny network meetings e.g. West Midlands Overview & Scrutiny Network, West Midlands Health Scrutiny Network, National Overview & Scrutiny Forum.

4.3 Outcomes from Scrutiny Reviews

The tables in the preceding sections are quantitative measures of activity. The table below attempts to show the qualitative outcomes of scrutiny work. The indicators used are all measures of effective scrutiny. The table includes work carried out during 2013/14 only. Outcomes from work carried out in 2012/13 were reported in the previous report and in the 2012/13 Annual Scrutiny Report. Items in *italic* are where outcome are not known at the time of writing this report.

Topic	Recommendations to Cabinet / Council	Recommendations to other organisation	Recommendations to service area	Contributed to policy development	Executive held to account	Performance monitoring	Report noted	Involvement of partners	Involvement of service users or public	Other
Scrutiny Management Board										
Holding the Executive to Account					Y					
<i>PCC and PCP update and budgets</i>										
<i>Domestic Violence</i>										
<i>Community Safety Plan</i>										
Homelessness Strategy				Y				Y		Responded to consultation
Flood & Water Management			Y			Y	Y			
Scrutiny Chairs' Updates						Y				(Scrutiny performance)

Topic	Recommendations to Cabinet / Council	Recommendations to other organisation	Recommendations to service area	Contributed to policy development	Executive held to account	Performance monitoring	Report noted	Involvement of partners	Involvement of service users or public	Other
Scrutiny Recommendations Database										Outstanding
Budget & Finance Scrutiny Committee										
Safeguarding and Early Intervention Cost Improvement Plan, and Securing Permanency report					Y	Y	Y			
Cabinet response to comment on the budget					Y					
MD's response to comments on the budget - the Way Forward			Y			Y	Y			
2012/13 Outturn report							Y			
Care Placement costs (with CYP)	Y					Y				
Service & Financial Planning Strategy 2014/15-2015/16 (budget proposals)	Y				Y					
Opposition group alternative budget proposals										Written response to Council
Children & Young People Scrutiny Committee										
Provision of Primary School Places (in-depth review)	Y					Y		Y	Y	
Youth Offending Service						Y				
Ofsted action plan (Safeguarding and LAC)						Y				
Ofsted action plan (Fostering)						Y				
CIC Performance Monitoring Dashboard						Y				
Education attainment						Y				
Youth Unemployment (In-depth review Youth Services)										On-going
LCSB briefing										Outstanding
Early Intervention										Outstanding

Topic	Recommendations to Cabinet / Council	Recommendations to other organisation	Recommendations to service area	Contributed to policy development	Executive held to account	Performance monitoring	Report noted	Involvement of partners	Involvement of service users or public	Other
programmes (in-depth review)										
Leaving Care Grant	Y		Y	Y		Y				
Feedback from LGA Peer Review					Y	Y				
Implementation of recommendations on care placement strategy incl: <ul style="list-style-type: none"> IRO Annual Report Outcomes from Queensway Care Contract Missing children return interviews 						Y				Good Scrutiny Award submission
School Improvement						Y				Further work to be agreed
Co-operative & Communities Scrutiny Committee										
Welfare Benefit Reforms (with Budget & Finance) Council Tax Support Scheme Discretionary Housing Payments Local Crisis and Resettlement Assistance	Y					Y				
In-depth review of Co-operative Values and Employee Commission	Y		Y			Y			Y	
<i>Provision of debt advice, role of credit union, capacity of food banks</i>										
<i>Support for Adults with Learning Disability who have had their benefit sanctioned</i>										
Monitoring implementation of recommendations on the Management of Community Centres						Y				Good Scrutiny Award submission
Health & Adult Care Scrutiny Committee										

Topic	Recommendations to Cabinet / Council	Recommendations to other organisation	Recommendations to service area	Contributed to policy development	Executive held to account	Performance monitoring	Report noted	Involvement of partners	Involvement of service users or public	Other
Continuing Healthcare	Y	Y			Y			Y	Y	
Meals on Wheels		Y	Y	Y				Y	Y	
Children and Adolescent Mental Health Services (CAMHS)										Outstanding
Public Health Transition										Ongoing
Alcohol Strategy								Y		
Vulnerable Adult Safeguarding Board Annual Report					Y					
Standing item: Health and Social Care Policy Developments (including changes to Health Scrutiny)	Y									
Shropshire and Telford & Wrekin Joint Health Overview & Scrutiny Committee										
Travel and Transport Plan					Y					
Stroke Review					Y					
West Midlands Ambulance Service and Make Ready					Y					
Reconfiguration of Hospital Services					Y					Good Scrutiny Award submission
111 Service					Y					
Ophthalmology										
SaTH Foundation Trust Application										
Relocation of Head and Neck Surgery										
Children's Surgery					Y					
Emergency Department Review										Incorporated into work of Future Fit Programme
End of Life Care										
Housing, Economy & Infrastructure Scrutiny Committee										
Waste Services Procurement process						Y				Input into development of service specification

Topic	Recommendations to Cabinet / Council	Recommendations to other organisation	Recommendations to service area	Contributed to policy development	Executive held to account	Performance monitoring	Report noted	Involvement of partners	Involvement of service users or public	Other
Empty Properties and Private Landlords (in-depth)	Y		Y					Y		
S106 / Community Infrastructure Levy										Outstanding due to deferral
Business Improvement Districts and attracting jobs to Telford & Wrekin (deferred to next municipal year)										Outstanding due to deferral
Car Parking Enforcement and 20mph speed limits outside schools										Outstanding due to deferral
Shaping Places consultation process			Y							

4.4 Scrutiny Recommendations

A key measure of success is the number of scrutiny recommendations accepted. The table below summarises the number of recommendations made, the number of recommendations accepted, partially accepted or rejected and a list of the formal responses submitted as part of consultations or policy development. Not shown in the table are the numerous informal suggestions made by scrutiny to Cabinet members or officers during discussions at meetings which are not monitored but may nonetheless have had an impact.

Summary of Recommendations 2012/13-2013/14						
Recommendation made to:	Made	Accepted	Rejected	Partially accepted	Awaiting response	Unknown
Cabinet	55	29 (53%)	2 (4%)	13 (23%)	11 (20%)	
SMT / service area	8	7	0	0	0	1
Employees	1	0	0	0	0	1
Scrutiny	2	2	0	0	0	
External organisations	25				25	
Total	91	38 (42%)	2 (2%)	13 (14%)	36 (40%)	2 (2%)
Formal responses to consultations	<ul style="list-style-type: none"> • Council Tax Support Scheme • Discretionary Housing Payment Policy • Local Crisis Assistance and Resettlement Assistance • Council Tax Transition Grant • Service & Financial Planning Strategy 2013/14-2014/15 • Service & Financial Planning Strategy 2014/15-2015/16 • Main Opposition Group Budget Proposals 					

	<ul style="list-style-type: none"> • Homelessness Strategy • Shaping Places Consultation Process • Quality Accounts for Shrewsbury and Telford Hospital NHS Trust, West Midlands Ambulance Service, Shropshire Community Health NHS Trust and South Staffordshire and Shropshire Healthcare Foundation Trust.
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4.5 Regional and National Scrutiny Network

Telford & Wrekin is a member of two regional scrutiny networks:

a) West Midlands Overview & Scrutiny Network

The network is for members and officers across the region to exchange information on policy changes affecting scrutiny and to share views and experience on scrutiny related issues. The network has no formal standing as a joint scrutiny committee but has started to make its mark nationally for its pioneering work.

Cllr. Derek White was appointed Chair in 2013/14 and reappointed in 2014/15. His priority has been to increase the influence of the network (and local government scrutiny) at national level by linking into the Parliamentary Select Committees. Over the past 12 months the network has worked with the Parliamentary Outreach Officer to identify and develop routes to influence. In November 2013 Telford & Wrekin welcomed David Natzler, Director General of Chamber and Committee Services at Parliament, to a network meeting to discuss ways for the network to link into the work of the Select Committees. A submission from the network to a Health Select Committee Inquiry on Public Expenditure on Health and Social Care provided a useful case study to identify learning points for the future.

Cllr. White represents the regional network on the Centre for Public Scrutiny (CfPS) National Overview & Scrutiny Forum, taking the practice from the regional network into a national forum.

Cllr. White will continue to focus on this priority during 2014/15.

b) Regional Health Scrutiny Chairs and Officers Group

This is a mature network which has been operating for a number of years and meets quarterly. Its purpose is to provide a forum for national and regional health bodies and policy makers to inform scrutiny about proposals and consultations affecting health services in the West Midlands. It is also a forum for discussing and exchanging views between member authorities.

Cllr. Derek White attended all of the meetings in 2013/14. The information is used to inform the work of the Health & Adult Care Scrutiny Committee and the Joint Health Overview & Scrutiny Committee.

4.6 Good Scrutiny Awards

The Scrutiny Management Board selected 3 pieces of scrutiny work for submission to the 2014 CfPS Good Scrutiny Awards. The Board selected work which it was felt reflected best the impact of scrutiny on services for local people. These are:

- a) Systems Leadership by the Shropshire and Telford & Wrekin Joint Health Overview & Scrutiny Committee

- b) Scrutiny of the children in care placement strategy including costs, and care leavers, by the Children & Young People Scrutiny Committee with Budget & Finance
- c) The impact of the scrutiny recommendations on the Management of the Community Centres by the Co-operative & Communities Scrutiny Committee.

Shortlisted submissions will be announced on 19th May and the Board will be updated by e-mail.

4.7 Call-in and Key Decisions

a) Call-in

Call-in is a way for scrutiny members to examine a decision taken by Cabinet, or by officers under delegated authority, before the decision is implemented. The rules for calling in decisions are set out in the Council's Constitution and in the Scrutiny Handbook.

There were no Call-in requests during 2013/14.

b) Key Decisions

Provisions in the Localism Act 2011 require that:

- Where a Key Decision is not published with 28 clear working days notice, the relevant Scrutiny Chair must be notified of the decision to be taken, or
- Where a Key Decision is not published with 5 clear working days notice, consent must be sought from the relevant Scrutiny Chair for the decision to be taken, or
- Where a decision contains information exempt under legislation and at least 28 clear days notice has not been given, consent must be sought from the relevant Scrutiny Chair for the report to be exempted.

One request was made during 2013/14:

- Notification of exemption of Cabinet report 30th January 2014, Voice, Data and Wide Area Network Procurement. Cllr. Derek White was notified as chair of the Scrutiny Management Board.

5. SCRUTINY TEAM

There were no changes to the Scrutiny Team during 2013/14.

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