



Telford & Wrekin
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

Date **Wednesday, 18 July 2018** Time **6.00pm**
Venue **Meeting Room G3-G4, Addenbrooke House, Ironmasters Way, Telford**

Enquiries Regarding this Agenda:

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Committee Membership: Councillors **G C W Reynolds (Chair)**, J C Ashford, K R Guy, C N Mason, L A Murray, J M Seymour and B D Tillotson
Co-optee: Mr D Johnson

AGENDA

- 1. Apologies for Absence**
- 2. Declarations of Interest**
- 3. Minutes** Appendix A
To confirm the minutes of the meeting of the Customer, Community & Partnership Scrutiny Committee held on 16 October 2017.
- 4. Community Safety Partnership Strategy 2017-2019** Appendix B
Superintendent Tom Harding, the Chair of the Community Safety Partnership, will attend to present the Community Safety Strategy and answer questions on the work of the Partnership. The Cabinet Member, Housing & Enforcement, will also be in attendance.
- 5. Tackling Vehicle Damage** Appendix C
Superintendent Tom Harding (Policing Superintendent for Telford & Wrekin) and John Harrison (Shropshire Fire and Rescue Service) have been invited to provide an update on current approaches to tackling vehicle damage following receipt of a suggestion from a Member of the public. The Cabinet Member, Housing & Enforcement, will also be in attendance.
- 6. Work Programme 2018/19** Appendix D
- 7. Chair's Comments and Update**

CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE



Minutes of a meeting of the Customer, Community & Partnership Scrutiny Committee held on Monday, 16 October 2017 at 6.00pm in Meeting Rooms G3/4, Addenbrooke House, Ironmasters Way, Telford

Present: Councillors G C W Reynolds (Chair), C N Mason, J M Seymour and B D Tillotson; and Mr D Johnson (Co-Optee)

In Attendance: A Astley (Assistant Director Customer and Neighbourhood Services) and D Moseley (Democratic & Scrutiny Services Team Leader)

CCPSC-6 Apologies for Absence

Councillors J C Ashford, K R Guy and L A Murray

Councillor S Davies, Leader & Cabinet Member for Neighbourhood Services & Pride Programme.

Dave Hanley, Environment & Neighbourhood Services Service Delivery Manager

CCPSC-7 Declarations of Interest

None.

CCPSC-8 Minutes

Arising from the minutes, Members expressed disappointment at reports that the Police and Crime Commissioner would be submitting a business case to the Secretary of State regarding the governance proposals for West Mercia Fire & Rescue, despite Local Authority objections.

Some Members expressed concern that the informal working group meeting on 3 August 2017 was not formally recorded although it was acknowledged that all Members received and were able to comment upon the report on Fire & Rescue Governance Proposals.

Members also engaged in a discussion on the use of informal meetings and expressed the opinion that they should only be used in limited circumstances. Therefore, Members considered that Scrutiny Management Board's initial allocation of four formal meetings per year was insufficient. The Chair agreed to raise this with the Board.

RESOLVED – that the minutes of the meeting of the Customer, Community & Partnerships Scrutiny Committee held on 17 July 2017 be confirmed and signed by the Chair.

CCPSC-9 Grounds Cleansing and Maintenance Contract Procurement

The Assistant Director Customer and Neighbourhood Services provided Members with an overview of the Grounds Cleansing and Maintenance Contract Procurement. She began by providing context to the presentation, explaining that the previous contract, held by FCC (the parent company of TWS) had been let for a period of 18 years. The contract had three elements: Grounds Cleaning and Maintenance, Waste and Highways. Members were already aware of the procurement process which would see Veolia take over the Waste contract in 2019. This presentation explained the procurement process for a new contract through an OJEU competitive bid procedure. The Highways element was subject to a separate procurement exercise. The grounds and cleansing element of the contract was worth £4.4m pa and took into account a reduction in planned spend from 2019 onwards of approximately £500K. The Council had been working with a specialist consultant (Plan B) who was confident that the procurement exercise would not result in reduced services – in fact there was potential for improvement. It was suggested that procuring for a dedicated grounds and cleansing contractor should be for a 10 year period, with robust key performance indicators, financial penalties, and the option to part ways if necessary built in. The 10 year period had been identified as a result of vehicle lease agreements usually being for 5 years. An offer had been made to all Town and Parish Councils, particularly those with Parish Environment Teams (PETS) to engage on this issue.

A timetable for procurement was provided as follows:-

- June 17 - Market testing undertaken
- December 17 - OJEU Notice & specification to be issued
- April 18 - Supplier Questionnaire evaluated/Bidder companies confirmed
- July 18 – Formal costed Bids received by the Council
- September 18 - Bids evaluated/Preferred Bidder confirmed
- December 18 - Contract finalised and signed
- 1 April 19 – Contract Go Live (following mobilisation)

Essentially the scope of the contract would be repackaged to include the current service provision (grounds: grass cutting, shrub beds, hedges, parks, weed killing, sports pitches, play areas, trees & woodland; and cleansing: cleansing Town & District Centres, litter picking, litter bins, fly tipping, road sweeping, public toilets and removal of dead animals) plus Southwater, Telford Town Park, green guarantee sites and burials. The procurement exercise would allow exploration around the most beneficial option for Horsehay Golf Course and it was anticipated that the added value options provided by the PETS would be continued. As part of the contract, social value options were being sought and it was considered that locally based alternative providers for the management of stray dogs and pest control could be explored. TUPE transfers of the existing TWS workforce would also apply.

The emerging new specification and contract demonstrated a move from a frequency based specification to a hybrid/performance specification. This meant that whilst the Council would continue to identify frequency on some specifications, for others a cleansing standard would be identified and it would be up to the contractor to consider how and when to meet those responsibilities.

Members asked a number of questions as follows:-

With regard to fly tipping, would the contract pick up from privately owned property?

Permission was required as otherwise the contractor would be trespassing. However, some woodland/green space which did not appear in the current contract specification was the Council's. Assurance was given that the Council did track flytips whenever possible, put notices on them, and required the landowner to remove them. Each fly tip removal would incur a cost but the issue bore more relation to the enforcement agenda, which was ramping up activity than it did to the grounds and cleansing contract.

Would the OJEU process allow the exclusion of European countries from bidding?

The law did not allow such exclusions and, as the contract was worth over £1m, this was the required process. It would be important that the process was followed and watertight against appeals and it was noted that FCC had recently mounted a successful appeal challenge against another authority.

What happens if suppliers can't deliver the specification for £4.4m pa?

The process that the Council would go through, known as restricted competitive dialogue, would allow a conversation to take place with suppliers in case the Council's technical advice was out of sync with the real position so that the specification could be changed. Whilst this resulted in a longer process, it would allow the specification to be altered if necessary and for innovation to come forward and be considered.

Would the contract be inflation proof?

Inflation was included in the financial model.

What is the position regarding the Highways contract; what is its value and what are the service standards particularly relating to potholes and gully cleansing?

This was a separate piece of work and the Assistant Director Customer and Neighbourhood Services agreed to provide a written briefing note for circulation.

Members then discussed the stages in the procurement at which Scrutiny would seek to be involved and agreed that Members would like to the finalised contract specification to be circulated and receive formal updates in April 2018 when the supplier questionnaire had been evaluated and bidder companies confirmed and again in October 2018 prior to the finalisation of the contract by Cabinet in November/December 2018.

RESOLVED – that

- (a) the Committee will monitor the contract procurement through receipt of further updates at formal meetings at the following stages:-**

- April 2018 – Supplier Questionnaire evaluated/Bidder companies confirmed
 - October 2018 – Prior to contract finalised and signed / Cabinet
- (b) the Assistant Director – Customer and Neighbourhood Services will provide a written briefing on the Highways Contract Procurement, focusing on potholes and gully cleansing, for circulation to the Committee
- (c) the Assistant Director – Customer and Neighbourhood Services will circulate the finalised contract specification to the Committee for information
- (d) the presentation slides would be circulated to the Committee

CCPSC-10 Work Programme

Members noted the work programme and gave consideration to engaging in further work on Selective Licensing. Information on the expected timescale involved for analysis of consultation feedback would be sought with a view to an update being presented to the next meeting if possible.

The meeting ended at 7.42pm

Chairman:

Date:

2017-2019

Safer Telford and Wrekin Strategy



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and D. Clayton.

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1. Introduction from the Chair of the Safer Telford and Wrekin Partnership

Over the last 12 months there have been many changes to the community safety landscape, including the election of the new West Mercia Police and Crime Commissioner (PCC), John Campion. Many of our partners have undergone restructuring within this time period and we are determined to minimise the effects of these restructures on the services we deliver to our community.

The [West Mercia Police and Crime Plan 2016-2021](#) has four key components:

- Putting victims and survivors first,
- Building a more secure West Mercia,
- Reforming West Mercia, and
- Reassuring West Mercia's communities.

The Safer Telford and Wrekin Partnership is working with the PCC to deliver these components and create a safer West Mercia.

In Telford and Wrekin we have identified three specific priorities:

- Tackling Child Sexual Exploitation (CSE) and its impact on victims,
- Addressing Domestic Abuse, and its impact on victims, and
- Reducing the impact of crime, including fear of, on community wellbeing.

We have, and will continue to take an intelligence led approach to each of these priorities which will enable us to address the areas of greatest need in the Borough.

We know from our work with local communities that crime and feeling safe matter to them. The Safer Telford and Wrekin Partnership is committed to reducing crime and its impact on our communities, including our most vulnerable residents and victims of crime.

This strategy is an expression of our commitment to making it work together.



Superintendent Tom Harding, West Mercia Police and Chair of the Safer Telford & Wrekin Partnership.

2. Our Vision

To work together to create a safe and confident Telford and Wrekin

3. Context

The Safer Telford and Wrekin Partnership brings together key partners that engage with the public on a day to day basis, to work in partnership to make Telford and Wrekin a safer place.

The Crime and Disorder Act of 1998 requires local areas to have a Community Safety Partnership (CSP). Section 17 of this Act places a legal duty on the responsible authorities¹ to work together to tackle and reduce crime and disorder, including anti-social behaviour, domestic abuse, substance misuse, reduce reoffending and reduce the fear of crime.

In Telford and Wrekin the CSP is known as the 'Safer Telford and Wrekin Partnership' and has been in existence since 1998. Since then the Partnership's Strategy has been continually refreshed to reflect the changing needs of the community, but retaining the partnership's statutory purpose. Working together to make a difference is integral to partnership working; this includes working with other partnerships and ensuring strategies and plans are aligned (including for example, the West Mercia Police and Crime Plan 2016-2021, the West Mercia Youth Justice Plan 2017-18, and the Telford & Wrekin Health and Wellbeing Strategy).

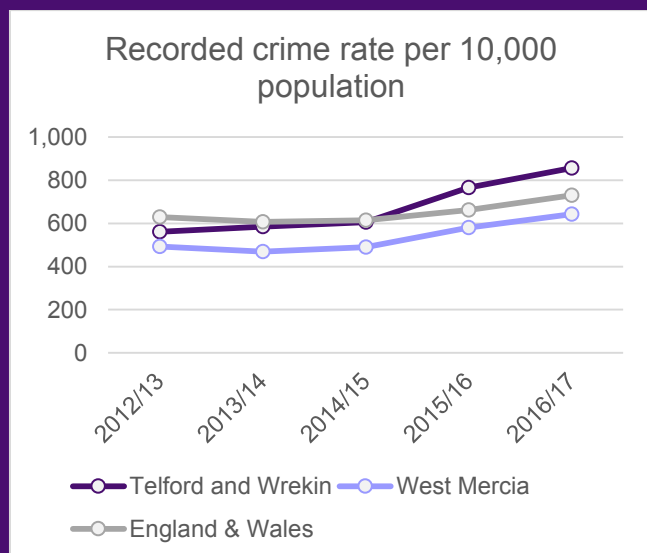
Our ongoing analysis of intelligence enables the Safer Telford and Wrekin Partnership to proactively target the local crime trends and respond reactively to crime spikes where possible. This is informed by West Mercia Strategic Assessment. The following sections provides an overview of crime in the Borough and how the rates compare to those nationally.

3.1. Crime

Recorded Crime

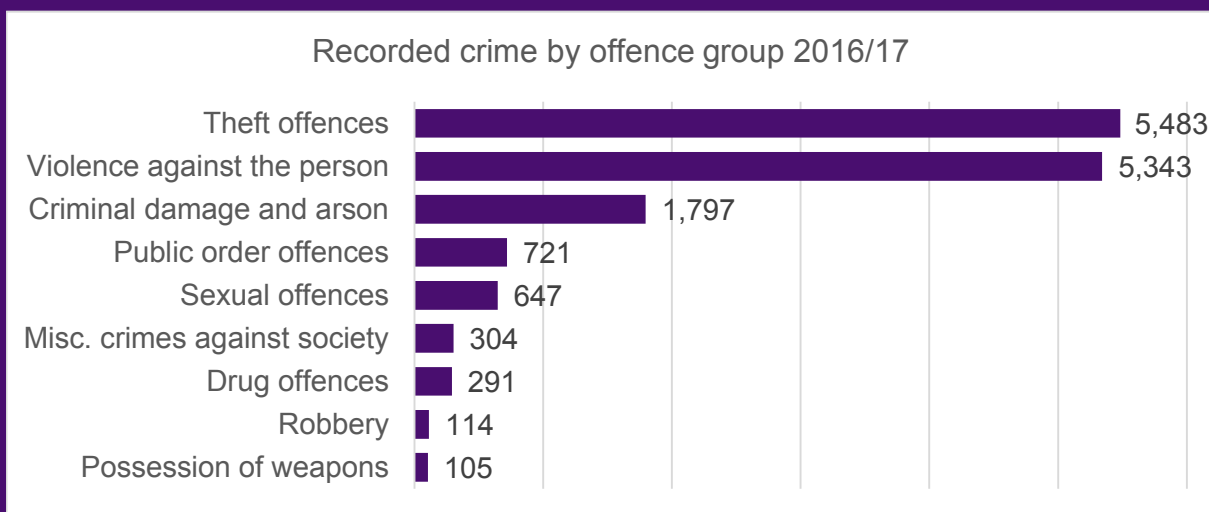
Following changes to recording processes there has been a significant increase in recorded crime over the last two financial years, rising at a rate greater than the average for England and Wales and West Mercia

In 2016/17 the rate of recorded crime in Telford and Wrekin was 855.9 per 10,000 population compared with 730.2 for England and Wales and 643.0 for West Mercia



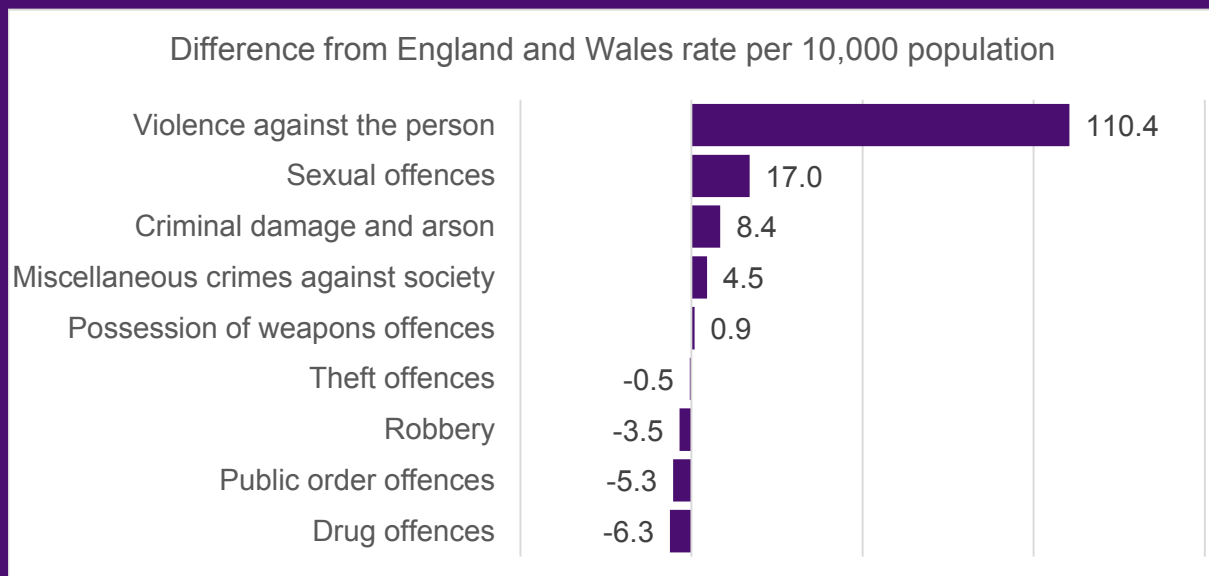
Types of crime

Similar to England and Wales, the most frequently recorded offences in Telford and Wrekin in 2016/17 were theft and violence against the person. Together these two offences accounted for nearly three quarters of the 14,805 crimes recorded in 2016/17.



Comparison with England and Wales

Compared with England and Wales there were fewer instances of drug offences, public order offences and robbery in Telford and Wrekin in 2016/17. The rate of theft offences were similar but the rate of sexual offences and violence against the person was significantly higher.



Youth offending

As noted in the West Mercia Youth Justice plan 2017-18, in 2016/17 there were 139 youth justice sanctions (youth cautions, youth conditional cautions or convictions) made on Telford and Wrekin young people. A total of 86 individual young people accounted for these 139 outcomes, 0.52% of the youth population.

In the year October 2015 to September 2016 there were 515 first time entrants (FTEs) to the youth justice system per 100,000 youth population in Telford and Wrekin. This was the highest rate of FTEs across West Mercia.

Violence against the person

Most instances of violence against the person recorded in 2016/17 were either assault with injury (37%), assault without injury (35%) or harassment (21%).

Much of this takes place behind closed doors. In 2016/17, 36% of all offences of violence against the person were marked as Domestic Abuse offences.

Sexual offences

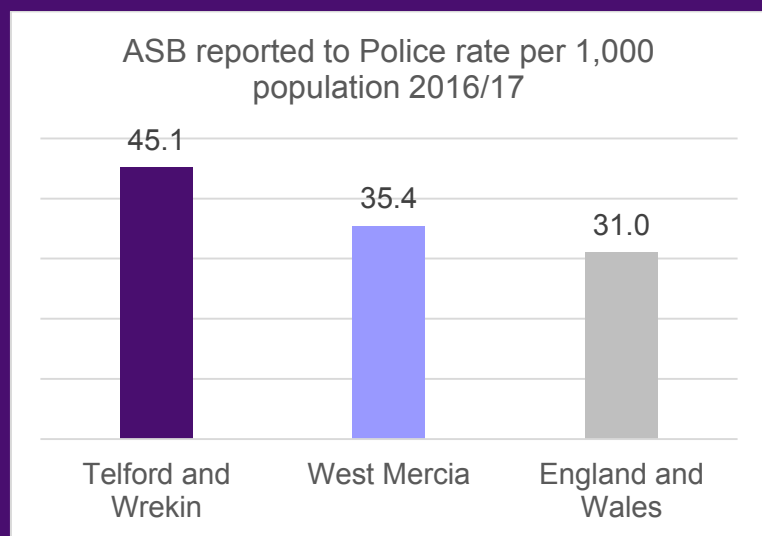
The rate of recorded sexual offences in Telford and Wrekin for 2016/17 was 37.4 per 10,000 population, this was 17.0 per 10,000 population greater than the national average (20.4 per 10,000 population).

Of these, 52.1% were sexual offences against children compared with 39.2% of recorded sexual offences in England and Wales.

3.2. Anti-social behaviour and environmental crimeⁱⁱ

Anti-social Behaviour

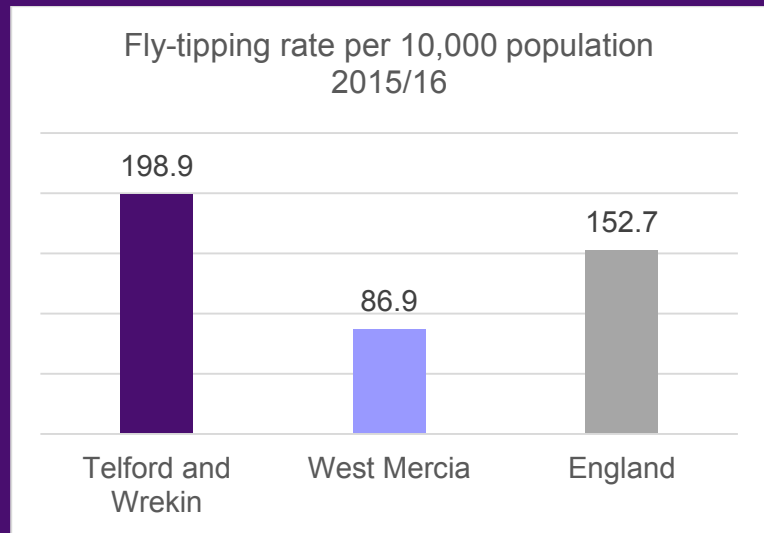
In 2016/17 the rate of reports of anti-social behaviour (ASB) made to the police was 45.1 per 1,000 population. This was higher than the rate for West Mercia and for England and Wales.



Environmental Crime

Fly-tipping is the biggest single environmental crime reported to the Council in 2016/17 with almost 6,000 reports received and 3,700 fly tips removed.

In 2015/16 the rate of fly-tipping per 10,000 population was higher than the England average and more than twice the rate for West Mercia.



3.3. Substance Misuse

Substance misuse can often be a factor in crime and as such it will be a key feature throughout the specific priorities of the partnership. There is also a wider context as the harm caused by the misuse of drugs and alcohol impacts significantly on health and wellbeing in the borough more broadly.

Within Telford and Wrekin the Drug and Alcohol Team (DAAT) works strategically to reduce the prevalence and impact of drug and alcohol misuse in partnership across the Borough. The Telford & Wrekin Drug and Alcohol Strategy includes a detailed evidence-based action plan aligned to partnership objectives across the following three themes: prevention and reducing demand, restricting supply and building recovery and reducing harm. The DAAT updates the CSP through the strategy's performance and outcomes framework, which includes figures such as treatment numbers and offences where substance misuse was a factor. A recent local case study demonstrates the benefit of CSP partnership work on substance misuse.

Case Study: "John"

A 51 year old user of heroin and crack cocaine self-referred into local treatment services in April 2015.

John began methadone treatment, became abstinent, was no longer offending and obtained full time employment. However, in March 2016 John lost his job, disengaged with drug treatment services and began injecting heroin and smoking crack again. In August 2016 John was arrested for an aggravated burglary offence. The drug and alcohol treatment worker, who attends Malinsgate Police Station on a daily basis, supported John through the Drug Test On Arrest (DTOA) process. After testing positive for heroin and cocaine use he had a mandatory appointment with the specialist doctor as an "Initial Required Assessment". The DTOA process captured John just at the right time and the mandatory appointment increased the likelihood of him attending.

In August 2017 John is still engaged with the treatment service and is stable on methadone, he is not offending and is hopeful of securing employment imminently.

4. Priorities

The overarching priority of Safer Telford and Wrekin Partnership is to work together to reduce **crime, and the fear of crime, in the Borough**.

Our ongoing intelligence analysis highlights the areas of crime and antisocial behaviour which are higher than then the national comparators. The priorities for 2017-2018 have been decided through further analysis of recorded crime and through consultation with agencies. Whilst the CSP recognises that other types of crime occur in the Borough it has agreed to concentrate on three in particular for the period of this strategy.

The three priorities are:

- Tackling Child Sexual Exploitation (CSE) and its impact on victims;
- Addressing Domestic Abuse and its impact on victims; and
- Reducing the impact of crime, including fear of, on community wellbeing.

Progress against the priorities will be monitored and challenged through the Partnership's performance framework. This framework will be broader than the priorities which will enable the Partnership to identify any emerging themes outside of the priorities that it needs to address.

4.1. Tackling Child Sexual Exploitation (CSE) and its impact on victims

“Child Sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child Sexual Exploitation does not always involve physical contact: it can also occur through the use of technology.”ⁱⁱⁱ

Why is this a priority?

In recent years there have been a number of high profile articles from across the country hitting the national news regarding cases of grooming and exploitation.

Locally in 2012 a significant investigation by the Police and partners into the exploitation and trafficking of young girls in Telford and Wrekin culminated in Operation Chalice, which led to the successful prosecution of nine men. During this operation a project to work with young people where there were concerns about CSE was developed, the Council's CATE Project (Children Abused Through Exploitation); alongside a specific multi-agency CSE pathway to support children and young people.

In response to Professor Alexi Jay's report into sexual exploitation in Rotherham, in November 2014 the Telford & Wrekin Council Children and Young People Scrutiny Committee commenced a review of multi-agency working against child sexual exploitation (CSE) to review *“how well organisations in Telford and Wrekin were working together to prevent CSE, protect and support victims and their families and prosecute perpetrators”*. This work concluded in May 2016 and made 38 recommendations.

Members of the Scrutiny Committee commended the work undertaken to date to tackle CSE, specifically the work of the Council's CATE team and Team Safeguarding Voice®.

The Telford & Wrekin Safeguarding Children Board (TWSCB) and individual agencies welcomed the Scrutiny Committee's recommendations which provide valuable ideas and advice to further develop the multi-agency response to CSE in the Borough. Since then the TWSCB has coordinated, monitored and challenged progress of the actions to address the recommendations with progress reports being presented back to Scrutiny on a six monthly basis.

In June and July 2016 Telford & Wrekin Council was inspected, and the TWSCB was reviewed, under Ofsted's Single Inspection Framework. During this inspection they reviewed how Telford & Wrekin Council and partners tackled CSE. In the report published in August 2016, Ofsted made no recommendations in relation to CSE and the report stated that the Council's response and the role of partners to tackling CSE was "very strong." They went on to state within the report that:

- *"The local authority has been a champion for tackling this issue. It provides leadership to partner agencies, with who this work is well co-ordinated. Work to protect children who go missing from home or care is thorough and improving."*
- *"There is a strong commitment from the local authority and its partners to tackle child sexual exploitation. A dedicated children abused through exploitation team provides good quality risk assessments, planning and interventions. Although relatively small, the team also reviews progress and updates plans effectively. Consequently, young people receive comprehensive and well-coordinated services that make a positive difference."*

In order to understand the local CSE context, the following data is used:

Known CSE Prevalence in Telford and Wrekin

Contacts with the Local Authority

In 2016-17 the Local Authority received **337 contacts** with concerns about CSE. This accounts for 2.7% (337 of 12,173) of the total number of contacts received in that time period. These 337 contacts relate to 224 young people.

Of those contacts 43.3% were made by other local authority services, 27.0% by the Police, 17.2% by education, with the remaining 12.5% coming from members of the public, victim support, housing providers and health providers (including GPs and schools nurses).

The outcomes of those contacts were:

- 56% progressed along child protection procedures (this includes CSE pathway and the Child Protection pathway)
- 22% were referred to other agencies for support
- 22% were provided with information and advice

Local Authority's Specialist CSE Team (CATE)

In 2016-17 the Local Authority's specialist CATE team received 58 referrals to their service.

As at 31st March 2017, the CATE team were working with 68 young people. Of these:

- 62 were female and 6 were male.
- 54 were of a White British heritage, 6 were of a mixed heritage, with the remaining 8 from an Asian, Black or other white heritage.
- 31 of the young people were between the ages of 16-17, 2 were 18 years and over, 28 were between 14 and 15 years and 7 were 13.

Recorded Crime

In 2015/16 there were 308 sexual offences of all types against children recorded. This included offences committed by children against other children and online crime where the offender and victim never come into contact as well as instances of CSE.

Analysis of the data showed that;

For the year 2015/16 of the 128 sexual activity offences involving a child under 16, there were 53 (41%) that involved contact over social media or other electronic communication with the offender and victim never coming face-to-face.

For CSO offences between April 2014 & Sept 2016 where the offender is known:

- 37% of child sexual offences were committed by offenders under the age of 15 on victims under the age of 15
- 52% of child sexual offences were committed by offenders under the age of 18 on victims under the age of 18

- For child sexual offences where the offender is known:
 - 89% are white males
 - 2% are Asian males

- 67% of offences were committed by white males on white females
- A further 11% were committed by white males on white males

Sexual offences against children includes the following offence types: Rape of female child under 13; Rape of a female child under 16; Rape of a male child under 13; Rape of a male child under 16; Sexual activity involving a child under 13; Sexual activity involving a child under 16; Sexual assault on a female child under 13; Sexual assault on a male child under 13; Sexual grooming; and Abuse of children through sexual exploitation.

Although OFSTED has recognised our multi-agency work, our intelligence shows that this continues to be a challenge and an issue of concern for our community. Tackling CSE remains a local priority across agencies, as well as the TWSCB and the Safer Telford and Wrekin Partnership. We understand the importance of ensuring that the community are part of the prevention against this type of abuse and crime. We will focus on reducing the fear of this crime and enabling the community to identify and report it.

What difference will our work make to our communities?

The community of Telford and Wrekin, including those who work here:

- Have an awareness and understanding of CSE and its local context,
- Feel they are able to report it to the Police or the Local Authority,
- Are assured that any identified offending will be dealt with robustly, and
- Have a level of confidence in reporting CSE.

We will do this by:

- Continuing to share, collate and analyse intelligence around CSE to inform partnership working.
- Raise awareness of CSE in the community, including specific sections of the community such as parents, volunteers, faith groups, sport clubs and leisure venues, community groups and after school clubs.

- Engage and educated the ‘professional community’ working in the Borough to raise awareness of CSE and its indicators, including care homes, the night time economy, housing providers, foster carers and local businesses.
- Ensuring all initiatives focussed on internet related crime and abuse address CSE.
- Further developing the local CSE communications campaign centred around the National CSE Raising Awareness Day in March 2018.

4.2. Addressing Domestic Abuse

“Domestic Abuse is any incident or pattern of incidents of controlling, coercive, 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. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.”^{iv}

Why is this a priority?

Nationally it is estimated that 1.9 million people in the UK suffer from some form of domestic abuse^v and each year more than 100,000 people in the UK are at high or imminent risk of being murdered or seriously injured as a result of domestic abuse^{vi}.

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. Nationally, on average high-risk victims live with domestic abuse for 2.3 years before getting help and 85% of victims sought help five times on average from professionals before they got effective help to stop the abuse^{vii}. We understand that support to victims and their families is integral to enable them to achieve positives outcomes.

Strong evidence indicates^{viii} that work with the perpetrator, to address the underlying cause of the violence, is key to reducing re-offending.

In order to understand the local domestic abuse context, the following data is used:

Known Domestic Abuse prevalence in Telford and Wrekin

Recorded Crimes

In 2016/17, there were 2,320 crimes recorded that were marked as domestic abuse incidents. This correlates to a rate of 134.1 per 10,000 population.

The rate of crimes recorded as domestic abuse in Telford and Wrekin is the highest in West Mercia and compares with an average across the force area of 83.5 per 10,000 population.

Orders and Offences

There were 2,439 recorded offences of domestic abuse in Telford and Wrekin in 2016/17. 29% of these offences resulted in an arrest.

Our intelligence tells us that Domestic Abuse continues to be a challenge within the Borough and the impact this type of abuse and crime has on the victim and the community is well known. Addressing Domestic Abuse continues to be a priority for partners, as well as other strategic partnerships including the Telford & Wrekin Health and Wellbeing Board and the Telford & Wrekin Safeguarding Adults and Children Boards.

What difference will our work make to our communities?

- The community are able to identify domestic abuse, know where to turn to for help, victims and their families are supported and perpetrators are dealt with effectively (from prosecution to reducing future harm and offending).

We will do this by:

- Working in partnership with the Telford & Wrekin Safeguarding Children and Adults Boards, and the Health and Wellbeing Board to:
 - Review the domestic abuse support processes in the Borough, and
 - Develop appropriate raising awareness and training packages;
- Continuing to share, collate and monitor intelligence around domestic abuse to inform partnership working;
- Maintaining our 'zero tolerance' approach to domestic abuse;
- Developing an appropriate perpetrator programme to reduce re-offending;
- Supporting, developing and implementing best practice around the Multi-agency Risk Assessment Conference (MARAC) to ensure that those most at risk are supported and risks reduced;
- Maintaining Telford's White Ribbon Town status and further develop associated raising awareness projects.

4.3. Reducing the impact of crime, including fear of, on community wellbeing

Any behaviour that has a negative impact on feeling safe, or has a detrimental effect on the environment, impacts on communities and their wellbeing. Reducing their impact will enable people to enjoy private and public spaces more, and protect the environment they live in. These types of crime impact on the health, safety and quality of life of our community.

Why is this a priority?

We know that people of Telford and Wrekin want to live in a safe and clean environment. Two identified factors that are currently impacting on the community's wellbeing are Anti-Social Behaviour (ASB) and fly tipping.

Known ASB and environmental crime prevalence in Telford

Contacts with the Police

In 2016/17 the rate of reports of anti-social behaviour made to the police was 45.1 per 1,000 population. Nationally, the rate was 31.0 per 1,000 population for the same period.

Reports of ASB are increasing year on year and in 2016/17 the number of incidents reported to the Police was 7.9% greater than in 2015/16. Nationally, there was a 0.07% increase on the previous year for ASB.

Contacts with the Local Authority

For ASB reported to the Council (which includes noise complaints, vehicle related nuisance and rubbish accumulations) the rate was 8.8 reports per 1,000 population and for fly-tipping 34.9 reports per 1,000 population.

The largest number of environmental crime incidents are caused by fly-tipping. In 2016/17 there were over 5,900 reports of fly-tipping which accounted for 7% of all service requests recorded in the council's Customer Relationship Management.

What difference will our work make to our communities?

The community of Telford and Wrekin will be proud of their Borough, feel safer and enjoy the private and public places that it offers.

We will do this by:

- Identifying three specific areas in the Borough where the rate of ASB and Environmental Crime is highest and target the CSP's resources within those areas.
- Continue to utilise the Neighbourhood Delivery Groups (NDGs) to provide a locality based problem solving response;
- Working with Town and Parish Councils and housing providers, and through the Integrated Community Model, to address lower level ASB and environmental crime.
- Utilise the Community Trigger procedure to address ASB.
- Work together to ensure perpetrators are dealt with effectively utilising all available powers.
- Review all ASB and environmental crime trends and look to address any emerging issues in a proactive way.

5. Governance and Accountability

The Safer Telford and Wrekin Partnership is accountable locally to the Health and Wellbeing Board and provides an annual update on its progress as well as updates on specific aspects, such as substance misuse throughout the year.

The Safer Telford and Wrekin Partnership is linked with other strategic local and regional partnerships as the following diagram illustrates. As well as these strategic links, the partnership works closely with the wider partnership landscape in the Borough to ensure that strategies and work plans area aligned (e.g. the Homelessness Partnership).



The Safer Telford and Wrekin Partnership will also be held to account by the Telford & Wrekin Council’s Customer, Community and Partnership Scrutiny Committee as the designated body for scrutiny of Community Safety Partnerships as set out in Section 19 of the Police and Justice Act 2006.

6. Looking forward

The Safer Telford and Wrekin Partnership will continue to take an intelligence led approach to tackle the areas of greatest need in the community. At the end of each financial year the partnership will produce an annual report outlining its progress against the strategy and areas for future development.

The partnership acknowledges that in order to see sustained change in its priorities, a two year period is required. Therefore, in spring 2019 the partnership will review its priorities, progress made to date and review any emerging issues to inform the next strategy (2019-2021). During this period the partnership will consult with the communities to ensure that we are tackling those that matter to them.

7. Partners

The Safer Telford and Wrekin Partnership would like to acknowledge and thank the contributions made by our partners, all of whom assist in making Telford and Wrekin a safer place to live, work and visit.

8. References

West Mercia Police and Crime Plan 2016-2021: <https://www.westmercia-pcc.gov.uk/safer-west-mercia/>

Telford & Wrekin Safeguarding Adults Board: <http://www.telfordsafeguardingadultsboard.org/>

Telford & Wrekin Safeguarding Children Board: <http://www.telfordsafeguardingboard.org.uk/>

End notes

ⁱ The responsible authorities are: Telford & Wrekin Council, West Mercia Police, Shropshire Fire and Rescue Service, Telford & Wrekin Clinical Commissioning Group, National Probation Service and West Mercia and Warwickshire Community Rehabilitation Company.

ⁱⁱ Source: Police ASB – data.police.uk, Council ASB & Fly-tipping Telford & Wrekin Council CRM

ⁱⁱⁱ HM Government Child Sexual Exploitation (February 2017)

^{iv} Cross Government definition of Domestic Abuse, 2016: <https://www.gov.uk/guidance/domestic-violence-and-abuse>

^v ONS (2016), March 2015 Crime Survey for England and Wales (CSEW)

^{vi} SafeLives (2015), Getting it right first time: policy report. Bristol: SafeLives

^{vii} SafeLives (2015), Getting it right first time: policy report. Bristol: SafeLives

^{viii} Reducing the Harm of Intimate Partner Violence: Randomized Controlled Trial of the Hampshire Constabulary CARA Experiment (Strang et al, July 2017)

This document is available at:

http://www.telford.gov.uk/info/20290/community/3334/community_safety_partnership



Scrutiny Suggestion Form submission received on 7 August 2017

Considered by Scrutiny Management Board on 9 January 2018 (Minute No. SMB-10)

What would you like scrutiny to look at? (required)

I would like the Customer, Community & Partnership Scrutiny Committee using its standing as the designated body for the Safer, Stronger Communities Partnership to look into vehicle damage in Telford specifically:-
Prevention of crime relating to vehicle; Increase in education provision for Adolescents and Adults on dangers of Car fires and consequences; Environmental factors which may encourage anti- social behavior/ increases in vehicle fires - (Limited street lighting); Police responses to vehicle fires; Positive recommendations to partner agencies on prevention, causes and way forward.

Why should scrutiny look at this issue? (required)

Number of fires involving vehicles in the past 12 months has been recorded at 76 according to the Shropshire Fire Service and 45 incidences were classed as arson. I call upon the Customer, Community & Partnership Scrutiny Committee to research, investigate and make positive recommendations on ways partner agencies can reduce the numbers of cases in Telford.

TELFORD & WREKIN COUNCIL

**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE –
18 JULY 2018**

WORK PROGRAMME 2018/19

**REPORT OF THE ASSISTANT DIRECTOR: GOVERNANCE,
PROCUREMENT & COMMISSIONING**

1.0 PURPOSE

- 1.1 To enable the Customer, Community & Partnership Scrutiny Committee to consider and agree the Committee’s work programme for 2018/19.

2.0 RECOMMENDATIONS

- 2.1 That the Committee agree its Terms of Reference (Appendix 1)
2.2 That the Committee agree items for the 2018/19 work programme (Appendix 2); and
2.3 That the Committee agree meeting dates for the remainder of the 2018/19 municipal year.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Priority Plan objective(s)?	
	No	
	Will the proposals impact on specific groups of people?	
	No	Borough Wide
DELIVERY DATE	The 2018/19 work programme should be delivered in-year before the pre-election period begins.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	Scrutiny has a role in ensuring that local government is effective and accountable. This includes undertaking reviews and challenging and monitoring performance. There is provision for the cost of supporting the Scrutiny function in the 2018/19 budget and the work programme will need to be managed within those resources, any variance that arises will be reported as appropriate as part of financial monitoring. The financial implications of any recommendations made by Scrutiny should be considered as part of reports as relevant.

		<p>Scrutiny also plays an important part of the budget consultation process which is reflected in the work programme and is a key piece of work which feeds into the Council's overall budget strategy</p> <p>PH 8.6.18</p>
LEGAL ISSUES	Yes/No	<p>Overview & Scrutiny for local authorities was introduced as part of the modernisation of local government in Section 21 of the Local Government Act 2000. It required every local authority to have at least one O&S committee, to: hold the Executive to account; undertake policy development and review; monitor and improve performance; investigate issues of public concern; and carry out external scrutiny including the NHS.</p> <p>Establishing a work plan, and resources as set out in this report will assist O&S to effectively meet its objectives.</p> <p>SAD – 14.05.18</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact.

PART B) – ADDITIONAL INFORMATION

1.0 BACKGROUND INFORMATION

- 1.1 The Terms of Reference for the Customer, Community & Partnership Scrutiny Committee is attached at Appendix 1. On 24 May 2018, Full Council delegated authority to each Committee to approve its own Terms of Reference. Scrutiny Management Board have noted that the Flood Risk Management Overview and Scrutiny Committee (England) Regulations 2011 associated with the Flood and Water Management Act 2010 have expired following government review and recommended an appropriate amendment to the Terms of Reference at paragraph 6.
- 1.2 The suggestions shown in Appendix 2 were considered by the Scrutiny Management Board on 5 June 2018 and referred to the Customer, Community & Partnership Scrutiny Committee to decide which issues should be included in the Committee's Work Programme. In making decisions about the work programme, the Committee should consider

any feedback from both Senior Managers and Scrutiny Management Board and the following “Criteria for Scrutiny”:-

- How far scrutiny can realistically change or influence things;
- The extent to which residents or businesses are affected by the issue;
- How well the Council and Partners are performing in the area; and
- What else is happening to avoid duplication or wasted effort.

- 1.3 Scrutiny Management Board allocated a baseline of four formal meetings during the municipal year for scrutiny of items on the Customer, Community & Partnership Scrutiny Committee’s work programme. This allocation does not include informal or sub-group meetings which may be held to gather evidence as part of a review, briefing meetings or regional/external scrutiny meetings.
- 1.4 The work programme needs to be flexible to allow for important issues which emerge during the year to be scrutinised. However, if a new topic is added to the work programme, consideration must be given to removing an existing item to avoid the workload becoming unmanageable and losing focus.
- 1.5 The Committee should be mindful that 2018/19 is an election year and any reviews will need to be completed by the end of December 2018 at the latest to enable preparation and agreement of final reports to Cabinet before the pre-election period begins in March 2019.

2.0 PREVIOUS MINUTES

- 2.1 None.

3.0 BACKGROUND PAPERS

- 3.1 Scrutiny Handbook.

Report prepared by Deborah Moseley, Democratic & Scrutiny Services Team Leader. Telephone 01952 383215

CUSTOMER, COMMUNITY AND PARTNERSHIP SCRUTINY COMMITTEE TERMS OF REFERENCE

1. The Committee will be made up of 7 elected members from the Scrutiny Assembly, appointed at Annual Council in line with the political balance of the Council, and co-opted scrutiny members. The number of co-opted members must not exceed 50% of the number of elected members. Vice-Chairs may be appointed by majority decision of the Committee.
2. If the Chair or Vice-Chair are unable to attend a meeting the Members present will elect a Chair for the meeting.
3. In addition to standing co-optees, the Committee may appoint additional co-optees for one-off reviews to supplement the skills, knowledge and experience of members of the Committee on that particular issue.
4. Relevant Cabinet Members, Directors, Assistant Directors and Service Delivery Managers will attend the Committee at the request of the Chair. Representatives from other organisations may be invited to attend.
5. The Committee will be the main mechanism by which Scrutiny members will scrutinise and monitor issues relating to the following key areas:
 - the development of Telford & Wrekin as a Co-operative Council and any resulting policies and service changes, other than matters scrutinised by the Scrutiny Management Board;
 - the planning, delivery and performance of services provided to local communities for example libraries; sport, leisure and culture facilities; community centres; environmental services or community based projects involving the Council and community cohesion.
 - issues relating to how the Council works with partner organisations such as Town & Parish Councils, the voluntary sector, community groups and local people, in particular where these organisations are or may be involved in the delivery of Council services;
 - scrutiny of the services provided by partner organisation in accordance with national legislation;
 - housing, homelessness, transport and highways, regeneration, waste and recycling services, customer services, community engagement, welfare reform, enforcement.
6. The Committee will be the designated body for scrutiny of the Safer, Stronger Communities Partnership as set out in section 19 of the Police & Justice Act (2006) and of Flood and Water Management as set out in the Flood and Water Management Act 2010 ([associated regulations in the Flood Risk Management Overview and Scrutiny Committee \(England\) Regulations 2011 expired on 6 April 2018](#)). The work programme will make provision for scrutiny of these items.

7. The Committee will consider matters referred by the Scrutiny Management Board, and will exercise discretion as to whether a suggestion falls within the remit of the Committee to scrutinise.
8. The meetings will follow the principles of scrutiny i.e. no party whip will be applied and a constructive, evidence based approach will be used.
9. All Scrutiny Committee meetings will be held in public, unless exempt information is being considered or discussed. Scrutiny Committees may appoint sub-groups to carry out investigative work as part of a review and these sub-groups may hold informal meetings but will report back their findings to the Scrutiny Committee.
10. From time to time members may become privy to information of a confidential nature. If this happens, members must maintain this confidence. Members are unable to request personal/confidential information from Officers about an individual or family.
11. The meetings will be administered by Scrutiny Services and Democratic Services. Frequency of meetings will be agreed by the Committee as necessary to carry out the work programme.
12. The Chair of the Committee, or his/her representative, will provide and present reports and recommendations of the Committee to the Council's Cabinet or other relevant organisations.
13. The Committee will set its own work programme in accordance with the areas set out in paragraph 5 above, may look at any issue deemed by the Committee to fall within its remit.
14. The quorum for a meeting is 3 elected members.

Customer, Community & Partnership Scrutiny Committee – 2018/19 work programme

Key:-

* New Suggestion

+ Resubmitted from the 2017/18 work programme

Ongoing review or monitoring

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
*	Parish & Town Council Engagement	How the Council works in partnership with Parish Councils	NEW – From Edgmond Parish Council	Cross-Service	Could this be merged with suggestion “Transfer of Assets & Services”	
*	Transfer of Assets and Services	How well has the process of transferring assets and services to T&PCs and voluntary organisation worked. What lessons can be learnt? What other assets and services might be transferred?	NEW – From Cllr Rae Evans	Cross Service; Commercial Services / Employment, Development & Business	Officer capacity to facilitate such a review is currently limited. NB Duplication with Internal Audit work related to the transfer of markets, libraries and community centres should be avoided.	

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
*	Housing Standards	There is a lot of new housing in Telford. Is the Council ensuring that they are built to lifetime homes standards and using their planning powers to ensure this happens? Perhaps a look at housing standards generally for older people, many of whom live in private rented accommodation or privately owned homes	New – From Scrutiny Co-Optee	Cross Service - Commercial Services / Customer & Neighbourhood Services / Employment, Development & Business	The Council is currently working on proposals for a new programme of work and associated governance structure to better ensure the delivery of suitable housing for all vulnerable groups, including the elderly, in recognition of this being a priority area for the Council. The associated work will take some months to progress. If accepted for the work programme, this would best fit towards the end of the year or, to enable more baseline work to be completed, deferred for 12 months.	

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
*	Fly Tipping that requires clean up by Highways England	<p>Many bad fly tipping areas are adjacent to residents properties but is the duty of Highways England to clean up in some areas. This can be very impractical as the process to get this cleaned up can take a long time whereas the local Council could get rid of such fly tips in a matter of days.</p> <p>What system of co-operation could be introduced for Council intervention in areas where Highways England land runs into the boundary of local Council areas (eg M54).</p>	NEW – From Cllr John Ashford	Customer & Neighbourhood Services	Limited influence for Scrutiny; issue being addressed by Cabinet Member and Assistant Director happy to liaise with Cabinet Member to also lobby MPs for help.	SMB noted the lack of formal powers Scrutiny has in relation to Highways England and suggested that the Committee seek an update from the Cabinet Member.
*	Anti-Social Behaviour	What powers do the Council have to support residents who are experiencing significant anti-social behaviour from other residents and how well is this working. How well is a partnership approach working? Is there more that can be done?	NEW – From Cllr Rae Evans	Customer & Neighbourhood Services		
+	Third Party Engagement	How effective the Council is in engaging support from third party organisations and the community in light of reducing resources.	Resubmitted Scoped in draft.	Cross-Service		

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
+	Community Safety Partnership (Crime & Disorder Reduction Partnership scrutiny)	Postponed from 23 April 2018. To include an update on vehicle damage/arson issues at the suggestion of a member of the public.	Statutory responsibility	Organisational Development & Delivery		SMB noted that this meeting had been re-arranged to 18 July 2018.
+	Flood & Water Management	Considered in 2016/17 as part of statutory responsibilities.	Regulations supporting scrutiny of flood risk issues have expired.	Customer & Neighbourhood Services		
	Grounds and cleansing service contract procurement	Oversight of procurement process and specification for the Grounds and Cleansing service contract. Links to maintenance of open spaces.	Continuation of work started 2017/18. Agreed scope.	Customer & Neighbourhood Services		