



Oversight and Governance

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PERFORMANCE, FINANCE AND CUSTOMER FOCUS OVERVIEW AND SCRUTINY COMMITTEE

Wednesday 22 February 2023
1.30 pm
Council House

Members:

Councillor Penberthy, Chair

Councillor Finn, Vice Chair

Councillors Briars-Delve, Churchill, Harrison, Haydon, Kelly, Lowry, Partridge, Stevens, Tofan, Vincent and Wheeler.

Members are invited to attend the above meeting to consider the items of business overleaf. This meeting will be webcast and available on-line after the meeting. By entering the committee room, Councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast.

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Tracey Lee
Chief Executive

Performance, Finance and Customer Focus Overview and Scrutiny Committee

1. Apologies

To receive apologies for non-attendance submitted by Councillors.

2. Declarations of Interest

Councillors will be asked to make any declarations of interest in respect of items on the agenda.

3. Minutes (Pages 1 - 48)

To confirm the minutes of the meeting held on 7 November 2022 (Select Review), 18 November 2022, 30 November 2022 and 14 December 2022.

4. Chair's Urgent Business

To receive reports on business which in the opinion of the Chair, should be brought forward for urgent consideration.

5. Appeal Against Petition Response: (Pages 49 - 66)

6. Policy Brief: (Pages 67 - 72)

7. Finance Monitoring Report - Month 9: (Pages 73 - 88)

8. Corporate Plan Performance Report (to follow):

9. Strategic Risk Update: (Pages 89 - 102)

10. Cyber Security - to follow:

11. Our Commitment to Equality and Diversity: (Pages 103 - 124)

12. Safer Plymouth Update: (Pages 125 - 222)

13. Work Programme: (Pages 223 - 230)

14. Tracking Decisions: (Pages 231 - 238)

Select Committee Review**Monday 7 November 2022****PRESENT:**

Councillor Penberthy, in the Chair.
Councillor Hulme, Vice Chair.
Councillors Lugger, Murphy and Poyser.

Apologies for absence: Councillor Finn.

Also in attendance: Councillor Shayer (Cabinet Member for Finance and Economy), Andy Ralphs (Strategic Director of Customer and Corporate Services), Kim Brown (Service Director for HR and Organisational Development), Matt Garrett (Service Director for Community Connections), Gary Walbridge (Head of Adult Social Care and Retained Functions), Alan Knott (Policy and Intelligence Advisor), Michael House (HWB in Education Officer), Emma Hewitt (Skills Lead, Education, Participation and Skills), Sian Timms (Naval Families Federation), Becky Ormrod (Improving Lives Plymouth), Chris Thorpe (Alabare), Basil Downing-Waite (Chair, The Federation of Plymouth and District Ex-Services Associations), Claire Elliott (Armed Forces Family) and Helen Rickman (Democratic Advisor).

The meeting started at 1.00 pm and finished at 5pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

1. Appointment of Chair and Vice Chair

The Committee agreed to appoint Councillor Penberthy as Chair, and Councillor Hulme as Vice Chair for the Armed Forces Covenant Select Committee Review.

2. Declarations of Interest

There were no declarations of interest made by Members in accordance with the code of conduct.

3. Chair's Urgent Business

There were no items of Chair's urgent business.

4. Armed Forces Covenant Review

The Chair, Councillor Penberthy, introduced the Armed Forces Covenant Select Committee Review and advised that scrutiny was taking the opportunity, for what was considered to be the first time in the 10 years since its implementation, of the Armed Forces Covenant in order to discuss what work had taken place, what had

worked well and what could be done better in the future with the aim of creating an exceptional model of work and delivery. The review itself would allow Members an opportunity to engage with the Executive Member Councillor Shayer, as well as a variety of external witnesses and internal officers and consider witness statements supplied as part of the agenda pack as well as considering first-hand accounts; learning lessons from the past was highlighted as being an important factor in developing the covenant moving forward.

The Chair clarified the definition of the Armed Forces Community as including not only serving members of the armed forces, but all volunteer and regular reservists, veterans, families of those in the armed forces, as well as cadets, to ensure that they were treated so as not to be victims to discrimination because of their service, and where appropriate to receive additional support via a variety of means.

Councillor Penberthy invited Councillor Shayer (Cabinet Member for Finance and Economy) to speak to the Committee in his role as Cabinet Member who highlighted the following:

- (a) he was the Council's Champion for the Armed Forces Covenant in Plymouth, he was himself a veteran, had been a service child, had three children who were service children themselves and grew up in the West Country therefore this was an important issue for him;
- (b) he was passionate about his role connected to the Armed Forces Covenant and introduced a short video from the Lieutenant General James Swift, the Chief of Defence People, who was responsible for the Armed Forces Covenant:
 - the video itself highlighted the benefits of having a career in the forces, including serving one's country, travelling the world, learning new skills, however also referred to difficulties experienced by serving personnel and their family including regularly moving themselves around the country/ world with their families at short notice and with little or no say as to where they were sent, or being deployed on overseas operations being forced to be apart from their families for many months at a time. The stresses and the impact of the job were considered to be immense at times and the impact long term in some cases after leaving the armed forces and returning to civilian life. The stress was also felt by service families, especially service children whose parent was away often for long periods and often out of contact and potentially in danger. Because of this, it was considered that members of the armed forces and their families rarely led a normal life meaning they would often have different experiences when accessing and using day-to-day public and private services; for example being harder to access services consistently because of frequent moves around the UK. The Armed Forces Covenant was a promise by the nation for those who serve or had served in the armed forces along with their families, should be treated fairly. It's a promise that they should not be disadvantaged because of their service in the armed forces and a recognition of the

sacrifices the armed forces make on the nations behalf and the responsibilities owed to them in return.

- (c) in Plymouth there was a vibrant armed forces community with veterans, serving personnel, their families and other associations. The covenant had, over the last 10 years, been a key advocator for all members of the armed forces community ensuring they were recognised and remembered for the sacrifices they had made, and that they were treated fairly and did not face a disadvantage. Going forward, new legislation passed earlier in the year, would be a great catalyst to raise the profile nationally and locally of the covenant;
- (d) nationally over the past 10 years, the armed forces covenant had provided a framework for charities, policy makers, businesses and the armed forces themselves to deliver improvements and address the needs of the armed forces community. Whilst there was always more that could be done researchers found that near universal recognition, that the provision of health services to veterans in the NHS had improved substantially since 2011 as a result of the covenant;
- (e) in Plymouth great progress was identified in supporting those of the armed forces including the opening of the Plymouth veterans and families hub who worked with partner organisations across the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. The creation of the armed forces community, social prescribing demonstrator in Plymouth, the production of a military kids club, ambassador's film which was a training tool for schools explaining the impact of being a child in a service family. In terms of housing for veterans, the Stirling Project had 25 self-contained affordable homes for rent still being built, and 12 of which were being built by former serving personnel in need of housing. Military Tuesday was launched in 2021, a brilliant collaboration which for the first time brought together all the support and impartial information advice and guidance for skills and employment in one place with the career transition partnership team, the regular forces employment agency and Plymouth City Council engaging positively. 77 Plymouth business had signed up their commitment to the armed forces covenant. A new e-learning package had been introduced, the partnership membership had been increased, a new website had been developed to focus on the social media for better communications; the Department for Work and Pensions had offered a designated armed forces champion. Finally, the promotion of the RBL schools programme for remembrance;
- (f) Plymouth's challenges over the next few years were in line with the armed forces covenant partnership priorities for 2022 – 2024 with a focus on removing disadvantages from the armed forces community, raise awareness through celebration and commemoration, increase business community engagement with the armed forces covenant, improving healthcare provision for the armed forces community, supporting service childrens' education, help to tackle housing issues and better connecting the armed forces community with new opportunities for skills, training, education, careers and jobs.

The Chair advised the Committee that due to this being such a broad subject, the review would be structured so as to look at the three statutory areas (healthcare, education and housing) and to focus on what had been done well, what might not be going well and where changes could be made. Written submissions published as part of the pack, information from presenting officers, input from external witnesses and group discussion would be considered during the consideration of each statutory area.

Healthcare:

Members of the Committee, external witnesses and officers discussed the following:

- (g) in terms of social care provision for those linked to the armed forces, it was important that the specific need was identified in order to enable the Council to direct individuals towards specific offers of help;
- (h) the Veterans Hub received funding from the NHS for social prescribing for the Armed Forces Community and part of that included approaching GP practices across Plymouth to get them signed up to the armed forces GP friendly practices initiative; it was considered that this was going well with 11 surgeries currently signed up. There were a lot of GP surgeries that wanted to sign up and be recognised as a veteran friendly practice however it was a big piece of work. The success of this also depended on speaking to the right people within the surgery and to signpost what support was available. The accessing of dental surgeries was considered an issue, particularly for service personnel that had relocated;
- (i) a letter had recently been sent out to Plymouth GPs encouraging them to engage with the armed forces covenant and identify themselves as covenant friendly practices. A list of GP surgeries that had signed up was coordinated by the Veterans Hub;
- (j) it was considered that mental health appeared to be missing from the city's commitments to the armed forces covenant in terms of healthcare, and specifically for childrens mental health. It was responded that the Council had a role in communicating the opportunities and services available for schools and the partnerships that helped schools every day. With mental health since the return to school following the pandemic there had been a wealth of varying different interventions regarding emotional and mental health and wellbeing services in schools – the Return to Education Project included commissioned services providing support to schools via in school sessions and support for teachers. Specific support for service children would align with that for other children at the school however would be enhanced with therapeutic activities. The challenge was identifying those children that needed specific support; the transition of pupils' in-year led to a slight delay in the assessment of additional needs. That challenge was met through the school through their SENCOs and the council worked with them and helped schools to identify issues and how to use the pupil premium service. All secondary schools had a mental health lead;

- (k) the Armed Forces Covenant Partnership received a presentation from the NHS on childrens mental health on 28 January 2021 setting out a plan of action and how mental health for children would be dealt with. This was being continually assessed and mental health was a priority for the partnership going forwards. The plan set the priorities for the next few years;
- (l) concerns were raised that there was no explicit mention of childrens mental health or a trauma informed approach in the armed forces covenant in the city; bullet point six of the covenant highlighted mental health, but not in as much as it's specific to children. It said that the covenant would seek to strengthen the military covenant with the armed forces by looking at veterans ongoing needs, especially around medical support and mental health provision in order to be recognised as the Centre of Excellence for veterans support;
- (m) the parent of a child who was a MKC (Military Kids Club) ambassador considered that the local authority had let them and other MKC families down as they had received no contact, other than that by the Royal British Legion. It was responded that the Armed Forces Covenant incorporated the family strategy – during the pandemic engagement was limited however partnership meetings were held on a regular basis and everyone was welcome to attend;
- (n) the impact of the problems experienced with accessing dental health provision was not just a physical issue, it also affected someone's mental health and emotional wellbeing. It could affect confidence therefore having an impact upon looking for work, employment, social skills. This impact also had an effect upon the spouses of serving personnel as when they move into an area there were waiting lists for NHS dentists sometimes up to two years; work had started in approaching dentists and asking them to be covenant friendly however more work was required. A motion on notice was discussed at full council in 2021 whereby it was agreed that the Chief Executive would write a letter to the Secretary of State regarding dental healthcare provision in Plymouth;
- (o) in terms of the criteria for covenant friendly surgeries, anyone was able to sign up to the accreditation service unless they were in special measures; a member of staff at the surgery was required to be the lead in the application however it did not take long to complete – information was then sent through to the surgery on a regular basis. Staff through the Veterans Hub would approach GP surgeries and explain the accreditation; through this service waiting times for mental health services for veterans reduced from two years to two weeks;
- (p) in terms of the legislation around health care, the covenant duty was a duty on all public bodies; through the covenant work has been undertaken to encourage other public bodies to attend the covenant partnership meetings. The partnership already had a good relationships with the NHS however

further work was to be undertaken to develop this further. As a covenant partnership, work was being done to encourage and foster partnership working with other public bodies to achieve the health care legislation, and the covenant duty.

Education and Skills

Members of the committee, external witnesses and officers discussed the following:

- (q) the covenant theme group for education had evolved over the past 12 months to becoming more strategic in its conversations and collective work. A sub group had been introduced focusing upon the new young carers and families service hub;
- (r) the families strategy, a priority contained within the legislation was discussed at the covenant theme group for education and children and young people; as part of the action plan discussed focused upon communication strategies within schools, school provision and the way that could be scrutinised through the thriving lives toolkit, coordination of the school workforce, and how to utilise the voice of the children and young people themselves. To support the provision set against the priorities of the family strategy work also focused upon the wider educational context, admissions, transport, attendance, additional needs, educational attainment and curriculum, student well-being and the use of the Service Pupil Premium;
- (s) the theme had a development which was aimed to help the service in the city and that was the production of an inclusion scorecard – it was a way that Plymouth City Council would be able to look at the range of schools and apportion help in different areas. It was a way of identifying what support was needed. From that particular process it was now known how many service children families there were in the city, what percentage that was in each school. Previously national data was relied upon. This would also indicate the amount of money that came into the city for the Service Pupil Premium, which was approximately £672,000 a year;
- (t) it was agreed that those figures would be provided to Members in terms of the number of schools and number of children in order to establish how much of the Service Pupil Premium was specifically used to support the needs of Armed Forces children as opposed to supporting generic school budgets;
- (u) the Service Pupil Premium service was payable to veteran children as well – it was highlighted that there may be different needs. The Government published on its website useful ways to spend Pupil Premium;
- (v) within Plymouth, young carers were numbered around approximately 800 to 900. However, it was considered that this was vastly under reported for service family children. There were 2169 in the city with 9 in alternative complementary education, 27 in special schools, 1229 in primary school and 904 in secondary school. There was there is a higher percentage of people

that were service family children that then went on to become young carers as well – that was important to note because it was an extra vulnerability or challenge;

- (w) the school admission code changed in 2021 no longer including service children under the fair access policy therefore they were no longer considered as a disadvantaged group according to that paper. It was considered that this contradicted itself in the Government's commitment to remove disadvantage from service children. Plymouth City Council's school's admission policy didn't put service children as a priority - this was raised with the Director of Children's Services previously who was to contact the Department for Education to assess if a local solution could be made. It was highlighted that other local authorities that had encountered this had actually put in their own local solutions as a remedy to change government policy;
- (x) the submission in the pack from Heather Ogburn was referred to – Heather helped to establish the first community covenant in the city, and received an OBE for the establishment of MKC Heroes and the whole work of ambassadors. In terms of MKC Heroes, this was a Royal British Legion activity and was not the responsibility of the Council. On the British Legion website
MKC heroes, the Military Kids Club heroes network, was referred to as a unique pupil voice for the children and young people of service personnel and veterans that was supported and facilitated by the Royal British Legion;
- (y) page 59 of the agenda pack referred to an LGA publication, talking about the role that councils have; Plymouth was highlighted because of the work that Plymouth did on MKC heroes and the kids choir and the roots that had in to both the covenant and the Plymouth Youth Council. The Chair highlighted the disparity in the agenda report in comparison to evidence provided by a teacher in a written submission and what was said at the meeting that this was the responsibility of the RBL and not the Council. It was highlighted that in the past the Council was very involved with MKC, and the Children's Choir, etc via Heather Ogburn who took it upon herself to really actively involve herself within that an organisation. It was confirmed that the paper in the agenda was a snapshot in time, and the situation had changed since then;
- (z) it was queried how the covenant heard directly from children and young people given that children and young people weren't on the children and young people's group, and that MKC heroes weren't engaged because the British Legion weren't engaged on that area. There was concern that children and young people didn't have a voice. In response and with regards to the voice of the child, national and local surveys and research were considered, much of which has gone into the production of the annual action plan. Forty schools were also represented at hub meetings and they talked collectively to support young carers and service children. That sub group fed into the young people and families group;
- (aa) there was concern that the RBL response submitted as part of the agenda paperwork did not mention MKC Heroes – it was considered that whilst it

might be something the Royal British Legion was responsible for, they didn't appear to mention children and young people in their response therefore it was something they had taken on but may not be doing. There were concerns that service children were therefore falling through a gap, because of an assumption made on another organisation.

Housing –

Members of the Committee, external witnesses and officers discussed the following:

- (bb) the Council worked with Devon Homes Choice to support armed forces personnel and ex-personnel including giving additional priority on the housing register; the Council also worked on projects with partners such as the Nelson Project in Stonehouse and the Stirling Project providing housing specifically for services personnel;
- (cc) the national landscape for housing was currently very poor; officers were working in a climate where work was being done to improve local housing provision however the housing market was particularly strained at this point;
- (dd) there were approximately 434 households that had deemed themselves to be in the armed forces or ex-armed forces personnel currently on the housing register in Plymouth amounting to 4% of the register however it was highlighted that several people may be on the register and not having specified that they are or were in the forces;
- (ee) Alabare was a charity supporting vulnerable, homeless and marginalised people to help transform their lives by providing accommodation and help to gain skills to live a fulfilled life – they provided support to armed forces personnel and veterans. It was highlighted that the banding for a veteran in Plymouth had been increased. Usually if veterans were in a supported accommodation project such as Alabare they would be given a banding of a 'd', making it difficult for them to gain access to social housing, however this had now changed to a 'c' banding;
- (ff) the average stay for someone receiving support at Alabare in the housing unit had increased from 9 – 12 months, to 18 – 24 months because of the difficulty in accessing the social housing register; some housing associations were also considered to be more stringent around finances and previous drug and alcohol history affecting their ability to receive social housing support;
- (gg) all of the veterans projects linked with Alabare were at 100% capacity and referrals were continuing to be received with a waiting list in place – it was considered difficult for those receiving support to be moved into private rented accommodation. It was acknowledged that if someone stayed in a supported housing project for too long it might become detrimental upon their ability to move forward independently due to a factor of heavy reliance on others;

- (hh) the Council allocated a proportion of housing stock through local lettings to armed forces personnel – this was specifically self build projects as part of the Nelson and Stirling Projects; it was confirmed that another development was in the pipeline;
- (ii) Alabare had a project called Boots on the Ground which was funded through the Armed Forces Covenant Positive Pathways Programme with the aim of improving veterans' mental health through outdoor activities to support resilience moving forward. It was also hoped that this holistic approach would enable accommodation to get accommodation and sustain it – the work provided by Alabare was the first and had led to some national developments;
- (jj) it was questioned if it would be possible to have an armed forces champion within the housing department at the Council – it was highlighted that professionals that worked with veterans often contacted the Council to follow up cases for people that were about to transition onto the housing register, or ask questions however they were often required to be on a call for approximately an hour waiting which wasn't considered an effective use of time. It was demonstrated that it would be helpful to have a direct contact who would understand the specific issues to help move cases forward easier; it was responded that this would need to be discussed within the team however it wasn't expected to be a problem;
- (kk) it was suggested that champions were specified at the council for all three areas affecting veterans and armed forces personnel and their families – housing, education and healthcare;
- (ll) in terms of homelessness and temporary accommodation, the council wasn't able to track if anyone identified as a veteran within this cohort – information received from Devon Homes Choice was the only way the Council could assess who had declared themselves as linked to the armed forces;
- (mm) the Council collaborated with partners in order to find housing solutions however hadn't recently contacted the MOD in terms of empty properties and the option to lease;
- (nn) it was considered that it would be very difficult to receive an accurate figure for veterans in the city and those that were homeless or in temporary accommodation as many didn't present themselves in that way through embarrassment or circumstance;
- (oo) it was estimated that the number of people on the housing waiting list was more than 4% of the waiting list in terms of veterans and armed forces families given the size of the Armed Forces community in the city. It was expected that those with complex needs should be considered, especially in terms of a trauma informed approach and the requirement of specialist service and additional support to meet some of those needs appropriately;

- (pp) it was considered a useful consideration to approach the MOD regarding potential long term vacant properties, even if only for a short term lease to the Council in order to move some people out of B&B accommodation back into temporary accommodation or to allow movement out of intensely supported housing charities freeing up room for the next cohort of people in need;
- (qq) it was highlighted that Alabare only had seven beds available in Plymouth therefore the transitional pathway of support needed to be addressed,. However had 102 homes across the South West and Wales;
- (rr) a list of local businesses that had signed up to the covenant was available however this had not been cross referenced with the social landlords that had signed up however this information would be made available.

Employment/ Training/ Business Engagement

Members of the committee, external witnesses and officers discussed the following:

- (ss) the Council's skills lead highlighted that the Council had a Skills for Plymouth Strategic Plan; a five year roadmap in terms of the demand picture from local employers and sectors, and the sort of skills element in terms of the working population, the skills training provision and the future pipeline of our young people and those going through the education system;
- (tt) the aim was to ensure that local employers and sectors had the right skilled workforce to fill jobs vacancies, and to ensure local people and those coming through in the pipeline gain and had access to the skills that they needed to fill those job vacancies that we have in the city;
- (uu) it was important to ensure that service leavers and veterans were able to express what skills they had; it was recognised that some ex forces personnel had an amazing skill set and qualification base however couldn't communicate that effectively in CVs. The Skills Launchpad was able to help with this piece of work;
- (vv) work was being undertaken as part of the skills agenda to create a one stop shop for local employers presenting a cohort of individuals with the correct skillset to perform roles; it was important that employers knew how to access recruitment pools, including the armed forces family. Nearly 100 local employers were signed up to endorse the agenda – it was the role of officers to understand employers entry level qualification requirements ensuring that those going through the system were upskilled where required;
- (ww) the Council was working with contacts in the armed forces to be involved in discussions around the exit planning process of service leavers to ensure they were fully aware of opportunities within the city;

- (xx) through the Skills Launchpad, which was a citywide partnership, there was several training providers including further education and higher education. The idea was that training could be brought together collectively and those seeking advice and guidance would also be kept abreast of opportunities and what pathways to take. City College Plymouth were very much a key partner in the skills offer. There were regular Military Tuesday events, which was a pop up activity with different partners involved including the University, recruiting agents and colleges;
- (yy) the Forces Employment Charity and the Poppy Factory Transition Service were represented at Military Tuesdays along with other partners and organisations to work together in a multi-agency response to support individuals;
- (zz) it was highlighted that Plymouth should be specifically referred to in terms of local opportunities for those leaving Plymouth forces, highlighting potential skills and matching to employers; this was something that was currently lacking. Exit planning should be properly managed so that opportunities and pathways and skills were undertaken;
- (aaa) in terms of support for the partners, wives and husbands of service personnel, the Military Tuesday's events embraced families so their needs could be catered here however it was acknowledged that there was potentially a whole cohort of individuals within this category that could be a part of the economic delivery within the city. There was also a dedicated youth hub as part of the skills Launchpad for 16 – 24 year olds as well as a focus on young carers;
- (bbb) the Family Federation had forces families jobs – it was a job site for all people that were linked to forces families. Everyone involved had to be signed up to the Armed Forces covenant to advertise a job on it. There were normally about 10,000 live at any one stage however this was particularly aimed at spouses and other family members;
- (ccc) every forces leaver received a resettlement package and this was run by CTP – they were paid by the MOD to handle the transition. The transition period would start two years before the individual was due to leave the forces;

Internal Support from the Council

Members of the committee, external witnesses and officers discussed the following:

- (ddd) Plymouth City Council had a very diverse workforce made up ex-serving personnel, serving officers and veterans. The Council had reviewed its recruitment policy, and also updated the recruitment statement so that individuals that were able to demonstrate they met the criteria, were guaranteed an interview. The Core HR service platform that was used for recording staff personal details, etc now included a field indicating if they

were reservists/ in a military family etc;

- (eee) as part of the data update, the Council was to write to the workforce to gain intelligence in relation to how many members of staff were veterans, serving personnel or part of a military family;
- (fff) the Council's People Strategy was to include a reservists policy that had been reviewed, but was yet to be agreed; it referred to 10 days for reservists for training;
- (ggg) it was not known how many veterans, reservists, military family members or serving personnel were employed by the Council however it was hoped that this would be captured as part of the data capture exercise;
- (hhh) it was discussed if cadets should also be referred to in the Council's policy as several cadets were known to work for the Council yet were using their annual leave for training.

The Covenant/ Partnership Working

Members of the committee, external witnesses and officers discussed the following:

- (iii) in terms of communication of the covenant, a new website went live within the last four to six weeks. An e-learning package was included for anyone in any organisation who wanted to know a little bit about the about the covenant; this was also included in the e-learning hub within the Council. The Twitter and Facebook pages had been reinvigorated and were used as the main forms of communication however it was recognised that traditional formats such as within a printed local newspaper might be used in the future for those that didn't access digital social media;
- (jii) it was acknowledged that the website was relatively new and that the Twitter and Facebook pages had just gone up, however it was considered that there were not enough social media postings. There were fantastic provisions for the armed forces community within the city however this was considered not to be showcased; a more active social media presence would be able to regularly update on what was happening in the city, what support was available and how people could get involved;
- (kkk) it was considered that the Council might have a role in supporting the partnership in effectively communicating the work of the covenant and take an overall lead; rolling poster boards could be used, electronic boards or boards for posters in car parks;
- (III) Plymouth City Bus had signed up to the armed forces covenant therefore it might be beneficial to try and work with them to communicate the work of the armed forces covenant; they had buses that went across the city seven days a week so could effectively get the message out in the

city as they had message boards inside buses as well as exterior advertising space;

- (mmm) it was considered that a communication strategy was required for the armed forces covenant so that all the organisations could work to it together and then disseminate messages from a central point otherwise there was a risk of confused messaging;
- (nnn) there was a Plymouth City Council ceremony for signing the covenant that happened in August; this was developed by the business theme group who worked closely with the Wessex reserves to promote this to the business community in Plymouth;
- (ooo) the theme groups were established 8 years ago, it was questioned if it was time for the groups to change or be updated to reflect the growth of the covenant; several partners and people worked cross cutting themes therefore the approach currently taken was to work collaboratively other than in silos;
- (ppp) it was highlighted that covenant meetings were working well and theme groups worked cohesively together however change was always welcome to promote development and growth;
- (qqq) a good thing to have come out of the pandemic was the collaborative working what went on between organisations working with the Armed Forces community, for example the veterans and families set up six weekly service update meetings, where we could really get an idea of what was happening, who was being furloughed, and what support we were offering people; approximately 25 people attended those sessions and worked well due to collaboration;
- (rrr) Outreach Hubs were due to start in November 2022; they demonstrated a collaboration of services coming together and going out in the community to offer support to the armed forces community. Help for Heroes, DWP, the veterans, South West Water, Plymouth Community Homes and other partner organisations, would all be in attendance at these events. They were run by organisations that had come together having recognised a need and were doing something about it. There was no funding to run these sessions however it was hoped that they would continue;
- (sss) in terms of the armed forces covenant themes it was discussed if future themes might include employment training and business engagement areas, health care, education and housing – they could have in them people that covered all areas of inclusion such as veterans, families, children, serving personnel;
- (ttt) sexual abuse, violence and rape within the services and disclosures coming out after people had left the service was another area that needed more consideration – it was considered that this should form

part of the armed forces covenant;

- (uuu) it was discussed that no longer having a formal city covenant, and having lots of organisational covenants, could mean there were areas of support for our Armed Forces community that didn't have that natural lead in the city anymore;
- (vvv) Armed Forces Day was still seen as an important thing for the Council to support; Falmouth was hosting the national armed forces day celebrations however Plymouth was still going to celebrate armed forces day;
- (www) the importance of partnership working was discussed, as well as the extra importance of a partnership lead; the council no longer had a responsibility to bring everything together;
- (xxx) the fact that the city had ten years of successful covenant delivery was celebrated; partners were working together to move from ticking national boxes to a city that had an exemplary community covenant, led by a council showing its commitment to all parts of our Armed Forces family.

The Chair, Councillor Penberthy, thanked everyone that had participated in the meeting through written evidence, at the meeting itself, and to everyone in the city that worked to support the Armed Forces Covenant and the Armed Forces family.

The Committee agreed:

1. to recommend to the Health and Adult Social Care Overview and Scrutiny Committee to include Armed Forces Friendly GPs and Dental Surgeries to their work programme specifically with regards to the number of surgeries that have signed up to the initiative, the impact of long waiting list timescales upon serving personnel and their families when frequently moving to a new area, and the importance of prioritising those affected by the armed forces covenant so as not to be disadvantaged;
2. to write to NHS England highlighting issues identified in Plymouth with regards to access to healthcare provision (including dental access) in the city for armed forces personnel and their families and highlighting NHS England's duty, as supporters of the covenant, to provide appropriate services for the armed forces;
3. to recommend to Cabinet that the wording of the current Armed Forces Covenant is reviewed to stress the importance of a trauma informed approach across all areas of the covenant in line with city policy, and specifically that due regard is given by the Council to the mental health of children and young people of service families, is appropriately considered in line with the Council's covenant duties;
4. to recommend to the Education and Children's Social Care Overview and

Scrutiny Committee to add the Armed Forces Covenant to their work programme, specifically with regards to the Council's legal requirement under the covenant to provide education to service children, and that information on the pupil premium affecting service children, and how many service children were also young carers was also to be provided so that support could be managed;

5. to recommend to the Cabinet Member responsible for the Armed Forces Covenant, and the Cabinet Member for Children and Young People that the feasibility of amending Plymouth's School Admission Code is considered so that service children applying for a school place in the city were given priority status;
6. that Councillor Penberthy, as Chair of the Select Review Committee, would write to the Royal British Legion (RBL) highlighting the panel's extreme disappointment that the RBL written submission made no reference to MKC Heroes resulting in the voice of children and young people in the covenant being absent, and that work surrounding MKC Heroes should be appropriately led by RBL as was their responsibility;
7. to recommend to the Cabinet Member responsible for the Armed Forces Covenant and the Cabinet Member responsible for housing that:
 - an Armed Forces Champion is created in the housing team as a single point of contact and support for armed forces queries;
 - a greater understanding of the veterans cohort in the complex needs assessment in terms of the impact of drug and alcohol rehabilitation upon homelessness is sought so that appropriate support is provided;
 - social landlords are encouraged to sign up to the Armed Forces Covenant and work in partnership with the Council in housing veterans and ex-services personnel;
 - the links between the Council and Alabare are strengthened in terms of support provided to ex-services personnel in their transition out of supported accommodation;
 - an approach is made to the Ministry of Defence regarding their surplus housing stock in Plymouth in order to explore the feasibility of using it specifically to support veterans and ex-forces personnel;
8. to recommend to the Cabinet Member responsible for the Armed Forces Covenant and the Cabinet Member responsible for HR to:
 - promote the Armed Forces Community Covenant to employers in the city;
 - request that a data mapping exercise of the Council's staff is undertaken to establish the numbers of veterans, reservists, cadets and families of

serving military personnel so appropriate support is given;

- establish a network within the Council to specifically advise on issues affecting the Armed Forces Community and inform the work of the covenant within the Council;
9. to recommend to the Cabinet Member responsible for the Armed Forces Covenant and the Cabinet Member responsible for employment, skills and training:
- that work is undertaken by the Council specifically with regards to the skills of ex services personnel and how they could be interpreted and translated into employable skills in the city, and that performance coaching is developed and encouraged;
 - to ensure that appropriate support is provided by the Council to spouses and partners of serving personnel in accessing training and finding employment on arrival to the city;
 - that the Council feeds into the Ministry of Defence transition service in order to develop an offers and needs assessment and criteria with the intention of helping personnel move out of the forces and into employment within the city;
 - that partnership working is further considered and strengthened to the benefit of the covenant;
10. to recommend to the Performance, Finance and Customer Focus Overview and Scrutiny Panel to explore further opportunities to support employment and development for veterans, ex-personnel and service families in the city; for scrutiny to consider if improvements could be made as to how the armed forces covenant is communicated in the city; and that the structures of the city's covenant are reviewed in light of legislative changes.

5. **Select Committee Review Plan**

The Select Committee Review Plan was attached to the agenda for information.

6. **Armed Forces Covenant**

The Armed Forces Covenant was attached to the agenda for information.

7. **Witnesses**

Several witness, both internal and external, including officers of the Council and the Cabinet Member were invited to the meeting and took part in the discussion as detailed in minute 4 above.

8. **Recommendations**

The Committee, having considered written submissions contained within the agenda and heard from witnesses on the day, collectively formulated several recommendations as detailed in minute 4 above.

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Call-In Performance, Finance and Customer Focus Overview and Scrutiny Committee

Friday 18 November 2022

PRESENT:

Councillor Penberthy, in the Chair.

Councillor Finn, Vice Chair.

Councillors Hulme, Laing, Lowry, Lugger, Mrs Pengelly, Riley, Stevens, Tofan and Vincent.

Apologies for absence: Councillors Wheeler

Also in attendance: Councillors Bingley, Patel, Haydon, Coker, Mrs Aspinall, Andy Ralphs (Strategic Director of Customer and Corporate Services), Anna Constantinou (Service Manager, Digital and Customer Experience), Peter Honeywell (Transformation Architecture Manager, Digital and Customer Experience), Ross Jago (Head of Governance, performance and Risk).

The meeting started at 9.30 am and finished at 11.21 am.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

29. **Declarations of Interest**

There were no declarations of interests in accordance with the code of conduct.

30. **Chair's Urgent Business**

There were no items of Chair's urgent business.

31. **Call-in: Decision Reference - LI5 22/23 - Changes to Contact Centre Services**

Councillors Riley and Tofan arrived at 9.35am.

Councillors Haydon, Mrs Aspinall and Coker introduced the reasons for the call-in and highlighted:

- a) Between 1 April to 31 October 2022, 1670 calls were made, of which only 61% were answered;
- b) It could be difficult to complete some Council forms online, such as the Blue Badge Form, meaning those who are not digital excluded or vulnerable, do not wish to use online services;

- c) Not all residents who would need to access services at Central Library would find it easy to get there physically, but furthermore working people would find it harder to get there on the specific day they needed to;
- d) Wait time on the Council Number could be up to an hour long, taking up residents time and money, especially if they had to call from a pay-as-you-go phone;
- e) The data in the report was from the 2011 Census;
- f) Residents were being directed to libraries for support, but most were not open full time, making it harder for residents to access services;
- g) Plymouth was a trauma-informed city and the change policy proposed did not seem in line with this;
- h) They were not satisfied that the list of priorities and non-priorities was correct;
- i) With the number of phone calls unanswered, the Contact Centre should be something that was expanded, not contracted;
- j) Councillors should work collaboratively to improve the lives of residents, and encourage them to access the services they were entitled to, not make it more difficult;
- k) Risks were named in the mitigation measures part of the policy stating that it could lead to isolation of some residents;
- l) Loss of some bus routes and increases in bus fares would make it harder for some residents to get into Central Library.

In response to questions it was highlighted;

- m) An individual who Councillor Haydon had unsuccessfully tried to help get a bus pass, now refuses to try again to apply, following a traumatic visit to St Budeaux Library, which means he will no longer exit his property and travel around the city;
- n) St Budeaux Librarians had explained that post-COVID19, librarian staff were not able to support individuals and the gentleman would need to access an appointment on a Thursday at Central Library;
- o) Some residents would need to walk further to get to a bus stop following the cancelling of some routes, making it harder for less mobile residents of the city to travel to libraries to access services;
- p) Some residents might have had to pay more to travel into the city centre by taxi because a bus route had been removed, a cost some wouldn't have been

able to afford with the Cost of Living Crisis;

- q) Most local libraries had very specific opening hours, making it more difficult for residents to access what they could at their local libraries;
- r) Councillor Haydon and her husband had had difficulty completing a bleu badge form online for a family member, and had to contact customer services.

The Leader, Andy Ralphs (Strategic Director of Customer and Corporate Services), Anna Constantinou (Service Manager, Digital and Customer Experience) and Peter Honeywell (Transformation Architecture Manager, Digital and Customer Experience) explained the reasoning for the decision and highlighted -

- s) The decision had been made as part of the budget setting process for 2023/24 when the Council had been looking to make £37.5 million of savings;
- t) Councillor Bingley could not see how the case studies highlighted by Councillors Haydon, Mrs Aspinall and Coker, would be affected by the decision;
- u) There was no statutory obligation to carry out public consultation for this decision;
- v) Alternative prioritisations had been considered, but a priority access route had been made for Children's Services, Adult Social Care and Homelessness;
- w) Dedicated channels would be set up so the priority areas of the city with the most vulnerable residents would be pushed through more quickly;
- x) A new digital assistance line had been opened to encourage friends and family of those who are digitally excluded to register as so, and therefore would be pushed through more quickly on phone lines moving forward to improve customer service;
- y) A £50,000 In-year saving would be made with a further £88,000-£100,000 saving in 2023/24 with the reformation of the customer service lines with better technology, as seen in other councils across the country;
- z) The changes in the decision were a minor shift within an existing function so it was not felt that an action plan was needed;
- aa) 4.6% of Plymouth's population were digitally excluded, had dropped from 12-13% in years previous;
- bb) The change had been proposed to improve performance from its position at the time;
- cc) Four years previous there were 30 FTE in the contact centre with now 15 FTE with similar or higher volumes of calls;

- dd) The proposal would realign existing resources to answer priority lines more quickly.

In response to questions it was highlighted –

- ee) The Council website had been reviewed and made more customer friendly and easier to read and it had experienced a higher number of visitors;
- ff) Some data had gone in the wrong direction in recent times, but a fundamental review would be undertaken, looking at the types of technology available to assist with improvements and make savings;
- gg) In an average month of 2022 there were 300,000-400,000 website visits with 20,000-30,000 transactions invoked by customers, 12,000-13,000 phone calls of which 20% invoked service requests and face-to-face appointments were within the 10s each week;
- hh) User experience with parking permits and blue badges was poor, but they were done through government systems, however if other local authorities approached these issues differently, this would be looked into;
- ii) The digital assisted line was there to help people complete applications for people who could not do it themselves;
- jj) Another government system that was challenging was the 'Tell Us Once' system, but recent improvements by government had been made;
- kk) There were 4-5 staff in the Central Library at all times, but could not be trained in all areas to support residents, which is why appointments were offered to give residents contact with a more specialist officer;
- ll) A service similar to FaceTime was being looked into to connect library staff with more knowledgeable officers for more timely assistance;
- mm) There was a 12 week target in place for blue badges but this could be affected by a range of different factors;
- nn) A £50,000 saving would be made through vacancy management;
- oo) There would be an emergency line to report hazards although this was missing in the report;
- pp) If a resident wished to complain about their experience with an online form they would have to complete an online feedback form to report it to the Council.

Councillor Mrs Aspinall left the meeting at 10.16am

During discussions between Committee Members it was further highlighted –

- qq) Councillor Casework levels could be impacted, and could have already been impacted by residents who are either digitally excluded or are not satisfied with the digital offer;
- rr) Some of the language such as “customer” and “offer” could be reviewed;
- ss) Any changes needed to be monitored for feedback to ensure the service was being improved and that risk was being monitored;
- tt) A wider communication plan would be developed to inform residents on how to access services.

Councillor Lugger left the meeting at 11.00am

The Leader summed up and explained –

- uu) Residents would still be able to call the Council, with priority lines for certain groups;
- vv) Library hours had been kept at a reduced level since.

Councillor Sally Haydon summed up and explained –

- ww) Concerns over the length of priority queues;
- xx) Concerns over complaints about the online service also having to be made online;
- yy) She believed that further work was needed before the papers were ready for the decision to be made.

The Committee agreed to refer the decision back to the decision maker and made the following recommendations –

- 1) That The Leader and Cabinet use the latest census data from 2021 when reviewing the decision;
- 2) Enquiries regarding bus passes should be included on the priority list;
- 3) Prioritisation should be given to residents who were calling about .Gov systems such as Blue Badges or Tell Us Once, as issues with these systems had been identified;
- 4) That Libraries and Councillor Casework to be included in the risk mitigation plan;
- 5) More clarification on how the changes would be communicated to those residents who are not on social media, online or do not read the local newspaper.

Performance, Finance and Customer Focus Overview and Scrutiny Committee

Wednesday 30 November 2022

PRESENT:

Councillor Penberthy, in the Chair.

Councillor Finn, Vice Chair.

Councillors Churchill, Haydon, Hulme, Kelly, Lowry, Partridge, Stevens, Vincent and Wheeler.

Also in attendance: Councillor Shayer (Cabinet Member for Finance & Economy), Ross Jago (Head of Governance, Performance and Risk), Andrew Loton (Senior Performance Advisor), Giles Perritt (Assistant Chief Executive), Alison Mills (Head of HR Consultancy), Kevin Treweeks (Unison Lead Representative), Sharon Battishill (Unite Lead Representative), Trish Small (GMB Lead Representative), Councillor Carlyle (Cabinet Member for Education, Skills and Children and Young People), David Northey (Interim Section 151 Officer), Jane Anstis (Service Director for Children, Young People and Families), Ruth Harrell (Director for Public Health) and Helen Rickman (Democratic Advisor).

The meeting started at 2.00 pm and finished at 4.50 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

32. Declarations of Interest

There were no declarations of interest made by Members in accordance with the code of conduct.

33. Minutes

The Committee agreed the minutes of the meetings held on 5 September 2022, and 29 September 2022 as an accurate record.

34. Chair's Urgent Business

There were no items of Chair's urgent business.

35. Policy Brief

The Policy Brief was not introduced by an officer and instead moved straight to questions from Members.

In response to questions raised it was reported that -

- (a) it was anticipated that voter ID would be required for next year's elections however this would be clarified later in the agenda when the Elections Bill Implications item was to be discussed;
- (b) future policy brief reports would include any impacts or benefits to Plymouth as well as how the Council would take action to respond if required;
- (c) the Policy Brief referred to the call for evidence on the Home Office Afghan Resettlement Scheme – this was scheduled on the committee's work programme for 14 December 2022 meeting.

The Committee agreed:

- 1. that future policy brief reports would include any impacts or benefits to Plymouth as well as how the Council would take action to respond if required;
- 2. to note the Policy Brief.

Order of Business

The Chair agreed to change the order of business to facilitate good meeting management.

36. Corporate Plan Performance and Risk Report - To Follow

The Corporate Plan Performance and Risk Report was not introduced by a Cabinet Member and instead moved straight to questions by Members. Councillor Shayer (Cabinet Member for Finance & Economy), Ross Jago (Head of Governance, Performance and Risk) and Andrew Loton (Senior Performance Advisor) were in attendance.

In response to questions raised it was reported that:

- (a) risk 12 in the report regarding the Council not meeting its obligation to keep data secure by failing to adhere to data protection act regulations was an identified risk and not something that had happened; a description of the risk was contained within the report as well as the mitigation response and actions undertaken to ensure that to the Council's best ability it didn't happen; cyber security was also to be discussed at the panel's scrutiny meeting in February 2023;
- (b) risk 14 in the report regarding the Council not meeting its legal obligations regarding the health and safety of the workforce was an identified risk of the situation and the mitigation was included in the report; the Big Listen was to be discussed later in the meeting and this formed part of the mitigation of this risk;
- (c) the red risk in relation to staff sickness levels was acknowledged however measures were in place to address what had been identified as an issue

affecting the workforce; the Council had a well-developed policy for absence and sickness and it was highlighted that the welfare of staff was important;

- (d) a written response would be provided to Members upon the financial implications of the Council's decision to end the garden waste service early therefore affecting the overall recycling rate in quarter two due to a lower volume of composted waste than in previous years, specifically when it was considered that recycling was sold on for other use.

The Committee agreed:

- 1. that a written response would be provided to Members upon the financial implications of the Council's decision to end the garden waste service early therefore affecting the overall recycling rate in quarter two due to a lower volume of composted waste than in previous years, specifically when it was considered that recycling was sold on for other use;
- 2. to note the Corporate Plan Quarter Two Performance and Risk Update.

37. **Return to Work Safely - The Big Listen Update - To Follow**

Councillor Shayer (Cabinet Member for Finance & Economy), Giles Perritt (Assistant Chief Executive) and Alison Mills (Head of HR Consultancy) presented the Return to Work Safely (The Big Listen Update) to Members. The three Union representatives, Kevin Treweeks (Unison Lead Representative), Sharon Battishill (Unite Lead Representative) and Trish Small (GMB Lead Representative) were also in attendance in order to provide a staff side perspective.

The following key points were highlighted to Members:

- (a) the report shared the main findings of the Big Listen staff survey and the information provided was taken across all council employees; there was currently no benchmarking data undertaken by other councils to measure the information however it presented a clean cut representation of a post covid council;
- (b) the Council conducted the Big Listen survey in June/ July 2022 and the report shared the headline findings and provided information as to how the Council would respond to the findings from the survey;
- (c) the survey linked to the Council's People Strategy and had a 71% engagement level, two thirds of staff were proud to work for the Council, seven in ten people considered the Council was a good employer, the largest improvement was made in the satisfaction levels to staff working environment, 87% of staff were aware of their responsibilities and duties, 65% responded that they got development or training needed to do their job safely and 82% of staff felt that they were treated fairly, respectfully and without discrimination;
- (d) the report also highlighted how change was managed across the Council,

career progression within the Council and the confidence in how the survey results would be responded to; plans were detailed in the covering report on focus groups being arranged to take forward actions.

In response to questions raised it was reported that –

- (e) it was difficult to encourage staff to speak and engage with surveys however those that did were thanked; it was highlighted that the response rate of 51% was a top quartile rate and was considered very high as the average rate was 25%;
- (f) in terms of the 51% response rate, Sharon Battishill (Unite Lead Representative) considered that front line workers were not heard and generally did not participate in surveys as they did not work on computers so didn't receive an electronic version of the survey however also didn't receive paper copies; they also had to complete surveys in their own personal time other than during working hours. There was a high density of front line workers in Street Scene and Waste with reading and writing therefore the feedback would be low from those areas;
- (g) in terms of the 51% response rate Kevin Treweeks (Unison Lead Representative) advised that he considered some people may not have participated because they believe that if they didn't have anything nice to say they shouldn't say anything at all;
- (h) an external company was used to conduct the survey in order to ensure anonymity if people considered they could be identified by their responses; a dual approach was taken with online availability and staff were proactive with paper copies for frontline staff. Colleagues went out to specifically try and increase rates in front line areas;
- (i) the engagement rate of 71% was made up of the answers to a specific suite of questions around the extent to which people felt engaged with the Council; the figure was made up of the answers to specific questions that were answered. The exact questions that were considered for the engagement index score would be provided to Members;
- (j) figures for comparison between the results of the 2022 staff survey and the 2018 staff survey would be provided, specifically for the following survey questions:
 - Working in my job make me want to do my best (this was 14 points down from 2018 figures)
 - I would like to be working for the Council in 12 months' time (this was 14 points down from 2018 figures)
 - The Council is a good employer (this was 21 points down from 2018 figures)

It was highlighted that Members should be mindful when comparing the 2018

staff survey and the 2022 Big Listen staff survey as the pandemic hadn't happened in 2018 and attitudes to work and life had changed significantly over that period;

- (k) 51% of staff participated in the survey, meaning that 49% of the workforce didn't take part in the staff survey;
- (l) the design of the survey as well as formatting of questions was discussed with trade union representatives. It was considered by trade union representatives that the use of an external agency was a good idea as no complaints had been received this year with regards to staff being easily identifiable from their responses;
- (m) it was considered by Unite Lead Representative that it would be preferable to send front line staff the survey in the post with a return envelope;
- (n) the Cabinet Member agreed with a concern raised in terms of the percentages of staff that felt they were victims of bullying or harassment and the potential impact that might have upon sickness levels and the confidence in staff being comfortable in completing the survey due to a fear of being identified or experiencing repercussions, especially if they had to undertake the survey in a physical format; this would be taken on board;
- (o) the next steps for the survey was to release results to departments for greater discussion and analysis in focus groups;
- (p) front line workers were given paper copies and representatives from Human Resources and Organisational Development went to particular work locations to support those employees that required help filling out the survey if required – this also helped responses to be anonymous as it was separate from support provided by managers;
- (q) Staffroom was the name of the Council's virtual staffroom – managers were responsible for cascading down information and key messages from staffroom to council employees that didn't have access to staffroom. Television screens were also in different locations across council sites for staff to be advised of key messages;
- (r) in terms of having trust that the survey results would impact positive change, Sharon Battishill (Unite Lead Representative) considered that she had trust in senior managers however wasn't confident that key messages would reach front line workers;
- (s) in terms of having trust that the survey results would impact positive change, Kevin Treweeks (Unison Lead Representative) confirmed that there was a lot of cynicism from staff and the idea of engaging with focus groups on difficult issues like communication could be useful however from past experience with staff surveys, the changes that had been made were the changes that those in charge wanted to make anyway other than what the workforce wanted to be made;

- (t) in terms of having trust that the survey results would impact positive change, Trish Small (GMB Lead Representative) had trust that there was an intent for the council to make changes however it was questioned how much could be realistically achieved with budget restraints, especially when staff were overworked;
- (u) line managers were responsible for ensuring that the needs of their staff members were listened to and addressed;
- (v) the Return to Work report was submitted to scrutiny previously and it was mentioned by the presenting officer that this survey had been undertaken; scrutiny was therefore in receipt of very early information which had not yet been cascaded through directorates or working groups for further development;
- (w) when the Plymouth Book came into force the Council removed payments for staff for professional registrations; this was not supported by trade union representatives as the registrations were required as part of the job.

Trade Union Leads offered their perspectives upon the results of the Big Listen survey as follows:

Kevin Treweeks (Unison Lead Representative):

- (x) it was important for the Council to recognise that there was a lot of negativity in the workforce – satisfaction levels were down across a lot of metrics in comparison to previous surveys and staff didn't seem to think there was a particular vision or leadership in the council. There was diminishing faith in line managers, a lack of faith in the future and a view that training opportunities were limited.
- (y) some staff were ambivalent about if they still work for the council in 12 months' time, there was a 13% turnover of staff and an expectation that change was coming and it would be negative. Staff were feeling that they had little control and were constantly managing change; it was considered that a lot of departments within the Council restructured on a bi-annual basis leading to issues with how to function with other teams;
- (z) concerns of isolation were specifically directed towards front line staff that worked in the call centre, who generally worked from home and were dealing with members of the public on an increasing basis that were dissatisfied leaving staff with no one else to talk to once the call had ended;
- (aa) it was recognised that work appeared to be grinding people down, there was insufficient staff numbers, stress was apparent and long term stress needed to be focused upon;
- (bb) there was dissatisfaction with the pay and reward and it was considered staff were 20-25% worse off in spending power terms than 10 years ago. Pay was managed nationally however the council's local terms and conditions were

used as a way of saving money however it was considered to be a false economy as the council was losing staff to neighbouring local authorities;

- (cc) environmental impacts only looked at travel however hybrid working was here to stay but the survey indicated that more people expected to return to their workplaces more often than they had been previously – we needed to consider that came in to work in green ways;
- (dd) registration fees for social workers was no longer paid for by the Council;
- (ee) Union leaders didn't score well around communications and would like to get messages out using the council's platforms.

Trish Small (GMB Lead Representative):

- (ff) there was a high demand on staff and this was driving people to be ill with work related stress; it was considered that if staff wellbeing was prioritised this would mean that less people would feel burnt out and the impact on sickness levels and cost would be lessened. To recruit to new members of staff and to retrain cost money;

The Committee agreed:

1. that the exact questions from the Big Listen survey that were considered for the engagement index score would be provided to Members;
2. figures for comparison between the results of the 2022 staff survey and the 2018 staff survey would be provided for the following survey questions:
 - Working in my job make me want to do my best (this was 14 points down from 2018 figures)
 - I would like to be working for the Council in 12 months' time (this was 14 points down from 2018 figures)
 - The Council is a good employer (this was 21 points down from 2018 figures)
3. to recommend that prior to the next staff survey, additional thought was given to how those without computer access were given support to be able to complete the survey (to feel confident in doing so), that all staff should be allowed the opportunity to complete the survey within working hours, and that the process was agreed with the trade union representatives in advance to enable them to support the delivery of the survey;
4. that staff registrations was to be added to the work programme (where council officers were required to have registrations to undertake their role), with the aim to understand costs, what registrations were required and for whom, and to understand the impact upon the Council – Trade Union representatives to be included in the discussion at scrutiny;

5. that the action plans for the following areas would be added to the work programme (and for trade union representatives to be included as part of the discussion):
 - Staff wellbeing;
 - Communications – how cascading to all staff happened;
 - How we can support being a green council (transport plans/ climate emergency element of the action plan and impact on workforce);
 - Senior Leadership – seek action plan to improve those areas
6. that the Chair sends out a communication to staff thanking them for their input in the Big Listen staff survey.

38. **Finance and Capital Monitoring Report - Month 6 (to include a focus on the Children's budget)**

Councillor Carlyle (Cabinet Member for Education, Skills and Children and Young People), David Northey (Interim Section 151 Officer) and Jane Anstis (Service Director for Children, Young People and Families) were in attendance at the meeting – it was highlighted that the information had been published alongside the agenda therefore the item moved straight to questions.

In response to questions raised it was reported that –

- (a) in the Finance and Capital Monitoring Report month 6, it set out the gross budget, the forecast and the net variance for month 6 to the end of the year which was £2.217m; the slide in the pack detailed what the pressures in month 6 were, the areas of concern and the drivers including SEND, transport, placements. There were already plans in place for mitigation, therefore it was now to consider how those plans were progressing;
- (b) the sum of £500k identified in the report as 'partner income' was put down as a mitigation and conversations had started with partners. Officers were talking to the ICB regarding their overall agreement with the Council and had discussed that rather than the current process which included a child hitting a trigger point and the ICB agreeing to support a specific percentage of the cost, it was hoped that changes were made to the overall agreement in that an average was taken over a set period of time and the sum of money provided to the Council allowing officers to work within a set budget target and agreed envelope of funding. Officers had written to the ICB and they had released £829k;
- (c) negotiations with the ICB had started and help was welcomed from any forum in order to expedite conversations and change the way in the process was currently working;
- (d) the Council had 12 social workers due to start in February 2023 – it was considered that agency cost and bespoke placements made up a significant amount of the cost in the department and caused the most budgetary pressures. The introduction of the 12 social workers would encourage a greater saving;

- (e) the numbers for looked after children were starting to fall overall – there had been a recent slight increase however the numbers were starting to decrease. Bespoke placements had also started to reduce and were currently at one down from three. These placements held the greatest costs for the Council;
- (f) the SEND budget was set at £3.1m with a deficit of £0.284; it was considered that the pressure on this part of the budget was due to short breaks. It was highlighted that the Council aimed to continue to offer these services and wanted to prioritise looked after children;
- (g) the number of children with SEND had not increased; Councillor Carlyle had been provided with updated figures and agreed to provide a written response to Members outlining the updated information on the figures and budget;
- (h) the Council had recently created a new interim post to specifically focus upon: the cohort of young people that were in unregulated bespoke care arrangements, the high complexity children in care in residential settings, and to manage the children in avoidable care admission numbers in the older age group;
- (i) the Cabinet Member apologised that her announcement of the creation of the 12 new social workers was not included in the paperwork provided to Members and it was highlighted that this might be because it wasn't due to take place until February 2023. Under this item the Interim Section 151 Officer confirmed that work was being done on next years' budget and invest to save initiatives to drive out savings;
- (j) bespoke arrangements were care arrangements and were emergency, interim and unplanned where children and young people should be in registered settings but largely through a combination of their exceptional complexity and high needs and the availability and high demand in the system, were brought into the care of the Council; they were high cost as special care was needed to have a high level of support. They may need several staff to mitigate the risk for caring of these children outside of a residential setting;
- (k) the Council had started putting in place plans to stop using bespoke arrangements and also worked to make the foster carers allowance and package more attractive in order to realise savings; it was considered that an additional 30 foster carers would have huge benefits and should be achievable in the future;
- (l) the housing crisis was affecting care leavers and the supported living placements; a meeting had recently taken place with the Cabinet Member and some children and young people to talk about their concerns. An approach was to be made to the Planning Committee by the Cabinet Member to establish if when people apply for planning permission there was something that could be done for care leavers;

- (m) part of the mitigation around supported living placements was to work with officers in housing to work towards solutions; housing pressures were a strong driver in increases in supported living. Conversations were ongoing and this was an issue that required support and input from several sections of the Council;
- (n) the number of young people in care that had been housed through independent housing in the past two months was not known but would be provided to Members;
- (o) officers agreed to submit a mitigations sheet (working document) to all future scrutiny meetings detailing an update on children's services and progress made on the budget and pressures;
- (p) home to school transport was a budgetary issue; money had been saved in this area as a result of a review on children that required transport however because of extra fuel costs, the cost of living crisis and the need for additional taxi drivers, this was still an area of concern.

The Committee agreed:

1. to provide Members with a written response outlining the updated information on the figures and budget associated with children and young people with SEND;
2. to provide Members with a written response on the number of young people in care that had been housed through independent housing in the past two months;
3. that a mitigations sheet (working document) would be provided to all future Performance, Finance and Customer Focus scrutiny meetings detailing an update on children's services and progress made on the budget and pressures;
4. to refer the following items to the Education and Children's Social Care Overview and Scrutiny Panel for further scrutiny: mitigation and weaknesses surrounding partner income (£500k identified), action plan to reduce agency spend, housing pressures and what being done to ensure housing is provided, bespoke arrangements, home to school transport and the action plan for the red rag performance rating associated with children with multiple child protection plans;
5. recommend that the Cabinet Member for Children and Young People actively intervenes in the conversations with partners around the processes in place for partner income, in a timely manner, to ensure a good outcome is achieved for the Council and children and young people affected;
6. to note the Finance and Capital Monitoring Report – Month 6 and childrens budget update.

39. **Elections Bill Implications**

The Chair advised Members that the Government had confirmed that the Elections Act was to be introduced in time for the May 2023 elections; the Head of Electoral Services would be present at the 14 December 2022 Performance, Finance and Customer Focus Overview and Scrutiny Committee meeting in order to provide an update. It was acknowledged that the elections team would be busy planning and working to elections deadlines however it was considered that the Elections Act update could not feasibly be moved to the panel's next scheduled meeting in February as it would be too late to scrutinise this issue prior to the May 2023 elections.

A request was made for the link to the statutory instruments to be provided to Members.

40. **Bereavement Services Update - To Follow**

The Chair introduced the Bereavement Services Update item and advised that a brief paper had been provided. It was highlighted that this item had been initially scheduled as a standing item on the panel's agendas due to concerns with the new provision, however the executive board had since been set up and the report detailed that things were running to time. It was proposed that the Bereavement Services Update was no longer a standing item on the scrutiny agenda and that instead an update would be provided in six months' time with a detailed report upon the transition to opening and the future of the Western Mill and Efford sites.

In response to a question raised it was reported by the Chair that the panel had scrutinised costs, timings, the contract, the accountability of Cabinet Members, the cross party approach, and were therefore satisfied that the crematorium project was no longer escalating – this was further satisfied by the contact for the project having been finalised.

The Committee agreed that the Bereavement Services Update would no longer be a standing item on the panel's work programme, and that a detailed report would be provided to scrutiny in six months' time upon the transition to opening and the future of the Western Mill and Efford sites.

41. **Leisure Services Update - To Follow**

This item was not discussed in part I.

42. **Work Programme**

The Chair introduced the work programme item and highlighted the following:

- that the digital transformation and inclusion item should be included with the Customer Services Strategy update;

- that the recommendations from the Armed Forces Covenant would be presented to a future scrutiny panel for sign off;
- that Equality and Diversity would be scheduled for the February meeting and would focus upon hate crime;
- the aim was to efficiently timetable remaining items on the work programme where possible in order to prevent too many items being scheduled for the new municipal year.

43. **Tracking Decisions**

The Chair highlighted to Members that all recommendations and actions from previous meetings (except for one) had now been provided and greyed out as complete on the document. The Democratic Advisor was thanked for her work in sourcing and communicating responses to Members.

Under this item the amount and frequency of 'to follow' papers was raised by Members as well as the challenges experienced in accessing the information, especially when reports were restricted.

The committee agreed that the Chair would write to the Chief Executive expressing the concerns of the Performance, Finance and Customer Focus Overview and Scrutiny Panel regarding the amount and frequency of 'to follow' papers.

44. **Exempt Business**

Agreed that under Section 100(4) of the Local Government Act 1972, to exclude the press and public from the meeting for the following items of business on the grounds that involves the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

45. **Bereavement Services Update - To Follow**

The Bereavement Services Update was not discussed by Members.

46. **Leisure Services Update - To Follow**

The Leisure Services Update was discussed by Members.

Performance, Finance and Customer Focus Overview and Scrutiny Committee

Wednesday 14 December 2022

PRESENT:

Councillor Penberthy, in the Chair.

Councillor Finn, Vice Chair.

Councillors Briars-Delve (substitute for Councillor Vincent), Churchill, Kelly, Lowry, McDonald (substitute for Councillor Stevens), Tippetts (substitute for Councillor Haydon), Tofan and Wheeler.

Apologies for absence: Councillors Haydon, Partridge, Stevens and Vincent.

Also in attendance: Councillor Smith (Cabinet Member for Homes and Communities), Matt Garrett (Service Director for Community Connections), Jessica Dann (Technical Lead – Asylum Seekers/ Refugees), Councillor Patel (Cabinet Member for Customer Services, Leisure and Sport), Rachael Hind (Licensing Service Manager), David Moore (Licensing – Devon & Cornwall Police), Councillor Stoneman (Cabinet Member for Climate Change and Governance), Giles Perritt (Assistant Chef Executive), Glenda Favor-Ankersen (Head of Electoral Services), Councillor Shayer (Cabinet Member for Finance and Economy), David Northey (Interim Service Director for Finance), Andy Ralphs (Strategic Director of Customer and Corporate Services) and Helen Rickman (Democratic Advisor).

The meeting started at 9.00 am and finished at 12.00 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

47. **Declarations of Interest**

There were no declarations of interest made by Members in accordance with the code of conduct.

48. **Chair's Urgent Business**

There were no items of Chair's urgent business.

49. **Support the Council is Providing to Refugees from Syria, Afghanistan and Ukraine**

Councillor Smith (Cabinet Member for Homes and Communities), Matt Garrett (Service Director for Community Connections) and Jessica Dann (Technical Lead – Asylum Seekers/ Refugees) presented the report on Support the Council is Providing to Refugees from Syria, Afghanistan and Ukraine.

The following key points were highlighted:

- (a) the report included information upon asylum seekers however primarily focused upon support the council was providing to those seeking support through Home Office managed migration schemes and therefore had recourse for public funds;
- (b) the Syrian Vulnerable Persons and Vulnerable Childrens Resettlement Scheme – the Council was successful in meeting its target to resettle 200 people under the scheme – this also supported vulnerable families in the Middle East and North Africa.
- (c) the Afghan Home Office Pathways in Plymouth – the Afghan Assistance and Relocation Policy and the Afghan Citizens Resettlement Scheme were schemes the Council had been working on in the city. They were home office managed migration schemes to relocate afghan civilian personnel employed by the Ministry of Defence in recognition of their commitment and bravery shown to UK forces since 2014, and Afghan citizens who may be at particular risk because of assisting UK efforts in Afghanistan to help vulnerable people; 53 people and 12 families have been resettled as a result of these routes;
- (d) Homes for Ukraine: 97 hosts in Plymouth welcomed 166 guests from Ukraine. Hosts were continuing to accommodate guests beyond the initial six month period and re-matching levels were far below that of other local authorities and was considered to be because of the intense wraparound support that was offered as part of the scheme;
- (e) Plymouth had been an asylum seeker dispersal area for over 20 years supporting individuals once they had received their refugee status to settle and integrate into the local community had enabled a diverse and burgeoning local economy in the city where people felt welcomed;
- (f) in terms of the relevance of this work to the Council's corporate plan and Plymouth Plan, Plymouth was a friendly and welcoming city and would continue to work to support cultural activities and events in Plymouth for Plymouth residents and visitors. Since the start of the Homes for Ukraine scheme, 4 welcome events had taken place at the Council House hosted by the Lord Mayor and Deputy Lord Mayor. A request to host an event for those arriving through the Afghanistan and Syria scheme and this would take place in February/ March 2023;
- (g) commissioned services were available for those arriving in the city to access the employment market including self-employment and accessing skills training where required and this would ensure the diversity and business and community offer in the city continued;
- (h) support through the Afghan Assistance and Relocation Policy and the Afghan Citizens Resettlement Scheme offered incentives to landlords to renovate their homes to enable them to enter the private rental market at affordable

local housing allowance rates. The Homes for Ukraine's Scheme required an initial property check at the start of the placement; the success of the scheme had widened the scope and enabled the council to provide a similar scheme for homeless families.

In response to questions raised it was reported that –

- (i) in terms of the Homes for Ukraine Scheme, the Government allowed for people to move and change hosts if required to do so; the Council was successful in encouraging hosts to stay with their guests for a further six months by offering a top-up to the initial £350 paid by the Government up to 12 months – the Council offered an additional £150; this also supported the increased cost of living. Where the relationship had broken down, guests had moved to other hosts. 31 people had been supported by their home to move directly into private rental accommodation;
- (j) two people as part of the Homes for Ukraine Scheme that wanted to move on from their hosts were currently in bed and breakfast accommodation however did have move-on plans in place;
- (k) the Government had yet to advise as to plans for the Homes for Ukraine Scheme after the initial 12 month period; the Council were to work closely with partners to source private rented sector accommodation where appropriate and funding would be looked into to see if the Council could continue to provide a top-up;
- (l) there hadn't been any relaxing of planning laws, however there were a number of properties in the city that had the correct legal framework in place to support schemes; as a result of a directive from Government, those people hosting a Ukrainian that claimed a single person council tax discount could continue to claim it whilst hosting;
- (m) in terms of safeguarding, those arriving into the UK had to undergo normal checks prior to being granted a visa from the Home Office. Hosts were required to undertake a Home Office police national database check and the council would conduct a DBS check and also check the Council's safeguarding system for flagged individuals. A property visit was undertaken in person with the host and safeguarding concerns could be raised; a wellbeing check was also undertaken on arrival of the guests;
- (n) an individual was resettled to Plymouth in the Afghan Locally Employed Scheme in 2014 however his wife and children, even though eligible, weren't able to be evacuated from Afghanistan but were able to flee to Pakistan; the Council held accommodation and negotiated with the Home Office until the process could come through and they arrived in Plymouth – this was considered a success story;
- (o) the Council was able to support a further people seeking refuge from Afghanistan in the coming 12 months; the Council was supporting families that wished to move to Plymouth and source their own accommodation –

they were supported by the schemes also;

- (p) in terms of asylum seekers, the Home Office target was to make a decision on applications within the first six months however on average this was taking 2.8 years to receive a decision; asylum seekers had no recourse to public funds until they received a positive decision upon their case however after six months could attend English classes, they were also eligible for primary care and school admissions;
- (q) the majority of asylum seekers were housed in PL1 – PL4 postcodes because it was a central location and would enable easier access to services. With the Homes for Ukraine Scheme people were housed across the city in all postcodes. For the Afghan Scheme the approach was to be more flexible about where the Council supported people to move however it was critical that a community infrastructure was there so that people could access support within their locality;
- (r) the aforementioned schemes didn't have a big impact upon the housing market because that was in its own form of crisis; landlords were leaving the housing market, social housing tenants were remaining in accommodation for longer periods of time, affordable housing delivery had stalled and private rent had increased. The schemes weren't big enough to make a massive impact however sourcing accommodation was becoming more difficult. In terms of the impact upon the budget, asylum seekers were Home Office funded and funding was also provided for other schemes therefore there was no impact on council budgets;
- (s) Clearsprings ready homes would talk to the council before they took on any properties and in terms of hotels the Home Office had now promised to liaise with local authorities before opening up further hotels in local authority areas;
- (t) funding for the schemes for ESOL (English for Speakers of Other Languages) came via the Department for Education and there wasn't enough funding especially with increased demand across the country – in Plymouth the Council was using funding received through participating in these schemes to commission via the refugee integration service women's only classes with a crèche to enable women with children at nursery age and below attend women's only classes, this was considered to be really successful;
- (u) people arriving in the UK via the aforementioned schemes could work from day 1 on arrival – they all had an immigration status that enabled them to work. Asylum seekers could only work once they had received a positive decision on their asylum claim;
- (v) the Safer Communities Partnership liaised with the Police if they had any concerns of suspected modern slavery/ illegal workers; the providers working closely with asylum seekers would also highlight concerns to the Council if required;

- (w) it was important to recognise that there was a general widespread misunderstanding of the distinctions between a refugee, an asylum seeker and an illegal immigrant; work needed to be done to re-educate.

The Committee agreed:

1. to recommend to the Cabinet Member that the Council explores with the Local Government Association how pressure could be put on the Government to provide additional funding for ESOL (English for Speakers of Other Languages) in support of the three schemes in order that people are more able to quickly access it;
2. to recommend to Cabinet that work to communicate the schemes to the city was undertaken on a regular basis, specifically focusing upon the following:
 - the numbers involved in the schemes, definitions of terms, what the city was gaining from the schemes, case studies and stories;
3. to note the update.

50. **Cumulative Impact Policy**

Councillor Patel (Cabinet Member for Customer Services, Leisure and Sport), Rachael Hind (Licensing Service Manager) and David Moore (Licensing – Devon & Cornwall Police) presented the Cumulative Impact Policy.

The following key points were highlighted:

- (a) under the Licensing Act 2003, the licensing authority were required to publish a licensing cumulative assessment; this was first adopted in 2008 and reviewed regularly however the Cumulative Impact Policy was last reviewed in March 2019 and again in 2022;
- (b) there were currently five CIA areas: Mutley, North Hill, Stoke, the Barbican and Union Street and it was proposed that a sixth would be included in the City Centre;
- (c) the consultation was sent out between March and June 2022 and received 61 responses which were all in favour to keep the five CIA areas and introduce the sixth area;
- (d) there had been an increase in crime and disorder in the city centre of which it was believed could be linked to licensed premises.

In response to questions raised it was reported that –

- (e) Devon and Cornwall Police licensing officers regularly reviewed incident logs for the Evening and Night Time Economy (ENTE) and had an input into the briefings for the ENTE patrols; a lot of work had gone in to preventative

measures to disorder including working with door staff companies, running sessions on conflict management;

- (f) it was expected that approximately 12 officers would be ring-fenced to work within the ENTE;
- (g) Licensed premises along the Barbican positively received Operation Scorpion; there was a shared perspective among premises that they want their patrons to have a good and safe time;
- (h) it was considered that the 61 response rate to the consultation was very positive as previous consultations gathered a much less response;
- (i) the impact of potential displacement from a cumulative impact area onto other areas was a consideration however it was highlighted that all licensed premises required an operating schedule which set out how the four licensing objectives would be met so as not to have a negative impact on issues such as crime and disorder and public safety;
- (j) complaints received to the licensing department would be investigated and officers would work with licensed premises to help alleviate issues; information was contained on the Council's website regarding licensed premises, how to complain about a premises and the option for potential reviews.

The Committee agreed to recommend that the Cumulative Impact Policy is considered by Cabinet so that the Cumulative Impact Assessment can then be submitted to Full Council so that it is maintained and the revised assessment contained in Appendix C is adopted and published.

51. **2022 Elections Act - Voter ID**

Councillor Stoneman (Cabinet Member for Climate Change and Governance), Giles Perritt (Assistant Chief Executive) and Glenda Favor-Ankersen (Head of Electoral Services) presented the 2022 Elections Act – Voter ID report.

The following key points were highlighted:

- (a) the Elections Act 2022 received Royal Assent in April 2022; the Act imposed new duties on Returning Officers and Electoral Registration Officers who were responsible for organising and overseeing elections and maintaining the electoral register respectively. The new duties would be implemented gradually over the next few years by the Department of Housing, Levelling Up and Communities;
- (b) one of the key provisions of the Act was the introduction of voter identification requirements in 2023; the city council elections in May 2023 would be the first elections to see the new legislation implemented. Voters would be required to provide specific photographic proof of their identity and present their poll card in order to cast their ballot. In addition to voter ID the

Act included provisions which would be introduced later in 2023 to improve electoral fraud detection and investigation as well as increased penalties for election offences and measures to modernise the electoral registration process;

- (c) the Act allowed for the creation of new electoral offences including intimidating electoral officials and making false claims about candidates during an election and included revisions to improve accessibility for disabled voters such as requiring polling stations to have at least one wheelchair accessible voting booth;
- (d) the Council's that were undertaking local elections in May 2023 would be the first application of the photo ID requirements within the Act and having local elections instead of a general election to bed down the procedures was welcomed. There would be a national independent review of the impact of the vote ID on the May elections which would be published.

In response to questions raised it was reported that –

- (e) the Cabinet Office were drafting guidance for transgender communities with regards to photo identification required for voting purposes; it was highlighted that if people were concerned that their photo ID didn't look like them then they should apply for a postal vote or apply for a VAC (Voter Authority Certificate) from 23 January 2023;
- (f) the Elections Act required a refusal form to be completed at polling stations as well as reasons for refusal; it was highlighted that the data collected at the end of the first election in May 2023 would identify if changes were to be considered a success;
- (g) local authorities were required to appoint a Registration Officer and Electoral Returning Officer who delegated various functions of the elections process to various staff members including the Poll Clerk and Presiding Officer; it was highlighted that the decision as to if voter ID was to be accepted would be considered by the Poll Clerk and Presiding Officer however the Head of Electoral Services, the Assistant Chief Executive, and Elections Inspections would also be available for support if queries were raised;
- (h) the Council would have roving polling station inspectors that would be readily available to attend polling stations however polling clerks and presiding officers would be trained in order to allow them to undertake their roles effectively;
- (i) the types of identification that would be accepted on polling day were set out in the appendix to the published report and a communication campaign was to take place highlighting requirements to Plymouth residents; Councillors and agents would also be involved in helping to ensure that processes and risks were properly tested;
- (j) the Elections Act report included on the agenda was previously included on

the panel's work programme because of the potential impact of the changes on the elections process and upcoming election; this item was not referred to scrutiny by full council;

- (k) in terms of the Council leading by example on the subject of photo identification, it was acknowledged that some of the photos of Councillors used on the Council's website were out of date and not an accurate representation of what they currently looked like; photos contained on the website should be a true likeness;
- (l) on 8 January 2023 the Council were taking part in a national campaign highlighting mass awareness of the change to the elections requirements; it was highlighted that the Council had approximately 120k email address and mobile numbers of local residents and had GDPR approval to do a mass email and text advising of changes to encourage those eligible to be able to vote;
- (m) the Council was committed to adequately resourcing the elections work; during a recent canvas several people were employed to specifically work during the evenings calling local residents with the aim to include them on the electoral register; several thousand people were added through this approach;
- (n) the Electoral Commission confirmed that a picture of accepted European forms of identification would be available for polling staff to refer to if required;
- (o) the Council had engaged with care leavers to ensure that they were supported in the new process for voting at future elections and were also liaising with care leavers to highlight opportunities in working with the Council as part of the elections process;
- (p) examples of how voter registration could be maximised, including harder to reach people such as homeless units, was welcomed;
- (q) Members would be provided with a written response as to the expenditure to date for the current financial year for the elections department, expected reimbursement figures from Government, the overall cost of the elections work and what was included in the risk register with regards to the elections;
- (r) a record of people turned away would be kept, as well as those that were to come back and properly vote.

The Committee agreed:

- I. to recommend to the Cabinet Member that the Trans Community, EU citizens, homeless people, the disabled and looked after young people are specifically considered in terms of identifying ways of enabling them to vote and how this is communicated to them, that action plans are developed for these five areas of potential voter vulnerability, and that an update on this issue is provided to a future Performance, Finance and Customer Focus Overview and Scrutiny Panel;

2. that a review of the May 2023 elections process is provided to the Performance, Finance and Customer Focus Overview and Scrutiny Panel in the Autumn detailing true costs of the elections, funding received from the Government, financial implication upon the Council as to the new requirements introduced and next steps;
3. to request that updated photographs for Councillors and Officers are undertaken to ensure that they are appropriate (a true likeness);
4. that the 2022 Elections Act – Voter ID report is noted.

52. **Finance Monitoring Report - Month 7 (including Plans for Balancing In-Year Budget - to follow)**

Councillor Shayer (Cabinet Member for Finance and Economy) and David Northey (Interim Service Director for Finance) presented the Finance Monitoring Report – Month 7 (including plans for balancing in-year budget).

The following key points were highlighted:

- (a) the Council currently had a debt of £4.1m and since the last Finance Monitoring Report was submitted to the panel for scrutiny a significant improvement of approximately £2m had been made;
- (b) the Council acknowledged that expenditure was slow in the final quarter of the year and that would allow the Council to draw back on some of the areas where expenditure was predicted and would reduce the deficit; in consideration of the fees and charges that were uplifted on 1 December the Council was already beginning to see an improvement;

In response to questions raised it was reported that –

- (c) the Council had a working balance of £8.4m which was considered the ‘rainy day fund’ and was currently approximately 4% of the Council’s net budget and the industry standard considered it should be closer to 5%; the external auditors report said that that should be topped up and not diminished. In terms of general reserves and provisions the Council was ensuring adequate money was put aside for bad debt, and insurance claims, risk. The Council was currently set at £4.1m in month 8 with the hope that by month 9 the debt would be approximately £3m; however if by 31 March the gap was not accounted for then the working balance would be considered;
- (d) the Council was following the CIPFA guidance and recommendations that the working balance should be approximately 5% of the Council’s net budget and had no intention to further challenge the 4%;
- (e) the Council did not ‘fudge’ its accounts in order to balance its finances; in terms of energy predictions the energy usage was predicted based upon

average weather and cold snaps were considered and included within that. With regards to gritting, lorries had been out numerous times on numerous days and it was considered that grit would be purchased in the future which would be covered within the budget. An overspend forecast for energy was predicted earlier in the year and £3.3m was still accounted for and within the budget;

- (f) the original budget for the current year indicated that £350k would be put into the working balance; this was an ongoing process that had been undertaken for a few years on advice from the external auditor however a decision was made so that this money was not moved in this year;
- (g) a written response would be provided to Members upon the additional expenditure under the Chief Executive's Office referring to the pressure on additional Member allowances;
- (h) the Council was required to get to a balanced position for its budget by 31 March 2023 and the working balances would be used to achieve this if absolutely required however were continuing to identify if other savings could be made to fill the gap;
- (i) ICT savings had been carried over however additional pressures were present this year with ICT inflation and increased licensing costs; the Council was working towards achieving those savings and Delt had been asked to make £1m savings last year with a further £600k savings this year which they were working towards. In terms of Harm FM, structural repairs and maintenance had been reduced in the budget due to the early exit of Windsor House and the forthcoming exit of Midland House will ensure the balances were realigned – the council was able to bring forward an early exit for both buildings for the end of this year;
- (j) the outcomes of Treasury Management were submitted to the Audit and Governance Committee and then on to full council for consideration; extra contingency had been included for next year's budget;
- (k) a proposal for aged old debt for housing benefit overpayment and recovery was currently being considered.

Under this item Councillor Kelly offered an apology as to his comment and the language used (fudging the accounts) and clarified that in terms of accountancy, money could be moved around in order to balance its books – it was a methodology of how the Council went about the movement of the money that was being described and no offence was intended.

The Committee agreed:

- I. that the Council's working balances were protected as much as possible, however if any of the Council's reserves were used to balance the budget then a written explanation would be provided to the Performance, Finance and Customer Focus Overview and Scrutiny Committee detailing how much

money was required and for what purposes;

2. that a written response would be provided to Members upon the additional expenditure under the Chief Executive's Office referring to the pressure on additional Member allowances;
3. that an update would be provided at future scrutiny meetings as to the movement between reserves;
4. to note the report.

53. **Work Programme**

Under this item the budget scrutiny timetable was discussed – one typographical error was identified on page 117 'methodology approach' whereby it was confirmed that budget scrutiny would take place over three days other than two.

The Committee agreed the budget scrutiny timetable and approach and requested that EIA accurately reflected the overall impact of the budget upon the most vulnerable.

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Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	Appeal Against Petition Response
Lead Member:	Councillor James Stoneman (Cabinet Member for Climate Change and Governance)
Lead Strategic Director:	Giles Perritt (Assistant Chief Executive)
Author:	Emma Jackman – Monitoring Officer
Contact Email:	Emma.jackman@plymouth.gov.uk
Your Reference:	
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

To consider the appeal submitted by STRAW (attached at appendix C) against the response to its petition presented to Full Council on the 30 January 2023.

Recommendations and Reasons

That the Committee consider the appeal and determine if the response at appendix B was appropriate or not.

Reasons: to accord with the Council's petition guidance at appendix D.

Alternative options considered and rejected

Not to refer the item to Committee for consideration. There is no ability for Officers to screen appeals in the Council's adopted Petitions Guidance, It is a matter for the relevant Overview and Scrutiny Committee only.

Relevance to the Corporate Plan and/or the Plymouth Plan

Collaborative

The Council is committed to providing strong community leadership, working with residents, communities and businesses to deliver our common ambition.

The committee is asked to consider whether the petition was dealt with in accordance with the council petition guidance.

Implications for the Medium Term Financial Plan and Resource Implications:

No financial implications arising directly from the committee considering the response to the petition.

Financial Risks

As above.

Carbon Footprint (Environmental) Implications:

None arising from the recommendation of the report as Committee is not the ultimate decision maker in regards to the scheme.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

There are health and safety and risk management issues whilst the works remain on hold in the city centre due to the hoardings and equipment which remains there. There is a need to determine the issue in order to allow for a final scheme to be decided upon and delivered in line with what is approved.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Briefing report title & appendices							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7
Agenda Item 7 Council Meeting 30 January 2023							
Minutes of the Council Meeting of 30 January 2023							

Plymouth City Council's Petition Guidance, Part G of the Constitution							
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Sign off:

Fin	DJN. 22.23. 377	Leg	LS/00 0010 75/A C/14/ 2/23.	Mon Off		HR		Asset s		Strat Proc	
Originating Senior Leadership Team member: Emma Jackman (Monitoring Officer)											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 14/02/2023											
Cabinet Member approval: Councillor James Stoneman (Cabinet Member for Climate Change and Governance)											
Date approved: 14/02/2023											

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APPEAL AGAINST PETITION RESPONSE

Petition by STRAW to Full Council 31.1.2023



I. BACKGROUND

Members of Committee will recall that the petition at Appendix A was presented to Council on the 30 January 2023 and, concerning Armada Way, requested that Council consider:

'If you would rather they change their plans to incorporate a bit more of what we already have rather than bulldozing it flat then get behind our campaign to save the trees!'

Council debated the item at the meeting and approved the resolution at Appendix B to this report. The key elements which amounted to a recommendation to the Cabinet Member are as follows:

- *We therefore call on the Cabinet Member for Transport to undertake a comprehensive review of the engagement arrangements for the scheme and commit to publishing the results of this review to inform this and delivery of future city centre schemes.*
- *We also call on the Cabinet Member for Transport to publish a detailed statement regarding the maintenance costs of the Better Places Programme projects.*
- *We call on the Cabinet Member for Transport to set these out in detail for the benefit of local businesses and the public.*
- *Plymouth City Council calls upon the Cabinet Member for Transport to note its dissatisfaction with the lack of public engagement and suspend tree felling whilst undertaking a meaningful community engagement process in February, which considers the natural environmental and climate resilience before finalising the designs for Armada Way*
- *The Council further asks that no work be carried out that could prejudice the survival of the existing trees until the design is finalised. Having undertaken this process and published the results, the Council supports and requests that the Cabinet Member implements that final design quickly to avoid on-going disruption to city centre businesses from the construction works*

On the 9 February STRAW submitted an appeal against the response to the petition, as attached at Appendix C in full. It contains a number of grounds of appeal.

The Petitions Guidance states, at section 8, that where a petitioner is not happy with a response to its petition it can ask the Overview and Scrutiny Committee to review the Council's response. Where an appeal is made it will be considered at the next meeting of the Overview and Scrutiny Committee.

2. RELEVANT INFORMATION FOR COMMITTEE WHEN CONSIDERING THE APPEAL

Committee should note that what it is being asked to consider is whether to uphold the response approved by Full Council to the petition.

Committee should also note that, as reflected in the recommendation of Council, the issue is wider than the trees, but the trees in context of the scheme proposed for the redevelopment of Armada Way.

In considering the appeal Committee should be aware and take account of the following:

- The action requested in the original petition is an Executive Function. The legal separation of powers between full Council and the Executive means that Council is not able to direct Cabinet as to the exercise of its functions concerned with the petition, unless there is a specific exception in law permitting overlap of functions. As such Council, in any response, **may only recommend** a course of action to Cabinet to consider. This equally applies to Committee when considering if the response was adequate.
- A petition is one way that views of the public can be expressed, as stated in the Petition Guidance. In this case there has been a subsequent programme of public engagement to, using the wording of the petitioner in their appeal, allowing an “opportunity [for the Council to] fully engage with the public through the means requested in the petition submission” as requested in the resolution by Council in response to the petition.
- Any action pursuant to the petition will therefore be a matter for Cabinet / Officers in line with the Leaders scheme of delegation or any pre-existing specific delegations made by Cabinet to Officers.
- The Petition Guidance is clear as to what constitutes a valid petition. In the appeal STRAW raise issues that are relevant to the determination that the petition was valid, and to what extent it was. In this case the petition:
 - had in excess of 10,000 signatures at the point of submission to the Council. As set out in the report all were not from within the Plymouth travel to work area, though the petition met the threshold for the matter to be debated at Council.
 - had a statement at the outset of it. When submitting the petition STRAW also included in the email a word document with additional text. This was not part of the published petition and was not undersigned by petitioners and therefore was discounted. The interpretation was not legalistic but reflected the clear rules in the Guidance, as provided to STRAW before their petition was submitted.
- Prior to consideration of the petition by full Council STRAW sought to lodge an appeal to have the matter referred to the Committee. In line with the guidance, they were informed that they were entitled to appeal a response. As Council had not debated and made a resolution on the matter, they had no response to appeal.

- Over the engagement period, through the sessions held, social media and representations made, STRAW and other persons objecting to the scheme appear to now request that no trees are removed at all. Engagement, as in line with the recommendation from Council, has been on the scheme in its totality. No decision has been made at the time of this report on the future scheme following the engagement events and no decision will be taken in relation to it in advance of Scrutiny considering this appeal.

3. MATTER FOR CONSIDERATION BY COMMITTEE

In light of the appeal Committee is now required to review the response to the petition. It is open to Committee to confirm or reconsider that response **however** Committee must note that it is not entitled to make any commitment or decision which would be the exercise of an Executive function.

If Committee is minded to amend the response, it may only do so by making further recommendations to the relevant Cabinet Member.

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ARMADA WAY TREES PETITION

City Council – 30 January 2023



The petition says:

'Plymouth City Council is regenerating Armada Way and in doing so will be chopping down virtually all the beautiful and well-established trees which make the city such a nice place to be.

If you would rather they change their plans to incorporate a bit more of what we already have rather than bulldozing it flat then get behind our campaign to save the trees! They are more important than a glimpse of a view of the war memorial on the Hoe.

The council say they want more trees, so why not just plant more trees?'

Plymouth City Council's Petition Scheme

Plymouth City Council welcomes petitions and understands that they are one way in which people's concerns can be expressed.

If a petition receives 5,000 signatures it automatically triggers a debate at the next ordinary council meeting. The Armada Way trees petition was received on 6 January 2023 and the council was advised that it contained around 10,000 signatures (more than 5,000 from postcodes within the City Boundaries).

Process for petition debate at council

The petition organiser will be given 5 minutes to present the petition at the meeting.

The relevant Cabinet Member will propose a response from the Council and this will be debated by councillors.

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APPENDIX B**FULL TEXT OF THE PETITION RESPONSE APPROVED BY COUNCIL**

Plymouth City Council firmly believes that the residents and businesses of Plymouth deserve a thriving and prosperous city centre to deliver high quality jobs and places to live.

We recognise that the strategic policies set out in the Plymouth and South West Devon Joint Local Plan adopted in March 2019 commits us to delivering a vibrant mixed-use regional shopping centre and attractive visitor destination. We remain committed to delivering Policy PLY6 of the adopted Joint Local Plan ('Improving Plymouth's City Centre') which, amongst other things, specifically supports respecting and celebrating the centre's mid-twentieth built heritage, a coordinated programme of investment in public realm, and improvements to surface water drainage systems.

We note the substantial support that has been expressed for the Armada Way scheme by local residents, many city centre businesses, the City Centre Company, the Environment Agency, South West Water, Homes England, Historic England, the Twentieth Century Society and others.

We recognise the concerns that have been expressed regarding the engagement arrangements for the scheme, the tight funding deadlines for the project to be delivered, and the potential for funding to be lost if the scheme is not implemented. We therefore call on the Cabinet Member for Transport to undertake a comprehensive review of the engagement arrangements for the scheme and commit to publishing the results of this review to inform this and delivery of future city centre schemes. We also call on the Cabinet Member for Transport to publish a detailed statement regarding the maintenance costs of the Better Places Programme projects.

Plymouth City Council recognises the concerns expressed in the petition regarding the loss of existing trees but agrees that a balance has to be struck with the achievement of other regeneration and environmental objectives for the city centre, including the city's climate change commitments. We note that the scheme has many environmental benefits, for example the creation of new walking and cycling infrastructure, a sustainable urban drainage scheme, and provision for future district heating initiatives. We call on the Cabinet Member for Transport to set these out in detail for the benefit of local businesses and the public.

Plymouth City Council welcomes the pause to the Armada Way scheme announced by the Cabinet Member for Transport on 21st November 2022. We note that the modified scheme that has been published seeks to directly respond to the request in the petition to 'incorporate a bit more of what we already have'.

Plymouth City Council calls upon the Cabinet Member for Transport to note its dissatisfaction with the lack of public engagement and suspend tree felling whilst undertaking a meaningful community engagement process in February, which considers the natural environmental and climate resilience before finalising the designs for Armada Way. The Council further asks that no work be carried out that could prejudice the survival of the existing trees until the design is finalised. Having undertaken this process and published the results, the Council supports and requests that the Cabinet Member implements that final design quickly to avoid on-going disruption to city centre businesses from the construction works.

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APPENDIX C**APPEAL REQUEST**

Request to refer for review, under Clause 8 of the Petition Guidance in Plymouth City Council's Constitution, handling of the Petition Submission and the Petition Debate on the 31st January 2023

This is my formal request under Petitions Guidance Clause 8 of Plymouth City Council's Constitution (updated May 2022) to have the way that the Council has dealt with my Petition on behalf of Straw, referred to the relevant Overview and Scrutiny Committee in order to review the Council's response to the Petition Submission, both 1. in the way the Petition Submission was considered and the decisions that were reached and 2. in the way that this adversely affected the Council's ability to fully debate the petition and to fully consider its possible responses to the Petition.

The reasons why I consider that the Council has not dealt with my petition properly are as follows:-

1. The wording of my petition could not be more precise about the number of trees to be saved because, when it went online, that information had not been made public by the council. The data about the number of trees to be felled, being Environmental Information under the Environmental Information Regulations should (under the Council's duty to be proactive in publishing environmental information) have been made publically available by the Council sometime prior to the petition being launched. Specific figures could then have been included in the petition wording.
2. The petitioner and the 12,000 petition signatories have therefore all been severely prejudiced by the failure of the Council to make this data publically available as it should have been.
3. Most petitions, particularly when involving such a large and complex issue will not at the outset be able to be drafted so as to cover an issue in precise legalistic language. The interests of the 12,000 people who have signed the petition have been prejudiced by an overly narrow interpretation of the terms of Petitions Guidance Clause 8 of the Constitution, the sole purpose of which Clause is to allow the concerns of those living in the city to be aired further in an appropriate way.
4. The lodging of a petition of this size could have been welcomed as an opportunity to fully engage with the public through the means requested in the petition submission – for example, a public meeting.
The only reason why the Council might want to rely on an overly legalistic response to the wording of the petition is to shut down proper public debate on this controversial issue. Had the Council wished to construe the Petition Submission in a less restrictive way and in line with the purpose behind Clause 8 of its Constitution, it could have done so.

5. There is a clear conflict of interest in the Council dealing with the Petition Submission when the Petition relates to the Council's decisions and behaviour.

6. In order to deal properly with this controversial project, the Council meeting on 30 January 2023 should have been given the opportunity to consider the full range of responses allowed in Petition Guidance Clause 4 of its Constitution, (and which are options available even where there are only 25 signatories) and which were requested in the Petition submission. The very narrow way that the Council has construed and dealt with this petition is severely damaging to public confidence in local democracy.

7. My concerns over this have been proven to be correct. Because of the way you have narrowly interpreted Clause 8, and the clear conflict of interests that has arisen, it has resulted in an ill-thought-out, rushed, defective and valueless public engagement exercise with a poorly drafted questionnaire and the withholding of information so that community groups cannot properly engage. If my petition had been properly dealt with by the Council, people in the city could now be taking part in a full public meeting, a proper, meaningful and thorough consultation (including an Equalities Impact Assessment) and a referendum on the question of whether the felling of the trees should go ahead.

This is an urgent matter and it should be referred to the appropriate Scrutiny Committee as a matter of urgency.

Petitions - Guidance

1. Plymouth City Council's Petition Scheme

- 1.1. Plymouth City Council welcomes petitions and understands that they are one way in which people's concerns can be expressed.
- 1.2. Within 10 working days of receiving your petition, we'll let you know how we plan to deal with the petition and when we will respond to you. We'll also say as much as we can about what we have done, or plan to do, with the petition.
- 1.3. Petitions may be sent, either on paper or via email, to Democratic Support, Plymouth City Council, Ballard House, West Hoe Road, Plymouth PL1 3BJ
democratic.support@plymouth.gov.uk
- 1.4. Plymouth City Council will consider all petitions received. (We will treat it as a petition if you say it is a petition, or if it seems to us that it is intended to be a petition.) The minimum number of signatures required on a petition is 25.

2. What are the guidelines for submitting a petition?

2.1. Petitions must include:

- 2.1.1. a clear statement covering the subject matter
- 2.1.2. what the petitioners want the Council to do and
- 2.1.3. the name, address and signature of everyone supporting the petition

- 2.2. Petitions should be accompanied by contact details (address [and email if available]) for the petition organiser (this is the person the Council will contact to give a response to the petition). Anyone who lives, works or studies in the city of Plymouth may sign a petition.

3. When will a petition not be accepted?

3.1. A petition will not be accepted or dealt with:

- 3.1.1. if it is considered to be vexatious, abusive or otherwise inappropriate
- 3.1.2. it relates to matters where there are ongoing legal proceedings
- 3.1.3. it targets individuals
- 3.1.4. it applies to a matter where there is already a right of appeal (e.g. planning or licensing)
- 3.1.5. applications or statutory petitions (such as that for requesting a referendum on having an elected mayor) as these will be dealt with under separate arrangements

- 3.2. If your petition is about something over which the City Council has no direct control we may consider making representations to the relevant organisation and, where possible, ask partners to respond to you. If your petition is about something that another Council is responsible for, we will forward it to that Council, and let you know that we have done so.

4. How will the Council respond?

4.1. The response to a petition will necessarily depend on what it is asking for and how many people have signed it, but the response may be to:

- 4.1.1. take the action requested
- 4.1.2. consider the petition at a Council meeting
- 4.1.3. hold an inquiry or researching the matter
- 4.1.4. hold a public meeting or a meeting with petitioners
- 4.1.5. hold a consultation
- 4.1.6. refer the petition to the relevant Scrutiny Committee
- 4.1.7. call a referendum
- 4.1.8. write to the petition organiser giving our views about the request and / or letting you know what the city Council has already decided to do or proposes to do on the issue

5. Exclusions

5.1. If the petition applies to a planning or licensing application, is a statutory petition (for example requesting a referendum on having an elected mayor), or on a matter where there is already an existing right of appeal, such as Council tax banding and non-domestic rates, other procedures apply.

6. Debate at city Council meetings (over 5,000 signatures)

6.1. If the petition has received 5,000 signatures it will automatically trigger a debate at the next ordinary [City Council meeting](#). In this case, we will confirm the date of the next meeting and the petition organiser will be given five minutes to present the petition and put forward his / her case for the action requested.

6.2. At the meeting, the city Councillors will decide how to respond to the petition and the petition organiser will receive written confirmation of this decision, which will also be published on the Council's website as part of the [minutes for that meeting](#).

7. Officer evidence (over 2,500 signatures)

7.1. If your petition contains at least 2,500 signatures, you may ask for a senior Council officer (Chief Executive, Assistant Chief Executive, Directors and Service Directors) to give evidence at one of the Council's Overview and Scrutiny Committees (e.g. to explain progress or to explain the advice given to Councillors to assist their decision making). The Committee may also require the relevant Cabinet Member to attend the meeting. Committee members will ask the questions at this meeting, but you can suggest questions to the Chair of the Committee by contacting the Democratic Support team (democratic.support@plymouth.gov.uk) at least seven working days before the meeting.

8. What can I do if I feel my petition has not been dealt with properly?

8.1. If you feel that the Council has not dealt with your petition properly, the petition organiser has the right to ask the relevant Overview and Scrutiny Committee to review the Council's response. The petition organiser should give a short explanation as to why the Council's response is not felt to be adequate.

8.2. That Overview and Scrutiny Committee will try to consider your request at its next meeting. Once the appeal has been considered the petition organiser will be informed of

the results within 5 working days and they will be published on the [Council's website](#) as part of the minutes for that meeting.

9. *Please note:*

- 9.1. In the period immediately before an election or referendum we may need to deal with your petition differently – if this is the case we will explain the reasons and discuss the revised timescale which will apply.

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Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	PFCF Policy Brief
Lead Member:	Councillor Mark Shayer (Deputy Leader and Cabinet Member Finance and Performance)
Lead Strategic Director:	Andy Ralphs (Strategic Director of Customer and Corporate Services)
Author:	Kevin Mckenzie (Policy and Intelligence Advisor)
Contact Email:	kevin.mckenzie@plymouth.gov.uk
Your Reference:	PFCF PB
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

To provide Performance, Finance and Customer Focus Overview and Scrutiny Committee with the latest national picture in respect of policy announcements and legislation.

Recommendations and Reasons

For Scrutiny to consider the information provided in regard to their role and future agenda items.

Alternative options considered and rejected

N/A

Relevance to the Corporate Plan and/or the Plymouth Plan

Delivery of the Corporate Plan and Plymouth Plan needs to take account of emerging policy and the legislative picture.

Implications for the Medium Term Financial Plan and Resource Implications:

N/A

Carbon Footprint (Environmental) Implications:

N/A

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

N/A

Appendices

*Add rows as required to box below

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	PFCF Policy Brief – 30 November 2022							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7

Sign off:

Fin	N/A	Leg	N/A	Mon Off	N/A	HR	N/A	Assets	N/A	Strat Proc	N/A
Approved by: Giles Perritt, Assistance Chief Executive Date approved: 13 th February 2023											

POLICY BRIEF

Performance, Finance and Customer Focus Overview Scrutiny Committee

22 February 2023



Government

Prime Minister Rishi Sunak has announced the creation of [four new Government departments](#):

- The Department for Energy Security and Net Zero
- The Department for Science, Innovation and Technology
- The Department for Business and Trade
- The Department for Culture, Media and Sport

Alongside this a reshuffle has also taken place:

- Lucy Frazer has been appointed Secretary of State in the Department for Culture, Media and Sport, Frazer was previously Minister for Housing and Planning
- Michelle Donelan has been appointed Secretary of State for Science, Innovation and Technology, Donelan was previously Secretary of State for Digital, Culture Media and Sport
- Grant Shapps has been appointed Secretary of State for Energy Security and Net Zero, Shapps was previously Secretary of State for Business, Energy and Industrial Strategy,
- Kemi Badenoch has been appointed Secretary of State for Business and Trade, she will remain President of the Board of Trade and Minister for Women and Equalities, Badenoch was previously Secretary of State for International Trade
- Greg Hands has been appointed Minister without Portfolio in the Cabinet Office, Hands was previously Minister for Trade Policy

[How to apply for a Voter Authority Certificate](#)

DLUHC has published information on how to apply for a photo ID to vote (called a 'Voter Authority Certificate'). Individuals will be able to use the Voter Authority Certificate to vote in person in some UK elections and referendums, however, it cannot be used as proof of identification for any other reason. Individuals only need to apply for a Voter Authority Certificate if:

- they do not have accepted photo ID
- they no longer look like the photo on their ID
- the name on their photo ID is different to their name on the electoral register

DLUHC has also published forms to apply for a Voter Authority Certificate by post and for individuals who are living abroad, in the armed forces, a Crown Servant or a British Council employee.

Plymouth City Council has enacted its comprehensive communications plan with a social media campaign and has purchased some billboard and media advertising. As of 13 February 2023, 130 applications for a Voter Authority Certificate have been received and processed by the Council. The deadline for applications is 25 April 2023.

Transport

[£200 million to improve walking and cycling routes and boost local economies](#)

Active Travel England is inviting local authorities in England to apply for funding to make improvements to enable people to choose active travel, which can help them save money and stay healthy.

Plymouth City Council will be submitting a bid. The details of the submission are currently in development.

Local Government

Government confirms £60 billion for local authorities to deliver vital services

The final settlement makes available up to £59.7 billion for local government in England, including a new one-off funding guarantee, ensuring all councils will see at least a 3% increase in their Core Spending Power before any local choices to increase Council Tax rates. DLUHC has also published details of the final allocations of the New Homes Bonus for 2023 to 2024.

On 23 December, DLUHC wrote to councils in England to provide information about the administration of the £100 million Council Tax Support Fund which was announced on 19 December 2022 alongside the provisional local government finance settlement.

On 21 December, DLUHC wrote to councils to provide information on business rates in England.

Plymouth will receive a Revenue Support Grant of £11.655m. The increase includes rolled in grants totalling £0.497m. Excluding this the increase represents a CPI increase of 10.1% (£1.020m).

The final Settlement increased our Services Grant allocation by £93,000 to £2.433m.

Plymouth's allocation for New Homes Bonus payment in 2023/24 is £0.022m. This allocation settlement is for one year only and there is still no indication of what the replacement will be.

The Council Tax Support Fund is intended to reduce Council Tax bills for those customers in receipt of Council Tax Support. Plymouth is yet to confirm the details of its Council Tax support fund for 2023/24, particularly around the discretionary element of the scheme. Business rates grant income will increase by £10.123m in 2023/24 to a total of £75.253

Funding and Welfare

Hundreds of thousands more workers to receive job support boost in spring

The Administrative Earnings Threshold (AET) determines which group a Universal Credit claimant is placed in based on how much they earn. This in turn impacts the level of support they receive to find work. From the end of February, an increase to the threshold will mean more Universal Credit claimants will be moved from the 'Light Touch' group to the 'Intensive Work Search' group.

The impact of this change in relation to Housing Benefit or Council Tax Support claims is unknown at this point, however a Universal Credit claimant in an 'intensive work search' group will be more likely to have a change in their earned income as they will be expected to look for more work hours or a better paid job. A change that results in increased earned income may then result in a change to any Housing Benefit or Council Tax Support entitlement.

Community Safety

Police grants in England and Wales: 2023 to 2024

Following a period of consultation the Government has published the final allocations of grants to police and crime commissioners in England and Wales for 2023 to 2024.

Devon and Cornwall Police and Crime Commissioner received: £218,072,709 for 2023/24 an increase of £701,712 on the previous year.

Government acts to overhaul Prevent in the fight against radicalisation

The Home Secretary has committed to delivering wholesale and rapid change across Prevent following a major independent review into the programme. The Home Secretary will deliver on all 34 recommendations made by William Shawcross, who led the Independent Review of Prevent, ensuring a robust and proportionate focus on radicalising influences rather than wider issues such as mental health.

Plymouth's Prevent Partnership undertook a localised risk assessment in January 2023 and is now developing a 3-year Plymouth Prevent Action Plan, with annualised reviews and alignment to the Counter Terrorism Local Profile.

The plan will be developed alongside the regional Home Office employed Regional Prevent Advisor and considered in line with the review findings and recommendations where possible. The Prevent Action Plan will be published later this year. The Council is currently reviewing the report and exploring what this will mean for Plymouth.

Housing and Homelessness

Regulator of Social Housing publishes initial findings on damp and mould in social housing

RSH wrote to larger registered providers of social housing and asked them to provide information on damp and mould in their homes. Initial findings show that:

- Most social landlords understand the extent of damp and mould in their tenants' homes and take action to tackle it, but could strengthen their approach.
- However, living with damp and mould can have a serious impact on tenants' health and wellbeing. It is essential that landlords identify and address these issues promptly and effectively.
- While the picture is incomplete, RSH's best estimate is that less than 0.2% of social homes have the most serious damp and mould problems, 1-2% have serious damp and mould problems, and a further 3-4% have notable damp and mould.

Typically, Plymouth City Council tackles the hazard of excess cold through working with landlords to improve heating systems and insulation - this assists in reducing the likelihood of mould growth. Plymouth has agreed (as an initial action) to have particular regard category 2 damp and mould hazards by paying additional attention to properties where the vulnerable group (under 4's), is present, or where there is evidence of respiratory ailments at the property. This action has already been implemented.

Consultation on the new safety regime for occupied higher-risk buildings

The Government has provided a response to consultation covering the proposed changes to building regulations under part 4 of the Building Safety Act 2022. The document sets out the findings from the accountable person and the key building information sections of the consultation on the new safety regime for occupied higher-risk buildings. This document also sets out the government's response. Further documents will be published in due course.

The Council is aware of the publication and relevant matters. Work continues locally with key partners through the High Rise Building Team and feeds into national pieces of work to ensure local views are considered when informing national practice.

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Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	Finance Monitoring Report December 2022
Lead Member:	Councillor Mark Shayer (Deputy Leader and Cabinet Member for Finance and Economy)
Lead Strategic Director:	David Northey, (Interim Service Director for Finance)
Author:	Stephen Coker, Lead Accountancy Manager (CEO & C&CS)
Contact Email:	David.northey@plymouth.gov.uk
Your Reference:	
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

This report sets out the revenue monitoring position of the Council forecast to the end of the financial year 2022/23 at Period 9.

Recommendations and Reasons

That Scrutiny notes the report.

Alternative options considered and rejected

There are no alternative options – our Financial Regulations require us to produce regular monitoring of our finance resources.

Relevance to the Corporate Plan and/or the Plymouth Plan

The report is fundamentally linked to delivering the priorities within the Council's Corporate Plan. Allocating limited resources to key priorities will maximise the benefits to the residents of Plymouth.

Implications for the Medium Term Financial Plan and Resource Implications:

Robust and accurate financial monitoring underpins the Council's Medium Term Financial Plan (MTFP). The Council's MTFP is updated based on on-going monitoring information, both on a local and national context. Any adverse variations from the annual budget will place pressure on the MTFP going forward and require additional savings to be generated in future years.

Financial Risks:

Financial risks concerning period 9 reporting are discussed in the body of the report and relate to the attainment of a balanced budget position in financial year 2022/23.

Carbon Footprint (Environmental) Implications:

No impacts directly arising from this report.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

The reducing revenue and capital resources across the public sector has been identified as a key risk within our Strategic Risk register. The ability to deliver spending plans within budget is paramount to ensuring the Council can achieve its objectives

Appendices

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	2022/23 Savings status							
B	Non Controllable expenditure							
C	Gross to Net Pressures							

Background papers:

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7

Sign off:

Fin	DJN.22 .23.371	Leg	EJ/1098 /8.2.23(2)	Mon Off	Click here to enter text.	HR		Assets		Strat roc	
Originating Senior Leadership Team member: David Northey (Interim Service Director for Finance)											
Please confirm the Strategic Director(s) has agreed the report? Yes CMT											
Date agreed: 26/01/2023											
Cabinet Member approval: Deputy Leader and Cabinet member of Finance, after discussion with Cabinet colleagues											
Date approved: 26/01/2023											

SECTION A: EXECUTIVE SUMMARY**Table 1: End of year revenue forecast**

	Budget £m	Net Forecast Outturn £m	Variance £m
Total General Fund Budget	197.750	200.562	2.812

1. This report highlights a revised monitoring position at Month 9 (December 2022) of £2.812m over budget, which is a variance of +1.42% against the net budget. This is set out in Appendix C.
2. This represents an improvement of £0.314m on the previous position at Month 8 (November 2022) which reported a net forecast overspend of £3.126m.
3. The movement represents additional costs of £0.840m offset by further savings of £1.154m
4. It is worth noting the month-on-month improvement to the reported net adverse forecast position:

Month (Reporting period)	Gross pressures	Savings	Net pressures	Improvement in month	Cumulative improvement
	£m	£m	£m	£m	£m
June (3)	13.617	(3.686)	9.931		
July (4)	14.855	(6.131)	8.724	(1.207)	(1.207)
Aug (5)	14.372	(7.716)	6.656	(2.068)	(3.275)
Sep (6)	15.532	(9.541)	5.991	(0.665)	(3.940)
Oct (7)	15.532	(11.428)	4.104	(1.887)	(5.827)
Nov (8)	15.865	(12.739)	3.126	(0.978)	(6.805)
Dec (9)	16.705	(13.893)	2.812	(0.314)	(7.119)

5. The current position continues to reflect circa £6m of non-controllable costs including £3.3m relating to energy price inflation. This covers:
 - The Life Centre additional costs of £0.575m.
 - Street Lighting costs have increased by £0.898m
 - The two crematoria have increased costs of £0.345m
 - Corporate estate & car parking £1.455m
6. Aside from energy, the ongoing impact of the pandemic remains evident in terms of demand pressures and other changes which have seen a persistent increase in volumes of domestic waste and reductions in parking revenues as employees generally maintain homeworking. In adult social care and following the dislocation of the pandemic the numbers of people presenting as homeless has become more costly. The Council is not able to influence such demand pressures in the short term.

7. The Council's Children, Young People and Families Directorate is currently facing additional gross costs of £4.9 million regarding specialist residential placements for vulnerable children and other demand pressures – part of a national trend.
8. The national agreement for pay in Local Government in 2022/23 has resulted in an additional £2.9m increase on top of the 2% provision set aside in the Budget. This is a national issue.
9. For the reasons described the variance is still higher than would normally be expected at this point of the financial year and in response management will continue with a financial recovery plan with the aim of eliminating the forecast overspend. The plan includes:
 - Full review of payroll and pension costs, including the use of temporary agency staff
 - Continued management of vacant posts
 - Further review of the capital programme and the impact on in-year borrowing costs
 - Grant funding maximisation
 - Reduced running costs associated with an early exit from both Windsor and Midland House
 - Further review of all reserves and provisions and
 - Deferring all spend where appropriate
10. As shown in Appendix A, the planned in-year savings targets amount to £11.245m, of which £8.275m are reported as on track or scheduled for delivery. Officers will continue to pursue these savings to ensure full delivery by the end of the financial year.

SECTION B: Directorate Review**Table 2: End of year revenue forecast by Directorate**

Directorate	Budget £m	Forecast £m	Forecast Net Variance £m	Status
Executive Office	5.605	5.917	0.312	over
Customer and Corporate Services	46.963	48.452	1.489	over
Children's Directorate	62.162	64.919	2.757	over
People Directorate	95.158	95.533	0.375	over
Public Health	(0.308)	(0.570)	(0.262)	under
Place Directorate	27.278	28.714	1.436	over
Corporate Account & Council wide items	(39.108)	(42.403)	(3.295)	under
Total	197.750	200.562	2.812	over

Executive Office

11. The Executive Office is reporting a gross pressure of £0.443m which includes additional member allowances, plus savings target set for 2022/23 not on track due to service demand. Mitigations of £0.131m have been identified leading to a net variance of £0.312m.

Customer and Corporate Services Directorate (CCS)

12. The CCS Directorate is forecasting a £0.137m improvement in the month resulting in a net overspend of £1.489m. The overspend is significantly driven by energy supply and unmet licence fee savings due to maintained levels of recruitment, other inflationary pressures and demand pressures on business support services and library income. To mitigate these pressures recruitment and all non-essential spend has been delayed or frozen.

Children's Directorate

13. For period 9 there has been an increase in pressure of £0.540m resulting in a net gross pressure of £4.961m. The principle variations this month relate to a small number of new care entrants with complex needs with a higher than average placement cost. Additionally, there are a small number of care packages which have been reviewed through their care planning process with the costs of providing care for these children increasing beyond the associated forecast. The Department continues to review its use of residential care and is where possible, seeking to reduce the use of this care type wherever possible.
14. In response to this the directorate has identified mitigations of £2.204m leading to a net variance of £2.757m.

People Directorate

15. The People Directorate is forecasting no change to M9 so the gross remains at £1.655m and is primarily due to additional cost and volume within both social care and homelessness and bed and breakfast provision..
16. The Department has identified mitigations of £1.280m giving a net variance of £0.375m.

Office of the Director of Public Health (ODPH)

17. Services within the Public Health office are reporting an under spend of £0.262m which has contributed to the Period 9 net position.

Place Directorate

18. The directorate is continuing to report a significant gross overspend of £3.860m. This is due to the impact of rising utility costs; lost income and increased domestic waste disposal costs. The net pressure is down on Period 8 by £0.179m further management actions to reduce costs and increased income. The overall pressure is due to a combination of factors including utility costs and expenditures due to the Pandemic.
19. There are £2.424m of savings in place to reduce this to a net variance of £1.436m.

Corporate Items & Council wide

20. The overall position shows a net underspend of £3.295m. Adjustments to reserves have been made in M9.

SECTION C: Virements

The table below covers the period **April to December 2022**

Directorate	Departmental movements	Totals
	£'000	£'000
Executive Office	207	207
Customer and Corporate Services	1,316	1,316
Childrens Directorate	1,070	1,070
People Directorate	458	458
Public Health	12	12
Place Directorate	1,107	1,107
Corporate Items	(4,170)	(4,170)
	0	0

Details of Virements

Main movements are partial reallocations of savings and the allocation of the Pay Award Budget for 2022/23

SECTION D: Capital Programme**Capital Finance Report Quarter 3 2022/23**

The approved capital budget (representing forecast resources) is made up of two elements. One is the Capital Programme representing projects that have been approved and the other is future funding assumptions which are estimates of capital funding the Council is likely to receive in the future.

The five year capital budget 2022-2027, is currently forecasted at £594.268m (Q2 £585.951m) as at 31 December 2022.

Movement since Quarter 2 - 30 September 2022 is detailed in Table 1.

Capital Programme movement

Table 1 The Capital budget consists of the following elements:

Description	£m
Approved Capital Programme as at 30 September 2022	372.481
New approvals October to December (listed Annex A)	6.335
Reprofiling programme to 2027/28	-11.750
Virements & variations	-2.359
Capital Programme as at 31 December 2022	364.707
Future Funding Assumptions	229.561
Total Revised Capital Budget for Approval (2022/23 -2026/27)	594.268

In September a targeted exercise reviewing the cashflow profile of projects solely funded from borrowing identified £32.7m of budgeted spend in 2022/23 being slipped to 2023/24, through monthly monitoring challenges a further reduction of £15m has been achieved.

This has delivered revenue savings through lower borrowing which formed part of £0.300m reported within month 8 Treasury Management forecast.

A breakdown of the current approved capital budget by directorate and by funding is shown below in Table 2.

Table 2 Capital Programme by Directorate

Directorate	2022/23	2023/24	2024/25	2025/26	2026/27	Total
	£m	£m	£m	£m	£m	£m
People & Children's Services	8.604	8.390	3.668	0.132	-	20.793
Place - Economic Development	12.814	85.201	11.957	5.367	2.888	118.226
Place – Strategic Planning and Infrastructure	54.620	77.270	20.168	2.560	-	154.618
Place – Street Services	17.835	11.353	2.700	-	-	31.888
Customer & Corporate Services	7.439	7.962	0.605	-	-	16.006
Office for Director of Public Health *	9.823	10.682	2.670	-	-	23.175
Total	111.135	200.857	41.768	8.060	2.888	364.707

Financed by:	2022/23	2023/24	2024/25	2025/26	2026/27	Total
	£m	£m	£m	£m	£m	£m
Capital Receipts	3.411	7.774	0.530	0.831	0.046	12.592
Grant funding	47.074	65.808	3.742	1.803	-	118.427
Corporate funded borrowing	27.760	42.109	22.665	5.254	0.243	98.031
Service dept. supported borrowing	22.290	81.457	8.607	0.071	2.598	115.023
Developer contributions	9.086	3.596	6.090	0.058	-	18.830
Other contributions	1.514	0.113	0.133	0.043	-	1.804
Total Financing	111.135	200.857	41.768	8.060	2.888	364.707

Capital Programme 2022/23 monitoring

As at Quarter 3 the approved Capital Programme forecast for 2022/23 was £111.135m.

Table 3 below includes a breakdown by directorate of actual cash spend as at 31 December 2022 shown as a value and percentage against latest forecast, overall 50.76%.

Comparable percentage for 2021 was 33.84%.

Profiling of the capital programme will continue to review robustness of forecasts to spend as project officers assess the inflationary impact to schemes and challenges to meet grant funding conditions.

Table 3 2022/23 Programme including actual spend and % spent compared to latest forecast

Directorate	Latest Forecast 2022/23	Actual Spend 2022/23 as at 30 Sept 2022	Spend as a % of Latest Forecast
	£	£	%
People	8.604	4.338	50.42
Place – Economic Development	12.814	6.015	46.94
Place – Strategic Planning & Infrastructure	54.620	25.420	46.54
Place – Street Services	17.835	10.818	60.66
Customer & Corporate Services	7.439	3.065	41.21
Office for Director of Public Health	9.823	6.752	68.74
Total	111.135	56.408	50.76

In December the 2022/23 forecast has reduced by £46.242m with a further £9.567m actual spend processed through General Ledger which has increased percentage spend from 19.34% to 50.76%.

Finance Officers will continue to challenge spending profiles in preparation for budget setting. With further work planned to incorporate an assessment of inflationary impact to overall capital programme and project officer review planned project delivery across 2022 to 2027.

Annex A

NEW APPROVALS	Forecast year of spend				
	22/23	23/24	24/25	25/26	5 year programme approvals
	£	£	£	£	£
Langdale Gardens Retaining Wall	84,303.00				
Council House - Fire Alarm replacement	35,000.00				
Efficiency Strategy	460,000.00	290,000.00			750,000.00
Refit of 4 Haxter Court Close for Delt Shared Services	200,000.00				
Chelson Meadow - Drainage	95,000.00				
Chelson Meadow - Welfare Facilities	25,000.00				
Chelson Meadow - CCTV	25,000.00				
Plympton Pool Replacement Boilers	70,000.00				
subtotal Customer & Corporate	994,303.00	290,000.00			1,284,303.00
Improving Outdoor Play Phase 3	533.35				
Heat Sourcing in Corporate Buildings (Big	554,764.00				
Visual Impact Mitigation Scheme (VIMS)	81,412.44	81,469.23			
PfH PCH Partnership Agreement	40,000.00				
Civic Centre District Energy - Phase 2		474,591.00	2,421,892.00	76,423.00	
Subtotal Strategic Planning & Infrastructure	676,709.79	556,060.23	2,421,892.00	76,423.00	3,731,085.02
ATF T2 - Street Lighting Upgrades in Parks	55,606.00				
Fleet Decarbonisaion Programme	568,000.00	323,000.00			
Subtotal Street Services	623,606.00	323,000.00	0.00	0.00	946,606.00
Rees Centre Wellbeing Hub	95,000.00				
Foster Home Adaptation	50,784.00				
Woodlands - ICT Projects	28,749.48				
Brook Green - ICT Projects	7,375.00				
Yealmpstone Farm - ICT Projects	10,755.50				
College Road - ICT Projects	26,738.70				
Plymstock School extension Arts & Drama Block	153,984.91				
Subtotal People & Childrens Services	373,387.59	0.00	0.00	0.00	373,387.59
					5 year programme approvals
TOTAL Capital Approvals	2,668,006.38	1,169,060.23	2,421,892.00	76,423.00	6,335,381.61

Appendix A 2022/23 Savings status (I) Summary

	Total	Achieved savings	On track for delivery	Working on for delivery	Planned, internal/external actions required to deliver
	£m	£m	£m	£m	£m
Children's	3.942	2.073	0.956	0.467	0.446
People	2.937	1.392	1.545	0.000	0.000
ODPH	0.037	0.037	0.000	0.000	0.000
Customer & Corporate	3.015	0.407	0.000	0.494	2.114
Place	0.964	0.175	0.308	0.071	0.410
Corporate Items	0.350	0.000	0.350	0.000	0.000
2022/23 Savings	11.245	4.047	3.196	1.097	2.970

Appendix A 2022/23 Savings status (2) Detail

Directorate / Plans	Target Savings	MTFS Savings	Achieved savings	Plans on track for delivery	Plans worked on for delivery	Planned, internal/external actions required to deliver
	£m	£m	£m	£m	£m	£m
Children's						
Placement Review	1.400	1.400	0.510	0.423	0.467	
AST	0.500	0.500	0.407	0.093		
Fostering	0.450	0.450	0.450	0.000	0.000	
Supporting Families	0.650	0.650	0.435	0.215		
Management Actions - CYPF	0.225	0.225		0.225		
Management Actions - EPS	0.717	0.717	0.271			0.446
Children - Savings	3.942	3.942	2.073	0.956	0.467	0.446
People						
Care Package Reviews	0.750	0.750		0.750		
Place Holder 1- reviews	0.430	0.430		0.430		
CES catalogue review	0.100	0.100	0.100			
Service Reviews	0.300	0.300		0.300		
Grant Maximisation	0.600	0.600	0.600			
Management Actions	0.100	0.100	0.100			
Advice / Information / Advocacy	0.050	0.050	0.050			
Social Inclusion	0.180	0.180	0.180			
Housing Services	0.250	0.250	0.250			
Alarms	0.112	0.112	0.112			
Leisure Management	0.065	0.065		0.065		
People – savings	2.937	2.937	1.392	1.545	0.000	0.000
ODPH						
Additional Income	0.037	0.037	0.037	0.000	0.000	
ODPH – savings	0.037	0.037	0.037	0.000	0.000	0.000

CCS and Chief Exec						
Efficiency	0.956	0.758				0.956
Soft FM Income	0.020	0.020	0.020			
Digital	0.025	0.025	0.025			
SLAs	0.040	0.040			0.040	
Fees and charges Review	0.016	0.016	0.016			
Coroner	0.070	0.030			0.070	
Public Conveniences	0.100	0.100			0.100	
ICT (c/fwd 21/22)	0.691	0.000	0.346		0.184	0.161
Hard FM (c/fwd 21/22)	0.550	0.000				0.550
IT Service (Unitary) Charge reduction	0.300	0.000				0.300
CEX	0.100	0.100			0.100	
CEX Review and Scrutiny Panels	0.147	0.147				0.147
Cust. & Corp. Services and CEX savings	3.015	1.236	0.407	0.000	0.494	2.114
Place						
ED - Trust Lease review	0.075	0.075	0.075			
ED - TIC 3 year plan to break even	0.013	0.013			0.013	
ED - Theatre Royal SLA	0.100	0.100	0.100			
ED – Mt Edgcumbe break even position	0.045	0.045		0.045		
SPI - Capitalisation (Environmental Planning)	0.050	0.050		0.050		
SPI - Capitalisation (Strategic Transport)	0.030	0.030		0.030		
SPI – Planning Fee increase (pre-app, S38)	0.058	0.058			0.058	
SPI – Bus Shelter Advertising	0.075	0.075				0.075
SPI - Concessionary fares	0.183	0.183		0.183		
Highways – Invest To Save	0.230	0.230				0.230
Highways – Street Lighting	0.105	0.105				0.105
Place savings	0.964	0.964	0.175	0.308	0.071	0.410
Corporate Items						
Change Reserve	0.350	0.350	0.350			
Corporate savings	0.350	0.350	0.350	0.000	0.000	0.000
Overall Total savings	11.245	9.466	2.655	3.043	2.577	2.970

Appendix B Non Controllable Expenditure

The table shows the level of non-controllable pressures within the Gross overspend as shown in Appendix D.

Non Controllable Budget Pressures	£m
Corporate Estate energy costs	2.243
2022/23 Pay award	2.592
Street Lighting energy costs	0.898
Off Street Parking energy costs	0.132
Streets Services – Fuel / other	0.641
Total	6.496

Appendix C Gross to Net Pressures Month 9

Directorate	Gross Pressures Month 9 £m	Month 8 Savings £m	Month 9 Savings £m	Net Pressures £m
Executive Office	0.443	(0.131)	0.000	0.312
Customer and Corporate Services	3.054	(1.128)	(0.437)	1.489
Children's Directorate	4.961	(2.204)	0.000	2.757
People Directorate	1.655	(1.280)	0.000	0.375
Public Health	0.150	(0.412)	0.000	(0.262)
Place Directorate	3.860	(2.245)	(0.179)	1.436
Corporate Account & Council wide items	2.582	(5.339)	(0.538)	(3.295)
Total	16.705	(12.739)	(1.154)	2.812

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Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	Strategic Risk Update February 2023
Lead Member:	Councillor Mark Shayer (Deputy Leader and Cabinet Member for Finance and Economy)
Lead Strategic Director:	Giles Perritt (Assistant Chief Executive)
Author:	Ross Jago, Head of Governance Performance and Risk
Contact Email:	Ross.jago@plymouth.gov.uk
Your Reference:	RS/RMJan22
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

The attached report provides an update on the Strategic register for the organisation.

Strategic Risk Register

The total strategic risks being managed is 18. Five risks have a rating of Red; these relate to responding to Council expenditure, the growing volume and complexity of demand on the Children, Young People and Families Service, IT supply chain constraints, cyber-attacks and city economic performance.

Two risks have been identified as sufficiently mitigated and have been moved to the operational register. These are -

- The Council not meeting its obligation to keep data secure by failing to adhere to Data Protection Act 2018 Regulations.
- The Council not meeting its legal obligations regarding the health, safety and wellbeing of its workforce.

Risk number 19 "Risk of failure to deliver the range of housing to meet Plymouth's need" has had its risk score increased to twelve and is now amber.

Recommendations and Reasons

The Committee is recommended to note the current position with regard to the Strategic Risk Register.

Alternative options considered and rejected

Effective risk management processes are an essential element of internal control and as such are an important element of good corporate governance. For this reason alternative options are not applicable.

Relevance to the Corporate Plan and/or the Plymouth Plan

The Strategic Risk and Opportunity Register includes links to the Corporate Plan priorities – monitoring of control action for strategic risks therefore contributes to the delivery of the council's core objectives.

Implications for the Medium Term Financial Plan and Resource Implications:

None arising specifically from this report but control measures identified in Directorate Operational Risk and Opportunity Registers could have financial or resource implications.

Financial Risks

None arising specifically from this report but control measures identified in Directorate Operational Risk and Opportunity Registers could have financial or resource implications.

Carbon Footprint (Environmental) Implications:

Failure to deliver against actions in the Climate Emergency Action Plan and Corporate Carbon Reduction Plan are included on risk registers.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

The risk registers specifically supports the council's overall governance arrangements.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Risk Monitoring Report							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>

	1	2	3	4	5	6	7

Sign off:

Fin	Click here to enter text.	Leg	EJ/38 851/6 .1.23(1)	Mon Off		HR		Assets		Strat Proc	
Originating Senior Leadership Team member: Giles Perritt											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 20/12/2022											
Cabinet Member approval - Councillor Mark Shayer											
Date agreed: 05/01/2023											

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RISK MANAGEMENT MONITORING REPORT

February 2023



1. Introduction

- 1.1. This report provides the position with regard to the strategic and operational risk registers.
- 1.2. The next formal review of the strategic risk and opportunity register will take place in March 2023, the operational risk register will also be reviewed at this time. Risk registers are however a live document and will be regularly discussed at Directorate Management Teams.

2. Strategic Risk Register – Monitoring Summary

- 2.1. Two risks have been identified as sufficiently mitigated and have been moved to the operational register. These are -
 - The Council not meeting its obligation to keep data secure by failing to adhere to Data Protection Act 2018 Regulations.
 - The Council not meeting its legal obligations regarding the health, safety and wellbeing of its workforce.



3. Strategic Risk Register

- 3.1. There strategic risks pertinent to the Committee are shown in the tables overleaf.

3.2 Strategic Risk update table one

Table one provides an update on strategic risks with mitigation that is fully influenced by Plymouth City Council.

Table one – Strategic Risks fully mitigated by Plymouth City Council

Risk Register No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
I	The Council's expenditure exceeds the resources available to meet that expenditure within the medium term financial plan period (2022/23-2025/26)	<ul style="list-style-type: none"> The Council has also taken the following steps <ul style="list-style-type: none"> to adopt a 5 year MTFP moving forward rather than a 1 year or 3 year model to adopt a system of monthly financial reporting to Directorate Management Teams, Corporate Management Team, and Cabinet and Quarterly to Full Council, with monthly consideration of directorate level financial issues at each Scrutiny Committee In addition the Council has introduced a system of detailed monitoring of the delivery of savings targets so that a view is published monthly in Cabinet reports. This will also include any significant issues which emerge from the cost of living crisis. The Council also holds an annual review of fees and charges and has annual and ongoing programmes of work to identify and understand potential savings opportunities. The governance system of the Council - as unpacked in the Annual Governance Statement comprise a rigorous system of financial control. It is of critical importance to the Council and City that CMT and Cabinet select means of reducing the costs of the Council to fully mitigate the forecast budget shortfalls in future years. This is underway but until this work is completed later in 2022 the risks will remain at the current level. 	25	Red  Red since May 2022	Red 	David Northey



Risk Register No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
		The Deputy leader/PFH for Finance is meeting each week with S151 Officer and Strategic Director for Customer & Corporate Services to review the 2022/23 Monitoring position. There are also Member & Officer Budget Working Subgroup meetings every 2 weeks to monitor progress on 2023/24 budget.				
3	A Cyber-attack renders all of the Council's IT inaccessible for an extended period of time therefore impacting on the Council's ability to deliver services.	<ul style="list-style-type: none"> - Cyber Governance board implemented - Delt undertaking a programme of Cyber security improvements. The programme is at the initiation stage, however will produce recommendations for improving aspects such as end point detection and defence, improved identity and asset management - Programme report and plan developed in September required reworking, now expected in November 22 - It will also improve the annual IT Health Check by looking at repeat issues and introducing process changes to prevent them from reoccurring. 	20	RED —	RED — Red since January 2022	Andy Ralphs
4	IT supply chain constraints results in increased costs and extended lead times for equipment. This will lead to budget pressures for the Council plus Service delivery pressures as new and replacement IT equipment	<ul style="list-style-type: none"> - PCC to pre plan as far ahead as possible on any purchases of technical goods or services, notifying Delt during the planning phase of such work. - Delt engagement with current suppliers and escalation of any changes to current prices / lead times - Assessment of alternative suppliers - Budget monitoring - IT Service Level Management - Monitoring of procurement lead times 	20	RED	RED —	Andy Ralphs

Risk Register No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
	experiences considerable delays.					
11	The Council having insufficient workforce capacity and resilience to deliver the required range of services to meet statutory obligations and administration priorities.	<ul style="list-style-type: none"> - Develop online training programmes - Implementation of 'The Way We Work' programme (technology, information management, accommodation) to enable the right conditions for success - Review of senior structure - Review of business plans - Possible remodelling of services - Ongoing 1:1 supervision meetings - Working towards Gold Wellbeing at Work Award - Increase in number of Wellbeing Champions to 60 (from 44) - Implement New Ways of working and deliver Accommodation Strategy. <p><i>**This Strategic Risk is under review following the meeting of the Health Safety and Wellbeing Steering Group.**</i></p>	15	Amber ■	Amber ■	Andy Ralphs
18	Risk of financial impact of delivering proposed	<ul style="list-style-type: none"> • The Council have partnered with the Waste Industry body WRAP to jointly commission external 	12	Amber ■	Amber ■	Anthony Payne

Risk Register No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
	changes to Waste Services as set out in the Government's Draft Environment Bill.	<p>support to assess the likely impacts and opportunities of the Environment Act. The funding for this work has been wholly met by DEFRA. The initial report was completed with broadly inconclusive findings. The scope of ongoing work is as follows:</p> <ul style="list-style-type: none"> - To understand the implications of, and ensure the Council meets, the government's requirements as proposed in the Resources & Waste Strategy - To help inform the future design of the Council's household waste collection service and understand the implications in terms of reprocessing infrastructure - To understand the likely impact that changes to the current household waste collection service will have on the Council's recycling performance - To consider where operational efficiencies can be achieved whilst still delivering a service that meets the needs of its residents and allows the Council to maintain high levels of customer satisfaction - To appraise whether existing waste management infrastructure and assets in Plymouth, and the surrounding area, are likely to be sufficient for future requirements; and if they are deemed not to be then to provide options to inform the Council's waste strategy and spatial planning. 				

3.3 Strategic Risk update table two

Table two provides an update on strategic risks with mitigation that is influenced by Plymouth City Council but is also dependent on other outside factors.

No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
19	Risk of failing to deliver the range of housing to meet Plymouth's need.	<ul style="list-style-type: none"> - Current and future actions to consider includes; - Continue to lobby Government/respond to planning reforms seeking changes/assistance - State assistance for Affordable Housing delivery and prioritising Previously Developed Land /Urban housing regeneration - Progress Plan for Homes programme, prioritising interventions to build back AH delivery - New strategic land review to identify further suitable Council owned sites - Investigate potential for acquisition of some Plymouth allocated sites i.e. HE intervention - Funding opportunities to unlock PDL sites? i.e. Devolution Deal, HE/DLUHC funding streams - Increase Direct delivery to build pipeline of quality, well designed greener homes - Links to Skills Strategy and links with Building Plymouth for training and employment opportunities - Current activity includes; - Plan for Homes has identified and released 50 Council owned housing sites to the market; working to drive forward delivery on these sites. - Housing Investment Fund in Plan for Homes 3 targeted to support activity to unlock housing delivery to meet identified housing needs; funding either spent, allocated or committed to priority interventions. - Extensive discussions at a senior level with Homes England in attempting to support the creation of a place- 	9	Green 	Amber 	Anthony Payne

No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
		<p>based partnership, to unlock future funding to support market interventions and develop a pipeline of housing sites, support City Centre renaissance and to help align Government funding with housing site opportunities.</p> <ul style="list-style-type: none"> - Launched the Plymouth Eco-Homes Programme to support building a pipeline of over 250 low-carbon and net-zero homes across Plymouth. - Commencing on site the Direct Delivery of new homes to drive up good design, quality and sustainable living, and identifying a pipeline of future sites to support our direct delivery ambitions. - Developed two Housing Partnership Agreements with key Housing Association Partners to maximise their investment and delivery in the city. - Considering site acquisitions and provided funding to help unlock stalled JLP sites. Reviews of JLP sites completed and monitored, with delivery strategies being implemented. - Secured £2.2m Brownfield Land Release Funding to help unlock 325 affordable homes on PCC owned land. - Ongoing innovation to improve the proactive and fast track approach to planning to deliver housing. - Monitoring development activity in the construction sector to understand the effect of COVID-19 on housebuilding. - We will manage the 5 year land supply position to ensure that decisions on sites are taken using a balanced and objective assessment of market conditions. - Work with the Plymouth Housing Development Partnership to leverage their investment and progress housing projects to stimulate affordable housing delivery, and support SME's to start building again. 				

No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
		<ul style="list-style-type: none"> - Continuing to bring long term empty homes back into use. - Lack of market led delivery leads to lack of AH delivery – PDL delivery challenges vs greenfield, supply of sites left in Plymouth predominantly PDL – viability, demand and high values on greenfield sites in SH/WD - We are not unique in Plymouth- urban lower value cities have fared worse than affluent parts of the SE. 				
21	Viability of commercial bus operators with patronage not yet back to pre-Covid levels , the ending of Government Bus Recovery Grant in October, failure to secure any funding through our Bus Service Improvement Plan and increasing operating costs means that a number of unviable bus services are being reduced in frequency, re-routed or cut altogether from 4th September 2022.	<ul style="list-style-type: none"> - Monitor patronage levels locally both fare paying and concession pass holders. Frequent liaison meetings with bus operators. The Council continues to pay concession fare reimbursement above actual level of travel, although this is reducing in line with Government guidance by 5% every 2 months until such time it is less than reimbursement based on actual trips. To address loss of commercial services from 4th September, virements from concession fares reimbursement budget to non-commercial services budget of £557K in 23/24 to pay for non-commercial services secured through competitive tender and enable all areas of Plymouth to continue to have a bus service, at least on Mondays to Fridays. To make the budget go as far as possible, routes have been redesigned where possible to be able to use developer contributions to part or wholly fund some non-commercial routes. Enhanced cleaning regime of buses to continue. Ensure clear messaging by transport providers about maximising messages about maintaining safe travel. In March 2021, the Government announced its new National Bus Strategy "Bus Back Better" making a further £3bn of funding available for 	15	Amber	Amber	Anthony Payne

No.	Description	Mitigation	Risk Score	Previous risk rating	Current risk rating	Risk Owner
		the 3 years from April 2022 to significantly improve bus services across the country. In the end only £1bn was available and although PCC has not received any additional BSIP funding from the £1bn released, PCC has confirmed that it will introduce an Enhanced Partnership from the 31st October 2022. At the moment it is not possible to deliver Plymotion to encourage the take up of bus services. Schemes continue to be delivered through the Transport Capital Programme to encourage patronage returning to pre-Pandemic levels as soon as possible. Increased commitment to non-commercial services is up until March 2024. Tenders will be sought late in 2023 when it is envisaged that commercial viability on a number of routes will have improved.				

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Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	Our Commitment to Equality and Diversity
Lead Member:	Councillor Rebecca Smith (Cabinet Member for Homes & Communities)
Lead Strategic Director:	Giles Perritt (Assistant Chief Executive)
Author:	Laura Hill, Policy and Intelligence Advisor
Contact Email:	Laura.hill@plymouth.gov.uk
Your Reference:	LH2223
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

This paper sets out the progress that the Council has made towards meeting its Public Sector Equality Duty and promoting equality in 2022.

The paper acknowledges that there has been progress towards meeting the outcomes set out in the Equality and Diversity Action Plan (2021-22). It also acknowledges that further work is required for equality and diversity to be fully mainstreamed across the Council.

The paper includes an updated Equality and Diversity Action Plan for 2023/24 to enable equality and diversity to be further embedded across the Council.

Recommendations and Reasons

Scrutiny is asked to:

1. Note the progress set out in the Our Commitment to Equality and Diversity document.
2. Note the accompanying updated Equality and Diversity Action Plan for 2023/24.
3. Provide feedback to inform the final document and action plan.

Alternative options considered and rejected

Option I - do nothing

Under the Equality Act (2010) Plymouth City Council is subject to the Public Sector Equality Duty therefore the option to do nothing is not recommended.

Relevance to the Corporate Plan and/or the Plymouth Plan

The Council's Corporate Plan sets out our ambition to be 'one of Europe's most vibrant waterfront cities, where an outstanding quality of life is enjoyed by everyone'. To achieve this ambition we need to ensure any decision we take does not adversely impact communities sharing protected characteristics under the Equality Act (2010).

Implications for the Medium Term Financial Plan and Resource Implications:

Officer resources will be needed to carry out the actions within the Equality and Diversity Action Plan 2023/24. These resources will be met from within existing budgets.

Financial Risks

It is not anticipated that the proposed actions will cause negative financial impacts.

Carbon Footprint (Environmental) Implications:

It is not anticipated that the proposed actions will cause negative environmental impacts.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equality Act and those who do not.*

This is not applicable because the subject of the report ensures that due regard has been given to equality, however an equality impact assessment will be available with the final published paper.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Equality and Diversity Action Plan 2023/24							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7

Sign off:

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Originating Senior Leadership Team member: Kim Brown, Service Director for HROD											
Please confirm the Strategic Director(s) has agreed the report? Yes Date agreed: Giles Perritt, Assistant Chief Executive approved by email 10/02/2023											
Cabinet Member approval: Councillor Rebecca Smith (Cabinet Member for Homes & Communities) approved by email Date approved: 10/02/2023											

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OUR COMMITMENT TO EQUALITY AND DIVERSITY

Policy and Intelligence Team and HROD



I. Context

I.1 The Public Sector Equality Duty

The Equality Act 2010 extended statutory protection across nine 'protected characteristics'. It recognised new forms of discrimination and introduced the Public Sector Equality Duty (PSED).

As an Authority listed in Schedule 19 of the Act, we are subject to the PSED. The PSED consists of a general equality duty supported by specific duties which are imposed by secondary legislation.

I.2 Specific Equality Duties

The aims of the PSED are supported by specific duties set out in separate regulations made by the Secretary of State. Listed authorities in England are required to:

- At least annually from 30 March 2018
 - publish information about their employees and other persons affected by their policies and practices to demonstrate compliance with the general duty;
 - publish gender pay gap information relating to the employees; the form and content of this publication is set out in a schedule to the regulations.
- At least every four years, prepare and publish one or more objectives that they think are needed to further any of the aims of the General Equality Duty.

I.3 Due regard to Equality and Equality Impact Assessments

Those subject to the PSED must, in the exercise of their functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct;
- advance equality of opportunity between people who share a protected characteristic and those who do not; and
- promote good relations between people who share a protected characteristic and those who don't.

The Equality Act says that we must exercise due regard to equality when we make decisions, in a way that is reasonable and proportionate to the decision being taken. To discharge this duty, we remain firmly committed to conducting Equality Impact Assessments (EIAs) on all member decisions taken in the context of our Leader's scheme of delegation. We do this to ensure they do not adversely impact our different communities.

I.4 Our equality information

Alongside this document, we have published our [Equality Profiles](#), which include data and intelligence about our residents and service users, covering all of the nine protected characteristics from the Equality Act. These are:

- | | |
|-----------------------------------|-----------------------|
| ▪ Age | ▪ Gender Reassignment |
| ▪ Disability | ▪ Race |
| ▪ Religion or Belief | ▪ Sex |
| ▪ Marriage and Civil Partnerships | ▪ Sexual Orientation |
| ▪ Pregnancy and Maternity | |

As an organisation committed to inclusion, we recognise that other groups such as veterans, carers, and care leavers can also face additional barriers.

Our Summary Equality Profile is updated annually to keep it as current as possible. The [Plymouth Report](#) is another useful source of further data about our diverse communities.

1.5 Policy

The diversity of our city and workforce is one of our greatest strengths and assets. We put equality and diversity at the centre of all our work. Our approach and commitment to equality is also set out in our [Equality and Diversity Policy](#). This is integral to our commitment to making Plymouth 'one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone'.

In the spirit of that commitment, we have worked to ensure we deliver services to all our communities in a way that eliminates discrimination, advances equality of opportunity, and fosters good relations.

1.6 Plymouth City Council's Corporate Plan

Plymouth City Council and its partners are committed to the shared vision to become 'one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone'. To achieve this vision, we have adopted a set of values that underpin our commitment to equality and diversity in the Council's [Corporate Plan](#).

We aim to be:-

- Democratic
- Responsible
- Fair
- Collaborative

1.7 Customer feedback

Plymouth City Council is committed to the highest standards of customer service. We are committed to treating all of our customers with fairness and respect and encourage feedback about our services. Our primary mechanism for collecting customer feedback is through our online system Firmstep. Whilst we monitor customer complaints, we do not do this against the protected characteristics. However, we have refreshed our demographic monitoring guidance as the first step towards this.

1.8 The Equality Framework for Local Government

The [Equality Framework for Local Government](#) (EFLG) is an equality and diversity tool for local government developed by the LGA. The EFLG is also a way for the Council to deliver against the PSED. It consists of four elements assessed against three levels of achievement; 'developing', 'achieving' and 'excellence'.

The assessed elements are:

- Leadership and organisational commitment
- Understanding and working with communities
- Diverse and engaged workforce
- Responsive services and customer care

As a Council, we have committed to working towards the 'excellence level' of the EFLG. Our Equality and Diversity Action Plan 2023-2024 sets out how we as a Council plan to continue working towards this (see Appendix A).

2. Our equality objectives

We are committed to treating everyone with respect and dignity, and working towards creating a fairer city. Under our PSED, we must publish one or more equality objectives every four years. We last set our equality objectives in 2020.

Our equality objectives correspond to the three main strands of the general equality duty. This provides a strong link and solid evidence to demonstrate that we are discharging our duty and making progress towards the aims of the Equality Act 2010.

Furthermore, we have chosen our equality objectives to reflect the concerns of a broad spectrum of protected characteristics to avoid establishing a hierarchy of discrimination, whilst also reflecting the particular challenges faced by our local diverse communities.

We have set one overarching objective to celebrate diversity and ensure that Plymouth is a welcoming city.

Plymouth City Council is committed to celebrating the diversity of our city. We have an [Equality and Diversity Calendar](#) which we used to help us celebrate our city's diversity and different communities throughout the year.

Case study – Black History Month

Black History Month aims to help raise awareness of the history and contribution of black individuals and communities in the UK. In 2022, Plymouth City Council provided a small amount of funding to local organisations to celebrate Black History Month which was used to support local events in the city. The Lord Mayor showed her support for Black History Month when she enjoyed a community cultural cooking demonstration which was organised by Diversity Business Incubator.

We have set four specific objectives which we will work towards achieving. These are:

1. Pay equality for women, and employees with disabilities in our workforce.

Plymouth City Council is committed to equal opportunities and the fair treatment of its workforce. As an employer, we have a clear policy of paying employees equally for the same or equivalent work regardless of sex or disability. The Council operates a comprehensive job evaluation scheme to ensure that rates of pay are fair and are based wholly on the role being undertaken.

We want to ensure that all employees have the opportunity to progress and meet their potential. As an employer with over 250 employees, we have an obligation to report on our gender pay gap. We monitor pay equality across different employee groups. We recognise that our employees with disabilities face additional barriers compared to those employees who do not, which is why we decided to set this as one of our objectives. Progress against this Equality Objective is set out in a separate published report.

2. Supporting our workforce through the implementation of our People Strategy 2020 – 2024

Our People Strategy 2020 – 2024 is our workforce strategy and will help us to work inclusively, with current and future employees and partner organisations. To make this happen the strategy has been split into four key themes:

- Everyone feels welcome - inclusivity and diversity
- Aspire to be the best - talent and development
- Attract and keep the right people - employer of choice
- Be well led - our leadership

As an organisation, we must ensure that all our employees feel welcomed, are treated with dignity and respect and, are encouraged to meet their potential. We monitor the implementation of our People Strategy to ensure we are meeting our ambitions. Details of our progress can be found on our [People Strategy timeline](#).

Under our specific equality duties we publish annual equality monitoring data which covers the demographic breakdown of our workforce, as well as our recruitment processes and employees leaving the organisation. This information is found in our [Workforce Equality Profile](#). As part of the council's ongoing commitment to knowing its workforce, we will shortly be asking all employees to ensure that the information held about them is correct and updated. This includes sensitive information relating to the protected characteristics.

Progress against this Equality Objective includes:

- Becoming a White Ribbon Accredited organisation as part of our ongoing commitment to tackle Violence Against Women and Girls (VAWG). This builds upon the work of the VAWG Commission which was created at the beginning of this year to review what is being done across the city to educate, prevent and deter VAWG. It also considered what support is available for victims and made recommendations on what more could be done to make women and girls safer in the city. Work is ongoing to progress the Commission's [recommendations](#).
- Creating an 'equality hub' on our intranet for employees which includes a range of engaging and useful information such as our Equality Objectives, information about our PSED and our equality and diversity policy.
- Delivering appreciative enquiry training to employees and partners to encourage good practice and inclusive community engagement.
- Continuing to roll out our equality and diversity training and developed a training course for all customer facing employees.
- Working with our partners at City College to support a number of placements across the Council through the Supported Internship Programme. The programme works specifically with students who have an Educational Health Care Plan (EHCP) and provides them with two 12 week placements across a year.
- Continuing to convene our Corporate Equality Group which is attended by senior managers from across the Council. The Group provides a forum for managers to discuss equality and diversity issues relevant to their service area.
- Reviewing and updating our recruitment and selection policy to ensure that our recruitment processes are fair and promote equality and which also encourage flexible working.
- Launching and supporting our employee networks which aim to help foster a positive culture, offer networking opportunities to employees, and encourage an understanding and celebration of difference within the organisation. These networks are continuing to develop and include:
 - Disability Network
 - Carer's Network
 - Faith and Belief Network
 - LGBTQ+ Network
 - Men's Network
 - Race, Ethnicity and Cultural Heritage (Reach) Network
 - Women's Network

3. Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.

We have been working with our partners to ensure that victims of hate incidents and hate crimes receive appropriate support and that people feel confident and understand how to report incidents. We have also been working hard to raise awareness of the importance of reporting hate incidents and hate crimes via third party reporting centres.

We will continue to work with communities and partner agencies across the criminal justice system and voluntary and community colleagues to achieve a positive outcome for victims.

A full breakdown of hate crimes/incidents within Plymouth in the past year along with perceptions of safety amongst different groups can be found within our [Equality Profiles](#).

Progress against this Equality Objective includes raising awareness and engagement activity such as:

- Marking Hate Crime Awareness Week.
- Sharing messages about hate crime via our internal and external communication channels.
- Engaging with community groups and organisations to encourage reporting of hate incidents/crimes via third part reporting centres.

- Continuing to work with our partners via Safer Plymouth to promote a joined-up approach to combatting hate incidents/crime within Plymouth.
- Incorporating hate crime within Safer Plymouth activities.
- Raising awareness of hate incidents/crime at the Equalities Working Group.

4. Plymouth is a city where people from different backgrounds get along well.

We continue to build strong and cohesive communities to ensure that our city is welcoming for everyone. In our City Survey, we include questions that ask our residents about community cohesion in their local area. To allow us to better understand the cohesion levels in Plymouth we have commissioned Plymouth Octopus Project to carry out appreciative enquiries with different communities. We also continue to work closely alongside our partner agencies and communities to understand the challenges that they face.

Case study – Community Builders

The Council's Community Empowerment Programme, aims to promote partnership working, community involvement and community resilience. As part of this programme, 10 community development workers are currently in post across the city and are working side by side with residents and local community groups. Community Builders start by finding out what people within a community care about so they can work together to change, develop and/or sustain community activities. They map what is going on in communities to enable people to find out what is going on in their community to help them connect and improve their wellbeing. Community Builders are working across Plymouth including in some of the least cohesive wards of the city. They will be working in the following areas:

- | | |
|----------------|------------|
| ▪ Barne Barton | ▪ East End |
| ▪ Devonport | ▪ Efford |
| ▪ Honicknowle | ▪ Estover |
| ▪ Stonehouse | ▪ Southway |

Community Builders are also working specifically with minority ethnic communities, LGBTQ+ communities, people with disabilities, young people and men.

We know when communities are well connected, they are more likely to have better health outcomes and have increased levels of cohesion. To measure cohesion in Plymouth, within our survey work, we ask whether residents feel that their local area is a place where people from different backgrounds get on well together. This question was included in the survey as a measure of community cohesion and more specifically to measure performance against our equality objective.

Progress against this Equality Objective:

Our 2022 City Survey results showed that across the city 42 per cent of residents agreed that their local area is a place where people from different backgrounds get on well together. The proportion of residents that agreed their local area is a place where people from different backgrounds get on well together, has increased slightly compared with the 2020 City Survey results where 39 per cent agreed and the 2018 City Survey where 38 per cent agreed.

3. Demonstrating our commitment

In addition to publishing our progress towards meeting our equality objectives, the Public Sector Equality Duty requires that we publish information to show that we are compliant with the Equality Act General Duty. This section describes some of the work we did to promote equality, tackle discrimination and to encourage good relations between different groups last year.

We have continued to work hard to promote equality within communities and to ensure that our services are accessible. As a Council, we value the contribution that people and communities can

make and want to harness that potential to work together for a fairer, greener, and healthier city where everyone can enjoy an outstanding quality of life. Our [community engagement principles](#) set out our approach to community engagement.

We are proud that some of the steps that we have taken to promote equality include:

- Working with our partners to start breaking down some of the barriers facing refugees who wish to volunteer. The work has resulted in small groups of volunteers from ODILS Learning Foundation and Devon and Cornwall Refugee Support supporting the Big Blue Splash and SailGP events.
- Working with a group of local organisations working with disabled people in the city to help make our events more accessible. This work has included setting up an Events, Access and Inclusion Group which helps us to capture continuous feedback. As a result of this feedback, we have been improving the accessible facilities we provide at our events. We have also been making our communications and pre-event information more accessible.
- Working with our health and community partners to deliver a project called 'Mind the Gap' which aims to raise awareness of the services available to carers from underrepresented backgrounds. Effective partnership working has been key to the success of this project.
- Carrying out a review of accessibility for all Plymouth Active Leisure buildings and services to help ensure our leisure services are accessible.
- Continuing to embed equality and diversity within our procurement activities.
- Continuing to provide sanctuary for those seeking refuge from conflict by setting up a Ukraine Taskforce to coordinate the citywide response to the Ukraine crisis following the launch of the Homes for Ukraine scheme.
- Working with our partners within the Changing Futures Programme to understand the needs of people with lived experiences within the complex needs system.
- Promoting inclusive growth via the Plymouth Charter development programme. This work has been funded through the C-Care project, an EU Interreg funded project which aims to better understand how the Plymouth economy can promote inclusion and support flexible working to create an economy that works for everybody.
- Setting up the Cost of Living Taskforce to coordinate a city-wide effort to provide support for Plymouth families impacted by the rising cost of living.
- Continuing to promote inclusion at the Box via an Access Improvement Group alongside an extensive programme of engagement work with communities. This has included for example, 'Where Am I?', a co-curated exhibition as part of the Culture Club programme that explored the Box's collections through an LGBTQ+ lens.
- Analysing the findings from the 2021 Census to allow us to understand the demographics and changing needs of our communities. This insight helps to inform our Equality profiles and EIAs.
- Continuing to promote and support digital inclusion by purchasing a small number of chrome books and tablets which supported digital champion volunteers to give one-to-one digital skills training and assistance.

3.2 Our Members

Our members have an important role in ensuring that equality and diversity is at the centre of the organisation as set out in the Council Constitution which states:

"We the people of Plymouth, through our elected representatives to Plymouth City Council, ordain and establish this Constitution today 30 January 2012 in order that it will assist in the elimination of discrimination and inequality, promote social and economic well-being,

environmental sustainability and opportunity for all and establish good and open governance of our city and its inhabitants.”

Members are required to consider equality and diversity when they make decisions. To support members in their role we offer online Local Government Association developed equality and diversity training to all councillors as part of their induction to their role. This training helps members to understand different equality and diversity issues and ensures that they are able to deliver their duties in accordance with the Councillor Code of Conduct.

We are keen that members play a lead role our equality and diversity work. In November 2021 we launched a cross party Equalities Working Group. The group is comprised of senior officers and members and aims to champion equality and diversity across the Council. The group has continued to meet throughout 2022 and has welcomed external speakers who have shared good practice and offered suggestions for how the Council can build upon its equality and diversity work. Members of the Equalities Working Group receive regular feedback on our progress around equality and have helped to shape the Equality and Diversity Action Plan 2023/24.

4. Next Steps

We are pleased with our ongoing commitment to equality and diversity and the progress we make. However we recognise that further work is required, our Equality and Diversity Action Plan which sets out how we plan to continue working towards achieving our Equality Objectives and the ‘excellence level for the EFLG’.

In addition to delivering specific projects and interventions under the action plan, it is crucial to remember that it is incumbent on everyone in Plymouth City Council to play their part. As the Council faces unprecedented budgetary pressures, it is vital that equality and diversity continue to be mainstreamed across the Council.

Published by Plymouth City Council

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This document is available in other languages and in accessible formats - please contact our Policy and Intelligence Team at equalities@plymouth.gov.uk or by phoning 01752 668000

Draft Equality and Diversity Action Plan 2023 – 2024

The Equality and Diversity Action Plan 2023 - 2024 supports the Council's equality and diversity ambitions. This document is a live document and will be updated periodically to reflect changing organisational priorities and community needs. It does not reflect all the work taking place within the Council to promote equality.

The equality and diversity actions included within this action plan have been identified around the following:

- **Themes** – the objectives and milestones in this plan have been grouped under four thematic areas. These thematic areas are used in the [Equality Framework for Local Government \(EFLG\) which](#) will be used to benchmark our equality practice and progress. These areas are:
 - Leadership and organisational commitment
 - Understanding and working with our communities
 - Responsive services and customer care
 - A diverse and engaged workforce
- **Equality Objectives** – The Council is required to set equality objectives under the Equality Act (2010). Our objectives were developed through consultation in January 2020 and set our organisational equality priorities for the next four years. Based on the feedback gathered during our consultation we made slight amendments to our equality objectives, which have been agreed upon as the following:
 - We have set one overarching objective to 'celebrate diversity and ensure that Plymouth is a welcoming city'.
 - We have also set four additional equality objectives which are:
 - Pay equality for women, and employees with disabilities in our workforce
 - Supporting our workforce through the implementation of Our People Strategy 2020 – 2024
 - Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.
 - Ensuring that Plymouth is a city where people from different backgrounds get along well.
- **Outcomes** – these are areas identified as good practice, meeting them will help us to ensure equality and diversity good practice is delivered across the organisation and will allow us to track our progress.

Leadership and organisational commitment				
Context	Effective leadership is key to realising our equality ambitions. Our Chief Executive and Portfolio Holder for equality and diversity set out their commitment to realising the organisation's equality and diversity ambitions in the annual 'Our commitment to equality and diversity' document. The document sets out how the organisation is working hard to challenge discrimination, promote equality of opportunity and understanding and foster good relations within our community.			
Outcome	Action	Measure of success	Timescale	Lead
Our city is a welcoming city for everyone.	Explore how we want to foster community cohesion to ensure that Plymouth is a welcoming city for everyone.	<ul style="list-style-type: none"> Demonstration of our commitment to the 'Welcoming City' agenda through engagement with scrutiny and the publication of a welcoming city strategy. 	Q2 2023/24	Policy & Intelligence Team
Our civic leader continues to demonstrate a commitment to equality and diversity.	Explore how the Lord Mayor's office can engage with 'seldom heard' groups living in Plymouth.	<ul style="list-style-type: none"> The Lord Mayor engages with different communities living in Plymouth throughout 2023/24. We continue to mark Holocaust Memorial Day as a civic event. 	Throughout 2023/24 with review each quarter	Lord Mayor's Office
The Council's commitment to equality is visible to our employees and external stakeholders.	Celebrate diversity within our communications.	<ul style="list-style-type: none"> Equality and diversity topics feature within our internal and external communication activities. We mark a range of equality and diversity-related dates on our Equality and Diversity calendar each year internally and externally. 	Throughout 2023/24 with review each quarter	Communications with support from Policy & Intelligence Team and Human Resources

		<ul style="list-style-type: none"> ▪ We refresh our equality objectives in 2024. 		
Equality and diversity continues to be recognised as an organisational priority.	Senior officers and members meet to discuss equality and diversity related issues regularly.	<ul style="list-style-type: none"> ▪ The Corporate Equality and Diversity Group chaired by the Service Director for Human Resources and Organisational Development continues to meet. ▪ The Equalities Working Group receives frequent updates on progress on the Equality and Diversity Action Plan 2023/24. 	Throughout 2023/24	Human Resources & Organisational Development with support from Policy & Intelligence Team
Members feel confident discussing equality and assessing equality implications in their roles.	We provide equality and diversity learning and development opportunities for members.	<ul style="list-style-type: none"> ▪ Co-create with members a bespoke equality and diversity training offer. 	Q1 2023/24	Human Resources & Organisational and Oversight and Governance
Explore how we can remove some of the barriers that people face to accessing volunteering in the city.	Share good practice with employees and our partner organisations to ensure that volunteering opportunities in the city are accessible.	<ul style="list-style-type: none"> ▪ Continue to explore how we can make volunteering in Plymouth more inclusive and accessible by working with our partners. 	Q3 2023/24	Public Health

Understanding and working with our communities				
Context	Understanding our communities is key to ensuring that our services are inclusive. We need to continue to work in partnership and continue to build and maintain effective and positive relationships with different organisations to encourage good practice sharing and knowledge exchange. Key to achieving this is ensuring that we have different mechanisms in place to provide opportunities for as many people as possible to participate in public life.			
Outcome	Action	Measure of success	Timescale	Lead
We understand who the different communities living in Plymouth are.	Provide accessible information about the different communities living in Plymouth.	<ul style="list-style-type: none"> Updated Pen Profiles are published. 	Q1 2023/24	Policy & Intelligence Team
We understand who the different communities living in Plymouth are.	The community builders effectively build relationships within and among communities.	<ul style="list-style-type: none"> Development of community asset maps by the Community Builders. We complete several further appreciative enquiries throughout 2023/24. 	Q4 2023/34	Public Health
We understand who is using our services and contribute towards better understanding health inequality amongst those with protected characteristics.	Work with our partners to carry out in-depth research into health inequality within Plymouth as part of the Health Determinants Research Collaboration programme.	<ul style="list-style-type: none"> Produce a briefing paper outlining the scope of research. We collect and analyse demographic information about our service users. 	Q3 2023/24	Customer and Corporate Services with Public Health.
Under represented communities feel encouraged to participate in local decision making.	The Community Empowerment Programme champions inclusive engagement.	<ul style="list-style-type: none"> We raise awareness of our Inclusive Engagement Toolkit and Engagement Principles. The Community Empowerment Programme 	Q3 2023/24	Public Health and Policy and Intelligence Team

		community of practice continues to explore and promote inclusive engagement.		
We understand who the different communities living in Plymouth are.	Publish information about our different communities.	<ul style="list-style-type: none"> Carried out an in-depth analysis of the 2021 census data to inform the development of the Ward Profiles. Updated ward profiles are published. 	Q2 2023/24	Policy & Intelligence Team
We support victims of hate incidents/crime.	Raise awareness of the mechanisms for victims to report hate incidents/crime.	<ul style="list-style-type: none"> We share communication internally and externally to raise awareness of hate incidents/crime reporting mechanisms. We meaningfully mark Hate Crime Awareness Week. We review the findings of the University of Plymouth research exploring racism in Plymouth and action any recommendations where appropriate. We provide training to employees (where appropriate) on how they can report a hate crime. 	Q4 2023/24	Community Connections leads with support from the Safer Community Partnership, Human Resources & Organisational Development and Corporate Communications

Responsive Services and Customer Care					
Context	Responsive Services is key to ensuring that our services meet the ever-changing needs of our residents. It is about using data to understand who does and does not use our services, identifying areas of disadvantage and under- representation and ensuring that equality is fully embedded within our procurement activities.				
Outcomes	Action	Measure of success	Timescale	Lead	Page 120
Continue to raise awareness of the importance of high quality equality impact assessments.	Employees understand the importance of equality impact assessments and the process that should be followed.	<ul style="list-style-type: none"> Share communications and good practice around completing equality impact assessments. 	Throughout 2023/24 with review each quarter	Policy & Intelligence Team with Communications	
Equality and diversity is fully embedded within procurement.	We further embed equality and diversity within our procurement processes and raise awareness amongst employees.	<ul style="list-style-type: none"> Where appropriate equality and diversity is included at various stages of the procurement process including at tender stage. We strengthen the monitoring and delivery of social value at contract management stage which includes the delivery of equality and diversity related measures where relevant and proportionate. 	Q3 2023/24	Procurement and Policy and Intelligence Team	
We have a programme of accessible events.	Increase awareness of the importance of accessibility at events.	<ul style="list-style-type: none"> Deliver equality and diversity training with a particular focus on accessibility to events colleagues. 	Q2 2023/24	Events and Marketing Team	
Our services are inclusive.	Improved awareness of the barriers facing different groups.	<ul style="list-style-type: none"> Care leavers are supported to reach their potential. The Mind the Gap project partners continue to share good practice. 	Q4 2023/24	Community Connections with Childrens' Services and Human Resources	

		<ul style="list-style-type: none"> Best practice around engaging and employing adults with learning disabilities is shared. 		
We use best practice to combat Violence Against Women and Girls in Plymouth.	Embed recommendations from the Violence Against Women and Girls Commission for Plymouth into our equality and diversity work.	<ul style="list-style-type: none"> Use the Corporate Equality Group to champion the delivery of the White Ribbon Action Plan. The Violence Against Women and Girls charter is in place. 	Throughout 2023/24	Human Resources and Community Connections

Diverse and Engaged Workforce				
Context	<ul style="list-style-type: none"> Understanding our workforce is key to ensuring that our employment practices meet the needs of our employees and service users. We need to understand who does and does not work for us, who applies for jobs with us and who progresses within the organisation. Our People Strategy will help us become a workforce that is adaptable to the changes that the Council will face. It is a blueprint for the organisation and has strong equality, diversity and inclusion themes running through out. The actions below sit alongside and complement our existing People Strategy. 			
Equality Outcomes	Action	Measure of success	Timescale	Lead
We understand the demographics of our workforce.	We analyse workforce data to understand our workforce.	<ul style="list-style-type: none"> Increase the percentage of employees who have recorded their sensitive information on Core HR by running an internal communications campaign. We publish our Annual Workforce Report. 	Q1 2023/24	Human Resources & Organisational Development

		<ul style="list-style-type: none"> ▪ We publish our Gender Pay Gap Report. 		
There is a good understanding amongst employees of different cultures.	Provide engaging learning and development opportunities to support employees to feel confident discussing equality and diversity and develop cultural awareness and competency.	<ul style="list-style-type: none"> ▪ Continue our equality and diversity training programme and roll out 'class room based' equality and diversity training where appropriate. 	Q4 2023/24	Human Resources & Organisational Development with support from Communications
We understand the different experiences of employees within the Council.	We analyse our employee engagement survey 'The Big Listen' by protected characteristics to better understand employee satisfaction levels across the organisation.	<ul style="list-style-type: none"> ▪ We use the responses from our 'The Big Listen' employee survey to inform our workforce development planning and strategy development. ▪ We recruit and use engagement champions and our staff networks to move forward areas for development. 	Q2 2023/24	Human Resources & Organisational Development
We will develop avenues for employees to come together to discuss equality and diversity.	We will continue to support our employee networks.	<ul style="list-style-type: none"> ▪ We have a range of employee groups in place to support discussion about equality and diversity within the Council and provide peer employee support. ▪ We launch a new Armed Forces Family Network. 	Q2 2023/24	Human Resources & Organisational Development

Our organisation ensures the workforce reflects the local labour market.	Encouraging job sharing and encourage departments to advertise jobs as 'suitable for job share'.	<ul style="list-style-type: none"> Review our flexible working policy. 	Q3 2023/24	Human Resources & Organisational Development
Our organisation attracts a wide range of talent.	Recruitment panels are trained in good recruitment practices including how to avoid bias.	<ul style="list-style-type: none"> We deliver training to recruitment managers on inclusive recruitment practices. 	Q3 2023/24	Human Resources & Organisational Development

IMPLEMENTATION OF THIS PLAN

To enable the organisation to realise its equality and diversity ambitions, it is important that we ensure that activities in this plan are completed. To do this, it is important that all employees clearly understand the role which they play in relation to this action plan and the wider aim to embed equalities within the organisation.

- The Portfolio Holder who has equality within their portfolio is responsible for championing and promoting equality and holding departments to account.
- The Corporate Management Team are responsible for overseeing the implementation of this plan, championing equality across the organisation and providing challenge where actions are not being completed.
- The Corporate Equality Group members are responsible for leading on the actions identified for their respective departments as well as ensuring that they consider equality and diversity in the way they deliver their services.
- Human Resources & Organisational Development are responsible for ensuring good employment practice within the organisation and provision of learning and development opportunities in addition to the delivery of their specific actions.
- The Policy & Intelligence Team are responsible for ensuring that the organisation is meeting its statutory duty and will coordinate activities in liaison with Human Resources & Organisational Development.
- The Equalities Working Group is responsible for championing and promoting equality and ensuring that there is appropriate member input into the equality and diversity programme.

Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	Safer Plymouth – Hate Crime Briefing
Lead Member:	Councillor Pat Patel (Cabinet Member for Customer Services, Culture, Leisure & Sport)
Lead Strategic Director:	Anna Coles (Interim Strategic Director for People)
Author:	Siobhan Logue
Contact Email:	Siobhan.logue@plymouth.gov.uk
Your Reference:	SL 03/02/23
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

Safer Plymouth has been asked to present at the Performance, Finance and Customer Focus Overview and Scrutiny Committee around the topic area of hate crime and how this area is responded to by the partnership in the City.

Recommendations and Reasons

The committee to note the report.

Alternative options considered and rejected

N/A

Relevance to the Corporate Plan and/or the Plymouth Plan

Contribution to: -

- a friendly welcoming city

Implications for the Medium Term Financial Plan and Resource Implications:

NA

Financial Risks

NA

Carbon Footprint (Environmental) Implications:

No direct carbon /environmental impacts arising

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

* When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.

No other implications

Appendices

*Add rows as required to box below

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
		1	2	3	4	5	6	7
1	Safer Plymouth Plan on a page							
2	Plymouth Strategic Crime Assessment 2021 - 2022							
3	EDI.TI template from together for childhood							
4	Third party reporting locations leaflet							
5	Police Hate Crime Report - Plymouth							
6	Police Hate Crime outcome data (Devon and Cornwall)							
7	Full responses to questionnaire sent to members of safer communities group							
8	Safer Plymouth Calendar 2023							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
	1	2	3	4	5	6	7

Sign off:

Fin	DJN. 22.2 3.37 0	Leg	EJ/1 114/ 9.2.2 3(1)	Mon Off		HR		Asset s		Strat Proc	
Originating Senior Leadership Team member: Matt Garrett											
Please confirm the Strategic Director(s) has agreed the report? Yes Date agreed: 06/02/2023											
Cabinet Member approval: <i>Verbally approved on the phone.</i> Date approved: 13/02/2023											

Safer Plymouth

Safer Plymouth is the community safety partnership for the city of Plymouth. It is made up of five statutory organisations, working alongside a wide range of other agencies to protect the local community from crime and to help people feel safer. The statutory organisations are Plymouth City Council, Devon and Cornwall Police, Devon and Somerset Fire and Rescue Service, the Probation Service and Devon ICB. We also have representation from the Office of the Police and Crime Commissioner and Voluntary, Community and Social Enterprise (VCSE) partners.

Safer Plymouth drives partnership activity around delivery priorities through three thematic groups, Safer Families, Safer Communities and Serious Violence Prevention

Safer Plymouth also holds governance for the following groups: Domestic Abuse and Sexual Violence partnership board, Youth Justice Management Board and Violence against Women and Girls.

Safer Plymouth has developed a “plan on a page” community safety plan (*appendix 1*) within this plan, priority areas are listed, one of these being the area of hate crime.

Governance of hate crime as a topic area

The area of Hate Crime is managed by the thematic group “Safer Communities”.

Safer communities has 2 co-chairs - Tracey Naismith, Operational Manager within the Community Connections team at Plymouth City Council and Denise Alexander, Partnership Inspector at Devon and Cornwall Police.

Safer communities contains multiple theme topics including modern slavery, anti-social behaviour, hate crime and emerging themes and trends.

Safer communities invites multiple partners, including representatives from diverse communities and those working within them (e.g. Community Builders), who share information as a collective both in their bi-monthly meetings and via their teams page.

If concerns are identified, this forum is used to assist with creating problem solving plans. Pertinent updates or emerging issues are then shared at the Safer Plymouth executive meeting for strategic oversight.

The Strategic Crime Assessment

The latest annual Strategic Crime Assessment to support community safety priority setting was completed by Safer Plymouth in November 2022. (Appendix 2)

This process was informed by a series of MoRiLE (Management of Risk in Law Enforcement) workshops held during September 2022.

Workshops included crime data, community intelligence and data, and insights from partners. All partners contributed to assessment scoring to identify threat, risk and harm across broad themes.

The overall MoRiLE scoring was moderated by a Plymouth City Council Technical Lead for Community Safety, a Public Health analyst and the Chairs of the workshop.

Please note the data being analysed for both the MoRiLE and Strategic crime assessment is from April 2021 to April 2022.

The Key statistics found

- There has been an overall 5% increase on reported hate crimes since the previous year, with 623 hate crimes recorded in 2021/22
- In terms of volume, the largest number of hate crimes are associated with race, with 346 crimes in 2021/22, however this is a 9% decrease compared to the previous year
- There has been an 86% increase in sexual orientation related hate crime, with 134 crimes in 2021/22
- There has been 12% increase in disablist hate crime, with 65 crimes in 2021/22
- There has been 47% increase in religious hate crime, with 28 crimes in 2021/22
- There has been a 50% decrease in transgender hate crime, with 12 crimes in 2021/22

Knowledge gaps and further work identified within the assessment

Some attendees at the workshops raised concerns that the MoRiLE scoring process does not adequately capture complexity threat, risk and harm for hate crime – this is being looked at with peninsula colleagues from the crime analyst network to identify a better way to encapsulate the data for 2023.

It was felt there is potential for more diverse community representatives and greater attention within public services, e.g. diverse communities' team, to effectively address different forms of hate crime

There was a concern around underreporting and a deeper understanding of hate crime-related trauma. This is to be monitored within the safer communities' theme group and links with the trauma network identified.

The Diverse Communities Team within the police has been linking in and providing inputs for schools, however the strategic crime assessment highlighted that there is an identified need to support schools around discrimination and anti-racism.

Safer Plymouth Executive Partners

Each partner within Safer Plymouth gathers and utilises different information about people accessing/impacted by their services.

It has been garnered that this information is not always sought or required and gathering of it would be dependent on the reason for them accessing services.

Each agency conducts Equality Impact Assessments for a vast amount of work to which they are planning in order to establish equality across all protected characteristics as per the equality act.

Safer Plymouth as a collective will continue to have conversations around diversity data in various theme and theme lead meetings, to enable sharing of good practice however is also aware there is no obligation for partners to share information about the population accessing/impacted by each service.

The Strategic Crime assessment highlights the need to continue to understand the impact of hate crime within the city, which could have a direct read across to who is accessing services, therefore these conversations will continue to enable us to offer a fair service to all.

A good example of an equality impact assessment is from Together for Childhood who have created an Equality, Diversity, Inclusion and Trauma Informed Impact Assessment (Template) which shows good practice for monitoring this information prior to any work or actions being undertaken to ensure it meets these criteria. Together for Childhood have included the Trauma informed impact assessment to their equality Impact assessment, in line with Plymouth being a trauma informed city, this was shared with all Safer partners prior to the executive meeting in January 2023 (*appendix 3*)

Response and Prevention of Hate Crime in Plymouth

The community safety team PCC

The Safer communities' theme group has close partnerships with some organisations working within diverse communities and are working to build upon this further. The community safety team in Plymouth City Council meet with the Diverse Communities Team of Devon and Cornwall Police and Devon & Cornwall Chinese Association every 4 weeks to understand any concerns within this community and to offer relevant support and advice.

Plymouth City Council have recently appointed a new Senior Officer who will be the operational lead in hate crime (in addition to her day to day role). As part of her role, she will be making contact with more of Plymouth's diverse communities to try and build relationships between teams to help understand what can be improved upon to create more cohesive communities and prevent hate crime. The community safety team has a close working relationship with the police Diverse Communities Team and they will be creating some of these links and introductions.

The Diverse Communities Team will notify the Community Safety team and Safer Communities of any potential trends, themes or concerns in the city so they can collaborate, address and prevent hate crime recurring, for example, they did some joint community engagement with delivery drivers in the city in response to concerns raised around hate crimes being under reported by this community.

The community safety team in Plymouth City Council takes part in events such as Hate Crime Awareness Week, Pride, and ASB Awareness Week which are used as opportunities to raise awareness re: hate crime and how the team can offer support.

They utilise both internal and external comms to raise awareness about hate crime and where people can report and access support, as an example, they released a video in relation to online hate crime.

(<https://youtu.be/iedEZhRXisQ>)

The Community safety team also contributes to Plymouth City Council's policy team equality paper which has direct read across to the welcoming city paper currently in production.

Plymouth City Council have recently put into place a team of Community Builders who work with particular targeted communities, to support communities to work together to collaborate around things that are important to them. Using asset based approaches community builders asset map communities and work with connectors (people in communities who are already connecting to others) to build resilience.

All of the community safety team's frontline officers are third party reporting trained and Plymouth City Council is a third party reporting centre. If a member of the public wishes to report to the police but via third party reporting, community safety team officers will take this report and pass it onto the police on their behalf.

The council's community safety team do not record and investigate hate crime reports as this is the responsibility of the police. However, the team are involved in ongoing ASB cases or ASB Case Reviews where there may be elements of hate crime and will support with action in relation to this (e.g. using civil tools and powers). The ASB

Case Review process has a lower threshold where ASB includes an element of hate, in recognition of the higher impact hate has on victims.

The team are also aware of national and local support agencies and will signpost victims of hate crime where relevant, this includes Diverse Communities Team and Victim Support but also specialist local organisations.

Devon and Cornwall Police – Diverse Communities Team

The Diverse Communities team are a proactive arm of policing and deliver engagement work with organisations, businesses and charities around promoting the reporting of hate incidents and hate crimes. They build relationships with communities and try to break down barriers of the distrust of the police, building trust and confidence for people to approach the police. By building positive relationships and community cohesion (which does take time) they are then able to have two way conversations about how events locally, nationally and even internationally are affecting the communities within Plymouth and this can only be achieved through conversation.

In Plymouth police work with the local authority and partnership services to have a 'one city approach' to how best to respond and deal with hate crime and the consequences of it on the victim, family, friends & even perpetrators. Whilst everyone has their area of responsibility and expertise they can reach out and support each other to support those affected by hate incident/crimes.

The Diverse Communities Team also provide hate crime talks (at various appropriate levels) to educate students on what is a hate crime or hate incident and how to support people or report incidents relating to hate (primary/secondary/further education/ university students/international students) as well as third party reporting to staff.

Plymouth has various third party reporting centres for hate crime (*appendix 4*), third party reporting allows for people to report hate crime without having to come to the police directly and also allows for the report to be anonymous.

Referrals to the victim care unit are also coming from many agencies through third party reporting. In Plymouth most referrals are coming from Victim Support, Plymouth and Devon Racial Equality Council, with also some referrals coming directly from the Zone and Intercom Trust. Police have agreed to support partners and will be carrying out some work with the Zone to consider whether referrals could be increased with further staff training.

Police data (*appendix 5*) shows Hate Incidents Oct 2021 to Oct 2022 have decreased, however in the same period Hate Crimes have increased. Indicating that potentially more incidents are now meeting threshold and are being recorded as crime.

The Diverse Communities Team have explained the difference between a hate incident and a hate crime as the following –

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

A hate crime is defined as 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

Not all hate incidents will amount to criminal offences, but it is equally important that these are reported.

Sex and gender is also a monitored strand for Devon and Cornwall Police, but is not recorded nationally and does not attract any sentence uplift in law, but is seen as an aggravating factor. This type of offence is likely to be recorded in the 'hate other' banding within the data.

The Plymouth hate crime heat map within the police data provided shows

- Racial hate crimes (1.40) are the highest type of hate crime per 1000 population across Plymouth LPA.
- Plymouth City Centre (14.61) has the overall highest rate of hate crime per 1000 population, with racial (9.04) and sexual orientation (2.78) the highest contributors.
- East End (4.16), Stonehouse (3.84) and Mutley (2.99) are the three highest neighbourhoods with racial related high crimes after the City Centre.
- Sexual orientation related hate crime has a wider spread across Plymouth with only 8 neighbourhoods recording zero crimes. East End (1.33) and Stonehouse (1.14) are the highest with exception of Plymouth City Centre.

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
Plymouth LPA	0.22	1.40	0.04	0.08	0.44	0.08	0.08	2.39
Barne Barton	0.19	1.35	0.00	0.00	0.39	0.00	0.00	1.93
Beacon Park	0.18	0.74	0.00	0.00	0.00	0.00	0.37	1.29
Chaddlewood	0.22	0.22	0.00	0.00	0.11	0.11	0.11	0.77
Colebrook & Newnham	0.50	0.67	0.00	0.00	0.17	0.00	0.00	1.34
Derriford West & Crownhill	0.24	0.61	0.00	0.00	0.37	0.00	0.12	1.34
Devonport	0.27	2.28	0.00	0.13	0.67	0.27	0.13	3.75
East End	0.17	4.16	0.00	0.17	1.33	0.17	0.00	5.99
Efford	0.29	1.03	0.00	0.15	0.15	0.00	0.15	1.77
Eggbuckland	0.00	0.47	0.00	0.00	0.00	0.00	0.00	0.47
Elburton & Dunstone	0.15	0.31	0.00	0.15	0.00	0.00	0.00	0.61
Ernesettle	0.00	0.23	0.00	0.00	0.47	0.23	0.00	0.94
Estover, Glenholt & Derriford East	0.33	2.29	0.22	0.11	0.66	0.00	0.11	3.82
Ford	0.00	0.00	0.00	0.00	0.24	0.00	0.00	0.24
Goosewell	0.20	0.00	0.00	0.00	0.00	0.20	0.00	0.40
Greenbank & University	0.09	2.60	0.09	0.00	0.35	0.09	0.00	3.29
Ham, Weston Mill & Pennycross	0.43	0.33	0.00	0.00	0.22	0.00	0.33	1.30
Higher Compton & Mannamead	0.00	0.11	0.00	0.00	0.33	0.00	0.00	0.44
Honicknowle	0.30	0.69	0.00	0.00	0.30	0.00	0.30	1.58
Keyham	0.00	0.92	0.18	0.00	0.18	0.00	0.00	1.29
Leigham & Mainstone	0.00	1.09	0.00	0.00	0.22	0.00	0.00	1.30
Lipson & Laira	0.00	0.33	0.16	0.33	0.33	0.00	0.33	1.48
Manadon	0.40	0.40	0.00	0.20	0.00	0.00	0.00	0.99
Morice Town	0.54	0.81	0.00	0.81	0.81	0.00	0.00	2.98
Mount Gould	0.13	1.75	0.13	0.00	0.88	0.00	0.00	2.88
Mutley	0.31	2.99	0.00	0.00	1.10	0.00	0.00	4.56
North Prospect	0.32	1.13	0.00	0.00	0.32	0.00	0.00	1.77
Peeverell & Hartley	0.11	0.69	0.00	0.00	0.11	0.00	0.00	0.92
Plymouth City Centre	1.04	9.04	0.12	0.58	2.78	0.70	0.12	14.61
Plympton St Maurice & Yealmpstone	0.44	0.79	0.00	0.09	0.26	0.09	0.00	1.67
Plymstock	0.00	0.91	0.00	0.11	0.23	0.00	0.00	1.25
Southway	0.27	1.07	0.00	0.00	0.40	0.13	0.00	1.87
St Budeaux & Kings Tamerton	0.11	0.55	0.11	0.11	0.44	0.11	0.11	1.54
Stoke	0.11	1.89	0.32	0.11	0.32	0.11	0.11	3.05
Stonehouse	0.42	3.84	0.00	0.10	1.14	0.42	0.00	6.13
Tamerton Foliot	0.00	0.41	0.00	0.00	0.00	0.00	0.00	0.83
Turnchapel, Hooe & Oreston	0.00	0.60	0.00	0.15	0.00	0.00	0.15	0.90
Whitleigh	0.13	1.55	0.00	0.00	0.52	0.00	0.26	2.71
Widewell	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.51
Woodford	0.00	0.22	0.00	0.22	0.22	0.00	0.00	0.67

The police have a policy on how a hate crime is proceeded with once reported –

- A police log is created with the circumstances of the report from either a victim or reporting person. If this is identified as hate related this is allocated to a response officer to attend and take details and gather evidence of the allegation and confirm whether or not a substantive offence has been completed.
- A crime complaint is generated, which is then allocated to an officer to investigate.
- The Diverse Communities Team review hate crimes for the city, give tactical advice, update the crime with a hate crime review and offer victim support and ongoing guidance to the officer.
- The officer in charge of the investigation will follow all reasonable lines of enquiries, whilst having regard for the victim's voice as to how they would like the investigation to be dealt with.
- Once the evidence is gathered the offence has an evidential review by a 'gatekeeper' and if the victim is supportive of a criminal prosecution then should the evidence meet the threshold for a realistic chance of prosecution, the evidence (including any hate crime information) is then sent to the CPS (Crown prosecution service) to make the final charging decision.
- If looking at out of court disposals the police have links with make amends and would only use words of advice as a last disposal following the victim's wishes, those words of advice must be recorded verbatim, these are not seen as a positive outcome for recording purposes.

Outcome data has been supplied by the Diverse Communities team, however this could not be broken down to Plymouth data specifically at this time and covers all of Devon and Cornwall (*Appendix 6*). Specific outcome rates for Plymouth will be shared in due course.

The Diverse Communities Team, where appropriate, will offer support to all victims of hate crime or can act as conduit between officers in charge of the case and the victim and signpost to the relevant organisations and charities that can offer support, social inclusion, lived experience etc. Victims of hate crime are priority victims and entitled to enhanced level of victim service and they also all get contacted by the police victim care unit who also signpost the victim to support services.

The Diverse Communities Team highlight good partnership work in this arena through engagement on Facebook and Twitter accounts. In terms of court disposals and successful prosecutions, they will if heard in public arena and allowed by the judge, make local newspapers or online articles. There are times where engagements will also be in local news highlighting the community work done in partnership with other organisations, charities and businesses.

Organisations in the city (members of Safer Communities)

During the Safer Communities Meeting in January 2023 a short questionnaire was sent to members to enable gathering of wider city responses to hate crime response, prevention, positive work and gaps (*appendix 7*).

Make Amends

Make Amends is a Victim Support commissioned service for Devon and Cornwall. A project of Shekinah, Make Amends delivers Restorative Justice across the area. The service provides support to people who have been affected by crime, conflict, anti-social behaviour or harm caused by the actions of others.

Make amends work with both those harmed by hate crime as well as those who have caused harm in an attempt to re-educate, raise awareness of the damage that can be caused by crime or conflict and prevent further incidences occurring.

Practitioners will assess each individual referral and, if appropriate, allocate to work on the harm caused with both the harmed and harmer. The aim of this is to support those harmed to recover and those who have caused the harm to understand the repercussions of their actions and help to support a change of perspective and behaviour.

Make amends is commissioned by Victim Support to help victims 'cope and recover' from crime or conflict. Practitioners work with participants on a specific piece of harm in order to help them move forwards from an incident and gain closure. They also actively signpost participants throughout their time with the service in order to ensure that they are offered as full a package of support as possible.

Give Back Project

Accompany hate crime victims and support them throughout their report process, maintain communication with police and also provide emotional support.

Partner with police, racial equality council and the community reference group.

Plymouth Community Homes

Plymouth Community Homes (PCH) is the largest social housing landlord in Plymouth. They provide homes to over 35,000 people in the city and surrounding area.

In relation to hate crime PCH is a third Party Reporting Centre and has 2 dedicated hate champions for the North and South of the City. Safeguarding training is available for all staff so they can spot warning signs when visiting tenant's homes. PCH attend events and campaigns (e.g. Hate Crime Awareness week) promoting this issue and make it known they are there to help. Relevant articles are published on PCH staff intranet and also in a quarterly magazine to all PCH residents.

PCH can issue warning letters or injunctions as necessary to people perpetrating hate crime, if living in one of their properties.

All hate crime incidents are logged on their case management system and investigated by a Housing Officer. This involves a home visit within the day, or next day (where practicable). Incidents are reported to Police and contact made with Police Diversity and Neighbourhoods police teams for swift action. Discussions take place with any involved agencies in an attempt to gain a more accurate picture of events and what may have caused them.

PCH hold 6 weekly meetings with Police and Safer communities to discuss cases and other trends across the city. PCH take a victim focused approach and will be led by their wishes as to how it is proceeded with. Safety of the complainant is risk assessed and support is given to keep them safe in their homes (e.g fire proof letter boxes; extra window locks; etc). If unable to stay, their housing officers support the victim in a collaborative approach to help find a new home.

Odils learning foundation

Odils Learning Foundation is a charitable enterprise that exists to enable people who have been isolated by language and culture both in the UK and overseas. They provide English education in Plymouth within a caring family environment, to help people be equipped with the skills and knowledge to belong and contribute to their community.

All staff, tutors and Trustees undergo certificated prevent training.

Odils is a third party reporting centre, displaying posters giving information and contact numbers. They have an open door policy for staff and learners to approach over issues of hate crime. They also provide pastoral care and signposting to relevant help with partner organisations.

Plymouth and Devon Racial Equality Council (PDREC)

Plymouth and Devon Racial Equality Council aim is to build a just and fair society where everyone has an equal opportunity to live and learn free from prejudice, discrimination, and racism.

They value diversity and work in partnership with individuals and organisations who are committed to anti-racism and race equality.

PDREC is a third party reporting centre. They promote the reporting of hate crimes and incidents through events, social media and their website and currently have supported some schools in an advisory capacity to look at ways of educating and preventing hate crime and hate incidents. They are currently working closely to support Plymouth's strategy to support Ukrainian Refugees in Plymouth; this has included conversation sessions, Christmas celebrations, meeting the Lord Mayor and supporting the Ukrainian Refugees to be empowered and feedback their needs. PDREC feel it is important to listen to and empower individuals and communities they support.

PDREC detail having been asked to support individual cases in Primary and Secondary Schools and are currently building good relationships with some schools, this is important to enable them to support and challenge on an individual's behalf.

PDREC sit as representatives and independent advisors on the Local Reference group for Devon & Cornwall Police as well as other advisory boards within education, health and housing.

PDREC have attended community events as well as organised an annual festival, Respect Festival. Respect Festival is funded with support from the Community Grants, Arts Council etc and has continued to engage over 4000 people.

Once a referral comes to PDREC they link with the victims; listening to what has happened and putting forward options of support or further actions for their decisions.

They support the victims by ensuring there is a clear link between the Police Officer and the investigating process and support communication.

The clients often have other needs such as counselling, health, benefit support, housing or education and PDREC are able to make referrals to organisations or to support these needs themselves.

PDREC also support DA cases which can be intensive and they link with other organisations to support DA victims alongside other support services.

PDREC deliver Equality & Diversity training to a wide range of organisations and welcome working with others to ensure Plymouth is a city that celebrates its diversity.

Taxi Licensing team PCC

Out of the current licensed Taxi drivers in the city, approximately 300 are not born in the United Kingdom. Some nationalities include Eritrean, Iraqi, Iranian, Afghani, Bangladeshi, Romanian and Albanian.

Due to the nature of the job a good number of these drivers will be subject to hate crime as per the definition, particularly those drivers that work the ENTE hours.

Taxi licensing has implemented the following measure -

- Taxi Licensing is a third party reporter, one employee remains who had the direct training, Senior Taxi Enforcement Officer, Steve Forshaw.
- Encourage everyone to report incidents. During patrols taxi licensing officers talk direct to drivers about any issues including this.
- Every Taxi (Hackney Carriage) displays a hate crime reporting sticker.
- Taxi Licensing do not investigate, the training to become a third party reporting centre was geared towards reporting.
- Any reports received are reported as a third party through the Devon and Cornwall Police website.
- Display the generic police hate crime leaflet on the Taxi Licensing webpage:
<https://www.plymouth.gov.uk/taxi-policy-guidance-and-byelaws-2022>
- Hate Crime isn't a direct part of the mandatory safeguarding training that all drivers have to undertake but they hand out leaflets after the courses and if there is a question raised they answer it.
- Encourage drivers to install CCTV as a safety measure.
- Looking to upgrade driver's handbooks so there is guidance on how to deal with incidents.

Positive work in the City

Safer Plymouth as a partnership take part in various events, both online and in person in line with local and national awareness campaigns, many of these are to combat hate towards people. Safer Plymouth has a calendar of these campaigns (*appendix 8*) for the year which is shared with the executive, to enable promotion of national campaigns and allow coordination of events. Safer Plymouth is in the process of designing a website and social media pages for the partnership where information such as this can be shared wider with the community, promoting engagement and community cohesion.

Hate Crime Awareness Week

Various members of the safer communities' theme group took part in Hate Crime Awareness Week from Monday 10th October 2022. Several events took place, including a full week of community engagements. Police Diverse Communities Team attended Boccia and Ambito learning disability advocacy groups, as well as Leadworks. Hate crime talks and interactive quizzes raised awareness of hate crime. Police carried out a visit to the Synagogue to celebrate the Jewish festival of Sukkot as well as officers attending local Mosques throughout the week. Work was done with 'Hope in the Heart' refugee and asylum support for female victims of domestic violence, in line with a citywide priority to tackle violence against women and girls. Time was spent in Drake Circus shopping mall, engaging with members of the public to raise awareness of our pledge to have 'Zero Tolerance to Hate Crime' within Devon & Cornwall. Engagement also took place in Plymouth's Central Library over the weekend. Finally, a focused piece of work was undertaken to visit the Safer Delivery Scheme zones to talk to delivery drivers and businesses in key areas in the city centre. This engagement and responses from drivers will lead further work in this area.

Safer Delivery Scheme

Safer communities is continuing with a focused piece of work to enhance and further develop the Safer Delivery Scheme. Agencies have come together and provided a range of useful information that will be used to support riders and drivers to be able to carry out their business in the city safely and without fear of hate related crime or abuse. Safer communities will work with this community to ensure they are aware of how and when to report incidents, but also to know their rights, and understand what is required to ensure they are both safe and legal on the roads. Working is continuing with Diversity Business Incubator to embed this.

Black History Month

As part of Black History month, police have a public engagement 'Black History' stand in the front office of Charles Cross police station.

Questionnaire responses

All responses to the questionnaire have detailed positive working relationships with a variety of partners, most of whom are within the Safer Communities theme group. The theme group maintains a good level of positive engagement to share ideas, concerns and information in order to focus on hate crime and incidents as a collective.

Gaps for improvement**Education**

Educating future generations is the key to tackling hate crime. Children being more accepting of diverse cultures and seeing it as normal everyday living will help with community cohesion.

Housing providers

The police report that some housing providers, especially for the asylum seeker and refugee communities are placing people in homes where they have conflict with each other due to race, religion or nationality resulting in hate crimes that could be avoided if a person's asylum claim was better understood.

Barriers to reporting

We know hate incidents and hate crimes are under reported, this is understood to partially be because people don't trust the criminal justice system and feel they will be let down or re-victimised and in some cases there are cultural barriers, language barriers and sometimes a fear of police.

Further reasons can be not knowing of the process, a level of acceptance that being treated differently is part of living in Plymouth or is just part of their job and in some instances people may feel themselves that there is not enough evidence to report.

It has been agreed that a small working group will come together to consider the barriers to reporting in relation to Taxi drivers in Plymouth and to understand how we can work to address the issues raised by Taxi licensing as part of the safer communities survey.

Feedback to third party reporting centres

Some third party reporting centres feel when they hear nothing back from a report they make to police that nothing is done, this in turn may prevent them making reports in the future.

Hate Crime remains a priority topic within Safer Plymouth and efforts are ongoing to improve on gaps and barriers currently present with an aim to making Plymouth a Safe and Welcoming city for all.



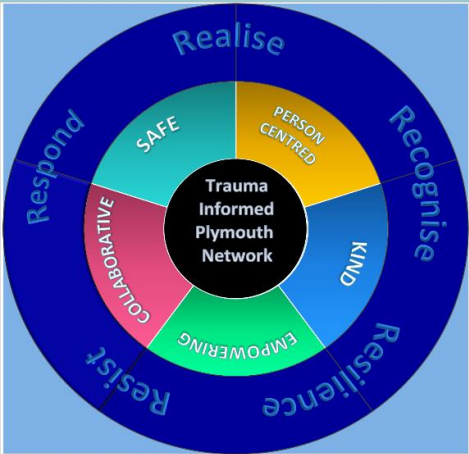
Community Safety Plan 2022-2023

Safer Plymouth, Delivering Safer Communities

Our Focus

- Preventing violence, abuse & exploitation
- Reducing re-offending
- Early intervention & prevention of harm including online harms
- Building community resilience, reducing inequalities & improving lives

Our Values



Strategic Priorities

- Statutory Governance
- Partnership Coordination
- Quality Assurance
- Systems Leadership
- Trauma Informed Practice

Delivery Themes



Delivery Priorities

- Domestic Abuse & Sexual Violence
- Violence Against Women & Girls
- Child & Adult Exploitation/Vulnerability
- Anti-social behaviour
- Substance Misuse & Harm
- Preventing serious violence
- Youth Justice
- Hate Crime

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Safer Plymouth: a strategic assessment of threat, risk and harm 2022/23

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Introduction

Safer Plymouth is the Community Safety Partnership for Plymouth. We are made up of six statutory organisations (referred to as responsible authorities), working alongside a wide range of other agencies to protect our local community from crime and to help people feel safer. The responsible authorities are Plymouth City Council, Devon and Cornwall Police, Devon and Somerset Fire and Rescue Service, National Probation Service and NHS Devon.

Achieving safer communities depends on everyone working together to find local solutions to local problems. Safer Plymouth has a responsibility to do all that it can to reduce crime and disorder including domestic abuse and sexual violence, anti-social behaviour, problem use of drugs and alcohol and re-offending. Safer Plymouth provides leadership, support and co-ordination of the work of all the partners in the local area by

- Producing an annual strategic assessment to identify community safety priorities and setting objective
- Developing a three year Partnership Plan, refreshed annually, to ensure activities to address the community safety priorities are co-ordinated
- Monitoring delivery against objectives and driving good performance by targeting resources to deliver efficient and effective outcomes for communities
- Developing a communication plan to raise the profile of Safer Plymouth, its purpose, priorities and achievements

Safer Plymouth reports to the Health and Wellbeing Board to ensure strong links between community safety issues and health and wellbeing issues, allowing the Safer Plymouth Board to lead on community safety issues, and quality assure activity.

Taking a public health approach, Safer Plymouth acknowledges the multiple and complex influences on community safety issues including environmental and social factors and familial and peer influences. The partnership looks beyond criminal justice responses to whole system approaches that prioritise prevention and give focus to reducing and mitigating risk factors and building protective factors. Safer Plymouth is also informed by, and aligned to, the work of the Trauma Informed Network for Plymouth. It recognises that trauma is an important determinant of people's experiences and promotes compassionate responses that are person-centred and collaborative.

As part of the development of statutory partnership plans, Community Safety Partnerships (CSPs) – known locally as Safer Plymouth, are required to set their priorities based upon the findings from the evidence presented in their local Strategic Crime Assessments. The Partnership Plan for Safer Plymouth is contained within the overarching Plymouth Plan, which sets out the direction of travel for the long term future of the city until 2034, specifically:-

"work towards delivering strong and safe communities and good quality neighbourhoods by delivering a partnership approach to:
Tackle crime and disorder that causes the most harm and affects those most at risk
Reducing opportunities for crime and the fear of crime by requiring all new development to incorporate good design principles"

This document is intended to inform the development of the community safety element of the Plan.

Acknowledgments

This assessment was prepared by Plymouth City Council, in partnership with a broad representation of public, voluntary and community sector organisations working in Plymouth. It is informed by a series of focussed intelligence led MoRiLE (Management of Risk in Law Enforcement) workshops held during September 2022. Crime analysis is based on the 12 months up to the end of March 2022 unless otherwise stated.

We would like to thank our community partners in their ongoing commitment to jointly developing our local Strategic Crime Assessment. The MoRiLE workshops focussed on sharing local intelligence and insights and included a guided individual scoring process to support a partnership understanding of threat, risk and harm. The overall MoRiLE scoring was then moderated by a Plymouth City Council Technical Lead for Community Safety, a Senior Public Health Analyst and the Chairs of the workshops.

Special thanks are given to the following organisations for their input and support at the local workshop and information sharing requests

- Plymouth City Council
- Devon and Cornwall Police
- Office of Police and Crime Commissioner
- Devon and Cornwall Probation Service
- NSPCC (Together for Childhood)
- University Hospitals Plymouth NHS Trust
- University of Plymouth
- City College Plymouth
- Plymouth Safeguarding Children Partnership
- The Zone Plymouth
- Hamoaze House
- Harbour Centre Plymouth
- The Department for Work and Pensions
- Peninsula Crime Analysts' Network
- Trevi, including Sunflower Women's Centre
- Barnardo's
- Citizen's Advice - Plymouth
- Youth Justice Service
- Plymouth Domestic Abuse Service (PDAS)
- Plymouth Community Homes
- Livewell South West
- Ahimsa
- First Light
- Plymouth Sexual Assault Referral Centre
- Victim Support
- Bournemouth Churches Housing Association
- Devon & Somerset Fire and Rescue Service
- Shekinah
- Plymouth & District Racial Equality Council
- Plymouth Octopus Project
- Improving Lives Plymouth
- Make Amends
- Crimestoppers
- Sovereign Housing
- Jobcentre Plus

Attendees and number of scoring contributions for each workshop








Workshop	No. of Attendees	No. of Scoring Assessments	Partners involved in Scoring
Safer Families	14	8	NSPCC, Plymouth City Council, Public Health, Zone and Devon and Cornwall Police
ASB	22	12	Plymouth Community Homes, Zone, Devon & Cornwall Police, Plymouth City Council, Plymouth Community Homes, Devon and Somerset Fire and Rescue Service, Environmental Health and Sovereign Housing
Hate Crime	17	11	Plymouth Community Homes, Devon & Cornwall Police, Shekinah, Devon Racial Equality Council, Plymouth City Council, Plymouth University, Trevi and Victim Support
Drug & Alcohol Harm	12	6	Plymouth City Council, Devon & Cornwall Police, Harbour and Pause Plymouth and the Zone
DASV	25	12	Trevi, Devon & Cornwall Police, Plymouth City Council, Ahimsa, Plymouth University, Plymouth Domestic Abuse Service, Adult Safeguarding, Office of the Police and Crime Commissioner, First Light, NSPCC
Modern Slavery	9	5	Devon & Cornwall Police, Plymouth City Council, Integrated Care Board and the Zone
Serious Violence	11	4	Devon & Cornwall Police, Plymouth City Council, Public Health and Adult Safeguarding

Plymouth: an overview

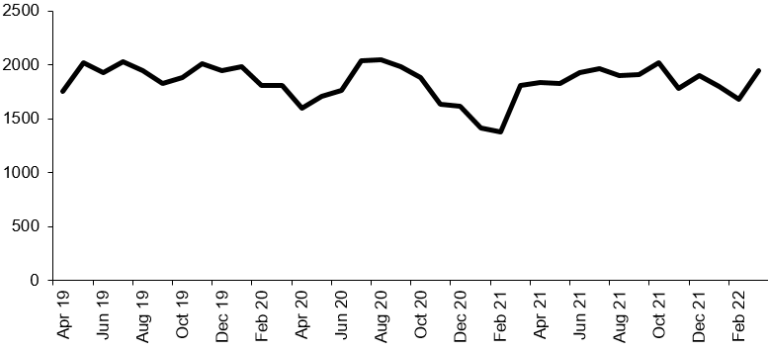
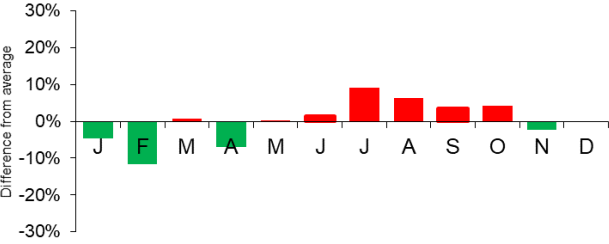
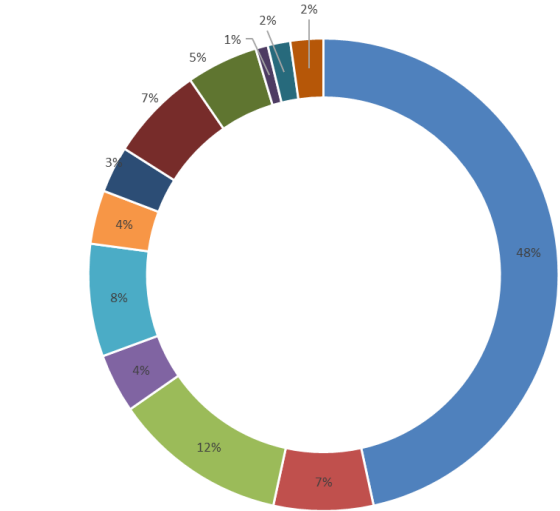
Plymouth is Britain's Ocean city with ambitious plans to be one of Europe's most vibrant water front cities. Plymouth is one of the largest cities on the south coast and the fifteenth largest city in England. With a travel-to-work area bringing in over 100,000 people, a tourist industry drawing in more than 5 million visitors, and approximately 26,000 students, the city is a significant economic and cultural centre which also enjoys a thriving evening and night time economy.

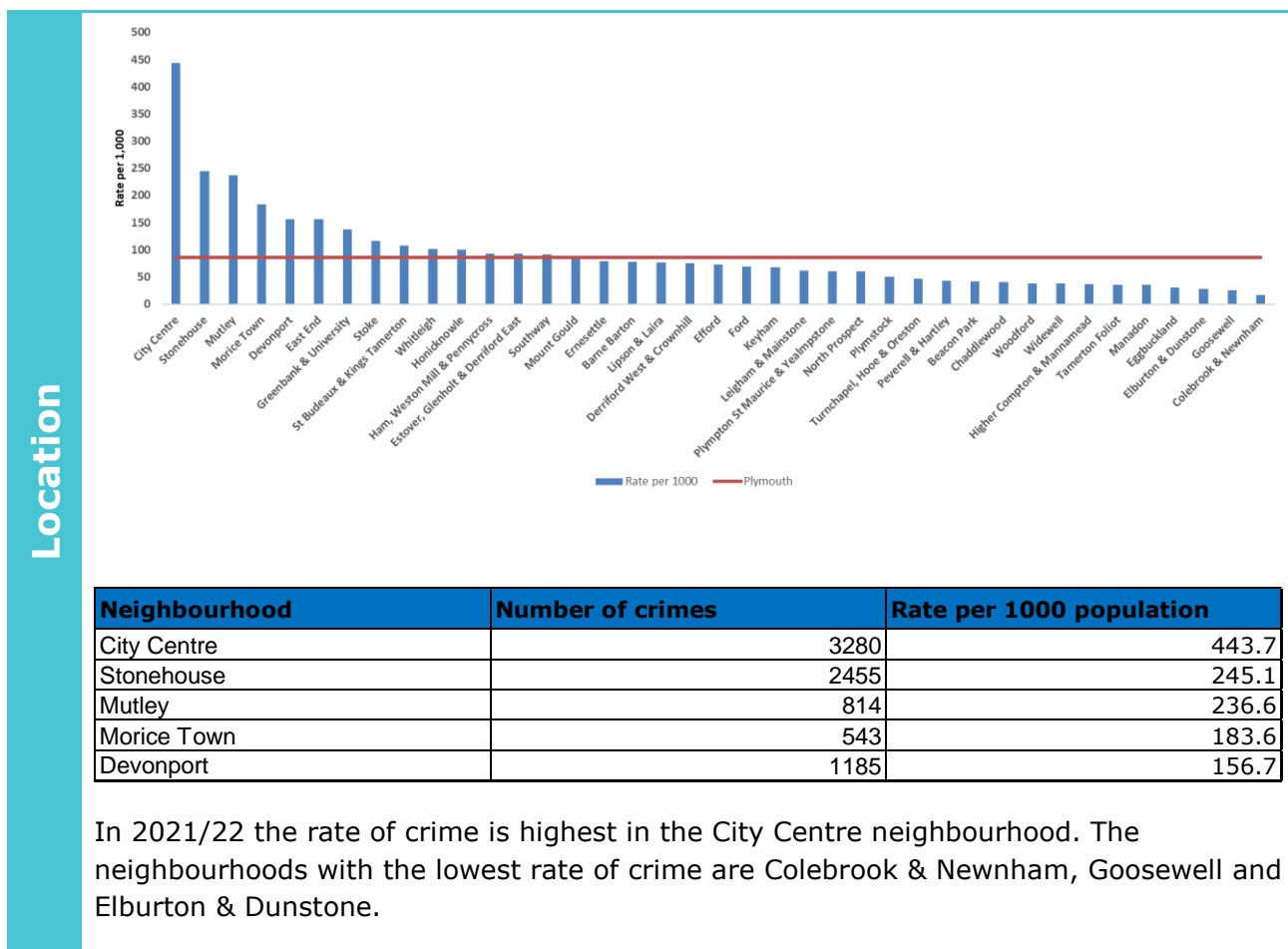
Plymouth is also a city that has significant deprivation. More than 46,000 city residents live in the most (10%) deprived areas in England. Inequalities occur both geographically across the city, and within and across communities, with disadvantaged and marginalised populations most severely affected. These communities experience multiple social and economic issues, such as lower incomes, higher unemployment rates, poorer health and housing conditions and higher rates of crime and disorder.

About the area: key statistics¹

 <p>People</p>	<p>Current population is estimated to be around 264,700 and projected to increase to around 274,300 by 2034</p>	<p>22% are aged under 19 23% across England</p> <p>8% are aged 20 to 24 6% across England</p> <p>18% are aged 65 and over 18% across England</p> <p>7% BAME (not White British) 20% across England</p>
 <p>Vulnerable groups</p>	<p>12% of people live in one of the 10% most deprived LSOAs in England</p> <p>19% of children are living in poverty 19% across England</p>	 <p>Housing</p> <p>5% of households lack central heating 3% across England</p> <p>13,500 households in fuel poverty (12%)</p>
 <p>Education & skills</p>	<p>5% of people aged 16-64 have no qualifications 8% across Great Britain</p>	 <p>Economy</p> <p>79% of people aged 16-64 are economically active 78% across Great Britain</p>
 <p>Health & wellbeing</p>	<p>Healthy life expectancy at birth is 60.7 for males and 59.4 for females</p> <p>63.4 for males and 63.8 for females nationally</p>	 <p>Access & transport</p> <p>28% of households do not have a car 26% across England</p>

¹ Data from the Office for National Statistics (2020) and Plymouth Report (2018/19)

QUICK FACTS: PLYMOUTH RECORDED CRIME	
Reporting period is the 12 months to 31 March 2022	
Key Facts	<p>22,525 crimes / 85.94 crimes per 1,000 resident population; Rate of crime remains below average for Most Similar Group (MSG, 107.67); This is an increase of 7.9% from the previous 12 month period (20,869 crimes) The Universal Dataset provided by Devon and Cornwall Police shows 7,100 Anti-Social Behaviour incidents recorded, this is a 21.4% decrease on the number recorded in 2020/21 (9,031) (Source: iQuanta unless stated)</p>
Trends	<div><div></div><div><p>A decreasing trend in overall crime between July 2020 and February 2021 came to an end at the beginning of 2021/22. Though levels in 2021/22 are higher, the trend is steady throughout the year. (Source: iQuanta)</p></div></div>
Seasonality	<div><div></div><div><p>There is a light seasonal pattern of crime in Plymouth, with spring and summer months having higher numbers of recorded crime. There are also smaller peaks seen in October and March. Seasonal trend is based on a three year average. (Source: Universal dataset, Devon and Cornwall Police)</p></div></div>
Crimes	<div><div></div><div><p>The chart shows the breakdown of crime by type for April 2021 to March 2022.</p><ul style="list-style-type: none">Violence 48%Criminal damage 12%Public order 8%Theft 7%Drugs related 7%Sexual offences 5%</div></div>



Crime trends

Overall recorded crime in Plymouth increased by 7.9% or 1,656 crimes in the 12 month period to end March 2022 compared with the same period the previous year. This follows on from a 9% decrease reported in last year's strategic crime assessment. This increase in crime may have been affected by the impacts of COVID-19 and the associated lockdowns in the previous years.

Plymouth has a comparatively low crime rate for a city of its type and is placed first in its most similar family group of 15 partnerships* (where first is lowest). Plymouth's crime rate is 85.9 crimes per 1,000 population compared to an average of 107.67 for the iQuanta group of similar areas within which it sits.

As well as having the lowest overall crime rate, Plymouth also has the lowest rates for residential burglary, theft other, shoplifting, theft from vehicle and public order offences. Plymouth does not benchmark as well for violence with injury (14th), other sexual offences (14th) and possession of drugs (15th).

The biggest percentage increases are in other sexual offences, which increased by 35.8% (+233), this is followed by a 24.4% increase in violence with injury (+729) and 16.7% in violence without injury (+599). Eight other crime/ incidents types increased in 2021/22, these are; public order, robbery, rape, non crime domestic incidents, theft other, hate crime, criminal damage and shoplifting.

The biggest reductions were in business burglary, which reduced by 37.6% (-118), this is followed by a 23.6% drop in residential burglary (-111), a 21.4% drop in anti-

social behaviour (-1,931) and 21.3% drop in theft of a vehicle (-54). Reductions were also recorded in trafficking and possession of drugs, theft from a vehicle and domestic abuse crimes.

*Community Safety Partnerships in iQuanta group are; Ipswich, Stevenage, Coventry, Lincoln, Gateshead, Kirklees, Northampton, Luton, Derby, Sheffield, Leeds, Cardiff, Salford and Bolton.

Overall crime 2019-2022

The table below provides a summary of all crime types in the city (where 1st is lowest).

	2019/20	2020/21	2021/22	% Change	Rank within MSP group of 15 areas
All Crime	22,960	20,869	22,525	7.9%	1st
Burglary residential	647	471	360	-23.6%	1st
Burglary business and community	497	314	196	-37.6%	2nd
Robbery	238	179	202	12.8%	5th
Theft other	1,659	1,228	1,326	8.0%	1st
Shoplifting	1,468	861	875	1.6%	1st
Theft from motor vehicle	711	340	300	-11.8%	1st
Theft of motor vehicle	367	253	199	-21.3%	2nd
ASB	8,126	9,031	7,100	-21.4%	N/A
Criminal damage	2,782	2,454	2,605	6.2%	8th
Public order	1,602	1,639	1,858	13.4%	1st
Rape	398	405	450	11.1%	11th
Other sexual offences	614	651	884	35.8%	14th
Domestic abuse crimes	4,882	4,956	4,884	-1.5%	N/A
Domestic abuse non-crime incidents	2,051	2,020	2,212	9.5%	N/A
Possession of drugs	809	1,059	973	-8.1%	15th
Trafficking of drugs	185	309	256	-17.2%	6th
Violence with injury	3,525	2,982	3,711	24.4%	14th
Violence without injury	3,818	3,588	4,187	16.7%	6th
Hate crime	570	548	587	7.1%	N/A

Risks

Crime and other community safety issues have been considered under broad themes using the MoRiLE methodology to undertake a review of strategic threat, risk and harm. More information on the MoRiLE tool and methodology can be found in Appendix A. A full MoRiLE analysis was undertaken in September 2022 using a series of workshops and scoring assessments. Risks have been categorised as High, Medium and Standard.

High Level Risks

These should be prioritised by Safer Plymouth and all of its partners, and feature strongly in local strategies and plans.

- Domestic abuse
- Rape & sexual assault
- Problem drug use
- Drug-related deaths
- Modern slavery²
- Violence with injury
- Violence without injury
- Rape - victim under 18
- Other sexual offences - victim under 18
- No. of current sexual offences committed by someone under 18

Medium Level Risks

It is important that Safer Plymouth continues to be proactive in these areas; working together to manage the risks, address identified problems and prevent new problems developing.

- Domestic homicide
- Other sexual offences
- Alcohol misuse
- Alcohol-related hospital admissions
- Alcohol-related crime
- Hate crime (overall)
- ASB (overall)
- Homicides
- County lines/dangerous drug networks
- Trafficking Class A drugs
- Trafficking other drugs
- Possession of weapons
- Robbery
- Make/possess/distribute indecent images of a child
- Missing children

² There is currently work being undertaken within Safer Plymouth to raise further awareness within this area, in line with national focus

Standard Level Risks

These risks are being managed as "business as usual" and/or not placing much additional demand on services. These should be monitored to ensure they continue to be managed well.

- Possession of drugs
- Burglary
- Thefts – shoplifting, thefts of and from motor vehicles, other thefts
- Public order offences
- Criminal damage and arson
- Cybercrime/fraud³

³ Cyber-dependent and fraud has decreased by 10% and 17%, respectively, over the past year. Multi-agency work is currently being undertaken in Plymouth within these areas and it remains a priority of Safer Plymouth.

Key Areas of Focus

The next section reports on some of these risks in greater detail, providing an overview of MoRiLE scoring as well as qualitative intelligence obtained through the MoRiLE workshops that will assist Safer Plymouth in its decision making.

Please note when looking at overall threat, risk and harm assessment grading, this has been calculated using a further breakdown of the four areas on a scoring matrix which has been moderated to the scores seen below and may be reflected in the final threat, risk and harm overall grading.

Domestic Abuse and Sexual Violence

Domestic Abuse & Sexual Violence	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
Domestic homicide*					Medium
Domestic abuse					High
Rape & sexual assault					High
Other sexual offences					Medium

Key Statistics

* This assessment includes domestic homicide AND domestic-abuse related suicide. When assessing impact and harm, the victim is recognised in domestic homicide as including family and friends, whereas in domestic-abuse related suicides, this would usually be assessed based on the individual victim. We have completed a combined assessment and therefore impact and harm has been measured as per domestic homicide.

- During the timeframe of this assessment, Plymouth has initiated 2 suicide-related Domestic Homicide Reviews and 1 Domestic Homicide Review relating to the Keyham shootings (child to parent homicide)
- The volume of domestic abuse related crimes decreased in 2021/22 by 1.5% (-72). Domestic abuse related non-crime incidents increased, by 9.5% (+192)**
- There were 450 reported crimes of rape, an 11.1% increase from 2020/21, and 13.1% increase on 2021/22. This is less of an increase than Peninsula comparator areas**
- The number of 'Other sexual assaults' recorded in 2021/22 is 35.8% higher than in 2020/21, an increase of 233 crimes** this is similar to Peninsula comparator areas
- Youth Justice Service Data shows 71 domestic abuse related offences within their caseload
- Plymouth Domestic Abuse Service had 2953 referrals in 2021/22, a decrease of 16% on the previous year
- Data from the Plymouth Sexual Assault Referral Centre (SARC) shows 192 referrals during 2021/22
- First Light therapeutic service had 120 children and young person referrals and 466 adult referrals 2021/22

**based on the Universal Dataset provided by Devon and Cornwall Police.

Impact

- **Victim/subject** - The risks of harm are broadly substantial, but particularly severe psychologically for victims; individuals may require specific treatment involving partner organisations. Victims

may also require hospitalisation and face significant financial losses, where there is a notable impact on the local community.

- High risk DASH (domestic abuse, stalking & harassment and Honour Based Abuse) risk assessments have remained around the same number as the previous year, however standard risk has decreased significantly and medium risk therefore increased significantly. It is not clear why this but it is suggested by the Police that it could be a training issue with “risk grading”.
- More efforts are being made for evidence led prosecutions where cases can be taken forward without the explicit support of a victim, due to 45% of domestic abuse cases not being proceeded with as people feel unable to support prosecution due to financial impacts, children, isolation etc.
- Felt increased focus is needed on behaviour change programmes for perpetrators. The Office for Police and Crime Commissioner (OPCC) are leading work to develop a perpetrator strategy focusing on behaviour change.
- Perpetrator programmes allow better management of risk to multiple victims and children. There has been an increase in self-referrals to perpetrator programmes.
- Domestic Violence Protection Orders (DVPO) have been used to support victims and allow breaks from contact, positively impacting victims.
- Stalking and harassment identified as a major risk factor for victims, however there has been a slight increase in this offence in this last year which is believed to be due to a general increased awareness and understanding in this area.
- Need to raise more awareness of coercive control and more support to victims of this.
- Police are introducing new domestic abuse unit – Operation Moonstone to provide a better service to victims and better risk assessments coupled with dedicated investigation team.
- Hospital assault data shows 20% of incidents are recorded in the home, this number may not be a true reflection as disparity between number of crimes and number of hospital attendances could be impacted by injuries not deemed serious enough to attend hospital or concerns about hospital delays following COVID-19.
- MARAC (Multi Agency Risk Assessment Conference) data is showing some increase in referrals, with a significant increase in repeat perpetrators and victims. It was highlighted more analysis of MARAC data is needed to link into multi agency response strategies.
- Adult Safeguarding referrals for domestic abuse where adult victims meet the care act definition have decreased from 143 females and 25 males to 126 females and 21 males between 2020 and 2021.
- Victims, including family members and children, are often subject to long-term risks of harm, particularly in relation to domestic homicides.
- Some people do not report that they are the victim of rape and sexual assault – therefore these cases are not captured in data recorded by the Police and support agencies. Some victims of rape and sexual assault do not seek help from services and may therefore not be receiving support for their trauma.

	<ul style="list-style-type: none"> • Significant increase in reporting of rape and sexual offences despite the lack of positive changes in conviction rate. • Need to work in partnership to understand issues around attrition rate and why people disengage from prosecution/investigation.
Likelihood	<ul style="list-style-type: none"> • Increase in other sexual offences by 35% may in part reflect an increase in reporting. • Increased awareness and reporting of offences have increased engagement of the public with many forms of domestic abuse and sexual violence crimes. • SARC (Sexual Assault Referral Centre) data of 192 referrals 2021/22 may not be fully representative as some Plymouth residents visited other SARCs in the Peninsula and some of those seen at the Plymouth SARC were from other areas of the Peninsula. • First Light stated that demand for therapeutic support outstrips supply across Devon and Cornwall with 12 weeks waits for adult referrals. They are working with OPCC working to increase capacity. • Increasing number of transgender people coming forward to support services. • There is an increase in reporting to third party services rather than the Police, First Light and SARC have seen increase of self-reports.
Organisational response	<ul style="list-style-type: none"> • Domestic abuse enquiries by Police have increased by 10%, more Claire's Law disclosure requests have been made and more coming through partner agencies to police helping to safeguard individuals at risk of a repeat perpetrators. • Regional priority to tackle effectively with moderate levels of public expectation. Domestic homicides are understandably of high priority and public interest • Costs to respond are recognised as long-term for all agencies and are managed within existing organisations. Domestic Homicide Reviews require significant multi-agency involvement and costs are absorbed into these agencies without specific funding identified. • Capacity – limited issues were raised in workshops however issues exist in capacity with addressing rape & sexual assault crimes. Gaps were identified in dedicated knowledge and services for children and young people who are victims of domestic abuse. Concerns raised around capacity for multi-agency involvement in Domestic Homicide Reviews due to the significant increase in cases over the last year. • Recognised there are gaps around providing support to both victims and perpetrators of domestic abuse. This is largely due to large case numbers and limited funds to resource support services. • Capability – trauma informed practice has maintained online training and input presence, heavily utilised by multiple agencies in the city. Bystander training has been successfully delivered to multiple agencies and bystander "train the trainer" has also been delivered to number. Minimal lack of skills identified among agencies, but continuing management of the issues, however it is acknowledged that better support to both victims and perpetrators could be provided.

	<ul style="list-style-type: none"> • Mitigating Factors – a trauma informed approach continues to be delivered by support services in the city. This year has seen strong focus and investment on reducing domestic abuse including the Violence against Women and Girls Commission dedicated to addressing ending male violence. There is also Operation Moonstone a new dedicated domestic abuse unit within Devon and Cornwall Police to offer a better service to victims and a dedicated investigation team. Domestic abuse and sexual violence are current priority areas for Safer Plymouth. The new Changing Futures programme is working to better understand those who experience multiple disadvantages and create change at individual, service and system level.
Knowledge gaps	<ul style="list-style-type: none"> • Moderate-High confidence in the intelligence assessment • Gaps identified – Increase in reporting of offences may be in part due to increased reporting and investigation from the Police, which could temper the increase in figures of offences. • There may need to be further DASH risk assessment training within the police to ensure correct risk grading. • Perpetrator behaviour change programmes need to implemented further to identify how to target people who cause domestic abuse. • Depending on the time of incident, there may be a disparity between the number of incidents and those requiring hospital treatment, along with access to services during/following COVID-19.
Recommendation	<ul style="list-style-type: none"> • Recommended as a priority Safer Plymouth area, focus on domestic abuse, rape and other sexual offences. • Partnership work with the media to raise confidence and awareness of Police and other services. • Consideration of perpetrator interventions and programmes, to better respond and increase engagement with services. • Early intervention as an effective means to prevent perpetration of domestic abuse and sexual violence.

Alcohol and Drug Related Harm

Alcohol and Drug Related Harm	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
Problem drinkers					Medium
Alcohol-related hospital admissions					Medium
Alcohol-related crime					Medium
Problem drug use					High
Possession of drugs					Standard
Drug-related deaths*					High

Key Statistics

* When assessing impact and harm, the victim is recognised in drug-related deaths as including family and friends.

- In 2021/22, 4,678 crimes were recorded where alcohol was flagged as a contributing factor. This is a 43.0% increase on the 3,280 recorded in 2020/21 and an increase of 36.5% on the 3,427 recorded in 2019/20**
- Total trafficking of non class A drugs increased by 8%, driven entirely by suspects 18 and over
- An estimated 3,484 people are alcohol-dependent within Plymouth*
- From 2017-2019, alcohol-specific mortality in Plymouth was lower than England, whilst alcohol-related mortality was higher than England*
- The number of possession of drugs cases has decreased by 9%, from 1104 to 1005 over the last year
- Whilst the number of possession of drugs in suspects under 18 increased by 19% those in suspects over 18 decreased by a larger quantity of 116 (-11%)
- Total trafficking of Class A drugs has decreased by 29%, decreasing both for suspects over 18 (-29%) and under 18 (-13%)
- From 2018-2020, there were 69 drug misuse deaths within Plymouth*
- From 2020-2021, there were 160 hospital admissions for drug poisoning*
- There were 1,446 adults in drug treatment within Plymouth, during 2020-2021, of which 68% were male and 32% female*
- It is estimated that 41% of crack, 47% of opiate and/or crack users, and 40% of opiate users are not currently in treatment*

*based on data from the National Drug Treatment Monitoring System (NDTMS)

**based on the Universal Dataset provided by Devon and Cornwall Police.

Impact

- **Victim/subject** – The physical risks are extremely high including chronic health implications and the need for medical and sometimes specialist treatment/interventions. Can include severe psychological, financial and community harms, depending on the type of alcohol/drug-related issue. Problematic drug use can also carry a risk of the loss of individual lives, where the community impacts are long-lasting, both to those directly affected and the wider community.
- Wider economic and social pressures within the system increase the potential risk on young people who are residing within the

	<p>family home – for example could there be more drinking “to cope with social/economic pressures”.</p> <ul style="list-style-type: none"> Concerns impact on young people turning to drug related crime to earn money due to economic pressures within the home and community. Current economic climate providing potential drivers for increased vulnerability to drugs and increased profit-seeking from drug dealers (incentives of offers, quality reduction). Increasing ease of access to social media as a channel to drug involvement. Large numbers of drug users not currently accessing treatment, this may be down to waits of around 6 weeks for services. Identified more young people using alcohol and cannabis – this has increased over lockdown with some as young as 10/11 years. Some young people using alcohol to deal with emotional stress which is increasing their vulnerability.
Likelihood	<ul style="list-style-type: none"> Increase in alcohol-related crime is part of an overall trend, in line with changes in lifestyles, e.g. structural unemployment, lockdowns, and the re-opening of night-time economy after COVID-19 restrictions. Anticipation of shifts within drug/alcohol markets (e.g. night-time economy, online drug purchase and lack of accountability). Street drinking has generally gone down in all areas – there is a question as to why this has reduced, for example due to relocation of drinking to other spaces such as the home. Concern that the 29% reduction in class A drug trafficking is a surprising drop, even accounting for extenuating circumstances (COVID-19 lockdowns). Different reporting/data collection may have influenced the data, reduction in proactive measures can lower the crime figure as it may not be identified. External factors can heavily influence figures and prevalence, including activity and coverage of political and policing events. Potential for multiple instances of crime involving the same individuals therefore dominating crime data.
Organisational response	<ul style="list-style-type: none"> Local-regional priority to tackle effectively with moderate levels of public expectation. Events can generate wider media coverage outside of Plymouth, given the more general concern in the UK around mental health. Costs to respond are longer-term but currently being managed within existing organisations, this may change as we enter a time of escalating economic turmoil which may also increase drug/alcohol misuse. Capacity is currently being cited as more of an issue than financial issues due to national struggle to recruit qualified staff into drug and alcohol treatment/support services. Wider costs are high when looking at drug/alcohol related crimes, hospital admissions and treatment, loss of money to families, financial impacts of early deaths and long term illness related to drug/alcohol use. Capacity – issues exist around alcohol-related crime, barriers exist in resourcing, as per national trends, rather than financial. Limited issues in resourcing to deal with drug possession, but issues exist in capacity to respond to problematic drug use and drug-related deaths.

Knowledge gaps	<ul style="list-style-type: none"> Hospitals/doctors and emergency medical services are struggling with capacity following COVID-19 pressures and increase use of services leading to delays in dealing with health issues/emergencies related to drug and alcohol use, this may lead to an increase in drug/alcohol related deaths. Capability – in workshops scoring cited, minimal lack of skills but continuing management of the issues. Low increases in young people referrals may lead to requiring further resourcing in the future. Regarding drug use, good capability in general except for in tackling problem drug use, where a lack of skills has been identified. Concern around the large number of users not currently in treatment and their causes – acknowledgement of capacity limitations and longer waiting lists, as well as recreational dependency. Mitigating factors - Trauma-informed practices becoming more prominent, expanding the reach of services and allowing more people to access them. Changing Futures programme to ensure greater reach across criminal justice system and join up with domestic abuse and sexual violence services creating a whole system approach, to better understand those who experience multiple disadvantage and create change at individual, service and system level.
	<ul style="list-style-type: none"> Moderate confidence in the intelligence assessment Gaps identified – data from the NDTMS does not exist for alcohol use from 2020 onwards; current statistics are not reflective of the present issue. A deeper understanding needed of people who are not engaged with current services. Reflection needed on the impact of drug and alcohol harm on under-represented communities. Further understanding of social media and drug dealing.
	<ul style="list-style-type: none"> Recommendation Drug and alcohol services recommended to be a priority area especially around concerns that the current economic climate will cause an increase in drug and alcohol use and the number of people requiring services going forward.

Hate Crime

Hate Crime	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
Overall hate crime					Medium
Key Statistics					
<ul style="list-style-type: none"> There has been an overall 5% increase on reported hate crimes since the previous year, with 623 hate crimes recorded in 2021/22 In terms of volume, the largest number of hate crimes are associated with race, with 346 crimes in 2021/22, however this is a 9% decrease compared to the previous year There has been an 86% increase in sexual orientation related hate crime, with 134 crimes in 2021/22 There has been 12% increase in disablist hate crime, with 65 crimes in 2021/22 There has been 47% increase in religious hate crime, with 28 crimes in 2021/22 There has been a 50% decrease in transgender hate crime, with 12 crimes in 2021/22 					

Impact

- **Victim/subject** – a large majority of risks to victims are psychological and to the community, where there may be need for additional assistance from local GPs and a short-medium term impact on a small proportion of the community. Loss of earnings can result from physical/psychological impact upon victims.
- Can create fear and safety concerns in communities as well as make people feel unwanted.
- There is also potential for additional economic/financial harms to occur if targeted at businesses and property.
- Concerns raised over increased risk and harm to the community without relevant support in place for refugees, asylum seekers and migrants in Plymouth.
- Religious hate crimes have been more focused on criminal damage, harassment, and malicious communications – increasing following lockdowns in the previous years.
- Given the nature of hate crime, the issue of inequalities – particularly for marginalised groups – is of significant interest, both for the victims and for Plymouth.
- Multiple agencies have been working with Ukrainian refugees to help with cohesion in the city, there has been no reported hate crime towards Ukrainian or Russian people in the city.

Likelihood

- Transgender-related hate crime is currently small in number, although it was predicted by several partners that it is likely to increase over the coming year.
- Anticipation of an increasing chance of incidents considering wider social, economic, and political pressures on people's lives.
- A previous drop-off in cases during 2019/20 due to COVID-19, as fewer people were in contact with one another.

Organisational response

- **Regional/national priority** to tackle effectively with a moderate-high public interest, particularly if more severe hate crimes are committed.
- **Costs to respond** are medium-long term but managed within the existing organisations there may be hidden costs around the psychological harm it can cause and treatment/support for this.
- **Capacity** – limited issues in resourcing to deal with most forms of hate crime, but issues exist in capacity to respond to racial related hate crime. Third party reporting tool has helped with capacity. Concerns raised around enough support/services/infrastructure to support an increased number of refugees, asylum seekers and migrants. Are resources being used to reach out/target the right people as reporting is still low.
- **Capability** – minimal lack of skills but continuing management of the issues. Certain limitations exist in addressing specific needs of hate crime victims, which may require external signposting and better engagement.
- **Mitigating factors** - some organisations do not have specifically-trained staff to support people with certain disabilities, but are able to access external support. The Violence against Women and Girls commission was set up to raise awareness of gender-related hate crime within the city. Third party reporting tool has been utilised within partner organisations such as the University. Hate crime is a current priority area for Safer Plymouth.

Knowledge gaps	<ul style="list-style-type: none"> Moderate confidence in the intelligence assessment. Crime figures alone may not represent levels of hate crime within Plymouth as some people may not report. Gaps identified – concern around under-reporting, deeper understanding of hate crime related trauma. Some concerns that the MoRiLE scoring process does not capture all concerns but this was negated by a comment and feedback section for additional information.
Recommendation	<ul style="list-style-type: none"> There is potential for more diverse community representatives and greater attention within public services, e.g. diverse communities' teams, to effectively address different forms of hate crime. There is an identified need to support schools around discrimination and anti-racism.

Modern Slavery

Modern Slavery	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
Modern Slavery					High
Key Statistics					
<ul style="list-style-type: none"> The volume of modern slavery crimes recorded has decreased 24% with 13 crimes recorded. The NRM (National Referral Mechanism) referrals have increased by 9% with 25 referrals in total 					
Impact	<ul style="list-style-type: none"> Victim/subject – whilst the impacts of modern slavery vary between individuals, the risk of harm is broadly substantial; there is a risk of long term psychological/physical impact requiring additional support, alongside significant financial harms. The impacts are significant, both directly and indirectly; modern slavery can feed into other areas of exploitation, e.g. drugs and sexual exploitation. Concern current economic crisis in the country may increase incidents of modern slavery as people exploit others for labour at less cost. Hidden issue currently due to low reporting and lack of community awareness. Victims less likely to report through fear of immigration status, loss of finance/support or criminalisation. 				
Likelihood	<ul style="list-style-type: none"> There is currently not enough known about modern slavery in the city to confidently determine the likelihood, given challenges in the reporting and identification of victims. Wider financial/economic impacts may contribute towards the exacerbation of modern slavery cases. 				
Organisational response	<p><i>Note: the capacity for organisational response cannot be accurately determined as the likelihood and scope of the issue is largely unknown</i></p> <ul style="list-style-type: none"> National/regional and local priority to deal effectively as also linked with people trafficking into the UK. 				

Knowledge gaps	<ul style="list-style-type: none"> • Costs to respond are long term but determined as manageable within the provisions of existing organisations, however as extent of issue in Plymouth is largely unknown this may not be adequate. • Capacity – significant intelligence gaps means capacity to respond to modern slavery in the city is largely unknown. • Capability – there is a minimal lack of skills in dealing with modern slavery, but with continued management of the issue. Modern slavery multi-agency approach has been picked up by Safer Plymouth to increase capability of all agencies in order to identify/act and prevent. Significant intelligence gaps means capability to respond to modern slavery in the city is largely unknown.
	<ul style="list-style-type: none"> • Very low confidence in the intelligence assessment • Gaps identified – due to resourcing and demand, extent of the problem is largely not known – there is a significant need for more intelligence (beyond crime data) around modern day slavery. This has recently been moved to Safer Communities theme group of Safer Plymouth, to recognise modern slavery as a priority area of focus for the city, as reflected in our risk score.
	<ul style="list-style-type: none"> • Intelligence gathering within the area of modern slavery to be increased amongst all agencies in order to identify true picture and to enable better response in the city. • Look at how best to align and organise resources when looking at the anti-slavery partnership and best placed representation for this. • Community awareness raising to coincide with realignment of the topic within Safer Plymouth. Online resources to be utilised and shared.
Recommendation	

Anti-Social Behaviour

Anti-Social Behaviour	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
ASB overall					Medium
Key Statistics					
<ul style="list-style-type: none"> • The overall number of Anti-Social Behaviour incidents recorded dropped in all areas of ASB within Plymouth in 2021/22, with an aggregate decrease by 23%, from 9,031 cases to 6960 cases • Breakdown of elements contained within ASB police figures – <ul style="list-style-type: none"> ASB – Rowdy/nuisance neighbours – 37% decrease on the previous year ASB – Rowdy/inconsiderate behaviour – 18% decrease on the previous year ASB – Vehicle – 30% decrease on the previous year Street drinking (No ASB) – 30% decrease on the previous year ASB – Street drinking with rowdy/nuisance behaviour – 22% decrease on the previous year • The most common sub category of ASB continues to be rowdy/inconsiderate behaviour, which represents 65.5% of all ASB and is most prevalent in the City Centre, Stonehouse, Greenbank & University and Devonport neighbourhoods 					

- The second most common type of ASB is rowdy/nuisance behaviour, which represents 18.4% of all ASB and is most prevalent in the neighbourhoods of Stonehouse, Greenbank & University and Honicknowle

Impact

- **Victim/subject/community** – whilst the general impact was perceived to be moderate, it was recognised that there was a risk of psychological and community harm, rather than physical or financial harm. Overall, anti-social behaviour can impact on the mental and psychological health of individuals over time, with mid-term impacts on large parts of the community.
- The negative impacts of anti-social behaviour are exacerbated for some groups and communities, e.g. a greater risk to those with mental health issues where they are currently struggling to access help.
- There are also a strong, reinforcing interactions between anti-social behaviour and other forms of crime/social issues, such as domestic abuse and substance misuse.
- There is a risk that relocation of group drinking away from public spaces to the home could lead to increases in the number of issues for neighbours.
- Changes in way people are reporting, no longer deal with one off incidents as believed people are seeking advice online and tackling the problem first hand in the first instance before reporting.
- Fire service working with police to help tackle vehicle related ASB.

Likelihood

- Concerns police figures may not reflect true extent of the issue and that some ASB is unreported to police, however may be being reported to partner agencies and being dealt with by them.
- Acknowledgement of a shift in location of alcohol consumption over the COVID-19 period, with a link between drinking in the home and the night-time economy.
- There has been a large increase in Anti-Social Behaviour Case Review applications following ASB pledge within the city.

Organisational response

- **Local-Regional Priority** to tackle effectively with a high public interest; all ASB has been identified as both a Safer Plymouth priority and a priority by the Office for Police and Crime Commissioner.
- **Costs to respond** are medium-long term but managed within the existing organisations. Prevention methods and intervention methods must be implemented by organisations to aim at de-escalating ASB, this can be costly.
- **Capacity** – limited issues in resourcing to deal with most forms of ASB. Resourcing issues exist in addressing vehicle ASB, but these have a limited impact on management of the issue. More effective partnership is required for the management and intervention of ASB case reviews.
- **Capability** – broadly sufficient capability, with some lack of skills in the management of street drinking with rowdy or nuisance behaviour and vehicle ASB. Pressure on non-trained staff to provide mental health support to those affected. Recognition some processes need improvement to join up better with partner agencies.

Knowledge gaps	<ul style="list-style-type: none"> • Mitigating factors – following the ASB Pledge in the city, in partnership with Resolve and championed by the Office for Police and Crime Commissioner there has been more community awareness around the ASB Case Review process which is being utilised more often. Various organisations have also signed to support the pledge. <p>Excellent partnership working is recognised in Plymouth as providing a good multi-agency response to ASB in the city</p> <p>Bystander training has been delivered to multiple agencies across the city including “train the trainer” sessions to maintain this training within the city.</p> <p>Changing Futures programme to ensure greater reach across criminal justice system and join up with domestic abuse and sexual violence services creating a whole system approach, to better understand those who experience multiple disadvantage and create change at individual, service and system level.</p>
	<ul style="list-style-type: none"> • Moderate confidence in the intelligence assessment. • Gaps Identified – there are multiple channels for reporting, creating challenges in providing a clear assessment of ASB in Plymouth and accounting for hidden demand. Furthermore, consistency in reporting is required in the data collection
	<ul style="list-style-type: none"> • Enhance focus on early prevention and prevention as a more effective means to tackling anti-social behaviour, e.g. work with teenagers. • There is a need to examine the interlink between different public services, for example in waste collection and garden maintenance. • Better channels for reporting anti-social behaviour are required to provide confidence to people who wish to report incidents. • This remains a priority area for Safer Plymouth.

Serious Violence

Serious Violence	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
Homicides*					Medium
Violence with injury					High
Violence without injury					High
County lines/dangerous drug networks					Medium
Trafficking Class A drugs					Medium
Trafficking other drugs					Medium
Possession of weapons					Medium
Robbery					Medium

Key Statistics

* When assessing impact and harm, the victim is recognised in homicide as including family and friends.

- There has been an increase in all categories of violence offences, including a significant increase in the number of homicides from 1 to 7 (600%) this is recognised to have been a direct impact of the Keyham shootings

- Numbers of violence with injury offences have increased from 1750 to 2467 (41%)
- Number of violent incidents with or without injury in the night time economy have risen from 461 to 980 (113%)
- Reported crimes of robbery has increased by 13%
- Crimes of possession of weapons have increased overall by 15% (from 332 to 381), with the most significant increase being possession of firearm offences, which have risen from 20 to 38 (90%)
- There were 190 reported crimes of possession of article with blade or point
- Crimes of violence without injury and violence with injury, where the victim is under 18, have both increased by 12% and 27% respectively
- Crimes of violence without injury and violence with injury, where the perpetrator is under 18, have both increased by 23% and 28% respectively
- Crimes of violence with injury, where the victim is aged 18-25, has increased by 48%
- Crimes of violence with injury, where the perpetrator is aged 18-25, has increased by 26%
- Crimes of violence without injury, where the victim or perpetrator are aged 18-25, have not changed or have marginally decreased
- Total number of suspects of trafficking of class A drugs has decreased by 29%
- Total number of suspects of trafficking of other class drugs has increased by 8% - driven entirely by suspects aged 18 and over

Impact

- **Overall impact** – the impact from serious violence is substantial, with a risk of long-term harm on victims. The damage to psychological health and the community are notable, where local hospitals may be required to assist. Particularly for drug-related serious violence, the financial impacts can be severe – victims may face significant economic hardship with unstable financial stability.
- The significant increase in homicides is evident but not necessarily reflective of a spike in violence and has been substantially increased by the Keyham shootings.
- County lines and cuckooing (where homes of vulnerable people are taken over by criminals) can intersect with forms of serious violence and exploitation, significantly perpetuating its impact.
- It is felt the current economic crisis may impact on drug trafficking, where quality of drugs may be reduced, costs of drug may be higher and concerns more people may become involved in county lines as a source of income.

Likelihood

- Many forms of violence influenced by the easing of COVID-19 lockdown, with general appreciation that 2021 saw a drop in crimes recorded.
- Some incidents will not result in hospitalisation or be reported to the Police, affecting the accuracy of data and intelligence – this confidence will vary depending on the type of case (e.g. more explicit crimes are more likely to be reported).
- Overall trends are contextual and depend on type and time of crime – evening and night-time economy culture has been affected significantly over the past year.
- Significant increase in injuries of victims aged 18-25 may be reflective of loosening of COVID-19 lockdowns.
- Under 18 age groups are more representative of older teenagers (and therefore similar to adults).

Organisational response	<ul style="list-style-type: none"> • Local-national priority to tackle effectively with a high public interest, depending upon the crime type; homicides are of very high public and national interest, with possession of weapons, robbery, and violence without injury as more moderate/local interests. • Costs to respond are medium-long term but managed within the existing organisations. • Capacity – limited issues in resourcing to deal with most forms of serious violence, with sufficient capacity within existing organisations to address robbery crimes. • Capability – Minimal lack of skills but continuing management of the issues, with organisations well-equipped to tackle many types of serious violence. The recording of incidents at school has scope for improvement, given increases in domestic abuse cases involving young people. • Mitigating factors – in line with national guidance, the serious violence agenda is receiving significant focus moving forward. Project Gemstone/Moonstone reflects the increasing attention and resourcing from Police to address broader violence. Public health approach to serious violence prevention is creating a working strategy for the city to tackle this crime type.
Knowledge gaps	<ul style="list-style-type: none"> • Moderate confidence in the intelligence assessment. Certain types of violence, e.g. the trafficking of Class A drugs and robbery can be more accurately determined, with a very high level of intelligence confidence. • Gaps Identified – operations targeting specific crime groups can significantly influence figures over a short period of time, particularly for drug-related crime. There are further limitations in recording of incidents in certain settings, e.g. at school or at home towards parental figures. There may be under reporting around violence associated with county lines.
Recommendation	<ul style="list-style-type: none"> • A consideration of the public perception of serious violence, reflected through media, communications, and community voice • Supportive services for victims requires greater attention • This is a priority area for Safer Plymouth.

Safer Families

Safer Families	Impact & Harm	Likelihood	Confidence	Organisational Position	Threat, Risk and Harm Assessment
Rape - victim under 18					High
Other sexual offences - victim under 18					High
No. of current sexual offences committed by someone under 18					High
Make/possess/distribute indecent images of a child					Medium
Missing children					Medium
Key Statistics					

- Rape of under 18s (at time of reporting) increased by 23%, from 77 offences in 2020/2021 to 95 offences in 2021/2022
- Other sexual offences with U18s increased by 25%, from 320 in 2020/2021 to 401 in 2021/2022
- Child sexual abuse reported by adults decreased by 1%
- Sexual Offences by U18s increased by 12%
- Make/show/possess indecent images of a child decreased by 8% (suspect U18 - 11% and over 18 - 18%)
- Missing episodes of children U18 has increased by 8%, from 809 in 2020/2021 to 872 in 2021/2022
- The child sexual abuse centre for expertise states 15% of girls and 5% of boys will experience child sexual abuse before the age of 16

Impact

- **Victim/Subject** – the impacts are substantial, with an especially severe impact upon the psychological health of victims; external assistance may be required to support those who are affected. The impact on missing children is more moderate, albeit still significant, depending upon the individual scenario. With the prevalence of online abuse in school settings, the risks and consequential harms can be particularly pervasive.
As a 'hidden', underreported area, many victims do not disclose (or minimise disclosure) – the impact upon these victims can be especially long-lasting and severe. Survivors of child sexual abuse are subject to significant harms, including additional risks of other issues – they are disproportionately over represented as homeless, accessing mental health treatment, and engaged with drug and alcohol services.
- Peer on peer sexual offences - often involving sharing of images. Children who are unable to consent to what they are doing due to their age.
- Acknowledged regarding the distribution of indecent images, social media and online technology contributing as significant drivers for the creation and viewing of content (and associated risks).
- Issues around children sharing self-generated images is a real threat – often coerced – increases appear not to be reflected in the data – reporting through NSPCC has risen significantly during lockdown – up to 30% increase – might reflect where these incidents are being reported to.
- Data shows only 36% of 13 to 14 year olds would contact a helpline, but then there's been a threefold increase in those that are in contact with helplines around sexual abuse. Potentially a large amount of young people not accessing help.
- Impact of reporting – in community, fear of what that looks like amongst peers.
- Anecdotally seeing and hearing that children once no longer in education or employment don't generate an income so parents can't afford to keep them – puts them at risk, living in Airbnb properties and various other places putting at risk, nowhere to go and some turning to self-generated images to create an income.

Likelihood	<ul style="list-style-type: none"> • Data broadly experienced a dip in cases during the past two years, with the potential for influence through different recording of data and changing awareness. • Regarding missing episodes – around 20 young people make up 420 episodes of missing children, representing around half of the cases. • There is a strong prevalence of peer-to-peer abuse and harmful behaviour that is reported to third parties rather than the Police, impacting on the intelligence confidence.
Organisational response	<ul style="list-style-type: none"> • Regional-national priority to tackle effectively with a moderate-high public interest. Rape and other sexual offences are of high public interest. • Costs to respond are medium-long term, with concern over resourcing within missing children crimes – additional resources may be required from suitable external agencies. • Capacity – limited issues in resourcing to deal with many forms of crime, with issues existing in tackling rape and other sexual offences. Local resources are sometimes stretched, with slow responses for historic cases, where the scale and nature of priority of cases can provide additional challenges. • Capability – minimal lack of skills but continuing management of the issues. No in-house support provided, but working closely with other agencies. Certain agencies are not equipped to deal with peer-to-peer offences, especially when focused online. • Mitigating factors – in line with national guidance, domestic and sexual abuse within young people is receiving significant focus moving forwards. Changing Futures programme to ensure greater reach across criminal justice system and join up with domestic abuse and sexual violence system creating a whole system approach, to better understand those who experience multiple disadvantage and create change at individual, service and system level.
Knowledge gaps	<ul style="list-style-type: none"> • Low to medium confidence in the intelligence assessment, with uncertainty driven largely by unknowns within social media and distribution of indecent images. • Gaps identified – an understanding of data around vulnerable individuals at risk of being harmed and of causing harm, in line with government CSA prevention strategy. A clearer picture of support services needed, particularly for young people, with confidence/ease of reporting identifies as barriers to engaging with the system. Other gaps include the overlap with other issues, such as those economically at risk or dependents.
Recommendation	<ul style="list-style-type: none"> • Independent Sexual Violence Advisor (ISVA) training may be beneficial to domestic abuse workers, given the overlap of resources. • A greater attention towards peer-to-peer offending is required, in reporting and training. • Understanding the gaps in providing effective support to young people, families and communities is necessary to ensure a strong preventative approach. • This is a priority area for Safer Plymouth.

Emerging Issues for Safer Plymouth

Modern Slavery	<p>The MoRiLE process and drafting of the Strategic Crime Assessment has identified a need to record and collate further intelligence in relation to Modern Day Slavery and how it affects the city.</p> <p>There are currently knowledge gaps and a need for better partnership working in order to protect vulnerable people from becoming the victims of modern day slavery and to help those currently being subjected to modern day slavery.</p> <p>This is currently a hidden issue within the city due to low reporting, lack of community awareness, lack of intelligence and victims who do not report due to a multitude of challenges including immigration status and fear of reprisal.</p> <p>Modern Slavery has been moved to a different thematic area within Safer Plymouth and work is starting to identify the extent of the issue within the city in order to develop an appropriate multi-agency response.</p>
Honour Based Abuse	<p>The Violence Against Women and Girls Commission for Plymouth highlighted Honour Based Abuse as an area requiring further inquiry.</p> <p>Honour Based Abuse crimes are defined by the police and Crown Prosecution Service as: an incident or crime involving violence, threats of violence, intimidation, coercion or abuse (including psychological, physical, sexual, financial or emotional abuse) which has or may have been committed to protect or defend the honour of an individual, family and/or community for alleged or perceived breaches of the family and/or community's code of behaviour.</p> <p>We know that certain communities are more at risk of Honour Based Abuse. An inquiry has been initiated to develop a shared understanding of these issues and to develop recommendations for system level responses for prevention, early intervention and response.</p>
Online Harms	<p>There has been work completed in this last year focusing on knowledge and extent of online harms as a partnership and how it affects the people of Plymouth.</p> <p>This work is ongoing as the online world is continuously changing and will be incorporated into and considered in each theme of work within the city.</p>

Appendix A: Understanding threat, risk and harm

The MoRiLE model

Community Safety Partnerships have a duty to prepare an annual strategic crime assessment identifying priorities in the local area. MoRiLE (Management of Risk in Law Enforcement) is one part of this process which informs the strategic crime assessment through assessing the threat, risk and harm of different crime types.

MoRiLE is a tried and tested approach that uses a simple matrix to enable partnerships to assess and score a range of strategic issues in a structured and consistent way. The scoring matrix considers

- *Impacts* on the victim, local community and environment
- *Likelihood* how often it happens, how much and whether it is improving or declining
- *Organisational position* risk to partnership reputation if not addressed, external factors such as political and public expectations and the effectiveness of local responses

It also helps partners to identify key risk areas and gaps in knowledge and consider how they respond to, and mitigate risk.

Some of the benefits of MoRiLE are that it

- Provides a consistent approach that helps to avoid bias
- Uses a common language in relation to threat, risk and harm
- Is easy to understand and use
- Provides a transparent and informed decision-making process
- Allows partners to assess a range of different thematic issues alongside each other

Broadly speaking, the levels of risk have the following implications for the partnership

Threat, risk and harm rating	What this means for the partnership
High	<ul style="list-style-type: none"> • Should be recognised by Safer Plymouth and partners as a priority, and this needs to be clearly evidenced in all relevant strategies and delivery plans • May demand additional resources and funding to address • Review existing strategy and service provision – identify where we can improve/enhance/increase existing response framework to reduce the risk • Ensure that the risk is understood across the partnership and that partners are proactively taking action to reduce the risk • Set targets to evidence improvement in key areas
Medium	<ul style="list-style-type: none"> • Ensure that there is a clear strategy in place and adequate service provision to respond • Continue to maintain/support/improve existing response framework in place to reduce/control the risk • Ensure that the risk is understood across the partnership and that partners are proactively taking action to reduce/control the risk. Seek to influence other relevant strategies • Continue to monitor the level of risk against moderate improvement targets, and respond appropriately if adverse trends are identified
Standard	<ul style="list-style-type: none"> • Ensure that there is adequate service provision in place to respond • Maintain/support existing response framework in place to control the risk • Ensure that the risk is understood across the partnership and that partner actions do not increase the risk • Continue to monitor the level of risk and respond appropriately if adverse trends are identified

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Plymouth Together for Childhood -Equality, Diversity, Inclusion and Trauma Informed Impact Assessment (Template)

The intention of this document is to identify any positive, negative or neutral impact of the proposed work as part of Together for Childhood may have on people who have protected characteristics (as defined in the Equality Act 2010 <https://www.gov.uk/guidance/equality-act-2010-guidance>) and any other factors not covered by the Equality Act which are relevant to the people affected by the work. Under taking this assessment supports the accessibility and inclusivity design principle that under pins Together For Childhood.

In addition, we want to ensure that all planned work is trauma informed (<https://www.plymouth.gov.uk/adultsandchildrensocialcare/childrensocialcare/academysocialworkplymouth/informationandresourcespractitioners/traumainformedpractice>).

Building block	
Work stream	
Work to be assessed	
Who is the target audience for the work? Who might be impacted by this work?	
Date assessment completed	
Who was involved?	
Planned review date	

Protected Characteristic	Context and potential barriers to access for those with this characteristic.	What has been done to increase access?	What else could be done to increase access? *Please transfer to Action plan below
Age			
Disability			
Gender reassignment			
Pregnancy and Maternity			
Marriage and civil partnerships			
Race			
Religion and belief			
Sex			
Sexual orientation			

Other identified factors.			
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Trauma Informed	Why might a participant not feel the activity is...?	What have we done so far to promote this feeling?	What else can we do?
Safe We understand trauma We build trusted relationships We build confidence We create safe spaces We reduce harm			
Empowering We innovate We take responsibility We are transparent We embrace a culture of learning We make a difference			
Person Centred My experience matters My strengths count My choices are important My outcomes are first My voice is heard			
Kind We stay out of judgement We have compassion We seek connection We are emotionally aware We address underlying causes			
Collaborative With people using services With communities With colleagues			

With partners We learn reflectively.			
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Action Plan

What	Why	When	Who	Completed or follow up required

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Third party reporting centres in Plymouth

Places that can help:

Age UK:

01752 256020

Ambico: 01752 221002

Better Futures/Improving Lives: 01752 776775

British Red Cross: 01752 831619

Brook Housing: 01752 230185

Devon and Cornwall Chinese Association: 01752 297936

Devon and Cornwall Refugee Support: 01752 265952

Diversity Business Incubator: 01752 790747

Edystone Trust: 01752 254406 / 0800 328508

Havencare (South West) Ltd: 01752 251476

Horticultural Therapy Trust: 07507675344

House of Prayer Ministries: 07708 195545

Intercom Trust: 01752 210454

Livingstone Baptist Church: 07507 058516

Marbles: enquiries@marbleslostandfound.co.uk

Not AlonePlymouth: contact@notaloneplymouth.co.uk

Open Doors International Language School: 01752 258771

Out Youth: 07774 336616

Plus: 01752 566480

Plymouth and Devon Racial Equality Council: 01752 224555

Plymouth Citybus: 01752 662271

Plymouth City Council Central Library: 01752 305901

Plymouth City Council - The 1st Stop Shop: 01752 668000

Plymouth City Council Community Connections Team: 01752 398500

Plymouth City Council Taxi Licensing: 01752 304141

Plymouth Community Homes: 01752 237990

Plymouth Highbury Trust: 01752 773333

Plymouth Hope: 07401 967275

Plymouth Street Pastors: 07790013791 or plymouth@streetpastors.org.uk

Plymouth University: studentservices@plymouth.ac.uk or 01752 587676

Plymouth University Equality & Diversity Team: 01752 588261

Pride in Plymouth: 07746 410593

Romanian Society: 0745 078025

Students and Refugees Together (START): 01752 255-200

Yourway: 07964 369492

Hate crime is against the law

Hate crime is wrong, it is against the law and everyone has the right to live safely and without fear.

No two individuals are ever the same; embrace individuality and help put an end to hate crime by reporting it.

To report a hate incident or crime to Devon & Cornwall Police:

**Don't suffer in silence
Report it**



Go online:

www.devon-cornwall.police.uk/report

Call Devon & Cornwall Police: 101

Non-Emergency:

Minicom/textphone 18001 101

SMS/Text 67101

Sign Live (via BSL interpreters)

Emergency:

If a crime is in progress, call 999

SMS/Text 999 (pre-registered)

Minicom/textphone 18000



**A guide to
Third party reporting**



What is third party reporting?

Third party reporting is a way of reporting hate crime, hate incidents and passing information on without talking directly to the police.

It is available for everyone, not just for victims of hate crime. A person can report an incident on behalf of their child, neighbour, friend or relative.

The under reporting of hate crime is a huge issue, with incidents going unreported for a variety of reasons.



Communities have their own individual barriers to reporting hate crime. Whether it is lack of confidence in the system, embarrassment, or fear of repercussions. Third party reporting has been created to help overcome these barriers.



What is a hate incident?

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

In Devon and Cornwall we additionally monitor incidents relating to gender or sex. This is to enable extra support to victims and to assist us with identifying emerging trends or issues police and other agencies can plan and respond to.

What is a hate crime?

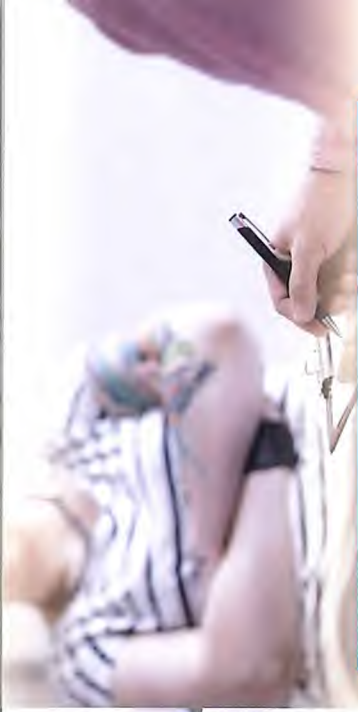
An incident which meets the criteria of a crime in law and there is evidence of hostility and prejudice towards someone based on a person's race, religion, disability, sexual orientation or transgender identity.

The Crime and Disorder Act 1998 and section 66 of the Sentencing Act 2020 allow prosecutors to apply for an uplift in sentence for those convicted of a hate crime.

What does that mean?

The Equality Act protects individuals from various forms of discrimination and harassment. Direct discrimination is when you are treated less favourably than another person.

We would urge you to report a hate incident or a hate crime. See overleaf for third party reporting contacts.



Benefits of Third-Party Reporting

- It is a quick and easy process.
- A full explanation about the procedure is given to the victim.
- Victims can choose to remain anonymous.
- It helps overcome language barriers.
- Third party reporting is available 24 hours a day.
- It provides quick and easy access to Devon & Cornwall Police.
- The process is supported by partner agencies.
- It enables us to see accurately what is taking place in the area.
- The process includes follow-up and feedback to partner agencies.





Devon & Cornwall **POLICE**

Performance

Hate Crime Report – Plymouth BCU

Report prepared by:

Lewis Ashley
Performance Analyst

Report prepared on:

November 2022

Hate Crime – Overall Crimes and Incidents

Hate type by LPA: 17.5% increase compared with last year, 47.4% increase compared to three years ago (pre-pandemic levels).

Local Policing Area	Hate Occurences		Hate Crime		Hate Incidents	
	12 months to October 2022	% change compared to 2019	12 months to October 2022	% change compared to 2019	12 months to October 2022	% change compared to 2019
D&C	3,282	47.4%	2,955	57.9%	327	-7.6%
West Cornwall	437	56.6%	399	83.0%	38	-37.7%
East Cornwall	389	65.5%	359	88.0%	30	-31.8%
Plymouth	767	12.0%	698	24.4%	69	-44.4%
South Devon	697	41.4%	635	45.3%	62	10.7%
Exeter, East & Mid Devon	691	81.4%	589	78.5%	102	100.0%
North & West Devon	300	98.7%	275	106.8%	25	38.9%

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Hate Type	Hate Occurences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	3,282	2,794	2,362	2,226	2,955	2,388	1,985	1,872	327	406	490	354
Disability	441	343	313	261	410	299	239	218	31	44	74	43
Racial	1,555	1,377	1,289	1,211	1,409	1,217	1,064	1,036	146	160	225	175
Religion	144	141	121	131	123	109	86	99	21	32	35	32
Sex or Gender	206	129	75	85	182	109	56	64	24	20	19	21
Sexual Orientation	584	499	430	369	532	446	365	303	52	53	65	66
Transgender	148	119	105	91	132	91	76	74	16	28	29	17

* Total – Also includes hate type: Other and not stated

Hate Crime – Overall Crimes and Incidents by LPA

Plymouth Hate occurrences: **+13.1%** increase compared with last year, **+12.0%** increase compared to three years ago (pre-pandemic).

Hate Type	Hate Occurrences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	767	678	694	685	698	581	561	561	69	97	133	124
Disability	67	71	74	74	64	62	55	64	3	9	19	10
Racial	431	364	403	414	392	321	338	354	39	43	65	60
Religion	28	28	37	28	24	19	23	15	4	9	14	13
Sex or Gender	32	19	15	12	29	17	11	9	3	2	4	3
Sexual Orientation	132	122	107	116	122	109	90	82	10	13	17	34
Transgender	24	26	24	28	22	21	20	24	2	5	4	4

South Devon Hate occurrences: **+19.3%** increase compared with last year, **+41.4%** compared to three years ago (pre-pandemic).

Hate Type	Hate Occurrences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	697	584	542	493	635	497	444	437	62	87	105	56
Disability	120	79	71	51	111	67	56	43	9	12	15	8
Racial	280	287	289	277	259	254	244	250	21	33	45	27
Religion	31	33	28	37	26	26	21	30	5	7	7	7
Sex or Gender	62	46	21	13	56	36	12	10	6	10	9	3
Sexual Orientation	143	102	112	85	134	95	96	78	9	7	16	7
Transgender	38	22	15	27	34	15	12	23	4	7	3	4

* Total – Also includes hate type: Other and not stated

Hate Crime – Overall Crimes and Incidents by LPA

West Cornwall Hate occurrences: **+8.2%** increase compared with last year, **+56.6%** compared to three years ago (pre-pandemic).

Hate Type	Hate Occurrences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	437	404	292	279	399	342	279	218	38	62	74	61
Disability	61	59	46	41	58	52	31	29	3	7	15	12
Racial	192	190	161	119	176	165	130	88	16	25	31	31
Religion	33	30	20	27	30	26	14	22	3	4	6	5
Sex or Gender	28	18	13	15	25	16	12	12	3	2	1	3
Sexual Orientation	80	69	62	49	73	56	54	43	7	13	8	6
Transgender	16	13	21	12	16	11	17	8	0	2	4	4

East Cornwall Hate occurrences: **+13.1%** increase compared with last year, **+65.5%** compared to three years ago (pre-pandemic).

Hate Type	Hate Occurrences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	389	344	251	235	359	290	185	191	30	54	60	44
Disability	57	52	32	40	56	48	24	34	1	4	8	6
Racial	200	124	112	92	188	106	85	73	12	18	27	19
Religion	14	12	12	5	13	8	8	5	1	4	4	0
Sex or Gender	28	17	10	22	22	15	7	15	6	2	3	7
Sexual Orientation	48	78	47	54	42	71	36	44	6	7	11	10
Transgender	21	25	19	8	19	20	13	6	2	5	6	2

* Total – Also includes hate type: Other and not stated

Hate Crime – Overall Crimes and Incidents by LPA

Exeter, East & Mid Devon Hate occurrences: **+20.6%** increase compared with last year, **+81.4%** compared to three years ago (pre-pandemic).

Hate Type	Hate Occurences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	691	573	417	381	589	493	330	330	102	80	87	51
Disability	85	49	50	34	73	41	36	30	12	8	14	4
Racial	346	325	239	230	298	295	195	200	48	30	44	30
Religion	26	23	16	23	20	17	13	19	6	6	3	4
Sex or Gender	38	24	9	18	32	20	8	13	6	4	1	5
Sexual Orientation	128	89	55	46	112	78	49	40	16	11	6	6
Transgender	23	22	19	10	18	14	8	8	5	8	11	2

North & West Devon Hate occurrences: **+42.9%** increase compared with last year, **+98.7%** compared to three years ago (pre-pandemic).

Hate Type	Hate Occurences				Hate Crime				Hate Incidents			
	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Total*	300	210	164	151	275	184	184	133	25	26	31	18
Disability	51	33	40	20	48	29	37	17	3	4	3	3
Racial	106	86	85	79	96	75	72	71	10	11	13	8
Religion	12	15	8	11	10	13	7	8	2	2	1	3
Sex or Gender	18	5	7	5	18	5	6	5	0	0	1	0
Sexual Orientation	53	39	45	19	49	37	38	16	4	2	7	3
Transgender	25	11	7	6	23	10	6	5	2	1	1	1

* Total – Also includes hate type: Other and not stated

Hate Crime – Crime summary

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	1,216	1,051	931	832	15.7%	30.6%	46.2%
Stalking and Harassment	640	558	429	334	14.7%	49.2%	91.6%
Violence without Injury	392	267	227	250	46.8%	72.7%	56.8%
Violence with Injury	297	224	143	202	32.6%	107.7%	47.0%
Criminal Damage	297	179	169	162	65.9%	75.7%	83.3%
All Other Theft Offences	36	34	24	17	5.9%	50.0%	111.8%
Other Sexual Offences	20	19	8	27	5.3%	150.0%	-25.9%
Robbery	11	2	11	6	450.0%	0.0%	83.3%
Possession of Weapons	8	11	6	5	-27.3%	33.3%	60.0%
Burglary Non-Dwelling	7	1	2	4	600.0%	250.0%	75.0%
Other Offences	6	9	11	8	-33.3%	-45.5%	-25.0%
Shoplifting	6	1	1	1	500.0%	500.0%	500.0%
Vehicle Offences	5	8	6	2	-37.5%	-16.7%	150.0%
Burglary Dwelling	5	6	4	5	-16.7%	25.0%	0.0%
Rape	4	6	6	5	-33.3%	-33.3%	-20.0%
Total	2,955	2,388	1,985	1,872	23.7%	48.9%	57.9%

- The most common Hate crime offence types are **public order offences** (41.2% of total), **stalking and harassment** (21.7% of total), and **violence without injury** (13.3% of total).
- These crimes are consistent across all LPAs.

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Stalking and harassment offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
Malicious Communications	351	322	244	205
Harassment	235	183	155	109
Racially or Religiously Aggravated	40	37	26	18
Stalking	10	14	3	0
Controlling and Coercive Behaviour	4	2	1	2
Total	640	558	429	334

- Malicious communication offences make up 54.8% of the stalking and harassment hate crime.
- Malicious Communication hate crimes increased last year (9.0%), and have increased (71.2%) when compared to pre-pandemic levels.

Hate Crime – Crime summary by Area

Plymouth

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	338	263	263	286	28.5%	28.5%	18.2%
Stalking and Harassment	122	146	112	92	-16.4%	8.9%	32.6%
Violence without Injury	110	64	77	70	71.9%	42.9%	57.1%
Violence with Injury	57	57	37	52	0.0%	54.1%	9.6%
Criminal Damage	43	23	37	44	87.0%	16.2%	-2.3%
All Other Theft Offences	9	5	11	4	80.0%	-18.2%	125.0%
Other Sexual Offences	4	2	3	4	100.0%	33.3%	0.0%
Robbery	4	2	5	2	100.0%	-20.0%	100.0%
Other Offences	3	5	2	2	-40.0%	50.0%	50.0%
Theft from the Person	2	3	2	1	-33.3%	0.0%	100.0%
Rape	2	2	2	2	0.0%	0.0%	0.0%
Vehicle Offences	1	1	2	0	0.0%	-50.0%	-
Burglary Non-Dwelling	1	0	0	1	-	-	0.0%
Possession of Weapons	1	5	4	1	-80.0%	-75.0%	0.0%
Shoplifting	1	0	1	0	-	0.0%	-
Bicycle Theft	0	1	0	0	-100.0%	-	-
Burglary Dwelling	0	2	3	0	-100.0%	-100.0%	-
Total	698	581	561	561	20.1%	24.4%	24.4%

- The most common Hate crime offence types are **public order offences** (48.4% of total), **stalking and harassment** (17.5% of total), and **violence without injury** (15.8% of total).
- Hate related stalking and harassment crimes has seen a decrease in the most recent 12 months (-16.4%). However has increased 32.6% when compared to pre-pandemic levels (2019).

Hate Crime – Crime summary by Area

West Cornwall

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	148	134	107	86	10.4%	38.3%	72.1%
Stalking and Harassment	100	86	83	52	16.3%	20.5%	92.3%
Violence without Injury	50	40	25	27	25.0%	100.0%	85.2%
Violence with Injury	46	36	17	27	27.8%	170.6%	70.4%
Criminal Damage	43	35	36	12	22.9%	19.4%	258.3%
Possession of Weapons	3	1	0	0	200.0%	-	-
Other Sexual Offences	2	2	2	4	0.0%	0.0%	-50.0%
Burglary Dwelling	2	0	0	1	-	-	100.0%
Burglary Non-Dwelling	1	0	0	2	-	-	-50.0%
All Other Theft Offences	1	1	4	3	0.0%	-75.0%	-66.7%
Other Offences	1	1	1	2	0.0%	0.0%	-50.0%
Robbery	1	0	1	1	-	0.0%	0.0%
Shoplifting	1	1	0	0	0.0%	-	-
Possession of Drugs	0	1	0	0	-100.0%	-	-
Arson	0	1	1	1	-100.0%	-100.0%	-100.0%
Theft from the Person	0	2	2	0	-100.0%	-100.0%	-
Vehicle Offences	0	1	0	0	-100.0%	-	-
Total	399	342	279	218	16.7%	43.0%	83.0%

- The most common Hate crime offence types are **public order offences** (37.1% of total), **stalking and harassment** (25.1% of total), and **violence without injury** (15.5% of total).
- Stalking & Harassment related hate crimes has seen a 16.3% increase within the last year. However, it has risen by 92.3% when compared to 2019.

Hate Crime – Crime summary by Area

East Cornwall

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	116	115	68	64	0.9%	70.6%	81.3%
Stalking and Harassment	87	80	53	41	8.7%	64.2%	112.2%
Criminal Damage	57	23	19	18	147.8%	200.0%	216.7%
Violence with Injury	51	31	22	22	64.5%	131.8%	131.8%
Violence without Injury	34	24	16	27	41.7%	112.5%	25.9%
All Other Theft Offences	8	5	2	4	60.0%	300.0%	100.0%
Other Sexual Offences	2	3	1	9	-33.3%	100.0%	-77.8%
Burglary Dwelling	1	1	0	1	0.0%	-	0.0%
Vehicle Offences	1	2	0	1	-50.0%	-	0.0%
Burglary Non-Dwelling	1	0	0	0	-	-	-
Robbery	1	0	0	0	-	-	-
Other Offences	0	0	2	1	-	-100.0%	-100.0%
Arson	0	1	2	2	-100.0%	-100.0%	-100.0%
Rape	0	3	0	1	-100.0%	-	-100.0%
Possession of Weapons	0	2	0	0	-100.0%	-	-
Total	359	290	185	191	23.8%	94.1%	88.0%

- The most common Hate crime offence types are **public order offences** (32.3% of total), **stalking and harassment** (24.2% of total), and **Criminal Damage** (15.9% of total).
- Stalking and Harassment crimes have increased by 112.2% when compared to pre-pandemic levels.

Hate Crime – Crime summary by Area

South Devon

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	272	217	225	173	25.3%	20.9%	57.2%
Stalking and Harassment	142	115	93	72	23.5%	52.7%	97.2%
Violence without Injury	69	51	42	66	35.3%	64.3%	4.5%
Criminal Damage	63	40	36	44	57.5%	75.0%	43.2%
Violence with Injury	62	43	31	62	44.2%	100.0%	0.0%
Other Sexual Offences	9	11	1	5	-18.2%	800.0%	80.0%
All Other Theft Offences	5	12	2	2	-58.3%	150.0%	150.0%
Robbery	5	0	1	3	-	400.0%	66.7%
Arson	2	1	0	1	100.0%	-	100.0%
Burglary Dwelling	2	2	1	1	0.0%	100.0%	100.0%
Possession of Weapons	2	1	1	4	100.0%	100.0%	-50.0%
Other Offences	1	1	5	0	0.0%	-80.0%	-
Vehicle Offences	1	1	3	1	0.0%	-66.7%	0.0%
Burglary Non-Dwelling	0	0	1	0	-	-100.0%	-
Theft from the Person	0	1	0	2	-100.0%	-	-100.0%
Rape	0	1	2	1	-100.0%	-100.0%	-100.0%
Total	635	497	444	437	27.8%	43.0%	45.3%

- The most common Hate crime offence types are **public order offences** (42.8% of total), **stalking and harassment** (22.4% of total), and **violence without injury** (10.9% of total).
- Hate related public order offences (25.3%) and Stalking & Harassment (23.5%) crimes have increased when compared to the previous 12 months.

Hate Crime – Crime summary by Area

Exeter, East & Mid Devon

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	237	234	193	160	1.3%	22.8%	48.1%
Stalking and Harassment	118	92	50	51	28.3%	136.0%	131.4%
Violence without Injury	93	68	40	50	36.8%	132.5%	86.0%
Criminal Damage	67	42	21	27	59.5%	219.0%	148.1%
Violence with Injury	52	41	18	27	26.8%	188.9%	92.6%
All Other Theft Offences	8	9	2	4	-11.1%	300.0%	100.0%
Burglary Non-Dwelling	4	0	0	0	-	-	-
Other Sexual Offences	3	0	0	3	-	-	0.0%
Shoplifting	3	0	0	1	-	-	200.0%
Vehicle Offences	2	1	1	0	100.0%	100.0%	-
Theft from the Person	1	1	0	3	0.0%	-	-66.7%
Rape	1	0	1	0	-	0.0%	-
Other Offences	0	2	0	2	-100.0%	-	-100.0%
Arson	0	0	0	1	-	-	-100.0%
Bicycle Theft	0	0	0	1	-	-	-100.0%
Burglary Dwelling	0	1	0	0	-100.0%	-	-
Robbery	0	0	3	0	-	-100.0%	-
Possession of Weapons	0	2	1	0	-100.0%	-100.0%	-
Total	589	493	330	330	19.5%	78.5%	78.5%

- The most common Hate crime offence types are **public order offences** (40.2% of total), **stalking and harassment** (20.0% of total), and **violence without injury** (15.8% of total).
- Hate related stalking & harassment crimes have risen 131.4% when compared to the same 12 month period in 2019.

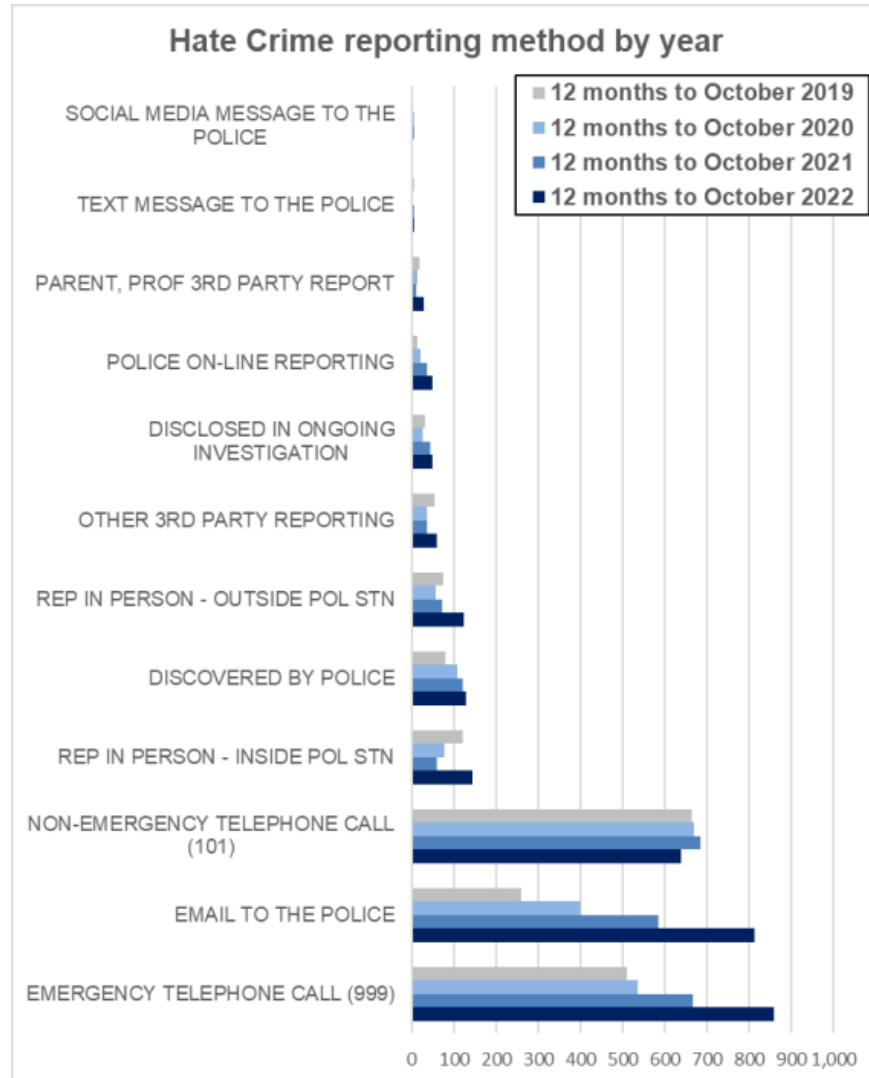
Hate Crime – Crime summary by Area

North & West Devon

Hate Crime by offence type	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared with last year	% change compared with two years ago	% change compared with three years ago
Public Order Offences	105	87	75	63	20.7%	40.0%	66.7%
Stalking and Harassment	71	39	38	25	82.1%	86.8%	184.0%
Violence without Injury	36	20	26	10	80.0%	38.5%	260.0%
Violence with Injury	29	16	17	12	81.3%	70.6%	141.7%
Criminal Damage	24	16	20	16	50.0%	20.0%	50.0%
All Other Theft Offences	5	2	3	0	150.0%	66.7%	-
Possession of Weapons	2	0	0	0	-	-	-
Other Offences	1	0	1	1	-	0.0%	0.0%
Rape	1	0	1	1	-	0.0%	0.0%
Shoplifting	1	0	0	0	-	-	-
Robbery	0	0	1	0	-	-100.0%	-
Burglary Dwelling	0	0	0	2	-	-	-100.0%
Other Sexual Offences	0	1	1	2	-100.0%	-100.0%	-100.0%
Burglary Non-Dwelling	0	1	1	1	-100.0%	-100.0%	-100.0%
Vehicle Offences	0	2	0	0	-100.0%	-	-
Total	275	184	184	133	49.5%	49.5%	106.8%

- The most common Hate crime offence types are **public order offences** (38.2% of total), **stalking and harassment** (25.8% of total), and **violence without injury** (13.1% of total).
- Stalking & harassment crimes has seen an 82.1% increase when compared to the last 12 month. There has also been an increase when compared to pre-pandemic levels (184.0%).

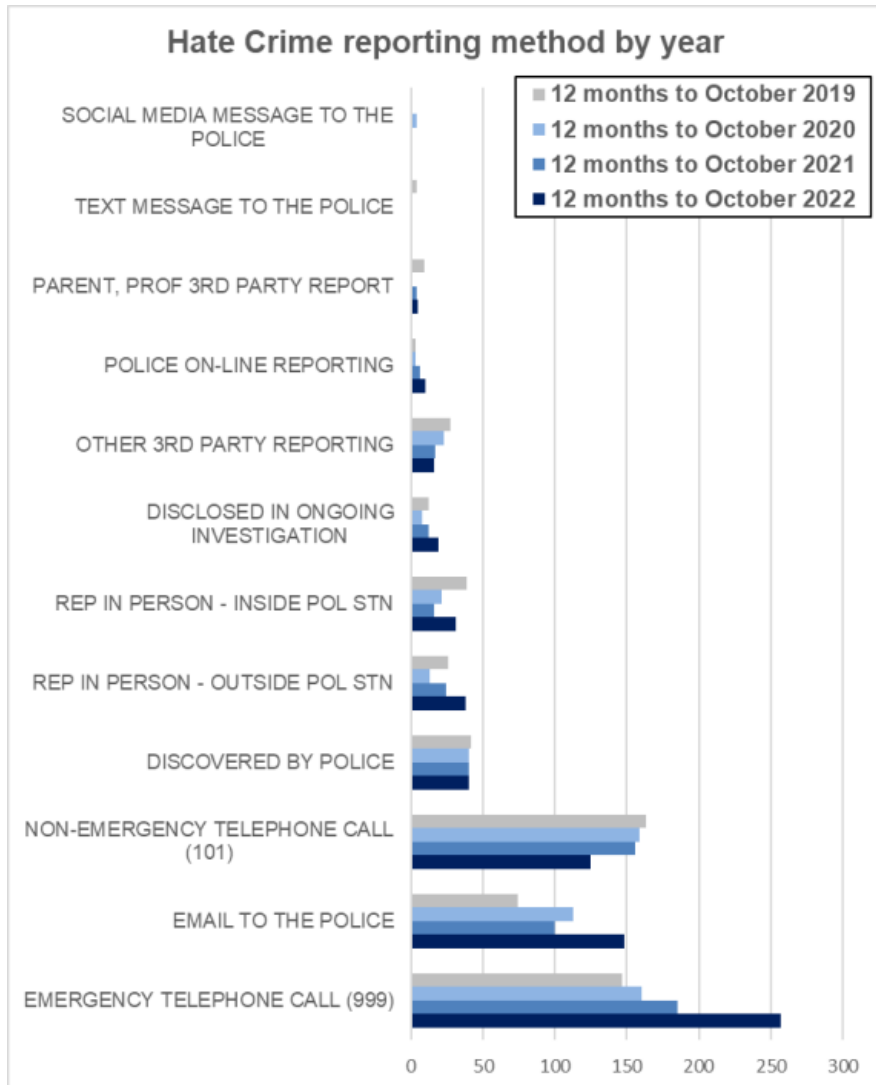
Hate Crime – by reporting method (Force total)



- Emergency 999 calls have increased by 29.1% when compared to last year, however, 101 calls have decreased by **-6.9%**, 101 calls have returned back to pre-pandemic levels.
- Emails to the police has increased 39.1% compared to last year and 213.1% compared to 2019. This increase is down to an improved online service offered by Devon & Cornwall Police and public awareness that crimes can be reported online.
- Reporting in person outside police station (67.1%) and inside police station (138.3%) have seen increases. This could be due to social distancing and COVID related restrictions being lifted.

Type of reporting	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared to last year	% change compared to two years ago	% change compared to three years ago
EMERGENCY TELEPHONE CALL (999)	860	666	535	511	29.1%	60.7%	68.3%
EMAIL TO THE POLICE	814	585	400	260	39.1%	103.5%	213.1%
NON-EMERGENCY TELEPHONE CALL (101)	638	685	668	663	-6.9%	-4.5%	-3.8%
REP IN PERSON - INSIDE POL STN	143	60	78	121	138.3%	83.3%	18.2%
DISCOVERED BY POLICE	128	121	107	80	5.8%	19.6%	60.0%
REP IN PERSON - OUTSIDE POL STN	122	73	56	74	67.1%	117.9%	64.9%
OTHER 3RD PARTY REPORTING	59	36	35	55	63.9%	68.6%	7.3%
DISCLOSED IN ONGOING INVESTIGATION	50	43	25	31	16.3%	100.0%	61.3%
POLICE ON-LINE REPORTING	49	37	20	12	32.4%	145.0%	308.3%
PARENT, PROF 3RD PARTY REPORT	27	10	14	19	170.0%	92.9%	42.1%
TEXT MESSAGE TO THE POLICE	6	4	3	5	50.0%	100.0%	20.0%
SOCIAL MEDIA MESSAGE TO THE POLICE	0	5	4	2	-100.0%	-100.0%	-100.0%
Total	2,896	2,325	1,945	1,833	24.6%	48.9%	58.0%

Hate Crime – by reporting method (Plymouth BCU)



- Emergency 999 calls have increased by 38.9% when compared to last year, however, 101 calls have decreased below pre-pandemic levels (-19.9%).
- Reporting crimes via Email to the police has increased 48.0% compared to last year and 100.0% compared to 2019. This increase is down to an improved online service offered by Devon & Cornwall Police and public awareness that crimes can be reported online.
- Reporting in person outside police station (58.3%) and inside police station (93.8%) have seen increases. This could be due to social distancing and COVID related restrictions being lifted.

Type of reporting	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared to last year	% change compared to two years ago	% change compared to three years ago
EMERGENCY TELEPHONE CALL (999)	257	185	160	147	38.9%	60.6%	74.8%
EMAIL TO THE POLICE	148	100	113	74	48.0%	31.0%	100.0%
NON-EMERGENCY TELEPHONE CALL (101)	125	156	159	163	-19.9%	-21.4%	-23.3%
DISCOVERED BY POLICE	40	40	40	42	0.0%	0.0%	-4.8%
REP IN PERSON - OUTSIDE POL STN	38	24	13	26	58.3%	192.3%	46.2%
REP IN PERSON - INSIDE POL STN	31	16	21	39	93.8%	47.6%	-20.5%
DISCLOSED IN ONGOING INVESTIGATION	19	12	8	12	58.3%	137.5%	58.3%
OTHER 3RD PARTY REPORTING	16	17	23	27	-5.9%	-30.4%	-40.7%
POLICE ON-LINE REPORTING	10	6	3	3	66.7%	233.3%	233.3%
PARENT, PROF 3RD PARTY REPORT	5	4	0	9	25.0%	-	-44.4%
TEXT MESSAGE TO THE POLICE	0	1	0	4	-100.0%	-	-100.0%
SOCIAL MEDIA MESSAGE TO THE POLICE	0	0	4	0	-	-100.0%	-
Total	689	561	544	546	22.8%	26.7%	26.2%

Hate Crime – VCU

Number of case ID's referred - January to October 2022 for Hate Crimes:

Force

Lead Agency	Number of Case IDs
Victim Support	44
Plymouth & Devon Racial Equality Council	24
Young Devon	22
Intercom Trust	21
Safer Stronger Consortium	16
Living Options Devon	13
disAbility Cornwall & Isles of Scilly	8
The Zone (Plymouth)	2
Sanctuary Supported Living (TDAS & PDAS)	1
Devon Family Resource	1
Citizens Advice Bureau (Plymouth)	1
Citizens Advice Bureau (Devon)	1
Clear	1
Grand Total	155

Plymouth BCU

Lead Agency	Number of Case IDs
Plymouth & Devon Racial Equality Council	15
Victim Support	6
The Zone (Plymouth)	2
Citizens Advice Bureau (Plymouth)	1
Young Devon	1
Intercom Trust	1
Grand Total	26



Devon & Cornwall **POLICE**

Performance

Hate Crime – Heat maps

Hate Crime – Heat maps (per 1000 pop)

Hate crime type by LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
West Cornwall LPA	0.20	0.59	0.08	0.07	0.26	0.04	0.05	1.30
East Cornwall LPA	0.19	0.65	0.04	0.07	0.15	0.06	0.03	1.19
Plymouth LPA	0.22	1.40	0.04	0.08	0.44	0.08	0.08	2.39
South Devon LPA	0.25	0.73	0.02	0.11	0.40	0.09	0.01	1.63
Exeter, East & Mid Devon LPA	0.20	0.86	0.04	0.06	0.33	0.04	0.05	1.61
North & West Devon LPA	0.21	0.44	0.01	0.05	0.23	0.06	0.10	1.14
Grand Total	0.21	0.79	0.04	0.08	0.31	0.06	0.05	1.56

- Across the force you are more likely to be a victim of a Racial hate crime than any other hate crime type, with Plymouth LPA (1.40) having the highest rate per 1000 population.
- Religious related hate crime has the lowest rate of hate crime type per 1000 population across the force
- Plymouth LPA (2.39) has the highest rate per 1000 population of all hate crime types, with North & West Devon LPA (1.14) the lowest.

Hate Crime – Heat maps (per 1000 pop)

West Cornwall LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
West Cornwall LPA	0.20	0.59	0.08	0.07	0.26	0.04	0.05	1.30
Arwenack & Boslowick	0.00	0.31	0.31	0.08	0.31	0.00	0.00	0.99
Boscawen	0.41	3.26	0.00	0.41	2.04	0.81	0.00	6.93
Camborne North	0.24	2.85	0.12	0.00	1.31	0.24	0.24	4.99
Camborne South	0.14	0.41	0.00	0.00	0.28	0.00	0.00	0.83
Camborne West	0.27	0.41	0.00	0.00	0.68	0.00	0.14	1.64
Carbis Bay	0.00	0.00	0.00	0.00	0.21	0.00	0.00	0.21
Chacewater, Feock, Kea & Kenwyn	0.08	0.62	0.15	0.15	0.23	0.08	0.00	1.31
Copperhouse & Gwinear	0.11	0.57	0.23	0.00	0.23	0.00	0.00	1.15
Hayle Foundry	0.00	0.64	0.00	0.00	0.00	0.00	0.16	0.80
Helston Town	0.50	0.92	0.08	0.17	0.08	0.17	0.00	1.92
Illogan North	0.14	0.00	0.00	0.00	0.14	0.00	0.00	0.29
Illogan South	0.23	1.03	0.11	0.00	0.34	0.00	0.00	1.72
Isles of Scilly	0.00	0.00	0.00	0.00	0.46	0.00	0.00	0.46
Lizard	0.21	0.21	0.00	0.00	0.10	0.10	0.10	0.72
Moresk & Tregolls	0.31	0.72	0.10	0.10	0.10	0.00	0.00	1.35
Mount Hawke & St Agnes	0.00	0.12	0.12	0.00	0.25	0.00	0.00	0.50
Penryn, Mylor & Penryn Rural	0.11	0.07	0.04	0.04	0.19	0.04	0.07	0.56
Penwerris & Trescobeas	0.20	0.92	0.00	0.10	0.61	0.00	0.00	1.84
Penzance Rural East	0.25	0.42	0.00	0.00	0.00	0.00	0.00	0.68
Penzance Rural West	0.00	0.12	0.00	0.12	0.00	0.00	0.00	0.37
Penzance Town East	0.32	2.75	0.16	0.16	0.00	0.16	0.00	3.56
Penzance Town West	0.44	0.88	0.29	0.15	0.44	0.15	0.00	2.35
Perranporth	0.42	0.63	0.00	0.00	0.32	0.00	0.00	1.37
Porthleven & Helston North	0.07	0.07	0.00	0.00	0.22	0.00	0.00	0.36
Redruth North	0.23	0.68	0.11	0.00	0.45	0.00	0.00	1.47
Redruth South & St Day & Lanner	0.24	0.32	0.08	0.08	0.16	0.00	0.08	0.96
Roseland & Probus & Trispen & St Erme	0.28	0.19	0.09	0.19	0.09	0.09	0.46	1.39
St Ives Town	0.31	0.52	0.00	0.00	0.10	0.00	0.00	0.94
St Just, Pendeen & Sennen	0.33	0.65	0.00	0.33	0.16	0.00	0.00	1.47
Trehaverne, Highertown, Malabar & Redannick	0.10	0.52	0.10	0.31	0.10	0.00	0.10	1.24
Treliske Hospital	2.87	8.62	0.00	0.00	0.00	0.00	0.00	11.49

- Racial hate crimes (0.59) are the highest type of hate crime per 1000 population across West Cornwall LPA.
- Treliske Hospital (11.49) has the overall highest rate of hate crime per 1000 population, but this is concentrated mainly within racial (8.62) and disability (2.87) hate crime.
- All other neighbourhoods are relatively low across all hate crime types, with the exception of Boscawen (2.04) and Camborne North (1.31) with regards to sexual orientation related hate crime.

Hate Crime – Heat maps (per 1000 pop)

East Cornwall LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
East Cornwall LPA	0.19	0.65	0.04	0.07	0.15	0.06	0.03	1.19
Bodmin Rural	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.16
Bodmin St Marys	0.13	2.13	0.27	0.00	0.00	0.00	0.00	2.53
Bodmin St Petroc	0.12	0.73	0.12	0.12	0.49	0.00	0.00	1.58
Bude Rural	0.29	0.29	0.00	0.14	0.14	0.00	0.00	0.86
Bude Town	0.38	0.09	0.00	0.00	0.57	0.00	0.09	1.14
Callington & Stokeclimsland	0.13	2.26	0.13	0.00	0.25	0.25	0.00	3.01
Calstock	0.00	0.00	0.00	0.00	0.46	0.00	0.00	0.46
Camelford & Tintagel	0.24	0.32	0.00	0.00	0.32	0.00	0.16	1.11
Grampound & Mevagissey	0.00	0.25	0.00	0.12	0.00	0.00	0.25	0.62
Launceston	0.00	1.09	0.17	0.25	0.00	0.17	0.00	1.67
Launceston Rural	0.15	0.00	0.00	0.15	0.00	0.00	0.00	0.31
Liskeard North	0.51	1.37	0.00	0.17	0.00	0.00	0.17	2.22
Liskeard Rural	0.00	0.07	0.00	0.07	0.07	0.00	0.07	0.37
Liskeard South	0.45	1.81	0.68	0.00	0.68	0.23	0.00	3.85
Looe Area	0.15	0.69	0.00	0.15	0.00	0.23	0.00	1.23
Lostwithiel & Fowey	0.00	0.38	0.00	0.00	0.13	0.00	0.00	0.51
Millbrook & Rame	0.30	0.00	0.00	0.15	0.00	0.00	0.00	0.45
Newquay Suburbs	0.48	0.62	0.00	0.00	0.34	0.00	0.00	1.44
Newquay Town	0.27	1.81	0.00	0.09	0.00	0.00	0.09	2.26
Padstow & St Merryn	0.00	0.64	0.13	0.00	0.00	0.00	0.00	0.77
Rock, Polzeath & Port Isaac	0.00	0.55	0.00	0.00	0.00	0.00	0.00	0.55
Saltash Town	0.18	0.55	0.00	0.06	0.06	0.12	0.00	0.97
St Austell Town	0.27	0.72	0.00	0.08	0.11	0.15	0.00	1.33
St Blazey & Tywardreath	0.20	0.49	0.10	0.20	0.10	0.00	0.00	1.09
St Columb Major	0.00	0.54	0.00	0.00	0.18	0.00	0.00	0.71
St Germans & Landrake	0.50	0.67	0.00	0.00	0.00	0.00	0.00	1.17
St Stephen & St Dennis	0.53	0.26	0.00	0.00	0.18	0.18	0.00	1.14
Torpoint	0.13	0.65	0.00	0.26	0.13	0.00	0.00	1.18
Treverbyn & Roche	0.00	0.87	0.00	0.00	0.11	0.00	0.00	0.98
Wadebridge Town	0.12	0.25	0.00	0.00	0.25	0.12	0.00	0.74

- Racial hate crimes (0.65) are the highest type of hate crime per 1000 population across East Cornwall LPA, with Callington & Stokeclimsland (2.26) the highest neighbourhood.
- Liskeard South (3.85) has the overall highest rate of hate crime per 1000 population, with racial hate crime (1.81) being the highest contributor.

Hate Crime – Heat maps (per 1000 pop)

Plymouth LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
Plymouth LPA	0.22	1.40	0.04	0.08	0.44	0.08	0.08	2.39
Barne Barton	0.19	1.35	0.00	0.00	0.39	0.00	0.00	1.93
Beacon Park	0.18	0.74	0.00	0.00	0.00	0.00	0.37	1.29
Chaddlewood	0.22	0.22	0.00	0.00	0.11	0.11	0.11	0.77
Colebrook & Newnham	0.50	0.67	0.00	0.00	0.17	0.00	0.00	1.34
Derriford West & Crownhill	0.24	0.61	0.00	0.00	0.37	0.00	0.12	1.34
Devonport	0.27	2.28	0.00	0.13	0.67	0.27	0.13	3.75
East End	0.17	4.16	0.00	0.17	1.33	0.17	0.00	5.99
Efford	0.29	1.08	0.00	0.15	0.15	0.00	0.15	1.77
Eggbuckland	0.00	0.47	0.00	0.00	0.00	0.00	0.00	0.47
Elburton & Dunstone	0.15	0.31	0.00	0.15	0.00	0.00	0.00	0.61
Ernesettle	0.00	0.23	0.00	0.00	0.47	0.23	0.00	0.94
Estover, Glenholt & Derriford East	0.33	2.29	0.22	0.11	0.66	0.00	0.11	3.82
Ford	0.00	0.00	0.00	0.00	0.24	0.00	0.00	0.24
Goosewell	0.20	0.00	0.00	0.00	0.00	0.20	0.00	0.40
Greenbank & University	0.09	2.60	0.09	0.00	0.35	0.09	0.00	3.29
Ham, Weston Mill & Pennycross	0.43	0.33	0.00	0.00	0.22	0.00	0.33	1.30
Higher Compton & Mannamend	0.00	0.11	0.00	0.00	0.33	0.00	0.00	0.44
Honicknowle	0.30	0.69	0.00	0.00	0.30	0.00	0.30	1.58
Keyham	0.00	0.92	0.18	0.00	0.18	0.00	0.00	1.29
Leigham & Mainstone	0.00	1.09	0.00	0.00	0.22	0.00	0.00	1.30
Lipson & Laira	0.00	0.33	0.16	0.33	0.33	0.00	0.33	1.48
Manadon	0.40	0.40	0.00	0.20	0.00	0.00	0.00	0.99
Morice Town	0.54	0.81	0.00	0.81	0.81	0.00	0.00	2.98
Mount Gould	0.13	1.75	0.13	0.00	0.88	0.00	0.00	2.88
Mutley	0.31	2.99	0.00	0.00	1.10	0.00	0.00	4.56
North Prospect	0.32	1.13	0.00	0.00	0.32	0.00	0.00	1.77
Peverell & Hartley	0.11	0.69	0.00	0.00	0.11	0.00	0.00	0.92
Plymouth City Centre	1.04	9.04	0.12	0.58	2.78	0.70	0.12	14.61
Plympton St Maurice & Yealmpton	0.44	0.79	0.00	0.09	0.26	0.09	0.00	1.67
Plymstock	0.00	0.91	0.00	0.11	0.23	0.00	0.00	1.25
Southway	0.27	1.07	0.00	0.00	0.40	0.13	0.00	1.87
St Budeaux & Kings Tamerton	0.11	0.55	0.11	0.11	0.44	0.11	0.11	1.54
Stoke	0.11	1.89	0.32	0.11	0.32	0.11	0.11	3.05
Stonehouse	0.42	3.84	0.00	0.10	1.14	0.42	0.00	6.13
Tamerton Foliot	0.00	0.41	0.00	0.00	0.00	0.00	0.00	0.83
Turnchapel, Hooe & Oreston	0.00	0.60	0.00	0.15	0.00	0.00	0.15	0.90
Whitleigh	0.13	1.55	0.00	0.00	0.52	0.00	0.26	2.71
Widewell	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.51
Woodford	0.00	0.22	0.00	0.22	0.22	0.00	0.00	0.67

- Racial hate crimes (1.40) are the highest type of hate crime per 1000 population across Plymouth LPA.
- Plymouth City Centre (14.61) has the overall highest rate of hate crime per 1000 population, with racial (9.04) and sexual orientation (2.78) the highest contributors.
- *East End (4.16), Stonehouse (3.84) and Mutley (2.99) are the three highest neighbourhoods with racial related high crimes.
- Sexual orientation related hate crime has a wider spread across Plymouth with only 8 neighbourhoods recording zero crimes. East End (1.33) and Stonehouse (1.14) are the highest with exception of Plymouth City Centre.

* With the exception of Plymouth City Centre

Hate Crime – Heat maps (per 1000 pop)

South Devon LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
South Devon LPA	0.25	0.73	0.02	0.11	0.40	0.09	0.01	1.63
Ashburton	0.00	0.57	0.00	0.19	0.00	0.00	0.00	0.76
Berry Head-with-Furzeham	0.10	0.40	0.00	0.10	0.50	0.00	0.00	1.10
Blatchcombe	0.52	0.69	0.09	0.09	0.52	0.17	0.00	2.07
Bovey Tracey & Moretonhampstead	0.22	0.22	0.00	0.07	0.00	0.00	0.00	0.51
Buckfastleigh	0.00	0.22	0.00	0.22	0.00	0.00	0.00	0.44
Chudleigh-Teign Valley	0.00	0.35	0.00	0.00	0.00	0.00	0.00	0.35
Churston-with-Galmpton	0.00	0.15	0.00	0.00	0.30	0.00	0.00	0.45
Clifton-with-Maidenway	0.00	0.71	0.00	0.00	0.00	0.00	0.00	0.71
Cockington-with-Chelston	0.18	0.64	0.00	0.09	0.45	0.18	0.00	1.54
Dartmouth Town	0.62	0.83	0.00	0.21	0.21	0.00	0.00	1.86
Dawlish	0.23	0.23	0.00	0.00	0.23	0.08	0.00	0.86
Dawlish Rural	1.02	2.03	0.00	0.20	0.81	0.00	0.20	4.27
Ellacombe	0.13	0.54	0.00	0.00	0.67	0.13	0.00	1.47
Exminster & Rural	0.09	0.28	0.00	0.00	0.09	0.00	0.00	0.47
Goodrington-with-Roselands	0.38	0.13	0.00	0.13	0.13	0.00	0.00	0.77
Hele	0.72	1.92	0.24	0.00	0.48	0.00	0.00	3.36
Ivybridge Rural North	0.00	0.62	0.16	0.00	0.00	0.00	0.00	0.94
Ivybridge Rural South	0.00	0.48	0.00	0.00	0.10	0.10	0.00	0.67
Ivybridge Town	0.00	0.78	0.00	0.17	0.44	0.00	0.00	1.48
Kingsbridge	0.00	0.85	0.00	0.00	0.00	0.00	0.17	1.02
Kingsbridge Rural East	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.18
Kingskerswell & Rural	0.07	0.29	0.00	0.00	0.15	0.07	0.00	0.59
Kingsteignton	0.53	0.18	0.00	0.09	0.09	0.09	0.00	1.05
Newton Abbot East	0.00	0.77	0.00	0.08	0.08	0.31	0.00	1.24
Newton Abbot Town	0.85	1.95	0.00	0.34	0.76	0.17	0.08	4.16
Preston	0.30	0.10	0.00	0.10	0.39	0.39	0.00	1.28
Roundham-with-Hyde	0.65	2.48	0.39	0.91	1.17	0.00	0.00	5.60
Salcombe	0.00	0.00	0.00	0.15	0.15	0.00	0.00	0.30
Shiphay-with-the-Willows	0.11	2.12	0.00	0.11	0.53	0.11	0.00	2.97
St Marychurch	0.43	0.61	0.00	0.17	0.78	0.17	0.00	2.26
St Marys-with-Summercombe	0.13	0.67	0.00	0.13	0.27	0.00	0.00	1.21
Teignmouth	0.26	0.20	0.00	0.07	0.33	0.13	0.00	0.99
Teignmouth Rural	0.50	0.17	0.00	0.00	0.00	0.00	0.00	0.67
Torquay Town Centre	1.54	7.99	0.00	0.61	4.30	1.54	0.00	15.97
Torre & Upton	0.29	2.30	0.14	0.14	2.59	0.14	0.00	5.76
Totnes East	0.00	0.74	0.00	0.00	0.11	0.00	0.00	0.84
Totnes Town	0.19	0.75	0.00	0.19	0.37	0.00	0.00	1.50
Totnes West	0.33	0.00	0.00	0.22	1.09	0.00	0.22	1.85
Watcombe	0.55	0.55	0.00	0.00	0.37	0.00	0.00	1.65
Wellswood	0.00	0.84	0.00	0.12	0.24	0.00	0.00	1.32

- Racial hate crimes (0.73) are the highest type of hate crime per 1000 population across South Devon LPA.
- *Roundham-with-Hyde (2.48), Torre & Upton (2.30) and Shiphay-with-the-willows (2.12) are the highest neighbourhoods for racial related hate crime.
- *Torre & Upton (2.59) has the highest rate per 1000 population of sexual orientation related hate crime.

Hate Crime – Heat maps (per 1000 pop)

Exeter, East & Mid Devon LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
Exeter, East & Mid Devon LPA	0.20	0.86	0.04	0.06	0.33	0.04	0.05	1.61
Alphington	0.11	0.97	0.00	0.22	0.22	0.00	0.11	1.73
Axminster Rural	0.00	0.00	0.00	0.12	0.00	0.00	0.00	0.24
Axminster Town	0.43	0.29	0.00	0.00	0.29	0.00	0.14	1.14
Budleigh & Bicton, & Raleigh	0.11	0.11	0.00	0.00	0.00	0.00	0.00	0.23
Canonsleigh, Halberton & Willand	0.34	0.34	0.00	0.11	0.00	0.11	0.00	0.91
Clyst Valley, Woodbury & Lymptone	0.00	0.13	0.00	0.26	0.13	0.00	0.00	0.51
Countess Wear & Topsham	0.17	0.60	0.17	0.00	0.17	0.00	0.00	1.11
Cowick & St Thomas	0.30	0.91	0.08	0.00	0.53	0.00	0.00	1.82
Crediton Rural North	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.11
Crediton Rural South	0.00	0.15	0.00	0.00	0.15	0.00	0.00	0.29
Crediton Town	0.51	0.38	0.00	0.00	0.00	0.00	0.00	0.89
Cullompton North & South	0.23	1.03	0.00	0.00	0.57	0.00	0.00	1.82
Cullompton Outer & Bradninch	0.62	0.00	0.00	0.21	0.62	0.00	0.00	1.44
Duryard & Pennsylvania	0.08	0.78	0.00	0.00	0.16	0.00	0.00	1.01
Exeter City Centre	1.37	14.83	1.10	0.27	8.24	1.10	0.55	28.01
Exmouth Brixington	0.29	0.38	0.00	0.10	0.38	0.00	0.00	1.24
Exmouth Halsdon & Withercombe	0.11	0.34	0.00	0.00	0.34	0.11	0.11	1.01
Exmouth Littleham	0.36	0.36	0.00	0.00	0.18	0.00	0.00	0.91
Exmouth Town	0.30	1.38	0.00	0.10	0.59	0.00	0.10	2.57
Exwick	0.21	1.25	0.00	0.10	0.00	0.00	0.10	1.67
Heavitree & Polsloe	0.00	0.29	0.00	0.07	0.07	0.00	0.15	0.59
Honiton Rural	0.00	0.50	0.00	0.13	0.00	0.25	0.00	0.88
Honiton Town	0.17	0.26	0.09	0.00	0.52	0.09	0.17	1.31
Mincinglake	0.00	1.98	0.00	0.00	0.82	0.33	0.00	3.13
Newtown & St Leonards	0.09	0.53	0.00	0.18	0.09	0.00	0.09	1.06
Ottery Rural	0.28	0.33	0.00	0.00	0.42	0.05	0.00	1.07
Ottery St Mary Town	0.18	1.07	0.00	0.00	0.18	0.00	0.00	1.43
Pinhoe	0.26	0.77	0.00	0.00	0.26	0.00	0.00	1.29
Seaton	0.00	0.67	0.00	0.00	0.27	0.00	0.13	1.08
Seaton Rural	0.14	0.29	0.00	0.00	0.43	0.00	0.00	0.87
Sidmouth	0.00	0.42	0.00	0.00	0.06	0.06	0.00	0.54
St Davids	0.34	3.04	0.34	0.17	0.85	0.17	0.00	4.91
St James	0.13	1.95	0.13	0.13	0.00	0.00	0.13	2.47
St Loyes	0.41	0.55	0.00	0.27	0.14	0.00	0.14	1.51
Tiverton Canal	0.00	0.71	0.00	0.00	0.00	0.18	0.00	1.06
Tiverton Lowman	0.26	0.52	0.00	0.00	0.13	0.00	0.00	0.92
Tiverton Rural	0.00	0.35	0.00	0.12	0.12	0.00	0.00	0.58
Tiverton Town Centre	1.48	2.96	0.00	0.00	1.48	0.00	0.37	6.29
Tiverton Westexe	0.38	0.95	0.00	0.00	0.57	0.00	0.00	1.90
Whipton Barton	0.33	1.67	0.22	0.11	0.00	0.00	0.11	2.57
Wonford	0.29	3.00	0.00	0.14	0.29	0.00	0.14	3.86

- Racial hate crimes (0.86) are the highest type of hate crime per 1000 population across Exeter, East & Mid Devon LPA.
- *St Davids (4.91) has the overall highest rate of hate crime per 1000 population, with racial hate crime (3.04) being the highest contributor.
- Mincinglake has the highest rate of sexual orientation (0.82) and transgender (0.33) related hate crime.

Hate Crime – Heat maps (per 1000 pop)

North & West Devon LPA

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
North & West Devon LPA	0.21	0.44	0.01	0.05	0.23	0.06	0.10	1.14
Barnstaple Central Town	0.76	2.67	0.57	0.57	1.90	0.38	0.95	7.81
Barnstaple Forches	0.55	0.00	0.00	0.00	0.00	0.00	0.00	0.55
Barnstaple Newport	0.88	1.32	0.00	0.00	0.66	0.66	0.44	3.97
Bere Peninsula	0.27	0.27	0.00	0.14	0.00	0.14	0.00	0.95
Bideford East-the-Water	0.00	0.52	0.00	0.00	0.34	0.00	0.17	1.03
Bideford West	0.35	0.71	0.00	0.07	0.14	0.14	0.07	1.49
Bishops Tawton, Landkey, Swimbridge & Whiddon Valley	0.00	0.42	0.00	0.00	0.00	0.00	0.00	0.56
Braunton Rural	0.00	0.19	0.00	0.00	0.00	0.00	0.00	0.19
Braunton Urban	0.12	0.12	0.00	0.12	0.00	0.00	0.12	0.47
Combe Martin	0.26	0.26	0.00	0.00	0.00	0.00	0.00	0.52
Gorwell & Fort Hill, Frankmarsh & St Georges	0.00	0.23	0.00	0.00	0.45	0.00	0.00	0.68
Holsworthy Rural	0.07	0.07	0.00	0.00	0.00	0.00	0.15	0.30
Ilfracombe East & Central	0.14	1.28	0.00	0.14	0.57	0.00	0.14	2.27
Ilfracombe West	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.22
Instow, Fremington & Bickington	0.00	0.25	0.00	0.00	0.12	0.00	0.00	0.37
Lynton & Lynmouth	0.00	0.00	0.00	0.37	0.00	0.00	0.00	0.37
Okehampton Rural East	0.00	0.35	0.00	0.00	0.00	0.12	0.23	0.70
Okehampton Rural West	0.00	0.00	0.00	0.00	0.00	0.14	0.14	0.27
Okehampton Town	0.26	0.51	0.00	0.00	0.64	0.00	0.00	1.41
Pilton, Bratton Fleming & Goodleigh	0.44	0.44	0.00	0.00	0.59	0.00	0.00	1.48
Roundswell, Tawstock & Longbridge	0.24	1.34	0.00	0.12	0.37	0.12	0.24	2.44
South Molton	0.37	0.19	0.00	0.00	0.00	0.00	0.00	0.56
South Molton Rural	0.18	0.00	0.00	0.09	0.00	0.09	0.00	0.36
Tavistock Rural East	0.18	0.54	0.00	0.00	0.72	0.36	0.00	1.99
Tavistock Rural West	0.00	0.15	0.00	0.00	0.15	0.00	0.00	0.31
Tavistock Town	0.54	0.54	0.00	0.00	0.46	0.00	0.00	1.54
Torrington Rural	0.06	0.18	0.00	0.00	0.06	0.00	0.12	0.49
Westward Ho!, Northam & Appledore, Hartland Rural	0.22	0.39	0.00	0.00	0.17	0.00	0.11	1.07

- Racial hate crimes (0.44) are the highest type of hate crime per 1000 population across North & West Devon LPA.
- *Barnstaple Newport (3.97) has the highest rate of total hate crime, racial (1.32), disability (0.88), sexual orientation (0.66) and transgender (0.66).
- *Roundswell, Tawstock & Longbridge (1.34) has the highest rate of racial hate crime.
- *Tavistock Rural East (0.72) has the highest rate of sexual orientation related hate crime.

Hate Crime – Heat maps (per 1000 pop)

Top 10 neighbourhoods by Hate crime type

Hate crime by Neighbourhood	Disability
Treliske Hospital	2.87
Torquay Town Centre	1.54
Tiverton Town Centre	1.48
Exeter City Centre	1.37
Plymouth City Centre	1.04
Dawlish Rural	1.02
Barnstaple Newport	0.88
Newton Abbot Town	0.85
Barnstaple Central Town	0.76
Hele	0.72

Hate crime by Neighbourhood	Sex or Gender
Roundham-with-Hyde	0.91
Morice Town	0.81
Torquay Town Centre	0.61
Plymouth City Centre	0.58
Barnstaple Central Town	0.57
Boscawen	0.41
Lynton & Lynmouth	0.37
Newton Abbot Town	0.34
Lipson & Laira	0.33
St Just, Pendeen & Sennen	0.33

Hate crime by Neighbourhood	Racial
Exeter City Centre	14.83
Plymouth City Centre	9.04
Treliske Hospital	8.62
Torquay Town Centre	7.99
East End	4.16
Stonehouse	3.84
Boscawen	3.26
St Davids	3.04
Wonford	3.00
Mutley	2.99

Hate crime by Neighbourhood	Religion
Exeter City Centre	1.10
Liskeard South	0.68
Barnstaple Central Town	0.57
Roundham-with-Hyde	0.39
St Davids	0.34
Stoke	0.32
Arwenack & Boslowick	0.31
Penzance Town West	0.29
Bodmin St Marys	0.27
Widewell	0.25

Hate Crime – Heat maps (per 1000 pop)

Top 10 neighbourhoods by Hate crime type

Hate crime by Neighbourhood	Sexual Orientation
Exeter City Centre	8.24
Torquay Town Centre	4.30
Plymouth City Centre	2.78
Torre & Upton	2.59
Boscawen	2.04
Barnstaple Central Town	1.90
Tiverton Town Centre	1.48
East End	1.33
Camborne North	1.31
Roundham-with-Hyde	1.17

Hate crime by Neighbourhood	Transgender
Torquay Town Centre	1.54
Exeter City Centre	1.10
Boscawen	0.81
Plymouth City Centre	0.70
Barnstaple Newport	0.66
Stonehouse	0.42
Preston	0.39
Barnstaple Central Town	0.38
Tavistock Rural East	0.36
Mincinglake	0.33

Hate crime by Neighbourhood	Other
Barnstaple Central Town	0.95
Exeter City Centre	0.55
Roseland & Probus & Trispen & St Erme	0.46
Barnstaple Newport	0.44
Tiverton Town Centre	0.37
Beacon Park	0.37
Lipson & Laira	0.33
Ham, Weston Mill & Pennycross	0.33
Honicknowle	0.30
Whitleigh	0.26

Hate crime by Neighbourhood	Grand Total
Exeter City Centre	28.01
Torquay Town Centre	15.97
Plymouth City Centre	14.61
Treliske Hospital	11.49
Barnstaple Central Town	7.81
Boscawen	6.93
Tiverton Town Centre	6.29
Stonehouse	6.13
East End	5.99
Torre & Upton	5.76

Hate Crime – Heat maps (per 1000 pop)

Top 10 rural neighbourhoods by Hate crime type

Rural Neighbourhood	Disability	Rural Neighbourhood	Racial	Rural Neighbourhood	Religion	Rural Neighbourhood	Sex or Gender
Dawlish Rural	1.02	Callington & Stokeclimsland	2.26	Liskeard South	0.68	Lynton & Lynmouth	0.37
Dartmouth Town	0.62	Dawlish Rural	2.03	Copperhouse & Gwinear	0.23	St Just, Pendeen & Sennen	0.33
Cullompton Outer & Bradninch	0.62	Liskeard South	1.81	Launceston	0.17	Torpoint	0.26
St Stephen & St Dennis	0.53	Liskeard North	1.37	Ivybridge Rural North	0.16	Clyst Valley, Woodbury & Lypstone	0.26
Liskeard North	0.51	Launceston	1.09	Chacewater, Feock, Kea & Kenwyn	0.15	Launceston	0.25
Crediton Town	0.51	Ottery St Mary Town	1.07	Padstow & St Merryn	0.13	Buckfastleigh	0.22
St Germans & Landrake	0.50	Cullompton North & South	1.03	Callington & Stokeclimsland	0.13	Totnes West	0.22
Teignmouth Rural	0.50	Treverbyn & Roche	0.87	Mount Hawke & St Agnes	0.12	Dartmouth Town	0.21
Liskeard South	0.45	Kingsbridge	0.85	St Blazey & Tywardreath	0.10	Cullompton Outer & Bradninch	0.21
Axminster Town	0.43	Dartmouth Town	0.83	Roseland & Probus & Trispen & St Erme	0.09	Dawlish Rural	0.20

Rural Neighbourhood	Sexual Orientation	Rural Neighbourhood	Transgender	Rural Neighbourhood	Other	Rural Neighbourhood	Grand Total
Totnes West	1.09	Tavistock Rural East	0.36	Roseland & Probus & Trispen & St Erme	0.46	Dawlish Rural	4.27
Dawlish Rural	0.81	Honiton Rural	0.25	Grampound & Mevagissey	0.25	Liskeard South	3.85
Tavistock Rural East	0.72	Callington & Stokeclimsland	0.25	Okehampton Rural East	0.23	Callington & Stokeclimsland	3.01
Liskeard South	0.68	Looe Area	0.23	Totnes West	0.22	Liskeard North	2.22
Okehampton Town	0.64	Liskeard South	0.23	Dawlish Rural	0.20	Tavistock Rural East	1.99
Cullompton Outer & Bradninch	0.62	St Stephen & St Dennis	0.18	Liskeard North	0.17	Dartmouth Town	1.86
Cullompton North & South	0.57	Launceston	0.17	Kingsbridge	0.17	Totnes West	1.85
Bude Town	0.57	Okehampton Rural West	0.14	Hayle Foundry	0.16	Cullompton North & South	1.82
Calstock	0.46	Bere Peninsula	0.14	Camelford & Tintagel	0.16	Launceston	1.67
Isles of Scilly	0.46	Wadebridge Town	0.12	Holsworthy Rural	0.15	Totnes Town	1.50

Hate Crime – Heat maps (per 1000 pop)

Top 10 urban neighbourhoods by Hate crime type

Urban Neighbourhood	Disability	Urban Neighbourhood	Racial	Urban Neighbourhood	Religion	Urban Neighbourhood	Sex or Gender
Treliske Hospital	2.87	Exeter City Centre	14.83	Exeter City Centre	1.10	Roundham-with-Hyde	0.91
Torquay Town Centre	1.54	Plymouth City Centre	9.04	Barnstaple Central Town	0.57	Morice Town	0.81
Tiverton Town Centre	1.48	Treliske Hospital	8.62	Roundham-with-Hyde	0.39	Torquay Town Centre	0.61
Exeter City Centre	1.37	Torquay Town Centre	7.99	St Davids	0.34	Plymouth City Centre	0.58
Plymouth City Centre	1.04	East End	4.16	Stoke	0.32	Barnstaple Central Town	0.57
Barnstaple Newport	0.88	Stonehouse	3.84	Arwenack & Boslowick	0.31	Boscawen	0.41
Newton Abbot Town	0.85	Boscawen	3.26	Penzance Town West	0.29	Newton Abbot Town	0.34
Barnstaple Central Town	0.76	St Davids	3.04	Bodmin St Marys	0.27	Lipson & Laira	0.33
Hele	0.72	Wonford	3.00	Widewell	0.25	Trehaverne, Hightertown, Malabar & Redannick	0.31
Roundham-with-Hyde	0.65	Mutley	2.99	Hele	0.24	St Loyes	0.27

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Urban Neighbourhood	Sexual Orientation	Urban Neighbourhood	Transgender	Urban Neighbourhood	Other	Urban Neighbourhood	Grand Total
Exeter City Centre	8.24	Torquay Town Centre	1.54	Barnstaple Central Town	0.95	Exeter City Centre	28.01
Torquay Town Centre	4.30	Exeter City Centre	1.10	Exeter City Centre	0.55	Torquay Town Centre	15.97
Plymouth City Centre	2.78	Boscawen	0.81	Barnstaple Newport	0.44	Plymouth City Centre	14.61
Torre & Upton	2.59	Plymouth City Centre	0.70	Tiverton Town Centre	0.37	Treliske Hospital	11.49
Boscawen	2.04	Barnstaple Newport	0.66	Beacon Park	0.37	Barnstaple Central Town	7.81
Barnstaple Central Town	1.90	Stonehouse	0.42	Lipson & Laira	0.33	Boscawen	6.93
Tiverton Town Centre	1.48	Preston	0.39	Ham, Weston Mill & Pennycross	0.33	Tiverton Town Centre	6.29
East End	1.33	Barnstaple Central Town	0.38	Honicknowle	0.30	Stonehouse	6.13
Camborne North	1.31	Mincinglake	0.33	Whitleigh	0.26	East End	5.99
Roundham-with-Hyde	1.17	Newton Abbot East	0.31	Roundswell, Tawstock & Longbridge	0.24	Torre & Upton	5.76

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Overall Hate Crimes and Incidents

12 months to October 2022

Hate Type	Hate Occurrences				Hate Crime				Hate Incidents			
	12 months to October	12 months to October	12 months to October 2020	12 months to October	12 months to October	12 months to October	12 months to October 2020	12 months to October	12 months to October	12 months to October	12 months to October 2020	12 months to October
Total*	3,282	2,794	2,362	2,226	2,955	2,388	1,985	1,872	327	406	490	354
Disability	441	343	313	261	410	299	239	218	31	44	74	43
Racial	1,555	1,377	1,289	1,211	1,409	1,217	1,064	1,036	146	160	225	175
Religion	144	141	121	131	123	109	86	99	21	32	35	32
Sex or Gender	206	129	75	85	182	109	56	64	24	20	19	21
Sexual Orientation	584	499	430	369	532	446	365	303	52	53	65	66
Transgender	148	119	105	91	132	91	76	74	16	28	29	17

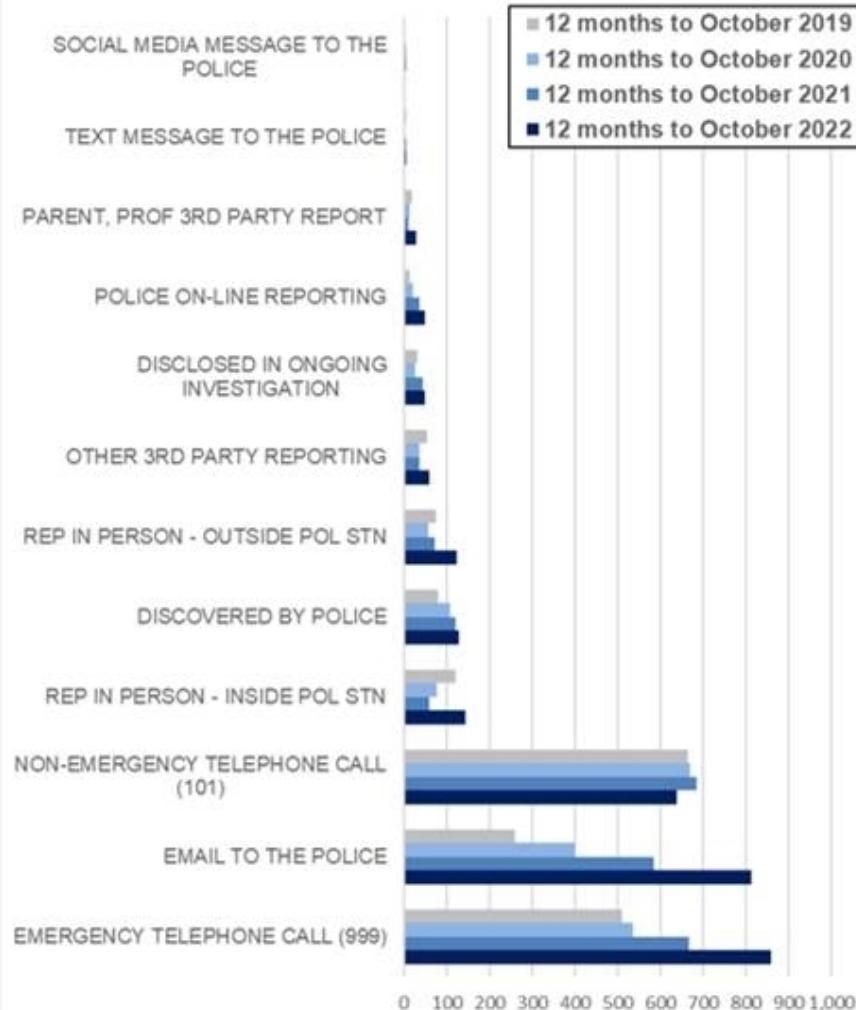
* Total – Also includes hate types: Other and not stated

If an occurrence has more than 1 hate type it will be shown against each type

- **Hate occurrences:** 17.5% increase compared with last year, 47.4% increase compared to three years ago.
- Racial hate occurrences make up 47.4% of all hate related occurrences in the 12 months to October 2022.
- Hate crime has increased 23.7% compared to last year and by 57.9% when compared to three years ago (pre-pandemic). **Sex and Gender** based hate crime has seen the highest increase by 67.0% (+73 crimes) compared with last year and a rise by 184.4% (+118 crimes) when compared to pre-pandemic levels three years ago.
- **Sex and Gender** hate incidents is the only characteristic to see a rise in the 12 months to October 2022 (20.0%, +4 incidents) and have increased by 14.3% (+3 incidents) when compared to 2019.

Hate Crime – by reporting method

Hate Crime reporting method by year



- Overall there is an increase in reporting of hate crime via all methods of reporting. There has been a 24.5% increase on reporting compared to last year.
- Emergency 999 calls have increased by 29.1% when compared to last year, however, 101 calls have decreased by -6.9%, 101 calls are now lower than pre-pandemic levels.

Type of reporting	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019	% change compared to last year	% change compared to two years ago	% change compared to three years ago
EMERGENCY TELEPHONE CALL (999)	860	666	535	511	29.1%	60.7%	68.3%
EMAIL TO THE POLICE	814	585	400	260	39.1%	103.5%	213.1%
NON-EMERGENCY TELEPHONE CALL (101)	638	685	668	663	-6.9%	-4.5%	-3.8%
REP IN PERSON - INSIDE POL STN	143	60	78	121	138.3%	83.3%	18.2%
DISCOVERED BY POLICE	128	121	107	80	5.8%	19.6%	60.0%
REP IN PERSON - OUTSIDE POL STN	122	73	56	74	67.1%	117.9%	64.9%
OTHER 3RD PARTY REPORTING	59	36	35	55	63.9%	68.6%	7.3%
DISCLOSED IN ONGOING INVESTIGATION	50	43	25	31	16.3%	100.0%	61.3%
POLICE ON-LINE REPORTING	49	37	20	12	32.4%	145.0%	308.3%
PARENT, PROF 3RD PARTY REPORT	27	10	14	19	170.0%	92.9%	42.1%
TEXT MESSAGE TO THE POLICE	6	4	3	5	50.0%	100.0%	20.0%
SOCIAL MEDIA MESSAGE TO THE POLICE	0	5	4	2	-100.0%	-100.0%	-100.0%
Total	2,896	2,325	1,945	1,833	24.6%	48.9%	58.0%

Hate Crime – Outcomes

12 months to October 2022 based on outcome date:

Outcome Group	12 months to October 2022		12 months to October 2021		12 months to October 2020		12 months to October 2019	
	% of Hate Crimes of those with an outcome	% of Total Crimes of those with an outcome	% of Hate Crimes of those with an outcome	% of Total Crimes of those with an outcome	% of Hate Crimes of those with an outcome	% of Total Crimes of those with an outcome	% of Hate Crimes of those with an outcome	% of Total Crimes of those with an outcome
Evidential Difficulties - Suspect identified	21.7%	18.6%	43.6%	38.2%	44.9%	38.2%	48.2%	40.5%
Evidential Difficulties - Suspect not identified	0.7%	0.6%	2.2%	1.2%	4.9%	2.5%	3.0%	1.7%
Investigation Complete	10.6%	11.3%	22.6%	26.1%	29.1%	33.7%	27.5%	29.6%
Investigation Ongoing	58.1%	55.5%	14.8%	10.7%	0.6%	1.1%	1.3%	1.9%
Offender Outcome	6.7%	11.4%	11.8%	17.0%	13.8%	17.6%	14.3%	18.6%
Prosecution Prevented	0.5%	0.3%	0.9%	0.7%	1.2%	0.7%	0.6%	0.6%
Prosecution/Action not in interest/Timelimit	1.1%	1.7%	2.9%	5.1%	4.2%	5.4%	4.2%	6.1%
Victim is aware that further action will be undertaken by another body/agency	0.7%	0.6%	1.0%	0.9%	1.3%	0.6%	1.0%	0.8%
Total	2752	114149	2344	105106	1900	110605	1969	103256

- Over the past three years there has been a substantial decrease in the % of hate crime outcomes that have evidential difficulties and have a suspect identified from 48.2% to **21.7%**. This has also been the case for all crimes with a decrease of **21.9%pts** since 2019.
- There has been decrease in the proportion of hate crime outcomes that have no suspect identified after a complete investigation from 27.5% to **10.6%**. Total crime outcomes with a complete investigation has also seen a decrease from 29.6% in 2019 to 11.3% in 2022.

12 months to October 2022: Offender Outcome Rate + (includes Diversionary, educational or intervention activity) **10.3%**

12 months to October 2019: Offender Outcome Rate + (includes Diversionary, educational or intervention activity) **12.9%**

Please Note: we are currently looking at Outcomes data in more detail due to 2 factors:

- The impact the pandemic has had on the national Offender Outcome Rate metric This has been raised Nationally and we are supporting the national work to better understand how outcomes should be scrutinised in an increasingly complex and dynamic landscape.
- The impact of local backlogs in Crime Standards and CJU teams on Outcome rates across all outcome types.

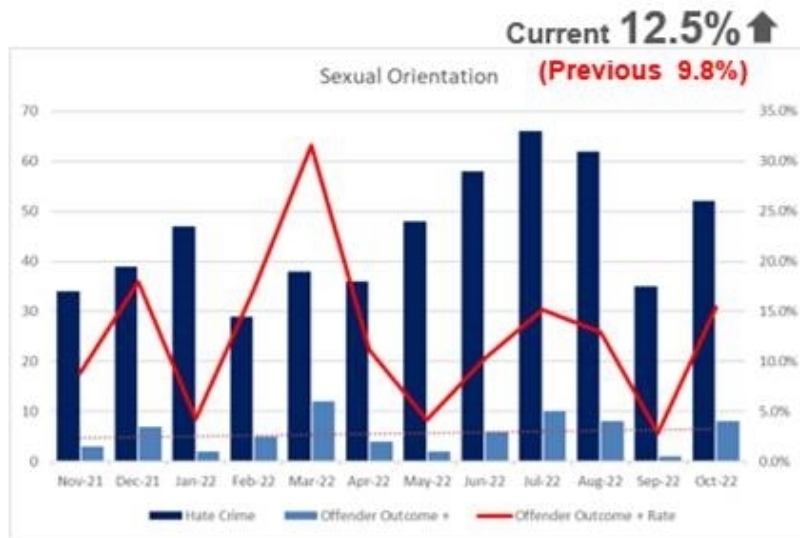
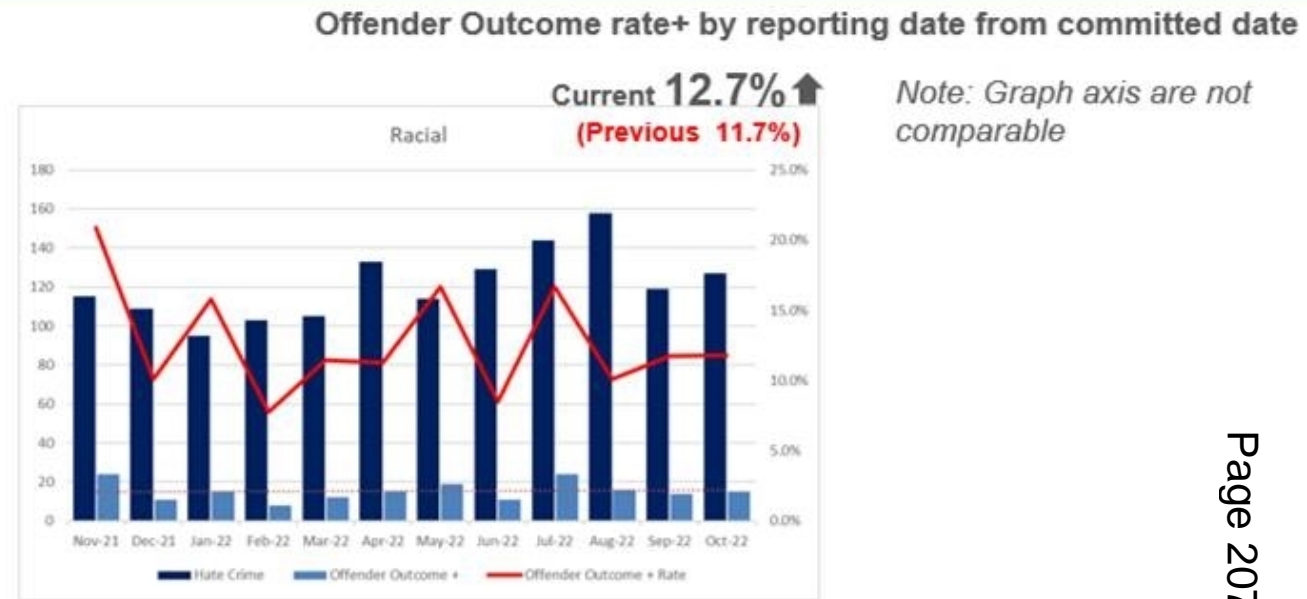
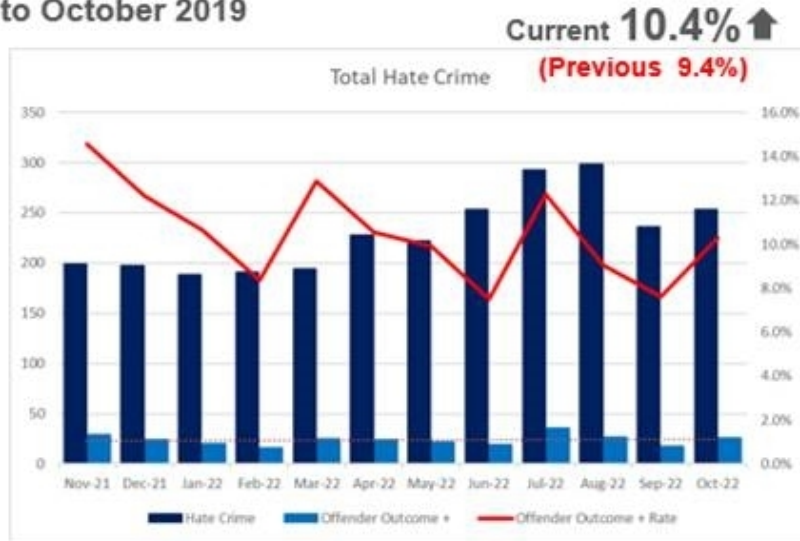
Please take these contextual factors when looking at outcomes data. 9

Hate Crime – Outcomes

Outcomes	Total Crime		Hate Crime		Non-Hate Crime	
	Number of outcomes recorded	% of outcomes recorded	Number of outcomes recorded	% of outcomes recorded	Number of outcomes recorded	% of outcomes recorded
ADULT - DIVERSIONARY, EDUCATIONAL OR INTERVENTION ACTIVITY HAS BEEN UNDERTAKEN	3	0.0%	1	0.1%	2	0.0%
ADULT SIMPLE CAUTION	1310	2.6%	34	2.9%	1276	2.6%
ADULT SIMPLE CAUTION AFTER PATHFINDER	69	0.1%	0	0.0%	69	0.1%
CHARGED	6202	12.2%	54	4.7%	6148	12.4%
COMMUNITY RESOLUTION	1991	3.9%	37	3.2%	1954	3.9%
CRIME INVESTIGATED AS FAR AS REASONABLY POSSIBLE. NO SUSPECT IDENTIFIED	12849	25.3%	291	25.2%	12558	25.3%
DVPN - WITH NO OTHER FORMAL OUTCOME	155	0.3%	0	0.0%	155	0.3%
FORMAL ACTION AGAINST THE OFFENDER NOT IN PUBLIC INTEREST (POLICE)	322	0.6%	7	0.6%	315	0.6%
FURTHER INVESTIGATION AGAINST A NAMED SUSPECT IS NOT IN THE PUBLIC INTEREST - POLICE DECISION	1253	2.5%	17	1.5%	1236	2.5%
INCIDENT: CREDIBLE EVIDENCE TO THE CONTRARY EXISTS	8	0.0%	0	0.0%	8	0.0%
INCIDENT: OFFENCE COMMITTED & TRANSFERRED TO ANOTHER POLICE FORCE AREA	30	0.1%	0	0.0%	30	0.1%
NAMED SUSPECT IDENTIFIED: EVIDEN.DIFFICULTIES VIC.NOT SUPPORTING ACTION	10654	21.0%	213	18.5%	10441	21.1%
NAMED SUSPECT IDENTIFIED: VIC.SUPPORTS ACTION EVIDENTIAL DIFFICULTIES	10553	20.8%	383	33.2%	10170	20.5%
NAMED SUSPECT IS BELOW THE AGE OF CRIMINAL RESPONSIBILITY	97	0.2%	3	0.3%	94	0.2%
NAMED SUSPECT TOO ILL (MENTALLY OR PHYSICALLY) TO PROSECUTE	195	0.4%	10	0.9%	185	0.4%
PATHFINDER - DEFERRED CAUTION	306	0.6%	0	0.0%	306	0.6%
PATHFINDER - DEFERRED CHARGE	91	0.2%	0	0.0%	91	0.2%
POSTAL REQUISITIONED	2374	4.7%	36	3.1%	2338	4.7%
PROSECUTION NOT IN THE PUBLIC INTEREST (CPS) (ALL OFFENCES)	61	0.1%	3	0.3%	58	0.1%
PROSECUTION TIME LIMIT EXPIRED: SUSPECT IDENTIFIED	264	0.5%	4	0.3%	260	0.5%
TAKEN INTO CONSIDERATION	47	0.1%	0	0.0%	47	0.1%
THE OFFENDER HAS DIED (ALL OFFENCES)	24	0.0%	0	0.0%	24	0.0%
VICTIM DECLINES/UNABLE TO SUPPORT POLICE INVESTIGATION. NO SUSPECT	699	1.4%	18	1.6%	681	1.4%
VICTIM IS AWARE THAT FURTHER ACTION WILL BE UNDERTAKEN BY ANOTHER BODY/ AGENCY	667	1.3%	19	1.6%	648	1.3%
VICTIM/KEY WITNESS IS DEAD OR TOO ILL TO GIVE EVIDENCE - NAMED SUSPECT	31	0.1%	0	0.0%	31	0.1%
YOUTH - DIVERSIONARY, EDUCATIONAL OR INTERVENTION ACTIVITY HAS BEEN UNDERTAKEN	264	0.5%	16	1.4%	248	0.5%
YOUTH CONDITIONAL CAUTION	142	0.3%	5	0.4%	137	0.3%
YOUTH SIMPLE CAUTION	88	0.2%	2	0.2%	86	0.2%
TOTAL	50,749	100.0%	1,153	100.0%	49,596	100.0%

Hate Crime – Outcomes

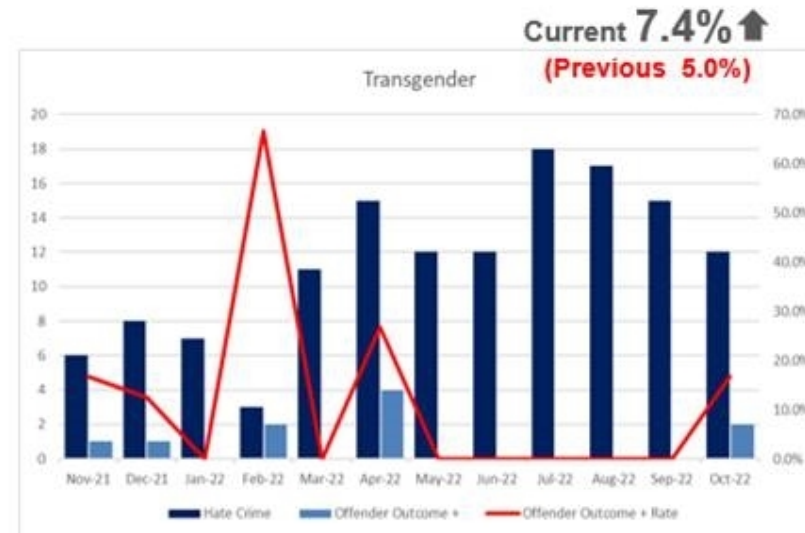
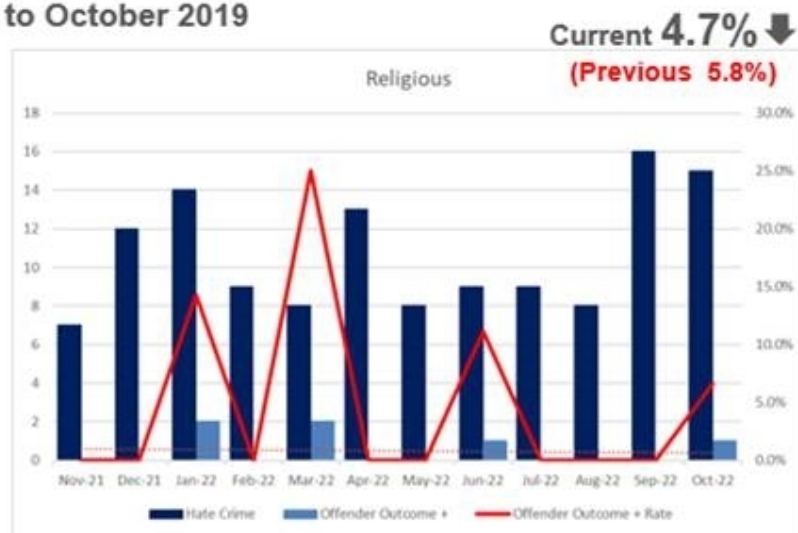
Current = 12 months to October 2022
Previous = 12 months to October 2019



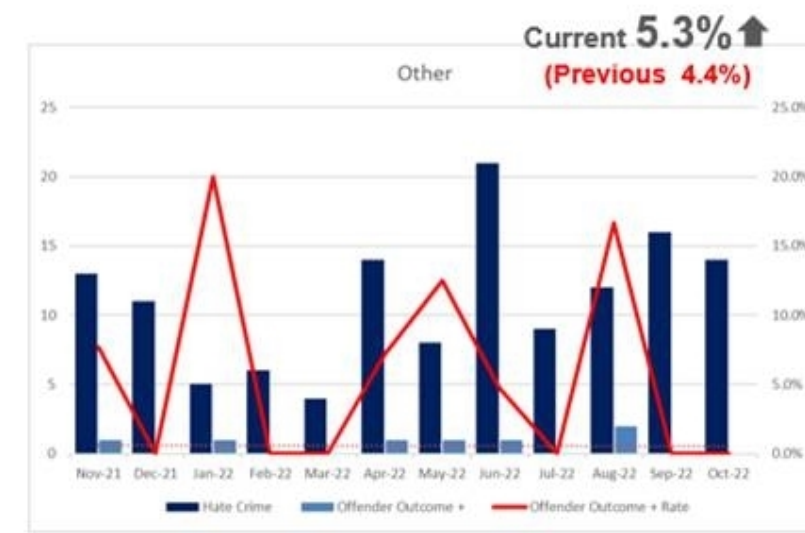
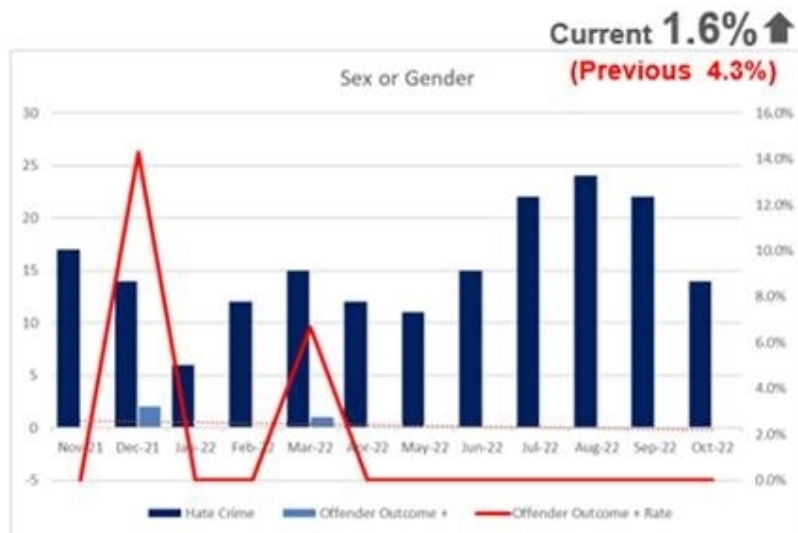
Hate Crime – Outcomes

Current = 12 months to October 2022
Previous = 12 months to October 2019

Offender Outcome rate+ by reporting date from committed date



Note: Graph axis are not comparable

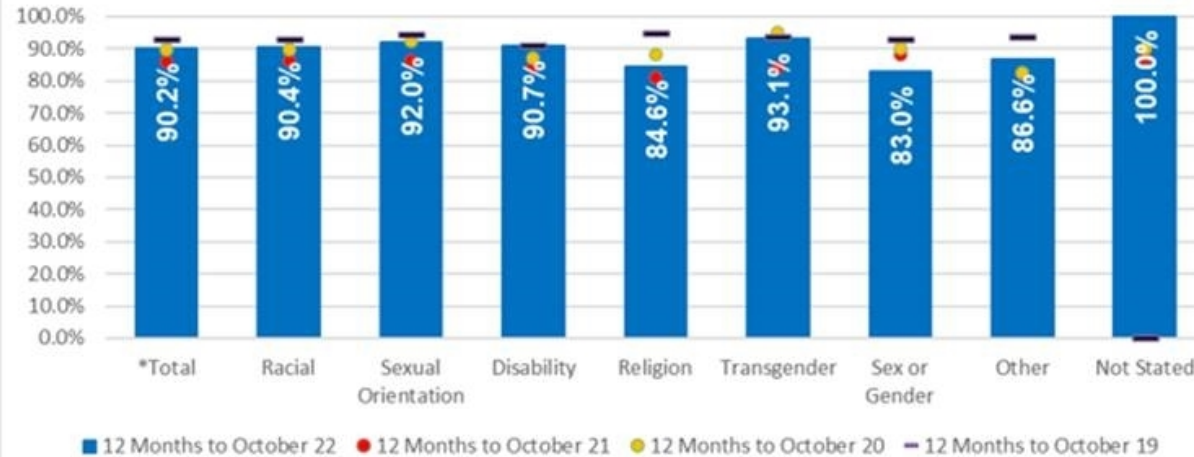


Hate Crime – Victim Needs Assessment

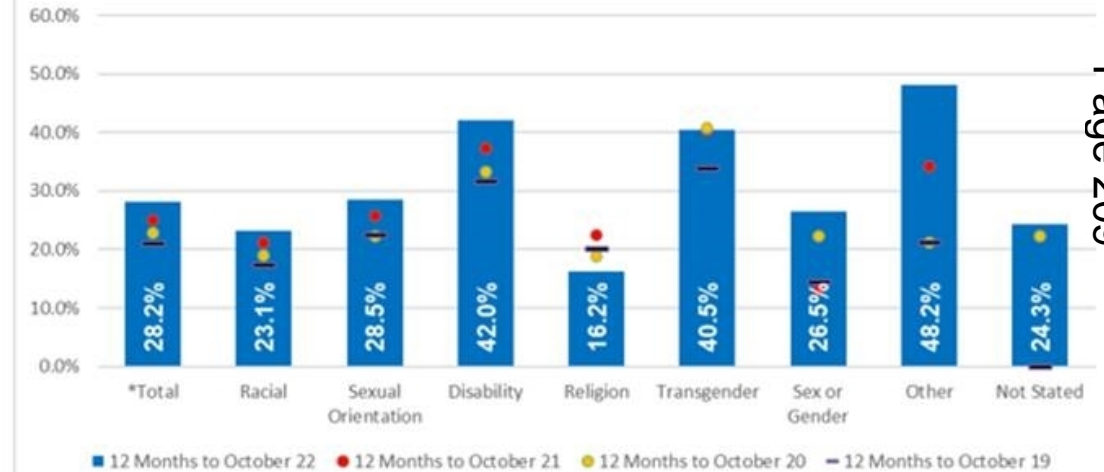
Hate Crime Characteristic

Please Note: VNA compliance from linked crimes is now included in this data

VNA Compliance %



VNA with Needs %



Hate Crime – Repeat Victimization

12 months to 31st October 2022: Repeat victimisation for victims of hate crime

16.7% hate crime repeat victimisation of unique victims

1,938 unique victims of hate crime

324 of these were repeat victims of hate crime

	% of Hate Crimes with a Repeat Victim	% Of unique Victims of hate crime that are repeat Victims of hate crime
12 months to October 2019	18.2%	15.1%
12 months to October 2020	16.7%	15.2%
12 months to October 2021	17.8%	15.8%
12 months to October 2022	18.5%	16.7%

Hate crime victim (Unique) % hate crime repeat victimisation - By victim ethnicity	12 months to October 2022
ASIAN	18.4%
BLACK	21.3%
MIXED	22.2%
WHITE	13.8%
OTHER	26.5%
NOT STATED	8.4%

% Of Hate Crimes with a Hate Crime Repeat Victim	12 months to October 2022	12 months to October 2021	12 months to October 2020	12 months to October 2019
West Cornwall LPA	6.0%	5.7%	4.6%	2.2%
East Cornwall LPA	5.7%	4.8%	2.7%	2.5%
Plymouth LPA	5.6%	5.1%	4.4%	5.9%
South Devon LPA	6.0%	4.4%	4.5%	4.5%
Exeter, East & Mid Devon LPA	5.2%	5.0%	2.1%	2.4%
North & West Devon LPA	5.4%	3.5%	2.4%	2.6%

Organisation

Make Amends

Please tell us what your organisation, is doing to prevent hate crime in Plymouth

We work with both those harmed by hate crime as well as those who have caused harm in an attempt to re-educate, raise awareness of the damage that can be caused by crime / conflict and ideally prevent further incidences occurring.

Please tell us what your organisation does in response to hate crime or hate incidents reported to you

We are referred hate crime incidences to work on currently. Practitioners will assess each individual case and, if appropriate, allocate practitioners to work on the harm caused with both the harmed and harmer. The aim of this is to support those harmed to recover and those who have caused the harm to understand the repercussions of their actions and help to support a change of perspective and behaviour.

Please tell us what your organisation does to support victims of hate crime

We are commissioned by Victim Support to help victims 'cope and recover' from crime / conflict. Practitioners work with participants on a specific piece of harm in order to help them move forwards from an incident and gain closure. We also actively signpost participants throughout their time with our service in order to ensure that they are offered as full a package of support as possible.

Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime

Is there anything else you would like to add?

Organisation

Give Back Project

Please tell us what your organisation, is doing to prevent hate crime in Plymouth

Participants in many organizations that work and deal with hate crime

Please tell us what your organisation does in response to hate crime or hate incidents reported to you

We contact police and and other agencies and make referrals

Please tell us what your organisation does to support victims of hate crime

We accompanying hate crime victims and support them throughout their report process, and also maintain communication with police and also provide emotional support.

Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime

As mentioned we partner with police, racial equality council and the community reference group, they are the main actors in preventing HC, specifically PDREC has a dedicated team which provides a great support.

Is there anything else you would like to add?

Organisation

Plymouth Community Homes 1

Please tell us what your organisation, is doing to prevent hate crime in Plymouth

PCH is a Third Party Reporting Centre, and staff have attended training. Safeguarding training for all staff so they can spot warning signs when visiting tenants homes. Ongoing inter-service working with many interested agencies. PCH attend events and campaigns (e.g. Hate Crime Awareness week) promoting this issue and make it known we are there to help. Relevant articles published on PCH staff intranet and also in quarterly magazine to all PCH residents. PCH are now part of DAHA (Domestic Abuse Housing Alliance) and will work within agreed guidelines/standards

Please tell us what your organisation does in response to hate crime or hate incidents reported to you

All such incidents are logged on our ReACT case management system and investigated by a Housing Officer. This involves a home visit within the day, or next day (where practicable). Incidents are reported to Police too so included in data collection. Discussions take place with any involved agencies in an attempt to gain a more accurate picture of events and what may have caused them.

Please tell us what your organisation does to support victims of hate crime

We take a victim focused approach and will be led by their wishes as to how we proceed. Safety of the complainant is risk assessed and support is given to keep them safe in their homes (e.g fire proof letter boxes; extra window locks; etc). If unable to stay there then HOs support the victim in a collaborative approach to help find a new home.

Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime

PCH staff often work with local colleagues in Race Equality Council ; PCC; Police Diversity team; Highbury Trust; Victim Support; etc, and know about other organizations such as Intercom Trust; Stonewall; Pride; Stop Hate UK; Scope; etc

Is there anything else you would like to add?

PCH will always welcome any training on this issue that will help staff understand the issues being faced and what agencies they can turn to in support of their customers

Organisation

Plymouth Community Homes 2

Please tell us what your organisation, is doing to prevent hate crime in Plymouth

We have a policy and process in place and we take hate incidents and crimes seriously. This can pose a severe risk to their tenancy and home including for their visitors or household and impact their tenancy. We issue warning letters and in other cases NOSPs or injunctions as necessary. We are a 3rd party reporting centre and have 2 dedicated hate champions for the North & South of the City.

Please tell us what your organisation does in response to hate crime or hate incidents reported to you

We 3rd party report all reports that come into us, we discuss with the victims all areas. We have a process and a case is raised/investigated and dealt with asap in line with this. Senior management are advised on a report immediately. Victims are seen or contacted within 24

hours of the report and we link in with the Police Diversity and Neighbourhoods police team for swift action. We also hold 6 weekly meetings with Police and Safer communities to discuss cases and other trends across the city.

Please tell us what your organisation does to support victims of hate crime

Referrals as necessary, reassurance, advice, regular contact from start to finish in line with their request and from case opening until case closes.

Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime

There are many. Victim support, Stop Hate, Safer Plymouth, third party reporting centres, Police, PDREC, Crime stoppers, Highbury

I have taken out an injunction and exclusion for a few victims to prevent them causing more harm/nuisance/harassment in relation to hate crime/incidents and this has worked well with follow up tenancy action.

Is there anything else you would like to add?

I would like to see more Hate Crime dealt with more robustly by the CPS and the judiciary system.

Organisation

ODILS learning foundation

Please tell us what your organisation, is doing to prevent hate crime in Plymouth

All staff, tutors and Trustees undergo certificated prevent training,

We embed British values throughout our ESOL curriculum to all our learners.

We are a third party reporting centre, displaying posters given information and contact numbers

We have an open door policy for staff and learners to approach us over issues of hate crime.

Please tell us what your organisation does in response to hate crime or hate incidents reported to you

We report it as a third party reporting centre.

Please tell us what your organisation does to support victims of hate crime

We provide pastoral care where we can and signposting to relevant help with partner organisations

Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime

In the past the diversity police have been helpful.

Is there anything else you would like to add?

We have reported a hate crime and no action EVER came back to us about a Polish girl and her school and we received no response.

Organisation

Plymouth and Devon Racial Equality Council

Please tell us what your organisation, is doing to prevent hate crime in Plymouth

We are a Third Party reporting centre, through our events, social media and website we promote reporting hate crime and hate incidents and we at the moment have supported some schools in an advisory capacity to look at ways of educating and preventing hate crime and hate incidents. We have attended community events as well as organised our own annual festival (Respect Festival). We are working closely to support Plymouth's strategy to support Ukrainian Refugees in Plymouth; this has included conversation sessions, Christmas celebrations, meeting the Lord Mayor and supporting the Ukrainian Refugees to be empowered and feedback their needs. We feel it is important to listen to and empower those individuals and communities we support. We have been asked to support individual cases in Primary and Secondary Schools and have good relationships being built with some schools. This is important so this enables us to be able to support schools as well as where needed to challenge on an individuals behalf.

Please tell us what your organisation does in response to hate crime or hate incidents reported to you

We sit as representatives and Independent Advisors on the Local Reference group for Devon & Cornwall Police as well as other advisory boards within education, health and housing. We are a Third Party Reporting Centre who also take referrals from community, other organisations and through Victim Care. We work closely with our colleagues in the RAS Network as well as the Diverse Communities Team to support the victims of hate crime and hate incidents. We analyse and feedback trends in hate crimes and incidents to the relevant sources (Police, PCC etc). We can also link individuals into communities and social activities to lessen isolation etc and we provide 1:1 support (which can be intensive after the hate crimes/incidents). We can support individuals to make statements in the Police Station and supporting them to attend court as a witness. One of our longstanding celebratory events in the city has been the Respect Festival which which funding support from the Community Grants, Arts Council etc has continued to engage over 4000 people.

Please tell us what your organisation does to support victims of hate crime

We are a Third Party Reporting centre and in engaging with individuals we will always offer them the option of reporting and explain how they can complete this. Often individuals choose to report with our support and help. Once reported or a referral comes to PDREC we link with the victims; listening to what has happened and putting forward options of support or further actions to them for their decisions. We support the victims by ensuring there is a clear link between the Police Officer and the investigating process and support communication. The clients often have other needs such as needing counselling, health, benefit support, housing or education and we are able to make referrals to organisations or to support these needs ourselves. We support DA cases as well which can be intensive and we link with other organisations to support DA victims alongside PDAS, DCRS, Plymouth Hope and START to name a few. We can delivering Equality & Diversity training to a wide range of organisations and welcome working with others to ensure Plymouth is a city that celebrates its diversity. We support those families to rebuild trust in services too.

Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime

The Diverse Community Team in Plymouth, START, Prevent, DCRS and links to communities across Plymouth and Devon (Chinese Association, Greek Community, Romanian Community, Estrean etc). Where relevant we link with other support groups that link with the intersectionality of diversity.

Is there anything else you would like to add?

We often encounter the views and opinions of victims of hate crimes and hate incidents where people do not want to report what has happened to them. Some of the reasons can be not knowing of the process, not trusting the process, accepting that being treated differently is part of living in Plymouth, lack of relationship with the Police and not enough evidence to progress any case. This often puts people off reporting and therefore internalises what has happened.

Organisation**Taxi licensing**

There are 980 drivers that hold a licence with Plymouth City Council. That breaks down as 262 hackney carriage (taxi) drivers, 613 private hire drivers, 105 restricted licence drivers.

Out of the current licensed drivers approximately 300 are not born in the United Kingdom. Nationalities include Eritrean, Iraqi, Iranian, Afghani, Bangladeshi, Romanian (the largest contingency), Albanians etc.

It's the nature of the job that a good number of these drivers will be subject to hate crime as per the definition, particularly those drivers that work/service the ENTE hours.

Hate crime between drivers isn't really an issue. Hate crime between driver and customer is more prevalent but difficult to deal with.

I cannot qualify the following but anecdotally and through speaking to drivers, the problem is this is alcohol fuelled and a lot of drivers see it as part of the job and just get on with it so there are relatively few incidents reported.

Because there are very few reported incidents the police cannot put any resources to this as statistically there isn't a problem.

A major problem, particularly for taxis is that any reported incidents are difficult to investigate as customers are picked up from the street and dropped off to streets so it is difficult to trace people. This should now improve in theory as every vehicle has to provide card payment facilities so a person can be traced through their card, if they have paid and not bilked!

Licensed drivers are reluctant to report as they feel they will be ignored and also due to their nationality/past experiences in their country of birth they have a fear of the police/authority.

Amongst the measures we have in place regarding this are:

- Taxi Licensing is a third party reporter. We had 2 officers trained through Graham Little who was the direct contact, due to staff leaving we now only have one the Senior Taxi Enforcement Officer Steve Forshaw.
- We encourage everyone to report incidents. During patrols taxi licensing officers talk direct to drivers about any issues including this.
- Every Taxi (Hackney Carriage) displays a hate crime reporting sticker (attached)
- Taxi Licensing do not investigate. The training was geared towards very much geared towards reporting and not getting overly involved which makes absolute sense.

- Any reports we do receive are reported as a third party through the D & C website: <https://www.devon-cornwall.police.uk/support-and-guidance/threat-assault-abuse/hate-crime/reporting-hate-crime/> however, on looking on the website I note TL isn't listed.
- We display/have available the generic police hate crime leaflet available on our Taxi Licensing webpages: <https://www.plymouth.gov.uk/taxi-policy-guidance-and-byelaws-2022>
- Hate Crime isn't a direct part of the mandatory safeguarding training that all drivers have to undertake but we hand out leaflets after the courses and if there is a question raised we answer it.
- We encourage drivers to install CCTV as a safety measure.
- We are looking to upgrade our drivers handbooks so there are tips and ideas etc on how to deal with incidents.

I'm not sure a dedicated working party for licensed drivers is needed but certainly minority drivers need to be considered with the work being done with delivery drivers/deliveroo etc about this.

With regards to OP Langstone. The Health and Safety Executive are the enforcing authority for the sites where these incident take place. It may be worth passing the details on to them. I have passed the information to Licensing Officers under their remit for scrap metal. They can monitor scrap metal collectors and yards to see if there is an influx of cabling etc or out of area collectors, this might generate intel that can be used in identifying the culprits

Safer Calendar 2023

Title	Month	Date
Dry January	January	1-31 January
National Human Trafficking Awareness Day	January	11 January
Holocaust memorial day	January	27 January
LGBT+ History Month	February	1-28 February
Race Equality Week	February	6-12 February
Sexual Abuse and Sexual Violence awareness week #ITSNOTOK	February	6-12 February
Children's Mental Health Week	February	6-12 February
International Day of Zero Tolerance to Female Genital Mutilation	February	6 February
Safer Internet Day	February	7 February
European Day for victims of crime	February	22 February
International Women's Day	March	8 March
Young Carers action day	March	15 March
Child Sexual Exploitation Awareness Day	March	18 March
World Down Syndrome Day	March	21 March
International Day for the Elimination of racial discrimination (UN)	March	21 March
Autism Awareness Week	March/April	27 March - 2 April
International Transgender Day of Visibility	March	31 March

World Health Day	April	7 April
International Roma Day	April	8 April
Stalking Awareness Week	April	
Deaf Awareness Week	May	2 May - 8 May
International Day against Homophobia	May	17 May
Mental Health Awareness Week	May	15-21 May
Dementia Action Week	May	15-21 May
International Missing Children's Day	May	25 May
Pride Month	June	1-30 June
Child Safety Week	June	6-12 June
Carers week	June	6-12 June
Men's health week	June	12-18 June
Learning Disability Week	June	19-25 June
Refugee Week	June	20-26 June
International Day against drug abuse and illicit trafficking	June	26 June
UN international day in support of victims of torture	June	26 June
Alcohol Awareness Week	July	3-9 July
ASB Awareness Week	July	3-9 July
World Day against Trafficking	July	30 July
Pride Plymouth	August	
World Humanitarian Day	August	19 August
International Overdose Awareness Day	August	31 August
National Dementia Carers Day	September	
World Suicide Prevention Day	September	10 September
Celebrate Bisexuality Day	September	23 September
Black History Month	October	1-31 October
National Domestic Violence awareness month	October	1-31 October

Dyslexia Awareness Week	October	2-8 October
Hate Crime Awareness Week	October	8-16 October
World Homeless Day	October	10 October
World Mental Health Day	October	10 October
Sexual Health Week	October	10-16 October
National Coming Out Day	October	11 October
Anti Slavery Day	October	18 October
Men's health awareness month	November	1-30 November
Remembrance Day	November	11 November
Anti Bullying Week	November	13-17 November
Transgender Awareness Week	November	13-19 November
International Men's Day	November	19 November
Transgender Day of Remembrance	November	20 November
16 Days of Action against Domestic Abuse	November/December	25 November - 10 December
International Day for Elimination of Violence against Women/White ribbon day	November	25 November
International Day for the Abolition of Slavery	December	2 December

Notes
Alcohol Concern
Holocaust Memorial Day Trust HMD 2023 Theme
- LGBT+ History Month (lgbtplushistorymonth.co.uk)
Race Equality Week - Race Equality Matters
#ITSNOTOK - SEXUAL ABUSE AND SEXUAL VIOLENCE AWARENESS WEEK - Sexual
Children's Mental Health Week (childrensmentalhealthweek.
International Day of Zero Tolerance for Female Genital Mutilation United Nations
Safer Internet Org
International Women's Day 2023 (internationalwomensday.co m)
Young Carers Action Day 2023 Carers Trust
National Child Exploitation Awareness Day - STOP CE - (stop-ce.org)
Home - World Down Syndrome Day
International Day for the Elimination of Racial Discrimination United Nations
World Autism Acceptance Week 2023
https://lgbt.foundation/who-we-help/trans-people/trans-day-of-visibility

World Health Day (who.int)
Mental Health Foundation
Alzheimer's Society
International Missing Children's Day 2021 - Missing People
Carers Week Carers UK
Learning Disability Week Mencap
Home Refugee Week
International Day Against Drug Abuse and Illicit Trafficking United Nations
International Day in Support of Victims of Torture United Nations
Alcohol Concern
World Day Against Trafficking in Persons - BACKGROUND United Nations
About World Humanitarian Day
Overdoseday
Homepage - National Dementia Carers Day
World Suicide Prevention Day - Mental Health UK (mentalhealth-uk.org)
Black History Month 2023 - Time for Change: Action Not Words

Dyslexia Awareness Week 2023 - British Dyslexia Association (bdadyslexia.org.uk)
nationalhcaw
World Homeless Day 10/10/22
World Mental Health Day (who.int)
National Coming Out Day Stonewall
Movember
Anti-Bullying Week (anti- bullyingalliance.org.uk)
Home - International Men's Day (internationalmensday.com)
16 Days of Activism against Gender-Based Violence UN Women – Headquarters
International Day for the Elimination of Violence against Women United Nations
International Day for the Abolition of Slavery United Nations

Performance, Finance and Customer Focus Overview and Scrutiny Committee

Draft Work Programme 2022-23



Please note that the work programme is a 'live' document and subject to change at short notice. The information in this work programme is intended to be of strategic relevance.

For general enquiries relating to the Council's Scrutiny function, including this Committee's work programme, please contact Helen Rickman, Democratic Adviser on 01752 398444.

Date of meeting	Agenda item	Prioritisation Score	Reason for Consideration	Responsible Cabinet Member /Officer
29 June 2022	Member Development Update		To be provided with an update on current and future Member Development plans.	The Leader Ross Jago
	Capital and Revenue Outturn Report 2021/22 (Finance Monitoring Report)		To consider the provisional outturn position of the Council for the year ending 31 March 2022.	Councillor Shayer Brendan Arnold
	Policy Brief		Standing item – to consider items going through parliament with a view to adding to the panel's work programme.	Councillor Shayer Andy Ralphs
	Leisure Services Contract		To consider the post implementation review.	Councillor Patel Craig McArdle
	Bereavement Services Update		To consider an update on bereavement services since it was last presented at scrutiny/ to consider challenges/ timescales.	Councillor Patel Ruth Harrell
10 October 2022	Return to Work Safely	3-4	To consider the progress made on this programme and to specifically include staff side perspective (and to include the People Strategy and the Big Listen)	The Leader Andy Ralphs

Date of meeting	Agenda item	Prioritisation Score	Reason for Consideration	Responsible Cabinet Member /Officer
	Business Support Review Update	3-4	To consider a detailed update on the reviews currently being undertaken and that members of staff perspective is included.	The Leader Andy Ralphs
	Finance Monitoring Report	5-6	To consider the Council's financial position.	Councillor Shayer Brendan Arnold
	Corporate Plan Performance Report	5-6	To consider the	The Leader Rob Sowden
	Policy Brief	Standing item	Standing item – to consider items going through parliament with a view to adding to the panel's work programme.	Councillor Shayer Andy Ralphs
	Bereavement Services Update	Standing item	To consider an update on bereavement services since it was last presented at scrutiny/ to consider challenges/ timescales.	Councillor Patel Ruth Harrell
	Leisure Services	Standing item	To consider the post implementation review.	Councillor Patel Craig McArdle
30 November 2022	Finance Monitoring Report (to include a focus on the Children's Services budget)		To consider the Council's financial position.	Councillor Shayer David Northey (Councillor Carlyle and Councillor Laing to attend)
	Corporate Plan Performance Report and Risk Update		To consider the corporate plan performance report and risk update.	Ross Jago
	Return to Work Safely – The Big Listen		Update from previous meeting as well as participation from three trade union reps to give staffside perspective.	Andy Ralphs
	Policy Brief	Standing item	Standing item – to consider items going through parliament with a view to adding to the panel's work programme.	Councillor Shayer Andy Ralphs

Date of meeting	Agenda item	Prioritisation Score	Reason for Consideration	Responsible Cabinet Member /Officer
	Bereavement Services Update	Standing item	To consider an update on bereavement services since it was last presented at scrutiny/ to consider challenges/ timescales.	Councillor Patel Ruth Harrell
	Leisure Services Update	Standing item	To consider the post implementation review.	Councillor Patel Ruth Harrell
	Election Bill Implications	Deferred	How to maximise registration and the impact of the Election Bill.	The Leader Glenda Favor- Ankerson
14 December 2022	2022 Election Act	5-6	To include an update on photo ID/ staffing of polling booths, how information is going to be communicated, democratic deficits, how we would record numbers of voters turned away.	Councillor Stoneman/Giles Perritt
	Budget Scrutiny Timetable	3-4	To consider the budget scrutiny timetable prior to budget scrutiny in January 2023.	Councillor Stoneman/Ross Jago
	Cumulative Impact Policy	1-2	Pre decision Scrutiny	Councillor Patel
	Support the Council is providing to Refugees from Syria, Afghanistan and Ukraine	3-4	Update report.	Councillor Smith
	Finance Monitoring Report - Month 7 (including Plans for Balancing In-Year Budget	5-6	How the council plans to balance the in year Budget	Councillor Shayer/David Northey

Date of meeting	Agenda item	Prioritisation Score	Reason for Consideration	Responsible Cabinet Member /Officer
22 February 2023	Finance Monitoring Report	Standing item	To consider the Council's financial position.	Councillor Shayer David Northey
	Policy Brief	Standing item	Standing item – to consider items going through parliament with a view to adding to the panel's work programme.	Councillor Shayer Andy Ralphs
	Cyber Security	3-4	To receive an update on the Council's cyber security.	John Finch
	Safer Plymouth Update	5-6	To consider the safer Plymouth work programme and to include update on the future of community policing/ current police resources.	The Leader Matt Garrett
	Armada Way Trees Petition	5-6	To consider a report on the Armada Way Tree Petition.	Councillor Drean Emma Jackman Anthony Payne
	Armed Forces Covenant	3-4	To consider the minutes of the Armed Forces Covenant Select Review.	Alan Knott Councillor Shayer

Items carried over from 2021/22 but not yet allocated a date:

TBC	Controlled Parking Zones	
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Items not yet allocated a date:

TBC	<p>staff registrations – (where council officers were required to have registrations to undertake their role)</p> <p>Discussed at 30 November 2022 meeting. Scrutiny to discuss with the aim to understand costs, what registrations were required and for</p>	
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	whom, and to understand the impact upon the Council – Trade Union representatives to be included in the discussion at scrutiny;	
TBC	The Big Listen Staff Survey – Action Plans required for: <ul style="list-style-type: none"> - Staff wellbeing; - Communications – how cascading to all staff happened; - How we can support being a green council (transport plans/ climate emergency element of the action plan and impact on workforce); - Senior Leadership – seek action plan to improve those areas 	
Autumn 2023	Elections 2022 “that a review of the May 2023 elections process is provided to the Performance, Finance and Customer Focus Overview and Scrutiny Panel in the Autumn detailing true costs of the elections, funding received from the Government, financial implication upon the Council as to the new requirements introduced and next steps” (Minute 51 – 14 December meeting)	
June/July 2023	Bereavement Services Update – “The Committee agreed that the Bereavement Services Update would no longer be a standing item on the panel’s work programme, and that a detailed report would be provided to scrutiny in six months’ time upon the transition to opening and the future of the Western Mill and Efford sites.” (30.11.22 meeting)	
Select Committee Reviews		
TBC	Customer Services Strategy (to include the contact centre and libraries update as well as digital transformation and inclusion) (digital exclusions and council’s measures to address it – this is a budget scrutiny recommendation)	
7 November 2022 – half day scrutiny	Review of Plymouth Community Covenant 10 th Anniversary	Councillor Shayer/Andy Ralphs/ Giles Perritt
March 2023	Equality and Diversity Action Plan – (to include hate crime reporting and welcoming city strategy)	
TBC	Homelessness Crisis / Rough Sleeping – project initiation document not yet completed	
TBC	Community Empowerment – food, finance and volunteering – project initiation document not yet completed.	

TBC	Review of the Corporate Estate (to include community assets) (this is a budget scrutiny recommendation)	

Annex I – Scrutiny Prioritisation Tool

		Yes (=1)	Evidence
P ublic Interest	Is it an issue of concern to partners, stakeholders and/or the community?		
A bility	Could Scrutiny have an influence?		
P erformance	Is this an area of underperformance?		
E xtent	Does the topic affect people living, working or studying in more than one electoral ward of Plymouth?		
R eplication	Will this be the only opportunity for public scrutiny?		
	Is the topic due planned to be the subject of an Executive Decision?		
	Total:		High/Medium/Low

Priority	Score

High	5-6
Medium	3-4
Low	1-2

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Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

Minute No.	Resolution	Target Date, Officer Responsible and Progress
10 October 2022 Minute 23 Business Support Review Update	<p>The Committee <u>agreed</u>:</p> <p>(1) to note the benefits and changes to Plymouth City Council's business support services;</p> <p>(2) that a response would be provided to members on the approaches taken, the engagement taking place and how service level agreements were put in place to make sure they weren't having a negative effect on the areas business support were focusing upon, specifically childrens services;</p> <p><i>Response: Business Support was developed in collaboration with all Strategic Directors and through detailed engagement with Service Directors, Heads of Service and staff responsible for delivering business support services. The services now provided by the Business Support Service were developed with all services mapping and recording their administration tasks, volumes and targets. Senior Managers agreed the final design of the services, tasks and targets for Business Support and staff and Trade Unions were widely consulted in Summer 2021 before the new service was developed and launched in January 2022.</i></p> <p><i>Following the service going live, Business Support management have engaged with wider business areas to learn about service delivery and make improvements. Currently the Business Support teams are working with services through regular interface meetings, revisiting the data collected and resolving issues where services are experiencing challenges. Following feedback at interface meetings, specifically Children Services and Electoral Services, we have introduced monthly work programme meetings to create a collaborative approach to reprioritise tasks and available staff to ensure that Business Support can be flexible and respond to service areas urgent and important work.</i></p> <p>(3) that Councillor Laing and the Cabinet Member for Children and Young People are invited to attend the 30 November 2022 Performance, Finance and Customer Focus OSP meeting in order to provide assurance to the committee that budgetary concerns in childrens services were being adequately mitigated;</p>	<p>Date: October 2022</p> <p>Progress:</p> <p>(1)complete</p> <p>(2)Complete – Emailed 23.11.23</p> <p>(3)Invitations sent and item added to work programme.</p> <p>(4)Complete</p>

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

	(4) that the panel's concerns regarding the childrens services budget and future mitigation would be raised at the next scheduled Management Board meeting, and for the Management Board to consider if a joint working approach between the Performance, Finance and Customer Focus OSP, and the Education and Children's Social Care OSP was required.													
30 November 2022 Minute 35 – Policy Brief	<p>The Committee agreed:</p> <ol style="list-style-type: none"> 1. that future policy brief reports would include any impacts or benefits to Plymouth as well as how the Council would take action to respond if required; 2. to note the Policy Brief. 	<p>Date: November 2022</p> <p>Progress:</p> <ol style="list-style-type: none"> 1. Complete – forwarded on to relevant officer. 2. Complete. 												
30 November 2022 Minute 36 – Corporate Plan Performance and Risk Report	<p>The Committee agreed:</p> <ol style="list-style-type: none"> 1. that a written response would be provided to Members upon the financial implications of the Council's decision to end the garden waste service early therefore affecting the overall recycling rate in quarter two due to a lower volume of composted waste than in previous years, specifically when it was considered that recycling was sold on for other use; <p>Response:</p> <p><i>The total saving from the early cessation of the Garden Waste service in 2022/23 was (£0.264m). This is made up mainly through a reduction in Agency costs, Vehicle costs and Disposal Costs.</i></p> <p><i>The Table below provides the Council's overall recycling figures over the prior three financial years, it has been split to show the Quarter 2 and 3 percentage and also for the entire year. Comparison with prior years is also challenging due to the disruption caused by Covid19 and the fact the service had also been temporarily postponed earlier in 2022 due to staffing challenges.</i></p> <table border="1"> <thead> <tr> <th></th><th colspan="2">Recycling Rates</th></tr> <tr> <th>Period</th><th>Quarter 2/3</th><th>Full Year</th></tr> </thead> <tbody> <tr> <td>2022/23</td><td>35.7%</td><td>Not available yet</td></tr> <tr> <td>2021/22</td><td>37.2%</td><td>36.7%</td></tr> </tbody> </table>		Recycling Rates		Period	Quarter 2/3	Full Year	2022/23	35.7%	Not available yet	2021/22	37.2%	36.7%	<p>Date: November 2022</p> <p>Progress:</p> <ol style="list-style-type: none"> 1. complete – emailed 30.1.23 2. complete
	Recycling Rates													
Period	Quarter 2/3	Full Year												
2022/23	35.7%	Not available yet												
2021/22	37.2%	36.7%												

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

	2020/21	34.1%	31.3%	
	2019/20	34.7%	35.6%	
	2. to note the Corporate Plan Quarter Two Performance and Risk Update.			
30 November 2022 Minute 37 – Return to Work Safely - The Big Listen Update	<p>The Committee agreed:</p> <ol style="list-style-type: none"> 1. that the exact questions from the Big Listen survey that were considered for the engagement index score would be provided to Members; 2. figures for comparison between the results of the 2022 staff survey and the 2018 staff survey would be provided for the following survey questions: <ul style="list-style-type: none"> · Working in my job make me want to do my best (this was 14 points down from 2018 figures) · I would like to be working for the Council in 12 months' time (this was 14 points down from 2018 figures) · The Council is a good employer (this was 21 points down from 2018 figures) 3. to recommend that prior to the next staff survey, additional thought was given to how those without computer access were given support to be able to complete the survey (to feel confident in doing so), that all staff should be allowed the opportunity to complete the survey within working hours, and that the process was agreed with the trade union representatives in advance to enable them to support the delivery of the survey; 4. that staff registrations was to be added to the work programme (where council officers were required to have registrations to undertake their role), with the aim to understand costs, what registrations were required and for whom, and to understand the impact upon the Council – Trade Union representatives to be included in the discussion at scrutiny; 5. that the action plans for the following areas would be added to the work programme (and for trade union representatives to be included as part of the discussion): 			<p>Date: November 2022</p> <p>Progress:</p> <p>Complete – information emailed 12.1.23</p>

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

	<ul style="list-style-type: none"> - Staff wellbeing; - Communications – how cascading to all staff happened; - How we can support being a green council (transport plans/ climate emergency element of the action plan and impact on workforce); - Senior Leadership – seek action plan to improve those areas <p>6. that the Chair sends out a communication to staff thanking them for their input in the Big Listen staff survey.</p>	
<p>30 November 2022 Minute 38 – Finance and Capital Monitoring Report - Month 6 (to include a focus on the Children's budget)</p>	<p>The Committee agreed:</p> <ol style="list-style-type: none"> 1. to provide Members with a written response outlining the updated information on the figures and budget associated with children and young people with SEND; 2. to provide Members with a written response on the number of young people in care that had been housed through independent housing in the past two months; 3. that a mitigations sheet (working document) would be provided to all future Performance, Finance and Customer Focus scrutiny meetings detailing an update on children's services and progress made on the budget and pressures; 4. to refer the following items to the Education and Children's Social Care Overview and Scrutiny Panel for further scrutiny: mitigation and weaknesses surrounding partner income (£500k identified), action plan to reduce agency spend, housing pressures and what being done to ensure housing is provided, bespoke arrangements, home to school transport and the action plan for the red rag performance rating associated with children with multiple child protection plans; 	<p>Date: November 2022 Progress:</p> <ol style="list-style-type: none"> 1.information requested 2.complete - information emailed 14.2.23 3.will be provided at 22.2.23 meeting 4.complete – information referred. 5.complete – information referred. 6.complete

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

	<p>5. recommend that the Cabinet Member for Children and Young People actively intervenes in the conversations with partners around the processes in place for partner income, in a timely manner, to ensure a good outcome is achieved for the Council and children and young people affected;</p> <p>6. to note the Finance and Capital Monitoring Report – Month 6 and childrens budget update.</p>	
<p>30 November 2022</p> <p>Minute 39 – Elections Bill Implications</p>	A request was made for the link to the statutory instruments to be provided to Members.	<p>Date: November 2022</p> <p>Progress: Complete – link emailed.</p>
<p>30 November 2022</p> <p>Minute 40 – Bereavement Services Update</p>	The Committee agreed that the Bereavement Services Update would no longer be a standing item on the panel's work programme, and that a detailed report would be provided to scrutiny in six months' time upon the transition to opening and the future of the Western Mill and Efford sites.	<p>Date: November 2022</p> <p>Progress: Complete – added to work programme for 2023/24.</p>
<p>30 November 2022</p> <p>Minute 43 – Tracking Decisions</p>	The committee agreed that the Chair would write to the Chief Executive expressing the concerns of the Performance, Finance and Customer Focus Overview and Scrutiny Panel regarding the amount and frequency of 'to follow' papers.	<p>Date: November 2022</p> <p>Progress: Complete</p>
<p>14 December 2022</p> <p>Minute 49 –</p>	<p>The Committee agreed:</p> <p>1. to recommend to the Cabinet Member that the Council explores with the Local Government Association how pressure could be put on the Government to provide additional funding for</p>	<p>Date: December 2022</p> <p>Progress: Complete – emailed.</p>

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

Support the Council is Providing to Refugees from Syria, Afghanistan and Ukraine	<p>ESOL (English for Speakers of Other Languages) in support of the three schemes in order that people are more able to quickly access it;</p> <p>2. to recommend to the Cabinet Member that work to communicate the schemes to the city was undertaken on a regular basis, specifically focusing upon the following:</p> <ul style="list-style-type: none"> the numbers involved in the schemes, definitions of terms, what the city was gaining from the schemes, case studies and stories; <p>3. to note the update.</p>	
<p>14 December 2022</p> <p>Minute 50 – Cumulative Impact Policy</p>	The Committee agreed to recommend that the Cumulative Impact Policy is considered by Cabinet so that the Cumulative Impact Assessment can then be submitted to Full Council so that it is maintained and the revised assessment contained in Appendix C is adopted and published.	<p>Date: December 2022</p> <p>Progress: Complete – forwarded on.</p>
<p>14 December 2022</p> <p>Minute 51 – 2022 Elections Act - Voter ID</p>	<p>The Committee agreed:</p> <ol style="list-style-type: none"> to recommend to the Cabinet Member that the Trans Community, EU citizens, homeless people, the disabled and looked after young people are specifically considered in terms of identifying ways of enabling them to vote and how this is communicated to them, that action plans are developed for these five areas of potential voter vulnerability, and that an update on this issue is provided to a future Performance, Finance and Customer Focus Overview and Scrutiny Panel; that a review of the May 2023 elections process is provided to the Performance, Finance and Customer Focus Overview and Scrutiny Panel in the Autumn detailing true costs of the elections, funding received from the Government, financial implication upon the Council as to the new requirements introduced and next steps; 	<p>Date: December 2022</p> <p>Progress:</p> <ol style="list-style-type: none"> Complete Complete – added to work programme Passed on to officer Complete

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

	<ol style="list-style-type: none"> 3. to request that updated photographs for Councillors and Officers are undertaken to ensure that they are appropriate (a true likeness); 4. that the 2022 Elections Act – Voter ID report is noted. 	
<p>14 December 2022</p> <p>Minute 52 –</p> <p>Finance Monitoring Report - Month 7 (including Plans for Balancing In-Year Budget</p>	<p>The Committee agreed:</p> <ol style="list-style-type: none"> 1. to recommend to the Cabinet Member that the Council’s working balances were protected as much as possible, however if any of the Council’s reserves were used to balance the budget then a written explanation would be provided to the Performance, Finance and Customer Focus Overview and Scrutiny Committee detailing how much money was required and for what purposes; 2. that a written response would be provided to Members upon the additional expenditure under the Chief Executive’s Office referring to the pressure on additional Member allowances; <p><u>Response:</u></p> <p><i>Employee including on costs</i></p> <p><i>Additional Cabinet Member – £26382</i></p> <p><i>Additional Leader of a Minority Party - £ 6183</i></p> <p><i>Additional Leader of a Minority Party - £ 6183</i></p> <p><i>Unachieved Savings (Scrutiny Restructure) - £26382</i></p> <p><i>Apprenticeship Levy £5002</i></p> <p><i>Transport & supplies & services £5000</i></p> <ol style="list-style-type: none"> 3. that an update would be provided at future scrutiny meetings as to the movement between reserves; 4. to note the report. 	<p>Date: December 2022</p> <p>Progress:</p> <ol style="list-style-type: none"> 1. Complete – Forwarded on. 2. Complete – response emailed 31.1.23 3. Complete – to be included as part of the standing update. 4. Complete.

Performance, Finance and Customer Focus Overview and Scrutiny Committee – Tracking Decisions 2022/23

14 December 2022 Minute 53 – Work Programme	The Committee agreed the budget scrutiny timetable and approach and requested that EIA accurately reflected the overall impact of the budget upon the most vulnerable.	Date: December 2022 Progress: Complete – recommendation passed on to appropriate officer.
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