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Democratic Support

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#yourplymouth

YOUR PLYMOUTH

Monday 16 March 2015

3 pm

Council House (next to the Civic Centre)

Members:

Councillor Kate Taylor, Chair.

Councillor Sam Leaves, Vice-Chair.

Councillors Damarell, Philippa Davey, Downie, Martin Leaves, Rennie, Ricketts, Riley, Sparling and Tuohy.

Co-opted Representative:

Steve Meakin, Money Advice Co-ordinator Devon and Cornwall.

Members are invited to attend the above meeting to consider the items of business overleaf.

Tracey Lee

Chief Executive

YOUR PLYMOUTH

AGENDA

PART I – PUBLIC MEETING

1. APOLOGIES

To receive apologies for non-attendance by members and to note the attendance of substitutes in accordance with the Constitution.

2. DECLARATIONS OF INTEREST

Members will be asked to make any declarations of interest in respect of items on this agenda.

3. CHAIR'S URGENT BUSINESS

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

4. MINUTES (Pages 1 - 6)

To confirm the minutes of the meeting held on 15 December 2014.

5. BIG LUNCH AND STREET PARTIES (Pages 7 - 12)

This panel will review the processes and procedures for organising community led events within Plymouth.

6. PLYMOUTH PLAN (Pages 13 - 14)

The panel will consider the Plymouth Plan with a view to providing feedback on the following policies –

- Policy 14 – Playing an active role in the community
- Policy 15 – Delivering strong and safe communities and good quality neighbourhoods
- Policy 18 – Meeting local housing needs
- Policy 41 – Celebrating diverse communities

A full version of the Plymouth Plan can be viewed at –

http://www.plymouth.gov.uk/plymouth_plan_check_up_consultation

**7. SAFER PLYMOUTH PARTNERSHIP - CRIME STATISTICS (Pages 15 - 30)
UPDATE**

The panel will consider Safer Plymouth activity and performance against crime reduction performance measures and levels of overall crime in Plymouth. Also in attendance will be the Devon and Cornwall Police and Crime Commissioner who will report on his approach to tackle excessive drinking and alcohol related crime and excessive drinking.

**8. FRAMEWORK FOR WORKING WITH CITIZENS AND (Pages 31 - 32)
COMMUNITIES UPDATE**

The panel will receive a progress update on establishing a framework for working with citizens and communities.

9. LIBRARY SERVICE REVIEW (Pages 33 - 36)

The panel will receive for its information an update on the current review of the council's library service.

10. TRACKING RESOLUTIONS (Pages 37 - 38)

The panel will monitor progress on previous recommendations.

11. WORK PROGRAMME (Pages 39 - 42)

To review the Your Plymouth work programme for 2014/2015 and to reflect on the panel's achievements over the year.

12. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II – PRIVATE MEETING

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

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Your Plymouth

Monday 15 December 2014

PRESENT:

Councillor Kate Taylor, in the Chair.
Councillor Sam Leaves, Vice Chair.
Councillors Damerell, Sam Davey (substitute for Councillor Philippa Davey),
Downie, Mrs Foster (substitute for Councillor Martin Leaves), Morris (substitute
for Councillor Sparling), Parker Delaz-Ajete (substitute for Councillor Rennie),
Ricketts and Tuohy.

Co-opted Representative: Mr Steve Meakin

Apologies for absence: Councillors Philippa Davey, Martin Leaves, Rennie, Riley and
Sparling.

Also in attendance: Councillor Penberthy, Cabinet Member for Co-operatives,
Housing and Community Safety, Stuart Palmer, Head of Safer Communities, Di
Charlton, Service Development and Partnership Manager (Lead Officer), and Katey
Johns, Democratic Support Officer.

The meeting started at 4 pm and finished at 4.55 pm.

*Note: At a future meeting, the committee 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.*

22. **DECLARATIONS OF INTEREST**

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

23. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

24. **MINUTES**

Agreed the minutes of the meeting held on 8 September 2014.

25. **REVISED TERMS OF REFERENCE**

The panel noted its revised terms of reference, the most significant change being the
transfer of the responsibility for waste to the Working Plymouth Scrutiny Panel.

26. **HOMELESSNESS**

The panel heard from Councillor Penberthy, the Cabinet Member for Co-operatives, Housing and Community Safety, who, along with Di Charlton and Stuart Palmer, provided an update on the current challenging homelessness situation in the City. Members were advised that –

- (a) homelessness had been rising in the City since 2010 and was expected to rise further given the exceptionally challenging economic and housing market environment;
- (b) in 2013/14 14,737 customers approached the Housing Options service asking for support in relation to their housing (a 40 per cent increase on the previous year – approximately 56 households every day);
- (c) 1,252 of those households were case-worked by a specialist housing advisor, 592 (42 per cent) of which went on to make statutory homeless approaches and 278 of which Plymouth City Council accepted a statutory duty to house;
- (d) so far this year, homelessness approaches were up 14 per cent and homelessness acceptances up 33 per cent;
- (e) prevention work carried out last year meant that 892 households did not become homeless. This year a target of 1,000 households had been set, with 505 having been achieved in the first six months;
- (f) the rising number of households in temporary accommodation continues to be a major concern and there was considerable overspend in relation to the Bed and Breakfast / Emergency Accommodation budget –
 - at the end of last year there were 109 households in temporary accommodation;
 - at the end of the last quarter (September) there were 126;
- (g) 93 families with children were briefly accommodated in Bed and Breakfast accommodation at some point in 2013/14 and were moved into leased houses within three weeks;
- (h) in the first six months of this year, 80 families had been accommodated in Bed and Breakfasts at some point;
- (i) with major welfare and social policy changes already impacting on people's accessibility and affordability of housing, it was expected that the introduction of Universal Credits in 2015 would further exacerbate the situation. People on benefits will not be used to receiving one monthly payment and may find managing their money difficult. This had led to tenant evictions in some of the Universal Credit pilot areas.

In response to questions raised, Members heard further that –

- (j) the Department for Work and Pensions (DWP) had advised that there would be an accelerated roll-out of Universal Credits. Whilst the complete programme would be rolled out in phases over two to three years, Plymouth should expect the first tranche during early 2015, targeting single claimants who are working/fit to look for work, the effects from which should be evident next autumn/winter;
- (k) whilst Plymouth would only be dealing with single claimants in the first tranche, should a claimant move to Plymouth from another area where Universal Credit was already in place their Universal Credit would move with them, regardless of what category claimant they were. This had already happened in Plymouth;
- (l) Plymouth had been successful at intervention work and constant review of the Emergency Welfare Fund has meant that it had been possible to identify areas to shift underspends to in order to provide support where it was most effective and needed;
- (m) good working relations with partners such as the Citizens Advice Bureau and credit unions had meant that once referred a person can be assessed quickly and their benefit entitlements identified and processed, minimising unnecessary claims;
- (n) one of the biggest groups to be affected by Universal Credits was those in social housing and Plymouth Community Homes (PCH), who had 80 per cent of the City's social housing, was very concerned. The Council had been working with PCH and its tenants around these changes and it had been quite alarming how many people were unaware and didn't know what they would need to do in order to make their claims;
- (o) the Council did work with private sector landlords and was doing its best to get the Universal Credit message out there. However, private sector landlords didn't tend to be part of any association and therefore contact was generally made on an individual basis. There was already an aversion in the private sector to taking in tenants on benefits so care needed to be taken to avoid setting any further alarm bells ringing;
- (p) with a large number of student-specific style accommodation being built in the City, some estate agents were seeing more accommodation which had previously been occupied by students, coming back onto the market. Whilst it would take some time for a clearer picture of this to build, the Council would welcome early conversations with landlords as it would consider taking any surplus into its temporary accommodation portfolio in order to ease pressure on its use of Bed and Breakfast accommodation;
- (q) the exploitation of vulnerable people was another concern and, whilst the majority of single homeless people would not be in the first tranche to receive Universal Credit, conversations had already commenced with adult social care, commissioners and partners to identify their need for support

when universal credit is implemented;

- (r) Universal Credit only covered the big “eight” benefits so this would not include care leavers, however, housing benefit was one and if a care leaver had been entitled to housing benefit then this benefit would transfer through Universal Credit;
- (s) there were many reasons why people slept rough, including substance abuse, anti-social behaviour and mental health. In Plymouth there was currently a cohort of 13 rough sleepers and, like many cities, it had adopted the ‘no second night out’ scheme which meant that no-one should have to spend two consecutive nights sleeping rough.

The Chair thanked Councillor Penberthy and the officers for the informative update and noted the report.

27. **UNAUTHORISED ENCAMPMENTS - UPDATE**

Further to the co-operative review undertaken into Unauthorised Encampments, the panel received an update on progress made against the recommendations.

There being no questions on the matter, the report was noted.

28. **CO-OPERATIVE SCRUTINY REVIEW - PROBLEM DEBT**

The Chair presented the Problem Debt report arising from the recent co-operative scrutiny review and thanked those panel members who had taken part for their contribution.

Steve Meakin commented that statistics from the Money Charity and the Insolvency Service indicated that –

- consumer credit debt reduced from £228 bn in Oct 2009 to £168 bn in Nov 2014;
- at the same time overall indebtedness was stationary at around £1.46 trillion;
- the reduction in unsecured debt was reflected in Plymouth in a reduction of the total insolvencies figures; 958 in 2009 down to 690 in 2013;
- while personal insolvency figures have reduced, the number of people seeking Debt Relief Orders had in Plymouth remained relatively steady and the number of people accessing the remedy in 2010 was equal to that of 2013.

In response to Steve Meakin’s comments about the latest national debt levels showing a decline in levels of personal indebtedness and his concerns about the Council becoming an ethical lender and what such a scheme might look like, the Chair advised that –

- (a) the report had been produced based on the evidence presented during the course of the review and from what witnesses had told the panel;

- (b) the idea of the Council being an ethical lender was new and was currently being explored by the Council's Social Inclusion unit with partners. It was hoped that when (and if) it was nearer to becoming reality, it would come back to scrutiny where the panel could look it in more detail. The recommendation in the report was simply saying that the panel supported the principle.

The report would be considered by the Co-operative Scrutiny Board at its meeting on Wednesday 17 December 2014 and Cabinet in January 2015.

The panel noted the report.

29. **TRACKING RESOLUTIONS**

In noting the tracking resolutions schedule monitoring progress against the panel's previous recommendations, the Chair was pleased to report that Tony Hogg, the Police and Crime Commissioner for Devon and Cornwall, had accepted the invitation and would be attending the panel's next meeting in March 2015.

30. **WORK PROGRAMME**

The panel considered its work programme for 2014/15 and agreed that –

- (1) the following additional items would be considered at its next scheduled meeting in March 2015 –
- Emergency Welfare Fund Update
 - Framework for Working with Citizens and Communities Update
- (2) the outstanding co-operative review looking into the effects of the expansion of Plymouth University and its students on the surrounding residential areas would be undertaken early in the new year with membership comprising Councillors Kate Taylor, Tuohy and Ricketts and subject to their acceptance, Councillors Martin Leaves and Riley;
- (3) subject to submission of a PID to the Co-operative Scrutiny Board, a review on sex crimes is undertaken, focussing in particular on incidents taking place on campus, and looking at the 'No Means No' campaign.

31. **EXEMPT BUSINESS**

There were no items of exempt business.

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Big Lunch and Street Parties

NEIGHBOURHOOD AND COMMUNITY SERVICES LEARNING AND COMMUNITIES



1. Introduction

1.1. This report reviews the processes and procedures for organising community led events within our city. It outlines:

- What information, advice and guidance we give to those wanting to organise community level events
- Feedback from the Community and Voluntary Sector (CVS) on their experiences regarding community events
- Work that has happened based on the above
- Ongoing work and possible changes in the future.

1.2. As a Cooperative Council, when we received information from our CVS that the expectations and demands relating to community events are 'too bureaucratic', we undertook to look into the issue and the Your Plymouth Scrutiny panel agreed to receive an update on progress. This report provides that update and asks if this sufficient, or whether a different approach is required.

2. Background

2.1. In 2009, the Eden project started the 'Big Lunch' which aims to bring communities together. It is a simple step of sharing lunch together in order to enable people to feel a part of their wider community. The 'Big Lunch' events are inclusive to all communities and have an important role to play in different groups of people establishing common bonds and so promoting community cohesion. Due to the Jubilee in 2012 and this initiative, we have also seen a revival in the popularity of 'Street Parties'. This was enhanced by the First World War centenary last year and in 2014, when 4.83 million people took to their streets, gardens and community spaces for the sixth annual Big Lunch.

2.2. The 2011, the Localism Act introduced new rights for communities to take greater control in their local areas. It was backed up by a 'Bringing people together in strong and united communities' policy (November 2012 and updated in January 2015). As part of the programme of activities relating to this Act and policy, the DCLG recognised that some of the organisational imperatives related to arranging and holding street parties might be complex for grass root community organisations or inspired individual street party champions. They therefore issued a step-by-step guide providing practical advice for anyone looking to hold a street party in December 2011.

2.3. As part of our 'Welcoming City' actions and neighbourhood support, local groups based on identity, interest and geography have been supported by officers in our Social Inclusion and Neighbourhood Regeneration Units to deliver grass root events. Some small level sponsorship was available (e.g. North Prospect World on the Green, Stonehouse Street Party) and the officers acted as a conduit to other parts of our council such as Parks, Highways and Events who in turn gave their support as relevant to the key individuals within those groups. We also arranged for small scale community events to be advertised through our web site and this is still available.

2.4. In 2014, we enhanced this through changed commissioning arrangements in relation to the support we give to our local CVS. We issued a new contract to the Zebra Collective (which runs Plymouth Octopus Project - POP). We asked them to take the lead in supporting grass roots organisations, motivated individuals and diverse communities to put on events related to the 'Big Lunch'. Between the spring and summer of 2014, they supported 16 community groups to hold 'Big Lunches' and 'street parties'. Although we have not been able to elicit specific facts and details, POP has told us that while supporting community groups to hold these events, it came across some issues that it felt should be simplified and improved. It also said that this was reinforced by some of the comments they had received from the grass roots leaders themselves.

3. Current Arrangements

3.1. In keeping with our ambitions to make more of our services accessible via electronic means, advice and guidance about holding events can be found on our web site. Currently our home page does not give obvious or high profile direction of where to find information about holding events. There is also no link within the 'apply button' to the relevant information.

3.2. At present, there are two main routes to find the required information. If 'organising an event' is typed into the search engine it goes to the link below. Community groups can also use the alphabet panel and click on 'E' which takes you to an 'Events' link which leads to the same link: <http://www.plymouth.gov.uk/homepage/leisureandtourism/eventsadvice.htm>

3.3. These pages advise that their content is actively under review. The information provided is about overall safety and welfare at events like street parties, marches, carnivals and fairs. It contains advice from our Plymouth Events Safety Group which comprises senior officers from the Council and emergency services working in our city. It includes overarching guidance for communities about the key areas they should consider before, during and after organising and holding an event. On this page, the four main venues where events can be held are listed with E-mail contact details. While it helpfully provides a link to the 'licences and permits' section of the web, there is no direct hyperlink to the specific places where advice on holding events in venues other than the Hoe (eg the Piazza and parks) is contained.

3.4. There are currently 4 key venues where events can be held. These are (including links):

- **Parks and green spaces:** <http://www.plymouth.gov.uk/homepage/leisureandtourism/parksnatureandgreenspaces/parksnatureevents/parksnatureeventsforms.htm>
- **The Hoe:** <http://www.plymouth.gov.uk/homepage/leisureandtourism/eventsadvice.htm>
- **Piazza and city centre areas:** citycentre@plymouth.gov.uk
- **Buildings:** <http://www.plymouth.gov.uk/homepage/communityandliving/communityinformation/hallsforhire/>

3.5. Depending on the venue and specific location for a 'Big Lunch', permission may or may not be required for road closures. Some street parties will also have to apply for road closure permission although this does not always need to happen (e.g. the difference between closing major through fares such as Union Street for the Stonehouse Street party compared to say running a party on Whitleigh Green where a road runs around the venue.) Each application is likely to be unique and applications for general road closures (Amey) can be made via the web link below. On this page Amey advises events organisers that it has a dedicated Events Coordinator that can give them bespoke advice. The page has a clear link back to the safety advice as mentioned above in 3.3. It gives e-mail, telephone and address details of how to contact Amey's Events Coordinator:

<http://www.plymouth.gov.uk/homepage/transportandroads/highways/eventsonhighway.htm>

- 3.6. Forms and prices regarding road closures are not published within the same link and those using the web need to use the search engine to find 'apply for road closure'. This then takes them to another link where this information is clearly laid out:
http://www.plymouth.gov.uk/temporary_traffic_regulation_order_form.pdf
- 3.7. Our parks and green spaces team (managed by Street Cleansing and Grounds Department) currently manages 238 events a year. On the web, three key documents are required to make an application to hold an event on our land. There is an overall guidance giving the terms and conditions of use, an application form and a risk assessment. Information and requirements are clear and in plain English. There is a helpful example of how to do a risk assessment plus a checklist to use to make sure all the right documents are returned. Applications need to be made 28 days in advance of the proposed event and applicants are given phone details, email contacts and address details of where to send their request.
- 3.8. In relation to the Hoe, we have already had 32 events booked for 2015. Bespoke guidance about using the Hoe is contained within the overall safety and welfare at events web page as noted in 3.3 above. The forms that are required are contained in this guidance at the end. In addition there is an accessibility check list which we co-designed with Plymouth and District Disability Action network some years ago.
- 3.9. The guidance on this generic events web page also refers to the Guildhall and gives contact details in relation to using this building as well as Harewood House, Plympton and St Maurice Guildhall and Tothill Community Centre. The charges are clearly laid out as is the way to make a booking. Access information about each venue is also available. While these venues would not be used for street parties as such, they could become a focal point for such an event and also cater for a 'Big Lunch'.
- 3.10 The City Centre Company has its own web site which can be sourced via a link from the council site. Its' web is called ShopPlymouth available on this link:
<http://www.visitplymouth.co.uk/shopping/home> The City Centre Company has a bespoke Events Officer for the City Centre and Piazza. It responds direct to any enquires about events and assists people throughout the process including bespoke requirements and forms (not available on line).
- 3.11 At present, there is no charge for holding events in our parks or grounds including the Hoe. The City Centre Company has a sliding scale of charges for using the Piazza based on the size of the event and the size/type of organisation (e.g. commercial, charity, statutory). A variety of services support a significant number of events (e.g. dog shows, vehicle access and bike displays) including preparatory work, enquiries, administration, support on the day and post event clear up, representing substantial council in kind support to our local community groups.

4. The Issues

- 4.1. In the main, the matters that have been raised by the CVS focus on: the website; paperwork; complexities in identifying the most appropriate officer to book an event; and finding a named officer to support event organisers complete our requirements. The different booking forms, which are of varying lengths, have also been cited as a potential concern to some organisers, though it has been acknowledged that after completing the process for the first time it then becomes more straightforward.
- 4.2. **Website** - Small groups have fed back to the CVS that it is difficult to locate the correct person to speak to when finding out where to book an event. They say that there is not a central page on our website where they can easily locate everything they are required to do. While we do have an umbrella web site with the core information users need, they then have to refer to other pages, only some of which are provided as links.

This can mean an involved search, for more details. We clearly sign post web enquiries to the right department but the feedback is that users would like to be directed to specific officers.

- 4.3. **Paper work including risk assessments** - The CVS has told us that while the wording within the paperwork is generally straightforward, at times there is confusion about which form to complete and the amount of detail required. Often, smaller groups did not feel equipped to complete risk assessments even though an example is available on line. Our Events Team and Street Cleansing and Grounds Department are willing to (and frequently do) support community groups complete risk assessments, but this can require extensive advice and explanation. This can be very time and resource intensive and has to be balanced with other competing priorities.
- 4.4. **Notice periods** – We do require the organisers of events to give us sufficient notice of proposed events and to clearly lay out their plans. Some events organisers have expressed disappointment when missing the required deadlines. So they are asking for better clarity on our processes including deadlines, and would like consideration about different types of events having different requirements. For example, giving larger events that require more regulation a deadline long enough away from the date of the event and, for the smaller ones, giving a shorter period of notice.
- 4.5. As a result of this feedback, Zebra/POP and our local Pride in Plymouth community group have recently formed their own CVS Events Network. It has approximately 12 members from small to medium community groups including those from diverse backgrounds. It consists of organisations such as Life Play Learning, Stonehouse Timebank, Friends of the Museum and the Hoe Residents Association. Their intention is to support each other with the process of organising events, share best practice/resources, and provide ongoing feedback about improvement suggestions to ourselves. We have been informed about their meetings and an officer from our Social Inclusion Unit attended the first two. There are plans in hand to ensure that this network is attended by officers in the Events Team (who will refer back to Social Inclusion and Grounds as relevant). This will help ensure our work on small events aligns with our city wide priorities and vice versa to the CVS and community groups' imperatives.

5. Next steps

- 5.1. Both our Street and Grounds Service and Events Team are willing to act on service improvements especially now that the new Purple Guide has been issued. They are also undertaking a benchmarking exercise against other Local Authorities seeking out viable best practice to inform our local procedures.
- 5.2. As part of this exercise, they will be considering our website information especially as it seems crucial to making community groups' experience of organising events simpler. There is an opportunity to consider whether we could take action to streamline the current information and enhance our current centralised web page to make it more of an umbrella resource page containing all the information needed. Other cooperative councils such as Liverpool and Lewisham have this in place <https://www.liverpool.gov.uk/leisure-parks-and-events/events/> and <http://www.lewisham.gov.uk/inmyarea/events/planning-an-event/Pages/default.aspx>
- 5.3. At the same time, both services will be considering the other ideas from the CVS. These include having a 'one size fits all' guidance on our web that could include more information about what is required to organise and manage (including things like crowd control, marquees, and managing noise). The application form and risk assessment requirements might also become 'one form for all events' especially if it becomes possible to complete it to varying complexity depending on the

size and nature of the event. If this was accompanied by FAQ, then simple and clear links could be given to required licences, permits and associated costs if it is not possible (due to keeping it simple) to contain all this information in one place.

- 5.4. Information about what will happen once an application is made, and to what timelines, would also be useful, as it would mean that small events organisers would know what to expect and when. This might be as easy as making a clearer cross reference to our current corporate standards for dealing with all our customer enquiries. The CVS would be interested in working on a co-designed interactive events toolkit containing this and things like '10 top tips' and the '10 things to do list' for organising an event. Their ambition is to use this to enable smaller community groups to help themselves more and be less reliant on officers' knowledge and time, which in turn will help communities take control and save resources for all concerned.
- 5.5. The Events Network has also mentioned that a city wide diary and map would be useful especially if it was interactive for groups to 'click on' and check location and availability of sites for their events. The Network has told us that our forms and information are clear and in plain English but would like to see this backed by more encouraging language about welcoming community events led by small, medium and large community organisations. As we formalise our events strategy as part of Mayflower 400, the alignment of our grass roots communities' activities to this will be essential.

6. Conclusion

- 6.1. We welcome the Scrutiny Panel's overview of:
- the information we have received from the CVS and the newly formed Events Network
 - what we are already doing, and
 - what else we might do in response to their feedback and our own benchmarking findings.

Bronwyn Prosser- Social Inclusion Manager & Jill Palmer- Community Cohesion Co-ordinator

**NEIGHBOURHOOD AND COMMUNITY SERVICES
LEARNING AND COMMUNITIES**

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PLYMOUTH PLAN

Your Plymouth Scrutiny Panel

Monday 16 March 2015



1. The Plymouth Plan is a ground-breaking plan which looks ahead to 2031 and sets a shared strategic direction of travel for the long-term future of the city. An important principle is that local people and communities of geography, identity and interest are at the heart of the plan.

2. The Plymouth Plan is being published in two parts;

- Part one sets out an overarching strategy for future change and growth in the city.
- Part two will set out detailed policies for different areas of Plymouth (Published for consultation in the autumn of 2015).

The Plymouth Plan Team would like feedback and input from the panel on the content of specific policies set out in the draft Plymouth Plan.

Do you have any concerns about the content of any of the below policies?

It's important that any gaps or weaknesses in the content are identified at this early stage to inform decisions going forward so we would welcome any thoughts you may have.

The policy areas selected to be looked at in more detail include:

Policy 14 - Playing an active role in the community (pg.41 - 42)

- Enabling and supporting **communities** to support and help themselves – targeted **volunteering**, locally-led solutions, reduced need for professional help
- Access to **information**, advice, informing **communities and voluntary organisations** of their rights
- Improving local areas, **devolving** budgets, **shared decision making**
- Support to protect local services, **own assets** or **run services**
- Active **culture** and **health** programme focused on **participation and engagement**
- **Social value** and impact, joined up approach to attracting **investment**
- Supporting the **voluntary and community sector** to deliver change in local communities
- Temporary and meanwhile uses of **buildings**.

Policy 15 - Delivering strong and safe communities and good quality neighbourhoods (pg.43)

- Support of **strong and inclusive communities**, addressing **inequality**, considered use of the planning process for the benefit of the **community**, provision of specific support and targeted **regeneration**.
- Identifying/considering sites for development, **betting shops**, **payday lender restrictions**.

Policy 18 - Meeting local housing needs (pg.46 – 48)

- Access to a **decent, safe** and affordable home suited to their needs, located in a community where they want to live
- **Empty homes, affordable housing** supported housing self-build and custom build vulnerable to live independently specialist housing for older people provision of housing for younger people quality of private sector housing, **prevention of homelessness, fuel poverty**
- **Local Planning Authority** to meeting local housing need (pg.47 – 48).

Policy 41 - Celebrating diverse communities (pg.87)

- Reputation as a **welcoming, multicultural** city, **fair** city, **communities** of geography, identity and interest, people feel **safe and secure**, community **cohesion**, service provision responds to need.

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SAFER PLYMOUTH

Your Plymouth Scrutiny Panel – 16 March 2015



PLYMOUTH
CITY COUNCIL

INTRODUCTION:

This report provides the Your Plymouth panel with an overview of Safer Plymouth activity and performance against crime reduction performance measures and levels of overall crime in Plymouth. The reporting period is April 2014 to the end of January 2015, the latest data available at the time of writing this report.

Crime has continued to fall in Plymouth since 2006/7 when there were 28,209 crimes recorded to 2013/14 when there were 18,908 crimes recorded meaning there have been 9,301 fewer victims over that time.

Between April 2014 and January 2015 there have been 15,674 crimes recorded which represents a decrease of 40 crimes (-0.3%) compared to the same period the previous year – so we are currently on track to see a further fall in all crime for year ending 2014/15.

This has included decreases specifically in:-

- **Burglary Dwelling (-40/ -6.3%)**
- **Shoplifting (-41/ -3%)**
- **Other Theft (-430/ -18%)**
- **Public Order Offences (-262/ -20%)**

The table below illustrates the current overall crime picture for the city as a whole and the ten priority neighbourhoods:

	Apr-Jan 14/15	Apr-Jan 13/14	Number change	% change
City Total*	15,674	15,714	-40	-0.3%
Priority neighbourhoods**	9,113	9,102	+11	<0.1%

*from Devon and Cornwall Police

**from Universal Data Set provided by Police

This year:

- Good performance has been maintained in respect of reducing anti-social behaviour and serious acquisitive crime, along with supporting vulnerable victims of anti-social behaviour and reporting of hate crime.
- We hold a steady position of 5th best out of 15 in our most similar family group for 'all crime' (as at 30 Nov 2014 – latest available).
- We have supported over 2,000 victims of domestic abuse, providing individual support, legal advice and refuge places.
- We have trained over 700 front-line workers in "Domestic Abuse, Stalking and Honour-Based Violence (DASH)" in the last 24 months in Plymouth.
- We have been conducting a Domestic Homicide Review which has just passed the Home Office's Quality Assurance Panel and will shortly be made publicly available.
- We have supported circa 300 vulnerable victims through our Anti-Social Behaviour Victim Champion Service

- We have continued with a programme of drug treatment for the most prolific offenders to prevent them from offending.
- Cabinet adopted the new ASB Tools & Powers¹ on 9 December 2014 which came into force on 20 October 2014 and agreed 15 recommendations in respect of their implementation.
- 2 successful premises closures using the new legislation where it has been proven they have been linked to nuisance to the public, or disorderly, offensive or criminal behaviour of a serious nature.
- We are exploring options with the Police for notifying/consulting Ward Members on dispersal orders. This power has now transferred to the Police.
- Safer Plymouth has agreed to reinstate a 'Reducing Reoffending Delivery Group' initially to oversee the transition and impact of the new Probation arrangements and understand our new offending cohort.
- Plymouth City Council has recently responded to the consultation on the new statutory Prevent Duty² set out in the Counter-Terrorism and Security Bill which is currently before Parliament.
- We continue to support the re-commissioning process for SARC services in Plymouth at the Peninsula Sexual Assault Referral Centre (SARC) Board, who have just awarded a further year's contract for 2015/16.
- We interim-funded an Art-Therapist predominantly for children and young people at the SARC pending the outcome of a Bid to "Children in Need" to continue this valuable therapeutic service – and the bid was confirmed as successful in February 2015 – attracting a further circa £100K for the service.

SAFER PLYMOUTH PARTNERSHIP UPDATE:

Safer Plymouth (Plymouth's Community Safety Partnership) continues to go through a period of review and development. This includes exploring broadening their scope of activity to include broader community safety concerns, eg fire and taking a more holistic approach that takes account of other partners' priorities. Since the last Your Plymouth Scrutiny held on 8 September 2014, Safer Plymouth has held two meetings where key agenda items have included:

- Monitoring performance against Safer Plymouth performance measures and addressing areas of under-performance.
- Agreement of the annual Safer Plymouth Partnership Strategic Assessment of Crime & Disorder 2015 – this makes recommendations for the priorities for partnership focus and resources in 2015/16, and will underpin the next round of performance measures set by Safer Plymouth for 2015/16.
- Endorsement of the Peninsula Strategic Assessment for 2014/15 which provides an evidence-base for informing the Police and Crime Plan associated annual refreshes. This document is also used to set priorities for collective focus by Community Safety Partnerships across Devon, Cornwall and the Isles of Scilly.
- Reviewing how the Police and Crime Commissioner is preparing for taking on the responsibility for commissioning Victim Services from April 2015.

¹ <http://www.plymouth.gov.uk/mgInternet/documents/s59567/Adoption%20and%20Implementation%20of%20Anti-Social%20Behaviour%20Crime%20and%20Policing%20Act%202014.pdf>

² https://shareweb.kent.gov.uk/Documents/KELSI/School%20e-Bulletin/CTS_Bill_-_Factsheet_7_-_Prevent.pdf

- Overseeing the development and roll out of Plymouth's 'Restorative Approaches Forum' which is leading the way in Devon & Cornwall.
- Reviewing the Police and Crime Commissioners plans for refreshing his Police and Crime Plan for 2015/16.
- Agreeing commissioning intentions for 2015/16 for the funding provided to Safer Plymouth by the Police and Crime Commissioner.
- Regularly reviewing developments in respect of the transformation of probation services including a recent presentation on contract management arrangements of the rehabilitative services provided by the community rehabilitation company (CRC) and Safer Plymouth's role in that respect.
- Following agreement at Cabinet on 9 December 2015 that Safer Plymouth would provide the governance for the delivery of the 'Collaborative Enforcement Pilot'³, Safer Plymouth is working through proposals on how to do this effectively. This will lead to Safer Plymouth identifying, jointly with Your Plymouth Scrutiny, how the findings of this pilot could potentially be implemented on a city-wide basis.

Systems Leadership:

On 13 February 2015, Safer Plymouth underwent their first session of understanding the principles and theory of using a 'Systems Leadership' approach (an approach recommended by the Fairness Commission). This was facilitated by John Ward, and we are grateful to the Plymouth Hospitals NHS Trust for releasing John to assist Safer Plymouth with this. Adopting this approach will potentially lead to Safer Plymouth thinking and working differently in order to address complex issues. Safer Plymouth is scheduled for a further session in April 2015 where the learning of this new approach will be applied specifically to look at the issue of hate crime.

Pledge:

Plymouth City Council has a pledge to "Campaign against any further Government cuts to Police, PCSOs and Firefighters in Plymouth".

The Leader of Plymouth City Council, the Chair of Safer Plymouth (also Cabinet member for Cooperatives, Housing and Community Safety), and officers of Plymouth City Council hold regular meetings with the Police and Crime Commissioner. This provides an opportunity to press Plymouth's case for maintaining Police and PCSO numbers, along with raising other key issues, given that Plymouth accounts for nearly quarter of the crime across the whole Police force area.

Plymouth has two member representatives on the Police and Crime Panel, which acts as both a as a critical friend to the Police and Crime Commissioner, and also proactively and reactively scrutinises his decisions. This provides a further opportunity to scrutinise the budget and how this might impact on Police and PCSO staffing numbers. At its meeting on 6 February 2015, all members present (15 out of 20) voted unanimously in favour of a 1.99% increase in the police precept. To date, despite deepening cuts in budgets, the Police and Crime Commissioner has delivered on his commitment to maintain uniformed Police officers above 3,000 across the force area. However, over the coming year, the Force is to undergo significant transformation in order to deliver further efficiencies, including through a 'strategic alliance' with Dorset. The impact of this transformation, particularly on Plymouth, is not yet fully understood. This will be a kept under regular and close scrutiny by the Panel over the coming months and year.

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³ <http://www.plymouth.gov.uk/mgInternet/documents/s59566/Collaborative%20enforcement%20pilot.pdf>

The Deputy Leader for Plymouth City Council, along with other Council member representatives on the Devon and Somerset Fire Authority, meet regularly with the Chief Fire Officer, Lee Howell. The most recent meeting, held in February 2015, provided an opportunity to consider what impact Devon & Somerset Fire Authority's budget considerations for 2015/16 and their new plan "Creating Safer Communities - Our Plan 2015-2020"⁴ might have on the number of Firefighters retained in Plymouth. It was established that, whilst there were ongoing considerations in respect of more innovative uses of their estate that would need to take account of a city with a growing population, the procurement of more efficient appliances and a tactical support review, Plymouth would continue to have proportionately more firefighters than other areas. A further meeting will be held in approximately 6 months' time.

Neighbourhood Watch:

Concerns were recently raised with Alison Seabeck MP and the Chair of Safer Plymouth about a recent and sharp decline (approx. 2,000 down to 300) in Neighbourhood Watch Schemes in Plymouth.

As a result this item was put on the agenda for Safer Plymouth Partnership Board's meeting on 23rd January 2015. Unfortunately, as neither a Neighbourhood Watch nor a police representative was present at this particular meeting, the item was deferred to the next scheduled meeting.

This issue was also raised by one of the Plymouth representatives at the Police and Crime Panel held on Friday 19th December, 2014 where the issue at that time received an inadequate response.

However, at a subsequent meeting of the Panel, on 6 February 2015, the Chair proposed this issue as a 'reactive' scrutiny topic for the next meeting on 10th April 2015. This suggestion received considerable support from Plymouth as well as other Panel members, and was agreed. The Panel will adopt a 'select committee' style approach for scrutinising the topic entitled "Is the significant reduction in engagement of NHW volunteers in Plymouth reflected across the rest of Devon, Cornwall and the Isles of Scilly and, if so, what is the PCC doing to address it?" This will afford an opportunity for witnesses to come and share their views and experiences.

To undertake the Panel's scrutiny of this topic, the Host Authority (Plymouth) will endeavour to contact as many Neighbourhood Watches across Devon, Cornwall and the Isles of Scilly as possible, along with other relevant key stakeholders, who will also be written to seeking views on the decline and any impact being experienced as a result. Additionally an 'open letter' from the Chair of the Panel, calling for evidence from communities across the Force area, will shortly be published on the Police and Crime Panel website⁵. Findings from this scrutiny will inform any recommendations to the Police and Crime Commissioner for his consideration.

Finally, Plymouth City Council has just responded to consultation by the Police and Crime Commissioner on his proposals for refreshing the Police and Crime Plan. Again, we have used this opportunity to reiterate our concerns about the decline in Neighbourhood Watch engagement in Plymouth and ask for a much greater emphasis on how the Commissioner is prioritising and encouraging volunteering to be given greater emphasis in the refresh. We have pointed out the link to the Commissioner's stated aim of encouraging and prioritising volunteering including beyond the traditional examples.

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⁴ <http://www.dsfire.gov.uk/FireAuthority/CalendarOfMeetings/documents/BudgetfullagendaFeb2015.pdf>

⁵ <http://www.plymouth.gov.uk/homepage/communityandliving/csu/policecrimepanel.htm>

We have already received feedback that the above activity has already started to regenerate and mobilise Neighbourhood Watch engagement in Plymouth.

SAFER PLYMOUTH'S PERFORMANCE MEASURES AND FRAMEWORK FOR 2014/15:

Performance Measures:

Safer Plymouth carries out an annual Partnership Strategic Assessment of Crime & Disorder which identifies crime and community safety concerns which are priorities for Plymouth and forms the basis for formulating performance measures. The following are the performance measures Safer Plymouth have agreed for 2014/15:

- Reducing the gap between the worst neighbourhoods for crime and the city average
- Reducing violence with injury (excluding Domestic Abuse)
- Increasing domestic abuse reporting
- Reducing anti-social behaviour

A new measure has been introduced prioritising vulnerable victims of anti-social behaviour:

- Increase the number of vulnerable victims of ASB supported by the vulnerable victim service

In addition, during 2014/15, we are measuring the following and will use the baseline to for increases in 2015/16, -

- the number of first-time reporters of domestic abuse (defined as a victim who has not reported a domestic abuse incident to the Police within the previous 12 months) and supplemented by monitoring of all first-time victims of domestic abuse who receive a Plymouth Domestic Abuse Service (excl. those who have reported to the Police).

Due to considerable reduction in serious acquisitive crime over the last few years, and in order to maintain a focus on crimes affecting the most vulnerable and causing the most harm, Safer Plymouth has agreed to 'monitor' levels of serious acquisitive crime only.

In order to demonstrate how we are performing, we have defined what 'success' will look like - see **Appendix I**.

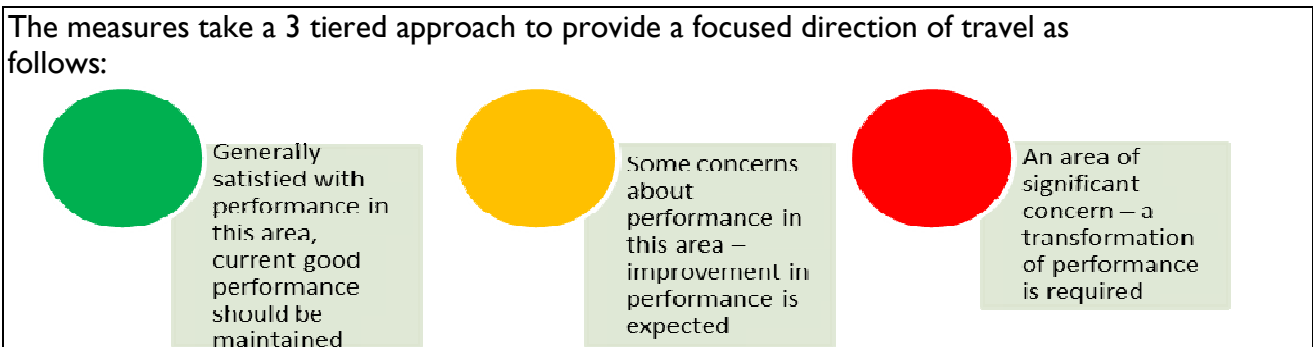
Performance Framework:

In liaison with Safer Plymouth, the council monitors performance against four key areas of crime. In line with our values – in particular 'Responsible and Fair' – these represent crimes causing the most harm and affecting the most vulnerable people with a focus on victims: closing the gap in levels of crime between neighbourhoods with the highest crime and the city average, violence with injury, domestic abuse and anti-social behaviour.

In 2014/15, Safer Plymouth agreed to align to, and apply, the Police and Crime Commissioner's Performance Management Framework (**Appendix 2**) which was based on a strong case for discouraging the use of 'numerical targets' and was viewed as driving 'perverse incentives' and based on unreliable data. It was recommended that these were replaced with 'performance measures.

This framework is reflected in the “Police and Crime Plan for Devon, Cornwall and the Isles of Scilly 2014-17”⁶.

To demonstrate how we are performing, the Police and Crime Commissioner’s performance framework is being used as illustrated below:



PERFORMANCE UPDATE - APRIL 2014 TO END OF JANUARY 2015:

Using the framework described above, for two out of the five crime performance measures we are ‘generally satisfied with performance’ which should be maintained, for three performance measures there are ‘some concerns about performance and improvement is expected’. In terms of the measure we are monitoring for ‘acquisitive crime’ there is steady performance. Each of the Safer Plymouth performance measures is explored in more detail below:

Closing the Gap in crime between neighbourhoods with the highest crime and the city average – **Improvement in performance expected.**

(2014/15 performance measure is to achieve a reduction in the crime gap between the ten neighbourhoods with the highest crime and the city as a whole based on the 2013/14 outturn of 76.3/1,000).

At the end of 2013/14 the gap between the combined rate/1,000 population across the ten neighbourhoods with the highest crime (149.8/1,000) compared to the city as a whole (73.45/1,000) was 76.3.

Between April 2014 and January 2015 the ten neighbourhoods with the highest crime have collectively seen only a very slight increase of 11 crimes compared to the same period last year. This overall increase in crime in the priority neighbourhoods is almost solely down to the increase in crime within the city centre neighbourhood. Between April and January crime in this neighbourhood has increased by 305/ 12%.

8 out of the ten neighbourhoods with the highest crime have recorded crime reductions (see table below), the biggest recorded in Barne Barton (-71 crimes). Other decreases recorded in Devonport (-61), East End (-59), Stoke (-45), Honicknowle (-35), Stonehouse (-16), Mutley (-8) and Greenbank & University (-1). Without the increase in crime in the City Centre the gap between crime rates for priority neighbourhoods and the city would have narrowed. **This is an improvement on when we last reported to Your Plymouth Scrutiny when we reported**

⁶ <http://www.devonandcornwall-pcc.gov.uk/Document-Library/The-Police-and-Crime-Plan-2014-FINAL.pdf>

that 7 out of the 10 neighbourhoods had seen a reduction in crime. (see also section below - 'What We Are Doing').

Neighbourhood	Apr- Jan 14/15	Apr-Jan 13/14	Change in Crime numbers	% change in crime
Barne Barton	378	449	-71	-16%
Devonport	698	759	-61	-8%
East End	629	688	-59	-9%
Greenbank & University	847	848	-1	0%
Honicknowle	523	558	-35	-6%
Mutley	534	542	-8	-1%
Plymouth City Centre	2858	2553	305	12%
Stoke	770	815	-45	-6%
Stonehouse	1457	1473	-16	-1%
Whiteleigh	419	417	2	0%

Reducing Violence with Injury (excluding domestic abuse) – Improvement in performance expected.

(2014/15 performance measure - not more than 1,719 crimes).

There were 1,569 crimes reported for April to January 2014/15 which represents an **increase** of 9% (134 more crimes) compared to April to January 2013/14 (1,435). This year's performance measure is a reduction in the number of crimes recorded.

The Police have a performance measure to reduce 'Violence against the Person (excluding domestic abuse)'. This measure includes both violence with injury and violence without injury.

Performance in Plymouth for April to January is showing an increase of 12% against same period in 2013/14. Analysis undertaken by the Police suggests that increases in violence are city wide and not necessarily exclusively associated with the evening and night time economy (see section below - 'What We Are Doing').

Increasing reporting of Domestic Abuse – Improvement in performance expected.

(2014/15 performance measure - more than 6,948 reports).

This year's performance measure is to increase reporting of domestic abuse crimes/incidents, reflecting our wish to ensure we get a true picture of the situation and address it.

Between April 2014 and January 2015 overall there have been 5,627 domestic violence related incidents and crimes reported which represents a **decrease** of 5% (307 fewer incidents/crimes) compared to April to January 2013/14 (5,934). This is, however, a slight improvement on when we last reported to Your Plymouth Scrutiny Committee when we were showing a 6% decrease.

Whilst there has been an **increase in domestic abuse crimes** recorded (+3%/ +66) this has been offset by a decrease in the number of non-crime domestic incidents (-10%/-376)⁷.

It should be noted, however, that whilst there has been a drop-off in reporting to the Police there has been an increase in self-referrals direct to the Plymouth Domestic Abuse Service.

Work continues with Police colleagues to fully understand the reasons why the levels of **non-crime domestic abuse has reduced** whilst domestic abuse crimes continue to rise with recording practices one possible reason for investigation (see also section below - 'What We Are Doing').

⁷ Please note, figures do not add up as they exclude a small number of non-notifiable DA offences

Reducing Anti-Social Behaviour – Maintain good performance.

(2014/15 performance measure - not more than 10,298 incidents).

There have been 8,592 ASB incidents recorded between April to January 2014/15 which represents a **decrease** of 2% (216 fewer incidents) compared to April to January 2013/14 (8,808).

For the period April to January 2014/15, despite there being small increases of anti-social behaviour in the City Centre and Stonehouse, levels of anti-social behaviour in the other evening and night time economy areas such as Greenbank and the University, Mutley and the East End have fallen or remained static.

The biggest reductions in anti-social behaviour have been in the neighbourhoods of Whitleigh, Honicknowle, Stoke and Estover/ Glenholt/ Derriford East.

Increasing the number of vulnerable victims of ASB supported by the vulnerable victim service – Maintain good performance.

(2014/15 performance measure - to support 300 vulnerable victims of ASB and a 90% satisfaction rate).

Between April and January 289 victims vulnerable of ASB were supported by the service, achieving nearly the annual target (300) with 2 months to spare. At the end of September 2014 the satisfaction rate amongst victims stands at an impressive 96%, against a target of 90%.

(Monitoring Only) Reducing Serious Acquisitive Crime – Maintain good performance.

There were 1,672 crimes reported for April 2014 to January 2015 which represents an **increase** of 2% (42 more crimes) compared to April – January 2013/14 (1,630). This small increase follows a sustained period of significant reductions. Levels will continue to be monitored and should recent rises in vehicle crime in particular continue, Safer Plymouth will consider what action needs to be taken to address this.

Levels of Hate Crime - Maintain good performance.

(2014/15 performance measure – Increase the reporting of hate crime incidents to 610 reports and 90% satisfaction rate)

At the Your Plymouth Scrutiny Panel, held on 9 June 2014, the Panel asked for levels of hate crime to be included in this report.

It is well known that Hate Crime is an under-reported crime and it is, therefore, a priority for the Council and Police to increase reporting in order to better understand the level of the problem and deal with it effectively. The Council has set itself a stretching target to increase reporting of hate crime.

For the period April to January 2014/15 there have been 504 reports of hate crime incidents reported via the Council's Hate Crime reporting system⁸, which means we are performing well. For the same period, the satisfaction rate for how incidents have been dealt with stands at 86%. It could, therefore, be surmised that confidence in reporting via this route remains good, including through 'word of mouth'.

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⁸ <http://www.plymouth.gov.uk/homepage/communityandliving/socialinclusion/hatecrime.htm>

For the period April to January 2014/15, across the whole of Plymouth, there has also been an 11% increase (an additional 34 reports) in reported Hate Crime direct to the Police, compared to the same period in 2013/14.

WHAT WE ARE DOING

Working with our partners, we continue to undertake a wide range of crime reduction work. This consists of a mixture of initiatives to keep momentum on the performance measures whilst maintaining an overview on emerging crimes.

Recent examples of activity to 'Reduce the Gap Between the Neighbourhoods with the Highest Crime and the City Average' include:

- Safer Plymouth has made a 'top-up' contribution to a Police initiative "Payback Time"⁹ which encourages communities to nominate projects to be awarded funding the police have recovered from criminal's 'ill-gotten gains'.
- Safer Plymouth continues to support a range of interventions to support young people and divert them from the vulnerability of crime and offending behaviour eg YOS Positive Futures and the REACH (missing young persons) project.
- A "Community Focus Week" was held in the City Centre in December 2014.
- Completion of a recent Safer Plymouth Team restructure means there will now be 3 "Crime and ASB Officers" allocated geographically and working alongside each of the policing areas of 'South/Central', 'North and East', and 'Devonport & West'. This will enable even greater partnership working and partnership problem-solving at an operational level.

Recent examples of activity to 'Reduce Violence with Injury (excluding Domestic Abuse)' include:

- A (Restricted) comprehensive Force Level Strategic Overview Report completed by the Police looking at "Other" Violent Crime (violence not categorised as evening night time economy or domestic abuse) is helping us understand the issues in more depth and make recommendations for working in partnership to deploy the right interventions and resources at a local level.
- Ongoing Targeted interventions in Evening and Night Time Economy 'hotspots'.
- Ongoing support to continue Street Safe's treatment centre which operates on agreed key dates at peak times, to reduce the number of unnecessary ambulance call outs and hospital admissions. Over 320 people supported since its introduction.
- Championing the Best Bar None Group to create safer drinking environments.
- Promoting the 'Top Night' personal safety campaign that reminds young people to have fun safely and know their limits.
- Ensuring CCTV operation has the necessary staffing to cope with increased demand at peak times.
- Barbican road closures on Bank Holiday weekends.
- Rolled out Identification Scanners in Pubs/Clubs in the ENTE.
- Promoting personal safety messages at events eg – Freshers, Universities of Plymouth & Marjon, and City College.
- Supporting the annual Designated Driver Campaign now mainstreamed to be delivered by the community and voluntary sector.

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⁹ <http://www.plymouthherald.co.uk/Plymouth-groups-benefit-criminal-s-cash/story-26049166-detail/story.html>

- Support the Information brief advice Alcohol project at the Magistrates Court to help reduce re-offending.
- Production and distribution of ICE (In Case of Emergency Cards)
- Supporting the roll out of the Night Net radio system.

Recent examples of activity to 'Increase Domestic Abuse Reporting' include:

- Plymouth Domestic Abuse Service continues to assist with awareness raising across the city and recently includes awareness-raising initiatives in Babcock, City College and in other businesses across the city.
- Domestic Abuse awareness leaflets are being handed out by Police Response Officers at the same time as they hand out "You Matter We Care" booklets.
- Domestic Abuse awareness leaflets also being distributed by Neighbourhood Wardens.
- Ongoing city-wide roll out of the DASH (domestic abuse) training.
- Ongoing provision of high quality services for victims of domestic abuse and their families.
- Carrying out Domestic Homicide Reviews.
- Ongoing awareness-raising which has led to an increase in self-referrals, particularly from male victims and via Health and Children's Services.
- Continuation of the Domestic Abuse Advocacy Project, overseen by a consortium of local city Solicitors, coordinated by Plymouth Domestic Abuse Service.

Recent examples of activity to 'Reduce Anti-Social Behaviour' include:

- An ongoing range of successful enforcement activities by the Police and Safer Plymouth Team to tackle offenders of anti-social behaviour.
- Ongoing Anti-Social Behaviour 'Mediation' Service
- On-going victim champion support for vulnerable victims of ASB. This subject is currently under a review which includes investigating how the service could provide an even more intense level of support for the most vulnerable victims.
- Ongoing coordination of multi-agency responses to support neighbourhoods experiencing disproportionate levels of anti-social behaviour across the city.

Recent examples of activity to 'Reduce Serious Acquisitive Crime' include:

- Safer Plymouth continues to fund drug treatment programmes for the most prolific offenders.
- Supporting some police covert and overt operations to tackle acquisitive crime.

Sarah Hopkins
Community Safety & Partnerships Manager

SAFER PLYMOUTH PARTNERSHIP – PERFORMANCE MEASURES FOR 2014/15

PERFORMANCE MEASURE
<p>Close the Gap between the 10 neighbourhoods with the highest crime rates and the city average per 1,000 population</p> <p><u>Reduction:</u> To reduce the gap between the city rate/1000 and the rate for the 10 priority neighbourhoods using the 2013/14 out-turn as a baseline. (The gap between rates at the end of March 2014 was 76.3 so success would be less than this)</p>
<p>Increase reporting of domestic abuse</p> <p>Increase on 2013/14 end of year outturn (success: more than 7103 reports)</p>
<p>(New Measure) Increase first-time reporters of domestic abuse 2014/15 is a baseline setting year. (first-time reporters is defined as a victim who has not reported a domestic abuse incident to the Police within the previous 12 months)</p> <p>To be supplemented by monitoring of all first-time victims of domestic abuse who receive a PDAS service (excluding those who have reported to the Police) and will complement the baseline-setting).</p>
<p>Reduce Violence with Injury (excl DA)</p> <p>Reduction on 2013/14 end of year outturn (success: less than 1720 reports)</p> <p>To be supplemented by monitoring the level of all alcohol-related violence and violence without injury</p>
<p>Reduce Anti-Social Behaviour incidents per 1000 population</p> <p>Reduction on 2013/14 end of year outturn (success: less than 10,299 reports)</p>
<p>(New Target) Increase the number of vulnerable victims of ASB support by the ASB Victim Champion Service</p> <p><u>Target:</u> 300 victim referrals who then engage with the service¹</p> <p><u>Qualitative measure:</u> 90% satisfaction rate of those who engaged with the service.</p>
<p>Serious Acquisitive Crime – monitor levels only</p> <p>2013/14 End of year outturn 1,969 reports (success would be maintain or less than 1,969)</p>

¹ On occasions, despite every effort by the ASB VC Service, those referred choose not to engage or do not respond to the contact attempts made by the service.

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Devon & Cornwall Performance Management Framework

Background

In June 2010 Teresa May speaking at the ACPO conference said that police targets hinder the fight against crime. In a speech that outlined the intention to introduce Police & Crime Commissioners, she urged Chief Constables and Police Authorities to remove targets and reduce bureaucracy.

In January 2014 the UK Statistics Authority removed the 'national statistics' designation from police recorded crime data.

In April 2014 the Public Administration Select Committee published the report 'Caught red-handed, why we can't rely on Police Recorded Crime.' This report highlighted a number of key points including statements that:

- Numerical targets drive perverse incentives to mis-record crime.
- Associated "attitudes and behaviour... have become ingrained, including within senior police leadership" raising "broader concerns about policing values".
- This presents officers with "a conflict between achievement of targets and core policing values."
- PASC "deprecate the use of targets in the strongest possible terms" and accuses the police of adopting a "flawed leadership model, contrary to the policing Code of Ethics."

The recommendations included:

- The Home Office should do more to discourage use of targets.
- The Home Office must take responsibility and accept accountability for the quality of Police Recorded Crime Statistics.
- Senior police leaders must emphasise data integrity and accuracy, not targets.
- They should place new emphasis on values and ethics, especially in the Metropolitan Police.

The HMIC report 'Crime recording: a matter of fact' was published at the beginning of May. It described the early results of the inspection into the way that police forces record crime data. This interim report was limited to the findings following inspection of 13 forces including Devon & Cornwall. The data presented in the report was not statistically significant and so can at best only be taken to be indicative at force level.

Overall the report provided a fairly damning view of the reliability and validity of the way that the police service records crime data. This supports the findings of the

Public Affairs Select Committee and the removal of the national statistics designation from police crime data.

Taken together it is clear that the use of performance targets within the context of policing is not considered prudent and indeed is attracting considerable criticism from the Home Office and HMIC.

In addition the evidence suggests that police recorded crime data cannot be reliably compared between forces. Issues that affect this include the processes adopted by individual forces to record crime, variation in leadership and integrity around recording crime.

Until such time as these issues have been addressed we need to be cautious when considering Devon & Cornwall's position in national rankings and the use of total crime as a performance measure needs to be balanced by an understanding of the competing tensions driving trends in this measure.

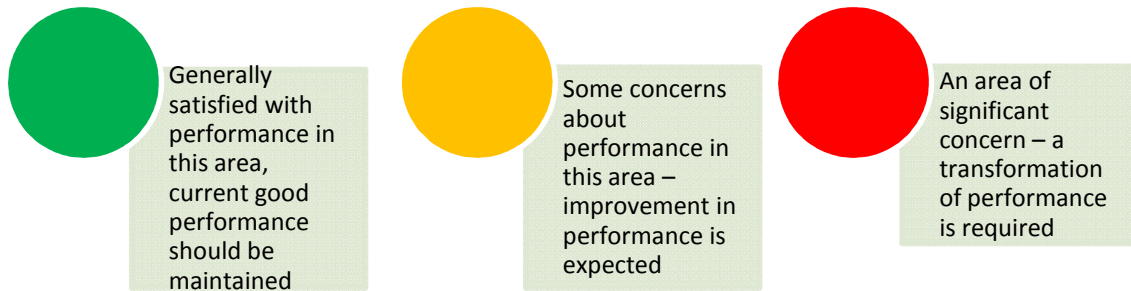
The New Approach for Devon & Cornwall

The refreshed Police & Crime Plan for Devon & Cornwall has reflected this debate, developing a bold new approach to performance management and in particular to how we assess delivery against the objectives set out in his police and crime plan. The new approach has been risk assessed for reliability, validity and the extent to which the measures are deliverable in context of the current and anticipated future pressures on police resources.

The following is an extract from the recent paper presented by the Tim Passmore of the APCC to HMIC 'Forward Looking Performance' which included our new performance management framework as an example of good practice.

The new framework provides greater depth of detail of the performance landscape, with many more aspects of police service provision being monitored than was previously the case. In addition we have removed potential for conflicting messages from for example requiring decreases in volume crime set against increases in reporting by vulnerable victims.

The measures take a 3 tiered approach to provide a focused direction of travel as follows:



As we worked through the risk assessment of the identified performance measures it became clear that some required considerable further development to establish a valid baseline or were less robust than we would have liked ideally (total crime per 1000 population for example). In response to these concerns we adopted headline measures (those that are robust with available baseline information) and secondary measures (those that require further development but which may become headline measures at a later point).

We believe that the new performance management framework offers a more detailed approach to performance than was previously the case and supports greater description of progress against the Police & Crime Plan priorities. It also shifts the focus of our performance scrutiny towards a more effective understanding of the drivers of performance and a more sophisticated understanding of performance.

A key challenge that remains is how we translate what is a quite complex performance framework into an effective dialogue with the public.

The table below provides an extract of some of the measures to illustrate the approach taken.

Headline Measure	Attainment	Secondary measure	Attainment
Victim based crime (excluding domestic and sexual abuse and hate crime)	Improvement in performance is expected	Total number of recorded crimes per 1000 population	Subject to performance in victim based crime, domestic abuse, sexual abuse and hate crime.
		Victim-based crime specific to rural areas	Current good performance should be maintained
		Victim-based crime specific to urban areas	Current good performance should be maintained
		Number of recorded domestic burglary offences per 1000 households	Current good performance should be maintained
%age of 101 callers satisfied with the overall service	Current good performance should be maintained	%age of 999 calls answered in target	Current good performance should be maintained
		%age of abandoned non-urgent FEC calls	Transformation of performance is required
Number of recorded violence against the person (excluding domestic abuse) offences per 1000 population	Transformation of performance is required	Number of recorded alcohol-related violent crime offences per 1000 population (excluding domestic abuse)	Transformation of performance is required

WORKING WITH CITIZENS AND COMMUNITIES

Your Plymouth Scrutiny Update



A Framework for Working with Citizens and Communities - 'Where I live' is now an integral aspect of the CCO Transformation Programme.

- 1.1. Business Analysts are supporting officers in Policy, Performance and Partnerships to create a structure and implementation plan for this work, setting clear actions to start turning the vision outlined in the document into a functioning framework which will roll out a new way of working with our partners, communities and citizens.
 - 1.2. The first step is working through the document to better understand what PCC needs to do internally, with its partners, communities and with citizens, to deliver against the promises and realise the vision.
 - 1.3. CMT have set some parameters to focus our efforts on. This includes: co-ordinating our existing initiatives and projects among the many service areas who are already actively working with our citizens and communities; and identifying ways to better join up to have greater impact and understand of the overall effort from within PCC services.
 - 1.4. We need to analyse and refine roles and responsibilities in relation to the new framework. Taking into consideration the feedback received at the Cllr. Workshops late last year, this will include an exploration of the role of the councillor as community leaders and to support them, citizens and communities to:
 - be engaged in local decision making with Councillors;
 - use pooled budgets to solve local problems;
 - work with Councillors to influence strategic decision making;
 - have access to a wide range of community activities and to improve their neighbourhood;
 - have pride in Plymouth and contribute to creating a vibrant, welcoming waterfront city;
 - commission local services;
 - be supported to find ways to fund and run local services for themselves;
 - influence improvements to PCC and Partner-run services;
 - be better able to access PCC and Partner-run services through the most efficient channels and are satisfied with the service response first time; and
 - be able to communicate through the most efficient range of channels which meet their needs and are efficiently resourced.
- In addition, we need to enable PCC and our partners to form effective partnerships, sharing resources, information and expertise to form one approach to working with citizens and communities across the city.
- 1.5. Once we clearly understand the detail of what we need to achieve, we can develop the necessary work streams, processes and competencies to deliver the above objectives and realise the benefits.
 - 1.6. Benefits are:
 - Citizens enjoy living and working in Plymouth;
 - Citizens are taking control of their communities;
 - Children, young people and adults are safe and confident in their communities;
 - The council is providing and enabling brilliant services which strive to exceed customers' expectations;
 - The council is using resources wisely;

- Plymouth is a fairer and more inclusive city with citizens at the heart of decision making;
- Citizens and Communities are actively able to reduce health and social inequality; and
- Through sound partnerships, we provide strong community leadership and work together to deliver a common ambition.

I.7. The Communications and Engagement Strategy for Transformation was presented at co-operative scrutiny on 27th February. The document acknowledges that recent public engagement tells us that citizens are aware of the financial problems the Council is facing and that transforming is based entirely on need.

The Council needs to transform to ensure a future for local services. What our citizens want to know is how we are improving services through the transformation work and what impact it will have on them.

The citizens of Plymouth want to know what is being done to make streets cleaner and safer, how we are creating more and better jobs for local people and developing quality homes. They also want us to convey more humility in what we say and accept that more needs to be done.

Political engagement aims to ensure that:

- Cabinet members are informed of, and able to engage with, the development of the transformation projects and programmes;
- New ways of engaging with councillors and members are considered – looking at new approaches, trialling and testing where appropriate;
- Councillors need to work co-operatively through their connections and community relationships, sharing ideas, problems and solutions at a local level. To fulfil this they will also need to work alongside other key agencies in the private, public and voluntary sectors, with community groups and citizens; and
- we need to support elected members to be effective and relevant in a co-operative and digital world – when citizens can do more for themselves, and councillors interact directly with individual citizens via social media, they will be able to focus on other areas of local leadership such as city growth.

LIBRARY SERVICE REVIEW

Your Plymouth Scrutiny Panel – 16 March 2015



I. Purpose of the report

- 1.1 Following the recent adoption of Plymouth City Council's Customer Service Strategy 2015 – 2018, the Customer Service Transformation Programme has launched a new project, CST02 Strategic Service Review, which is currently in the early stages of a review of Plymouth City Council's Library Service.
- 1.2. This report is to provide Your Plymouth Scrutiny Panel with an update on the current review of the Council's Library Service, following a recommendation made at the Co-operative Review into the Customer Service Strategy on 10 October 2014 where it was minuted that:

“the Your Plymouth Scrutiny Panel is kept updated on progress with the customer services programme, particularly in regard to the Library Services Review”

2. Library Review process

- 2.1 On 22 December 2014 a project brief was approved by the CST02 Project Board, Chaired by Faye Batchelor-Hambleton, Assistant Director for Customer Service, that enabled the project to begin a process of reviewing the Library Service from 2 January 2015.
- 2.2 The aims of the service review included:
1. Where should libraries be located in the City?
 2. Which council services should libraries provide
 3. Which Community / Partnership services should libraries provide?
 4. What hours/days should libraries be open?
 5. How can the school's library service be better utilised?
 6. Are there any possibilities for increasing income generation?
- 2.3 The project's process has so far involved detailed analysis collected from service metrics, demographic understanding from Experian statistics, interviews with the service's management teams, review of CIPFA and other benchmarking statistics, review of [previous library service consultations](#), best practice reviews from other local authorities, lessons learned from other local authorities, [a commissioned report from Red Quadrant to develop and enhance libraries](#) and government guidance on developing and modernising library services.
- 2.4 Library Staff have been involved in the review process following a staff consultation that took place throughout January / February 2015 which received 74 responses from the 110 library service's staff. The response rate was very impressive with 67% of library staff providing a response to the consultation, this compares very well to the recent staff survey response rate from Customer Service Staff which was 57%. The results of the staff and customer consultations will be used to inform the project's options outline stage.
- 2.5 The project has a detailed communication plan approved which involves key communication activities with all major stakeholders including staff, customers, elected members, trade unions and partners. The process of communication and engagement is recognised as being vital for the implementation of any changes to the library service and will be an on-going process involving all stakeholders throughout the duration of the review and subsequent change projects.

- 2.6 Communication and engagement activities will be increased in frequency in March 2015 with sessions scheduled for Your Plymouth scrutiny panel, Trade Union presentations, customer sessions organised through the Plymouth Octopus Project and library staff feedback on current understandings.
- 2.7 The project is currently reviewing all analysis gathered to generate an 'as is' picture of the current library service and then begin to outline a potential 'to be' future model. This model will be designed in a co-operative approach with staff and customer groups in the co-design solution project stage.
- 2.8 Following all documentation analysed so far it is proposed that the future model of the library service will need to consider in its co-design solution stage a number of key elements including:
- community needs;
 - Learning, Education and Literacy;
 - Health and well-being;
 - Arts and Culture;
 - Business and employment;
 - Advice and guidance;
 - Customer service offerings;
 - Meeting and socialising;
 - Refreshments
- 2.9 The solutions co-designed will be guided by all of the information from the project's Review phase, the consultation outcomes, customer needs, future service requirements and will be informed by an aligned to:
- The Corporate Plan's objectives and outcomes;
 - The Customer Service Strategy's aims and objectives;
 - The Customer Service Transformation's Outline Business Case's drivers.

3. Future Process

- 3.1 The project's plans outline the following key milestones:

Milestone	Date
Complete Analysis Phase (REVIEW)	Mid-March 2015
Outline Options available (DEFINE)	End March 2015
Co-design Solution Stage (DESIGN)	April / May 2015
Develop Business Case (DESIGN)	June 2015
Scrutiny Update (DESIGN)	June 2015*
Cabinet Decision - consultation (DEVELOP)	Summer 2015
Customer Consultation (DEVELOP)	Autumn 2015
Cabinet Decision – final solutions (DELIVER)	Winter 2016
Implement solutions (DELIVER)	Winter 2016 onwards

* Subject to recommendation below.

4. Recommendations

- 4.1 That the Your Plymouth Scrutiny Panel receives a further update on the Library Review in June 2015, outlining the project's plans, co-designed solutions and potential benefits and outcomes prior to submission of the Consultation Decision Business Case to Cabinet in Summer 2015.

Author: Ross Johnston, Project Manager (Practitioner)

Date: 3 March 2015

YOUR PLYMOUTH

16 March 2015

Tracking Resolutions Schedule

2014 - 2015



Date and Minute number	Resolution	Progress
15.12.14 30	<p>Work Programme</p> <p>The panel considered its work programme for 2014/15 and <u>agreed</u> that –</p> <p>(1) the following additional items would be considered at its next scheduled meeting in March 2015 –</p> <ul style="list-style-type: none"> • Emergency Welfare Fund Update • Framework for Working with Citizens and Communities Update <p>(2) the outstanding co-operative review looking into the effects of the expansion of Plymouth University and its students on the surrounding residential areas would be undertaken early in the new year with membership comprising Councillors Kate Taylor, Tuohy and Ricketts and subject to their acceptance, Councillors Martin Leaves and Riley;</p> <p>(3) subject to submission of a PID to the Co-operative Scrutiny Board, a review on sex crimes is undertaken, focussing in particular on incidents taking place on campus, and looking at the ‘No Means No’ campaign.</p>	<p>Included on agenda.</p> <p>Review to be postponed until after the election – June/July 2015</p> <p>PID awaited</p>

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YOUR PLYMOUTH

Draft Work Programme 2014/15



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 and is subject to approval at the Cooperative Scrutiny Board.

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Katey Johns, Democratic Support Officer, on 01752 307815.

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
09.06.14	Customer and Service Transformation Programme	Update on progress with project delivery and engagement with scrutiny		Peter Honeywell
	Customer Access Strategy	The panel will consider how it can engage in development of the Customer Access Strategy		Ross Johnston
	Framework for Working with Citizens and Communities	The panel will consider the Framework for Working with Citizens and Communities		Hannah Daw
08.09.14	Overview of Priorities	To hear from the relevant Cabinet Members on areas within their portfolio which could benefit from the involvement of pre or post-decision scrutiny	To help prioritise focus of task and finish reviews	Councillors Vincent, Peter Smith and Penberthy
	Safer Plymouth Partnership Update : Crime Figures	To monitor the city's crime trends		Sarah Hopkins and Chris Singer
	Emergency Welfare Support (Social Fund)	To look at budget delivery and customer satisfaction following its introduction in April 2013	Monitoring outcome of Social Fund Replacement task and finish review after first 12 months of operation	Ann Thorpe

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
	Customer Access Strategy and Customer Service Standards	To receive an update on progress with the Customer Access Strategy prior to undertaking a co-operative review of the Customer Services Roadmap	Pre-decision scrutiny prior to consideration by Cabinet in December 2014	Ross Johnston
15.12.14	Unauthorised Encampments	To receive an update on developments with UEs	Following a co-operative review it is custom and practice to receive a report outlining progress against the review's recommendations	Kevin McKenzie
	Homelessness	To receive a briefing paper on the current situation	To identify problem areas for consideration via a co-operative review	Matt Garrett
16.03.15	Safer Plymouth : Crime Figures	To monitor the city's crime trends	Statutory role of panel to review Safer Plymouth performance	Sarah Hopkins / Tony Hogg
	Big Lunch & Street Parties	To review current procedures	To identify areas of improvement and make appropriate recommendations	Jill Palmer / Bronwyn Prosser
	Emergency Welfare Fund Update	To look at budget delivery and customer satisfaction following its introduction in April 2013	Monitoring outcome of Social Fund Replacement task and finish review after first 12 months of operation	Denise Sadler
	Framework for Working with Citizens and Communities	To receive an update on progress	Referred to Panel by Cabinet - Members were involved in workshops	Hannah Daw
	Plymouth Plan	Member Engagement	To provide Members with opportunity to provide feedback	Caroline Marr Bronwyn Prosser Matt Garrett Nick Carter VCS Representative – Jacky Clift

Cooperative Reviews	Consideration Priority	Description	Progress
Problem Debt	1	Panel to look at level of personal debt and its impact in the City	Review complete - report to Co-operative Scrutiny Board on 17 December 2014 and to Cabinet on 13 January
Transformation : Customer Access Strategy / Customer Services Roadmap	2	To help shape Customer Access Strategy	Review complete – Minutes submitted to Co-operative Scrutiny Board on 22 October and Cabinet on 11 November
Framework for Working with Citizens and Communities	3	To help shape new way of working with citizens and communities	Workshops held on 6, 10 and 14 October
The effects of the expansion of Plymouth University and its students on the surrounding residential areas	-	<p>The expansion of Plymouth University over recent years has resulted in an increase in the student populations living in the surrounding areas to the University. The increase in students living in Mount Gould, Mutley, Greenbank and Lipson areas has had detrimental consequences which have predominantly been felt by local residents who have regularly had to deal with an increase in issues of Anti-Social Behaviour, noise, litter and reported crimes.</p> <p>The review will seek to analyse the effects of an increasing student population on the local surrounding areas to establish if a link exists between increased student populations and an increase in issues of ASB, noise, litter and reported crimes. To include a review of a previous piece of work completed in 2012.</p>	Review to be postponed until after the election – June/July 2015

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