



Democratic Support

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#yourplymouth

Your Plymouth

Monday 14 March 2016

4.00 pm

Council House, Armada Way, Plymouth, PL1 2AA

Members:

Councillor Jordan, Chair

Councillor Kate Taylor, Vice Chair

Councillors Churchill, Damarell, Drean, Martin Leaves, Michael Leaves, Meakin, Morris, Rennie, Riley and Sparling.

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.

For further information on attending Council meetings and how to engage in the democratic process please follow this link - <http://www.plymouth.gov.uk/accesstomeetings>

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 14 December 2015.

5. Enforcement (Pages 7 - 14)

The Panel will receive an update on enforcement.

6. Safer Plymouth Partnership Update - Crime Update (Pages 15 - 20)

The Panel will receive the latest update on crime.

7. Corporate Performance Report (To Follow)

The Panel will be provided with updates on Key Performance Indicators K26 and K43 of the Corporate Plan – Performance Report Q2 2015.

8. External Funding (To Follow)

The Panel will be provided with a report on external funding, as recommended by the Co-operative Scrutiny Board on 21 October 2015.

9. Your Plymouth Achievements 2015-16

The Panel to reflect on their achievements for 2015-2016 and to submit items for the Annual Scrutiny Report.

10. Work Programme

(Pages 21 - 24)

To review the Your Plymouth work programme for 2015 – 2016.

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Your Plymouth

Monday 14 December 2015

PRESENT:

Councillor Jordan, in the Chair.

Councillor Morris, Vice Chair.

Councillors Churchill, Damarell, Michael Leaves (substitute for Councillor Martin Leaves), Sam Leaves, Rennie, Ricketts (substitute for Councillor Drean), Riley and Sparling.

Co-opted Representatives: Steve Meakin.

Apologies for absence: Councillors Drean, Martin Leaves and Kate Taylor.

Also in attendance: Pete Aley (Head of Neighbourhood and Community Services), Di Charlton (Lead Officer), Councillor Philippa Davey (Cabinet member for Safer and Stronger Communities), Matt Garrett (Head of Housing Services), Laura Griffiths (Financial & Social Inclusion Officer), Darin Halifax (City of Service Chief Officer), Councillor Penberthy (Cabinet member for Co-operatives and Housing), Giles Perritt (Assistant Chief Executive), Emma Rose (Strategic Development Manager (Customer Services)) and Lynn Young (Democratic Support Officer).

The meeting started at 4.00 pm and finished at 5.58 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.

21. APPOINTMENT OF VICE CHAIR

The committee agreed to appoint Councillor Morris as Vice Chair for this particular meeting.

22. DECLARATIONS OF INTEREST

In accordance with the constitution, the following declarations of interest were made in respect of items under consideration at this meeting –

Name	Minute	Reason	Interest
Mr Steve Meakin	24 – Corporate Performance Report	Landlord	Personal
	25 – Problem debt review update	Employed by the CAB	Personal
Councillor Churchill	24 – Corporate Performance	Landlord	Personal

	report		
Councillor Michael Leaves	24 – Corporate Performance report	Landlord	Personal
Councillor Sam Leaves	24 – Corporate Performance report	Landlord	Personal
Councillor Riley	24 – Corporate Performance report	Landlord	Personal

23. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

24. **MINUTES**

Agreed the minutes of the meeting held on 12 October 2015.

25. **CORPORATE PERFORMANCE REPORT**

Councillor Philippa Davey (Cabinet member for Safer and Stronger Communities), Matt Garrett (Head of Housing Services), Darin Halifax (City of Service Chief Officer), Giles Perritt (Assistant Chief Executive) and Councillor Penberthy (Cabinet member for Co-operatives and Housing), were present for this item.

Comprehensive verbal updates (and one presentation) were provided by officers and councillors on the following key actions –

K22 - Deliver the Housing Plan Objectives

The Plymouth Plan incorporated the strategic objectives contained in the existing, published Housing Plan, and key actions were now contained within Policy 15 'meeting local housing needs'. There were several challenges surrounding this key action including –

- a high level of homeless people in the city;
- an increase in the number of rough sleepers;
- an urgent need for housing adaptations for Plymouth's rising population of elderly or disabled people;
- the introduction of Universal Credit in January 2016, combined with rising levels of debt could result in many households experiencing significant barriers in accessing and sustaining housing;

K24 - Strengthen and support coordination and capacity building in the voluntary sector and reinvigorate volunteering

It is estimated that approximately 21% of the adult population (almost 45,000) are currently formally volunteering at some level in the city. The true figure is likely to

be much higher with many people volunteering and not realising that they are and informal volunteering not being recorded.

In January 2016, a volunteering opportunity of the month for Plymouth City Council staff would be advertised on the 'Our Plymouth' website along with information on staffroom, Facebook and Twitter, along with the launch a time-banking model for Plymouth City Council staff. This pilot project was funded through the Department for Communities and Local Government.

K25 - Lead agreement on and implementation of a new framework for working with citizens and communities for the city

The new framework for working with citizens and communities would be delivered jointly as part of the upcoming service reviews within the People Directorate and Chief Executive's Office. A blueprint for community engagement had been developed to form the basis of discussion with partners and stakeholders. A workshop with internal stakeholders had also taken place to better understand the communication and engagement needs of the organisation. Community engagement activities continued to be undertaken across the city in support of Neighbourhood Plans, CEDTs and the Plymouth Plan Part 2.

K52 - Develop a programme to improve the quality of private rented housing and take action against rogue landlords

The creation of the Housing Charter Steering Group ensured -

- the quality and management of properties in the private rented sector including fair trading by business;
- the health and wellbeing of tenants;
- the availability of choice of and access to private rented housing;
- the ability of tenants to sustain tenancies in the long term;

The main areas of questioning from Members related to the following -

- (a) the One Plymouth steering group;
- (b) the Better Together web portal;
- (c) opportunities for volunteers;
- (d) use of timebanks in Plymouth;
- (e) Council House/secure tenancies;
- (f) impact of Universal Credit on tenants;
- (g) rough sleepers in Plymouth;
- (h) training courses available for private landlords;

- (i) Charter/Plan for Private Rented Housing;
- (j) agencies/organisations available to provide help to tenants with housing/tenancy problems;
- (k) findings of the Fairness Commission report;
- (l) 'have your say' meetings.

The panel noted the report.

26. **PROBLEM DEBT REVIEW UPDATE**

Pete Aley (Head of Neighbourhood and Community Services), Laura Griffiths (Financial & Social Inclusion Officer), Councillor Penberthy (Cabinet member for Co-operatives and Housing) and Emma Rose (Strategic Development Manager (Customer Services)) provided members with an update on the Problem Debt Review.

The main highlights were –

- (a) there were 18 recommendations from the review, - 14 had been completed, 1 required no further action and 3 were still ongoing;
- (b) problem debt remained a concern for the residents of Plymouth - Stepchange reported that since 2012, there had been a 64% increase in calls for advice; a 75% increase in debt management plans; and a 30% reduction in unsecured debts. In the first 6 months of 2014-15, Advice Plymouth saw clients with over £3.8 m of debt;
- (c) low income families were a major concern;
- (d) Universal Credit could have a major impact on families when it was introduced;
- (e) it was possible that many families would go further in to debt as a result of the festive period.

The main areas of questioning from Members related to the following –

- (f) the use of debt collection agencies and bailiffs, in particular their methods of obtaining money;
- (g) ongoing work with the University and other city colleges;
- (h) the feasibility of Plymouth City Council establishing an alternative to Bright House;
- (i) the prevalence of loan sharks in the city.

The Chair thanked officers for their attendance at the meeting.

27. **TRACKING RESOLUTIONS**

The panel noted the tracking resolutions schedule.

28. **WORK PROGRAMME**

The panel noted the work programme.

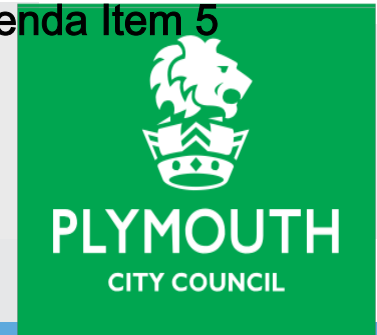
29. **EXEMPT BUSINESS**

There were no items of exempt business.

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OFFICE OF THE DIRECTOR OF PUBLIC HEALTH

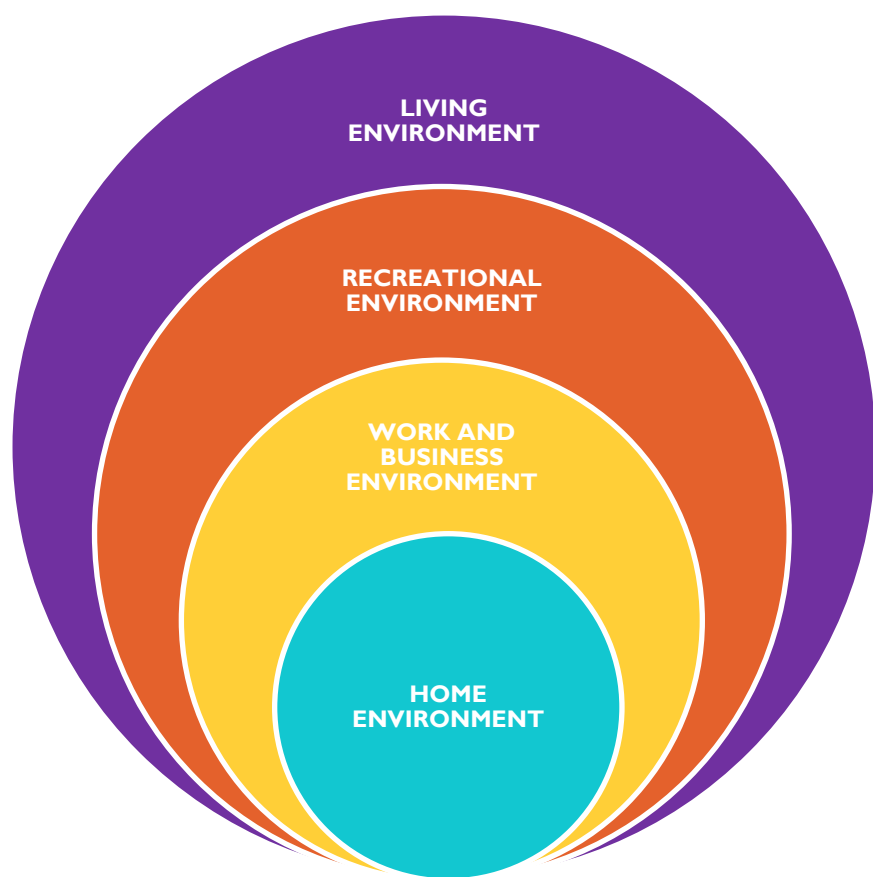
PUBLIC PROTECTION SERVICE



CITY VISION
Britain's Ocean City

One of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone

OUR OBJECTIVES To make a valuable contribution to the health, safety, environmental, economic and social wellbeing of those living in, working in and visiting Plymouth



Our aim is to safeguard and improve health and wellbeing through enforcement of environmental health, trading standards and licensing legislation. We work to ensure that our population has safe and nutritious food to eat, feels safe in the home and social environment, is not at risk of injury or illness at work and is protected from infectious diseases, nuisance, environmental factors, scams and products which are detrimental to their wellbeing.

We do this by a combination of policy creation, advice, education, targeted interventions and enforcement, and by monitoring and influencing developments to ensure that the air we breathe, the land we play on and the peace we expect in our homes is safe and protected.

We provide a professional, innovative, transparent and value-for-money service which identifies, assesses and responds to factors affecting health and wellbeing to achieve resolution, compliance, protection, prevention and improvement.

OUR CONTRIBUTION

HOME ENVIRONMENT	WORK AND BUSINESS ENVIRONMENT	RECREATIONAL ENVIRONMENT	LIVING ENVIRONMENT
<p>Safeguarding vulnerable residents from the financial abuse of doorstep crime, scams and loan sharks</p> <p>Improving housing by ensuring property agents, owners and landlords comply with public protection legislation</p> <p>Protecting residents from unsafe consumer products</p> <p>Protect the peaceful enjoyment of your home from noise, other nuisance and anti-social behaviour</p> <p>Providing a high quality pest control service</p> <p>Making arrangements for funerals where no suitable arrangements have been made</p> <p>Information to help consumers make healthier choices about their lifestyle</p>	<p>Business regulation to achieve compliance with public protection legislation, create a 'level playing field' and support economic growth</p> <p>Food safety inspections and investigations and Port Health</p> <p>Health and Safety investigations</p> <p>Issuing and monitoring of licenses and permits to protect communities and the environment</p> <p>Investigation of consumer issues, taking action against fraudulent and illegal trading practices. Combatting rogue traders.</p> <p>Provide support training and advice to help businesses understand legislation and how to comply.</p> <p>Commercial activity that supports business growth</p>	<p>Encourage positive and responsible behaviour in communities</p> <p>Consumers and communities are well-informed and confident</p> <p>Ensuring age-restricted products (e.g. tobacco, alcohol, knives, fireworks) are not sold to minors</p> <p>Helping to combat health inequalities by tackling the supply of cheap, illicit tobacco</p> <p>Taking action against the perpetrators of littering, fly tipping and irresponsible dog ownership</p> <p>To provide a safe, sustainable and efficient taxi public transport system</p> <p>Monitoring bathing water quality</p> <p>Ensuring safety at large public events</p> <p>To ensure a safe environment in the evening and night time economy</p>	<p>Ensure a safe, healthy and sustainable food chain for the benefit of consumers and the economy</p> <p>Protecting the environment by responding to incidents and reducing fuel poverty by enforcing environmental legislation</p> <p>Ensuring commercial animal health & welfare standards are maintained</p> <p>Ensuring consumer goods and food are correctly labelled so that residents can make informed choices</p> <p>Monitoring the quality of the air and making plans for improvements</p> <p>Ensuring future land use and developments are safe for intended use – identifying contaminated land and minimising impact on communities</p> <p>Ensuring waste is disposed of correctly</p>

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Introduction

We live in a complex society with high expectations regarding health, safety and economic wellbeing. Local Authorities have legal responsibilities to protect the public, to lead their communities and to tackle the underlying causes of health inequalities. The current (2012-14) gap in life expectancy between the electoral wards with the highest and lowest values is 10.1 years.

The Public Protection Service (PPS) plays a significant role in protecting people from harm caused by the air, the food and the water they consume, from the products they use and from the environment in which they live. These are the basic building blocks of Public Health.

Mission statement

To make a valuable contribution to the health, safety, environmental, economic and social well-being of those living in, working in and visiting Plymouth.

Core Functions

“Local authorities are democratically accountable stewards of their local populations’ wellbeing. They understand the crucial importance of “place” in promoting wellbeing. In other words, the environment within which people live, work and play, the housing they live in, the green spaces around them, and their opportunities for work and leisure, are all crucial to their health and wellbeing”(Dept. of Health, 2011. Factsheet - Public Health in Local Government)

The Public Protection Service is a combination of key Regulatory Services delivering essential public health and economic outcomes. These statutory services provide protection of the health, safety and the economic well-being of the public, commercial customers and their employees.

These key services are:

- Environmental Health (Environmental Protection)
- Environmental Health (Food Safety)
- Licensing
- Trading Standards

Note: These areas reflect new ODPH structures which will become operational on 1st April 2016.

Our work extends its protection from the City, across the Region and the Country and into international markets. This protection covers all stages of our lives, from the cradle to the grave, from field to the fork, from the safety and environmental impact of our own homes, gardens and leisure activities to ensuring our working conditions are safe and don't threaten our future health, with protection extending from individuals to international companies.

We seek to maximise our contribution to the achievement of the City Vision by: -

- Ensuring people have increasing confidence that food and drink intended for human consumption is safe, and of the correct quality and composition
- Reducing ill health in people and animals by controlling communicable diseases
- Protecting the health and safety of employees and members of the public from work related activities
- Reducing crime, disorder, and nuisance and increasing public safety and child protection
- Reducing consumer detriment, and the risk of ill health and injury, through the creation of a knowledgeable, skilled and an aware public, who can make informed choices

- Supporting economic activity and employment opportunities by ensuring an equitable and safe trading environment and by protecting and supporting legitimate businesses
- Protecting and improving the quality of our environment through regulatory activity
- Becoming an excellent regulatory body that is consistent, proportionate, targeted, accountable and transparent in our regulatory activities.

Where possible we work with businesses and residents to achieve compliance, however, where necessary enforcement powers are used and can include:

- Fixed penalties notices
- Licence reviews – licences revoked or requirement for additional conditions
- Statutory notices – require things to be done to remove the hazard or risk
- Seizure – remove items for them to be made safe or removed from use
- Simple caution – admission of guilt without the need for a prosecution
- Prosecution – penalty issued by the Courts
- Proceeds of crime recovery – Since 2010 £155,300 has been confiscated from criminals. PCC receive 18.75% of any order.

Appendix I provides a summary of our enforcement activity.

Demand for PPS services

The demand for Public Protection Service arises from the population of Plymouth, people who reside in its travel to work area, visitors to Plymouth and consumers outside the city who use Plymouth businesses. There are also regional and national demands. The Public Protection Service enforces over 300 pieces of primary legislation, is responsible for regulating the activities of over 7,000 business premises, dealing with problems arising from the 115,000 domestic households, and protecting population of at least 250,000 residents.

Reactive demand – received by all channels

PPS receives 11,300 complaints or service request pa received by telephone, face to face, post, email or digitally. Licensing receive approximately 5,300 applications for all types of licence, permit, registration etc. **This gives a total reactive demand of 16,600 requests pa**

Appendix I contains an analysis of the demands that result in a record on the Flare back office system.

PPS undertakes approximately 3,800 visits pa, 1,400 pest treatments and samples over 900 products for analysis

Staff and asset profile

Table I – Full time equivalent staff count and budget

2015 Number of FTEs	2016 Number of FTEs	Change
63.2	47.4	-25%
Expenditure	Expenditure	Change
£2.698M	£2.157M	-20%
Income	Income	Change
£648K	£648K	0%

Integrated Enforcement Approach

The Public Protection Service operates with very lean structures and has adopted integrated working as a means of mitigating the impact of these staffing levels. This approach requires strong and technically competent management who are required to invest a disproportionate amount of resources on dealing with absence / vacancies, constant change and reprioritisation of work. Management focus has been concentrated on a cycle of cost cutting, consolidation and rebuilding each year.

Analysis of Current Service

The work of the service is based on intelligence led targeting of resources and ensures maximum outcomes and value for money through:

- Collaborative working with stakeholders and other agencies
- Effective use of technology
- Effective communications
- Resource-based prioritisation of work
- Training to enable multi-disciplinary team working
- Working with neighbouring authorities and regionally
- Increased reinvestment of income through commercialisation opportunities

The Public Protection Service works in support of the Plymouth Plan's individual policy aspirations through, for example, controls on fast food locations, betting offices, fixed odds betting terminals, air quality, etc. The Team is working with colleagues in Strategic Planning to develop details within the Plymouth Plan (Supplementary Planning Guidance) and the guidance issued to support, for example, night time economy management, nuisance, etc. The Team is particularly effective in working in partnership with trade and community representatives to deliver services.

Environmental Health (Environmental Protection)

This service deals with a wide range of pollution issues, both commercial and domestic, that relate to land, air and water, including:

- contaminated land
- radon and radiation
- rubbish and refuse
- nuisance
- air pollution
- authorised processes
- noise
- drainage and sewage
- pest control

The service works proactively with businesses and individuals to provide advice and assistance on these matters but also investigates complaints and enforces legislation to protect our environment and health.

Environmental Health (Food Safety)

This service is responsible for carrying out regular checks on all food premises to ensure the public is protected and that high standards are maintained. They also undertake routine inspections of premises such as warehousing, offices, shops, care homes and hotel accommodation to ensure compliance with health and safety legislation. The service responds to complaints and investigates accidents, statutory notifications and cases of infectious disease (e.g. food poisoning).

The service provides guidance on how the law relates to businesses and offers a full training and advisory service. In addition the service is responsible for delivery of port health functions and for the monitoring and control of the quality of drinking and bathing waters.

Licensing

Licensing regimes are put in place in order to control processes or activities that have sufficient risk or hazard that they need to have some form of prior approval. This service is responsible for the licensing of establishments, businesses and individuals for following:

- Alcohol and entertainment (premises and personal licenses, late night refreshments, temporary events),
- Animals (zoos, boarding and breeding establishments, pet shops, dangerous wild animals)
- Beauty and body art (body piercing, tattooing, acupuncture, hairdressing)
- Caravan sites
- Gambling establishments (betting shops, casinos, bingo halls, amusement arcades, lotteries)
- Fireworks and explosives
- Petroleum storage
- Sex establishments (lap dancing and sex shops)
- Taxis (vehicles, drivers and operators)
- Charitable collections
- Scrap metal dealers and collectors
- Hypnotism
- Large event safety

Trading Standards

The service aims to protect and promote the safety and the economic and environmental interests of Plymouth consumers and businesses. It aims to ensure that Plymouth's prosperity is not jeopardised by unfair or illegal trading. The Service enforces laws concerned with the quality, quantity, marketing, description and safety of a whole range of goods and services. Particular consideration is given to the protection of customers who may be vulnerable. The service works using an Intelligence Operating model proactively, through inspections and sampling projects, and reactively investigating complaints. Some of the main work areas are:

- Consumer advice and support to vulnerable residents
- Business advice and support including the Buy with Confidence Scheme
- Illegal tobacco
- Underage sales e.g. Tobacco, knives, alcohol, fireworks
- Scams
- Doorstep crime and rogue traders
- Product Safety
- Fair trading issues e.g. second-hand cars, home maintenance, property rental
- Shadow economy e.g. Counterfeiting
- Animal health & welfare

Future pressures and direction

A number of recent events and Government reports, not least the Comprehensive Spending Review has changed the Regulatory Landscape. At this time there are a number of uncertainties regarding the future direction that Local Government Regulation will eventually

take. However for much of our work, the changes we need to make will depend on the detail that is yet to emerge.

The loss of 25% of staff over a short period has led to short term plans being actioned to manage workloads. This has resulted in reduced proactive projects, reducing regulatory visits and increasing evidence thresholds before investigations commence.

Going forward we are part way through an ODPH wide review of priorities, which will be influenced by:

- Local, regional and national regulatory priorities
- Local public health outcomes
- Local intelligence
- Statutory duties

Innovative partnership working will be key in delivering continued level of protection for residents. Working in partnership with business organisations, such as Chamber of Commerce, local best practice schemes, such as Best Bar None will support those businesses who wish to improve.

Regulatory activity will be directed to rogue individuals or businesses who have an unfair competitive advantage and create increased risks to our communities and environment.

Commercialisation will be explored to identify potential income streams, especially where they can add some social capital or community empowerment.

Summary

The breadth of regulatory activity undertaken by the team is extensive. Resources are targeted to those areas where there is a need or risk and our interventions and actions are transparent, consistent and proportionate. The service responds to changing priorities and new problems during the year. The flexibility and responsiveness of the service is a reflection of the quality and capability of the staff.

The service already operates significant levels of commercial activity which will be built on over the forthcoming years in order to support existing statutory duties and the aims of the service.

Appendix I

Table 2: Complaint demand type

Description	Average p.a.
Noise	1220
Nuisance / public health	382
Dogs	1667
Pest control	1484
Misc. nuisance	705
Enviro crime	2002
Food standards and hygiene	597
Infectious diseases	600
Licensing	396
Trading Standards	1500
Planning	1000
Total	11553

Table 3: Inspections and visits

Environmental Permit	10
Food Hygiene	990
Food Hygiene re-inspections	100
Food Standards	450
Health & Safety at Work Act EH	43
Licensing	720
Trading standards Visits	670
Taxi licensing, including roadside checks	450
Trading Standards advice visits	240
Waste - (EH)	190
Total	3863

Table 4: Average number of enforcement actions per year

Proceeds of Crime investigations	3
Prosecutions / Appeals	30
Simple Cautions	16
Restraining order / Bind over	1
Anti-Social Behaviour Injunction / Criminal Behaviour Order	1
Detention, Seizure or Forfeiture of articles or equipment	30
Warrants / Part 2A orders	30
Refusal or review of licence or permit	30
Fixed Penalty Notices / Penalty Charge Notice	49
Environmental Protection Team Notices	119
Food Hygiene Notices	64
Licensing Notices	195
Health and Safety at Work Improvement or Prohibition Notices	10
Written warning	1081
Total	1659

YOUR PLYMOUTH SCRUTINY REPORT

Safer Plymouth Partnership Crime Update - 14/03/16.



Introduction

This report provides scrutiny with an overview of the Safer Plymouth's Board (Community Safety Partnership) work and current crime reduction performance measures plus the levels of overall crime in Plymouth. We have outlined our performance measures against the reporting period April 2015 to the end of January 2016 (unless otherwise stated).

City Context

Since 2006/7 when 28,209 crimes were recorded, there has been a long term trend of reducing crime. By 2014/15 this had reduced by 9,413 (18,796 crimes recorded). Between April 2015 and January 2016, 14,826 crimes were recorded which represents a decrease of 794 crimes (5% less compared to the same period in the previous year). Levels of anti-social behaviour also continue to fall and at a quicker rate (320 fewer incidents meaning it is down by 4% compared to 3% at the time of our last report – October 2015). Also, levels of domestic burglary have reduced by 78 crimes (down 13%) and levels of vehicle related theft have reduced by 128 crimes (down 12%).

We have, held a steady position of being the 6th best out of the 15 local authorities that are deemed to be in our most similar family group for 'all crime' (end of January 2016). Overall, the declining levels of both crime and antisocial behaviour is positive in that we have less offences and so 'victims' in our city which is therefore becoming increasingly safer. (More details on our performance measures are shown in the Appendix).

Safer Plymouth

In order to meet the ambitions in our Strategic Assessment and ensure our work goes to the heart of keeping the city a safe place, we have:

- Supported over 1,600 victims of domestic abuse in the first three quarters of this year, including individual support, legal advice and refuge places.
- Trained over 200 additional front-line workers in "Domestic Abuse, Stalking and Honour-Based Violence (DASH).
- Supported over 31 vulnerable victims through our Anti-Social Behaviour Victim Champion Service, building their resilience and reducing their risk from harm.
- As part of our wider intervention services, continued with a targeted programme of drug treatment for our most prolific offenders to try and prevent them from offending.
- Conducted operations to tackle organised gangs from outside our city who are exploiting vulnerable young people by trafficking drugs and grooming them to become involved in this type of criminality.
- Secured a successful closure order in relation to a retailer selling 'legal highs' and awarded court costs to cover our prosecution minimising the costs to our council tax payers.
- Used the ASB Tools and Powers to deal successfully with a number of very complex ASB cases in relation to longstanding planning concerns and individual offenders.
- Consulted on a Public Spaces Protection Order to help deal with any problems at the Quality Hotel site.
- Revised our internal council arrangements so we can continue to provide legal advocacy for victims of domestic abuse who are seeking non-molestation orders from their abusive partner.

- Continued to commission community safety initiatives including: targeted initiatives to reduce reoffending by young people; sexual violence and therapeutic support to victims; alcohol related crime; hate crime; extremism leading to potential terrorism and child sexual exploitation.
- Implemented new arrangements to address Modern Slavery issues in our city and exploring our ongoing cybercrime and fraud activities against a newly emerging profile for the city.

Safer Plymouth Partnership

While the above suggests very favourable performance against indicators and fewer victims in our City, our Safer Plymouth Partnership Board (Plymouth's Community Safety Partnership) recognises that in order to fully realise our vision of being "A city where people and communities feel safe" we need to adopt an approach with a greater focus on outcomes particularly concerning high harm and vulnerability. The Safer Plymouth Board views the coming together of council, police and the city wide priorities and performance focus positively. Given this, the Board has been working on a new approach to ensure its work has the maximum impact and is aligned to other major work underway in our City such as the Plymouth Plan and meeting the Fairness Commission outcomes.

During this last year, our Partnership has been involved in developing and implementing new nationally required 'Serious and Organised Crime Profiles'. To date these have been produced in relation to Modern Slavery and Children Sexual Abuse and Exploitation (CSE), work that is also embedded within both our local safeguarding boards (children and adults). We are now beginning to populate one on Fraud and Cyber Crime and later in this year work and early next, will commence on the others (Human Trafficking; Drugs Trafficking and Supply; Serious Acquisitive Crime; Organised Immigration Crime and Counterfeit Goods including medicines). The Safer Plymouth Partnership Board is committed to delivering against these profiles as part of its overall programme to modernise its work and to ensure that as a Board, its contribution is both more dynamic and innovative where partners work effectively together towards agreed outcomes that benefit Plymouth and our citizens as a whole.

Police and Crime Commissioner

We have continued to benefit from the financial support of the Police and Crime Commissioner. Funding has been confirmed for the next financial year and Safer Plymouth looks forward to ongoing positive relationships with the new Commissioner after the election in May and in particular greater clarity in relation to medium and longer term planning as we continue to work closely together.

Andy Boulting
Chief Superintendent
Plymouth Commander
Devon and Cornwall Police

Appendix

Safer Plymouth's 2015/16 performance measures:

Devon and Cornwall Police's (D&CP) approach over the last year to protect those most at risk of harm in the communities it serves has had to change due to financial constraints; new emerging threats (including child sexual exploitation, modern slavery, cybercrime and fraud) and a need to prioritise levels of harm. Its mission is to "detect and prevent harm; protect the vulnerable and reduce crime". This is supported by:

- Working together as one team (internally and with partners) to safeguard communities and neighbourhoods
- Being sustainable and resilient and providing a high quality service to the public
- Acting in accordance with the national Code of Ethics and Force standards of behaviour.

This change in focus is incrementally being embedded in all policing and in all police personnel's delivery of services. D&CP recognises that to protect the vulnerable and prevent harm effective community based partnership working is essential and best achieved through our Safer Plymouth Partnership. Over the next few months, the Safer Plymouth partnership intends to refine its performance measures for 2016/17 to become more outcome focused within threat, risk, harm and vulnerability considerations.

Safer Plymouth's agreed 2015/16 performance measures were:

- Closing the Gap in overall crime between the neighbourhoods with the highest crime and the city average
- Increasing reporting of Domestic Abuse
- Increasing referrals to Domestic Abuse Services
- The number of professionals in receipt of DASH training
- Reducing the rate of Anti-social behaviour incidents
- Increasing the number of belief/faith/religion; disablist; homophobic; racist and transphobic incidents and Hate Crime reported
- Maintaining the % satisfied with the outcome of belief/faith/religion; disablist; homophobic; racist and transphobic incidents and Hate Crime.

We currently continue to 'monitor' levels of serious acquisitive crime to ensure we can respond to any issues. So far this year we have seen a reduction in serious acquisitive crimes of 11% (191 fewer victims), a reduction for the second year running and has ensured that we remain among the best performing within our most similar group of community safety partnerships.

The rate of 'Violence with injury' is also (excluding domestic abuse) monitored. This increased last year but in recent months has moved towards a potential (at the time of writing) year-end reduction (currently recording a reduction of 9 crimes, which equates to 1% less overall).

Closing the Gap in crime between the neighbourhoods with the highest crime compared to the city average. (2015/16 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 2014/15 outturn of 77.4/1,000).

The latest crime gap update is for the end of January 2016 when the gap between the ten priority neighbourhoods and the city average was 57.1 against a target of 64.4. This means we are currently on target to reduce the gap.

Between April 2015 and the end of January 2016 crime dropped across the ten priority neighbourhoods by 744 crimes (or 8%), eight neighbourhoods have seen reductions compared to the same period in 2014/15, on average these seven neighbourhoods have seen a 11% drop in crime levels. These crime changes are shown below in table below:

Neighbourhood	April - Jan 14/15	April - Jan 15/16	Change in crime numbers	% change in crime
Barne Barton	376	367	-9	-2%
Devonport	697	595	-102	-15%
East End	628	533	-95	-15%
Greenbank & University	845	795	-50	-6%
Honicknowle	523	443	-80	-15%
Mutley	534	443	-91	-17%
Plymouth City Centre	2857	2463	-394	-14%
Stoke	771	729	-42	-5%
Stonehouse	1454	1557	103	7%
Whiteleigh	418	434	16	4%

Source: Devon and Cornwall Police Universal Data set, January 2016

Increasing reporting of Domestic Abuse

This year's performance measure is to increase reporting of domestic abuse (in both crimes and non-crime incidents) to more than 6,587 reports, reflecting our wish to ensure we get a true picture of the situation and address it. Between April 2015 and January 2016 overall there have been 5,417 domestic violence related incidents and crimes reported which represents a decrease of 4% (206 fewer incidents and non-crimes reported) compared to April to January 2014/15 (5,623).

Whilst there has been an increase in domestic abuse crimes recorded (+7%/ +137) this has been offset by a decrease in the number of non-crime domestic incidents (-9%/-305), the net effect being that we are 207 crimes and non-crime incidents below the target to increase domestic abuse reporting by the end of year.

Police colleagues, have identified that there is now a better adherence to and focus on the definition of Domestic Abuse by officers and therefore fewer incidents are now being incorrectly assigned to non-crime domestic abuse. With greater clarity on the controlling and coercive nature of domestic abuse there has been a conscious move away from the assumption that just because an incident occurs within a domestic setting it is recorded as domestic abuse towards one where the Home Office definition of domestic abuse is accurately applied. This applies across the Devon and Cornwall Police area and the decrease in incidents is peninsula wide. The police are working with council and other colleagues to ensure that moving forward our data recording processes and definitions are fully aligned.

Increase referrals to Domestic Abuse Services

This year's performance measure is to increase referrals to 2,665. Between April 2015 and December 2015 there have been 1636 referrals to the domestic abuse services, this is a reduction of 365 referrals compared to quarter the same period in 2014.

This reduction is partly linked to the decline in the number of non-crime incidents that are recorded as above and there is some evidence to suggest that police referrals to the service have also declined. The police and partners are determined to ensure that recording changes do not mean that those who need support get the services they need. So, we are working closely with the domestic abuse service, council and other colleagues to identify and address the reason for the gaps in referral rates. We have already placed a worker from the service with the police to ensure that awareness of the service is continually in place and so necessary referrals are made and support for victims is in place. In recent years we have seen an ongoing welcomed increase in the number of referrals from Children's services and also self-referrals.

Number of professionals in receipt of DASH training

Our ambition for this year is that at least 200 front line professionals to attend DASH training. Between April 2015 and December 2015, 208 professional have attended so we are already over target and as other courses are planned will exceed our ambitions in relation to this activity.

Reducing Anti-Social Behaviour (ASB)

This year we wanted to not exceed more than 10,064 incidents. Between April 2015 and the end of January 2016, there have been 8,272 ASB incidents recorded which represents a decrease of 4% (320 fewer incidents) compared to the same period in 2014/15 (8,592). This reduction continues a longer trend of reducing levels of recorded ASB.

We use a number of interventions to tackle anti-social behaviour which aim to prevent escalation into more serious offending. Our partnership approach to intervening in ASB and monitoring of subsequent behaviour has been effective. For example within the North Plymouth policing area 74% of individuals issued with initial warnings during October and November 2015 did not commit any further incidents within the ensuing three month period (in excess of 100 warnings were issued during this period).

Incidents of Discrimination and Hate Crime

The satisfaction rate for dealing with these incidents remains on target at 90% of those receiving a service rating it as good or higher.

This is an under-reported issue/crime. It is, therefore, a priority for our City to increase reporting within the Council and Police in order to better understand the level of the problem and deal with it effectively. The Council in conjunction with the police has over the last decade, year on year, set stretching targets to increase reporting of discrimination incidents/hate crime.

Between April 2015 and the end of January 2016 there have been 536 reports of these incidents via the Council's Hate Crime reporting processes combined with quarterly police recording. (Target at this stage of the year reporting is 520). The police have recently also introduced a third party reporting process and during the first four weeks have seen an increase of over 250% reports (against the same period last year). As the Safer Plymouth's performance measures develop against the ongoing overall review, we will consider the relevance of using third party reporting as an indicator of future performance.

We fully anticipate meeting our 621 target by year end and see this work as an important part of our wider 'welcoming city' work, on inclusion, integration, community cohesion and safety.

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YOUR PLYMOUTH

Draft Work Programme 2015/16



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
13 July	Unauthorised Encampments Update	To update members on progress following the review undertaken in 2013	Increasing UE occurrences and community interest	Matt Garrett
	Customer Services Transformation Programme	Update on progress with Project delivery		Ross Johnston / Pete Honeywell
12 Oct	Safer Plymouth Partnership Update : Crime Figures	To monitor City's crime trends and Community Safety Partnership performance	The panel has a statutory role in scrutiny of the Community Safety Partnership	Sarah Hopkins
	Corporate Performance Monitoring (K01 / K02 / K29)	To monitor progress against KPI's falling within the Panel's terms of reference	Referred from Co-operative Scrutiny Board	Faye Batchelor-Hambleton & Craig McArdle
	Emergency Welfare Scheme Update	To monitor and review following its introduction in April 2013	Monitoring outcome of Social Fund Replacement task and finish review	Faye Batchelor-Hambleton
14 Dec	Corporate Performance Monitoring (K22 / K24 / K25 / K52)	To monitor progress against KPI's falling within the Panel's terms of reference	Referred from Co-operative Scrutiny Board	Matt Garrett, Darin Halifax & Judith Harwood
	Enforcement <i>Moved to March 2016 meeting</i>	To review current practice and performance	No review has been undertaken for some time	Robin Carton
	Problem Debt	To review outcome of recommendations arising from co-operative review undertaken in 2014	To monitor progress of scrutiny recommendations	Laura Griffiths

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
14 Mar	Corporate Performance Monitoring (K26 / K43)	To monitor progress against KPI's falling within the Panel's terms of reference	Referred from Co-operative Scrutiny Board	Alison Botham, Andrew Hardingham/ Paul Barnard
	Safer Plymouth Partnership Update : Crime Figures	To monitor City's crime trends and Community Safety Partnership performance	The panel has a statutory role in scrutiny of the Community Safety Partnership	TBC
	Enforcement	To review current practice and performance	No review has been undertaken for some time	Andy Netherton
	Portfolio Updates and Priority Review <i>Removed from work programme at CSB on 17.2.16</i>	To hear from Cabinet Members what has been achieved against their portfolio priorities for 2015/16 and what their priorities are going into 2016/2017	To help inform the 2016/17 work programme.	Cabinet Members / Directors
	External Funding	Performance monitoring - A key action in the Corporate Plan is to maximise opportunities to secure external funding	Referred by the Co-operative Scrutiny Board as this action is currently flagged as 'red'	Andrew Hardingham

Cooperative Reviews	Consideration	Description	Progress
	Priority		
The Summer Budget and Implications for Plymouth Residents	I	<p>On 8 July, Chancellor George Osborne delivered the first Conservative Budget since 1996.</p> <p>The review will focus on the elements considered to impact most keenly on the residents of Plymouth.</p> <ul style="list-style-type: none"> • Working age benefits • Benefits cap • Free childcare entitlement • The youth obligation • Social housing (right to buy, pay to stay, rental rates) • National living wage 	Two dates have so far been confirmed – 19 October and 13 November 2015.

~~Sex Crimes on Campus~~
~~Deferred until after the election~~

~~PID to be drafted and submitted to Co-operative Scrutiny Board~~

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