



*Serving You*

## **REGENERATION, CULTURE AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE**

**7 DECEMBER 2017**

### **ATTENDANCE OF THE PORTFOLIO HOLDER FOR RESOURCES**

Report from: Portfolio Holder for Resources, Councillor Gulvin

#### **Summary**

This report sets out progress made within the areas covered by the Portfolio Holder for Resources which fall within the remit of this Committee.

#### **1. Background**

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee covered by the Portfolio Holder for Resources Corporate Services are:

- Community Safety Partnership

Note: The following services fall within the Resources Portfolio, in relation to the Community Safety Partnership:

- Tobacco control, excluding smoking cessation services
- Community safety aspects of alcohol and drug misuse
- Public health aspects of promotion of community safety, violence prevention and response.

1.2 Paragraphs 5.2, 6.3 – 6.8, 14.1, 14.2, 15.1, 22.1 and 22.2 relate to the work of Community Wardens which falls within the Portfolio for Business Management. However, these are Community Safety initiatives.

1.3 Achievements for 2016/17 are detailed by services area below.

#### **2. Community Safety Partnership (CSP) Operational Group**

2.1 The Community Safety Partnership (CSP) has set up a daily conference call with a number of agencies that takes place at 9.15am every day. The call is chaired by the CSP Manager and supported by Kent Police, Community Wardens, Medway Council Housing, and all 3

full time KFRS Stations (Medway, Strood and Rochester). This is to discuss immediate issues of concern over the previous 24 hours and allocate resources to address them.

2.2 In the last year just over 280 different issues have been discussed during this conference call leading to the issues being dealt with and resolved quickly.

2.3 In addition, the CSP Operational Group meets once a month and is attended by a number of agencies focussing specifically at repeat offenders, victims and locations. In the last year 142 complex issues have been addressed by this group.

### **3. Community Payback**

3.1 The CSP continues to supply the majority of unpaid jobs in Medway for completion by offenders with community sentences. These are managed by the Kent, Sussex and Surrey Community Rehabilitation Company.

3.2 Over the year a total of 213 jobs were nominated by a variety of elected Members, Community Wardens, PCSOs, and the Council's Public Rights of Way (PROW) team. The majority of activities undertaken were litter picks at open spaces, for example, the Great Lines continues to be regularly litter picked. Other projects included working with a number of churches to clear and maintain overgrown graveyards and cutting vegetation back; work for PROW cutting back hedges.

### **4 Safe Haven**

4.1 Work has taken place between the CSP and Medway Street Pastors to introduce a multi-purpose mobile street triage service capable of delivering health, mental health, wellbeing and community safety services to the night time economy. The Kent Police and Crime Commissioner (PCC) has committed funding to Medway Street Pastors in order to deliver this work.

4.2 Medway Norse has donated a vehicle to the Medway Street Pastors which is in the process of being serviced and liveried and will be operational for December 2017.

4.3 This vehicle will enable volunteers to respond to people in mental health crisis; providing a place of calm, or who need support to help them recover from the effects of alcohol.

4.4 The CSP is supporting Medway Street Pastors to coordinate the running of the scheme and support them in providing a team of trained volunteers who will be able to offer basic first aid, information and assistance, as well as other types of help to ensure that the service users remain safe. It would also benefit those who visit Rochester at night to enjoy themselves without fear of anti-social behaviour (ASB) or crime, Rochester's business community who do not want their trade or

reputation jeopardised by such behaviour and residents who live in close proximity to the town centre.

- 4.5 In addition, there are proposals for Medway Street Pastors and other services to use the Safe Haven Bus during the day to offer simple health checks such as diabetes checks, and blood pressure checks on Gillingham Market days.

## **5 PACTs**

- 5.1 There are currently 11 PACTs running in Medway, compared to 6 in 2016; the majority disband once their specific concerns were addressed. However others have continued to remain active in their communities as residents' groups.
- 5.2 Community Wardens have attended a total of 32 PACT meetings at which 247 issues of public concern were raised - 160 of these (65%) were resolved by the Warden Service and the remainder were referred to other departments or partner agencies.

## **6. Community Engagement**

- 6.1 A total of 46 community engagement events have been arranged by the Community Safety Partnership, which were supported by Safer Communities' staff and partner agencies at a variety of locations in both urban and rural parts of Medway, including Community Hubs and Residents Groups/Associations. Since March 2017 the CSP have logged the number of people it engages with. Since then 1276 people have engaged with the CSP.
- 6.2 General community safety advice is given along with personal safety equipment and leaflets, where appropriate.
- 6.3 Community Wardens delivered presentations to 11 junior schools on the range of services provided by the Community Wardens. The presentations were aimed at year 6 pupils and were specifically related to personal safety and environmental responsibility. This programme of presentations is due to be extended to scout groups in the coming quarter.
- 6.4 The Mayfair project was completed in August. It was celebrated with a street party which was featured in the local newspaper.
- 6.5 Responding to concerns regarding perceived anti-social behaviour, the Community Team met with residents and devised a plan, taking advantage of Mayfair's unique situation in that there is no road access. This involved working with the children in the area, who were the source of the perceived ASB. They agreed ground rules with them and their parents regarding litter, and acceptable times of play. They also introduced a chalk board for them to use, consequently reducing the level of graffiti; provided them with soft balls to play with, reducing noise levels. They even provided a bike shed, which required planning

permission, and finally introduced some planters in the area which the community will maintain.

- 6.7 All of this was paid for with funding secured from the Street Cops Trust, following a successful bid by the Community Warden.
- 6.8 The Environmental Enforcement Team continue to work in partnership with Kent Police. They use Kent Police's custody suite to facilitate the interviewing of suspects in environmental crime investigations. This has enabled the prosecution of 36 cases at Medway Magistrates' Court resulting in fines and costs totalling £32,601.

## **7 Illegal Tobacco**

- 7.1 The Trading Standards team has continued its success in the closure of shops selling illegal tobacco with routine inspections of trade premises with sniffer dogs.
- 7.2 The team has also recently made a further two seizures and discussions are taking place with landlords to seek the termination of the tenancy agreements.
- 7.3 The team has also provided witness statements for an ongoing prosecution being undertaken by HMRC into the organised supply of illegal tobacco.

## **8 Age Restricted Goods**

- 8.1 The Trading Standards team continue to regulate the full range of age restricted products by local retailers with the emergent problem this year of the sale of E-Liquids to persons under eighteen years old. The new legislation covering Nicotine Inhaling Products has brought regulation to a new trade sector.
- 8.2 The team has provided advice and guidance to traders on adopting working practices to control the possible sale to those underage. Three traders have received local warnings for selling products to underage persons, further test purchasing exercises have confirmed they have heeded advice.

## **9 Strategic Community Safety Approach**

- 9.1 A strategic approach was adopted to ensure the CSP is closely aligned with the ambitions of Medway as a great place to live, work, learn and visit.
- 9.2 The strategic assessment has reviewed our priorities and has confirmed that we meet our statutory obligations as a partnership, reflecting the priorities of our partner agencies in delivering a safer Medway, and supporting sustainable regeneration.
- 9.3 Additional work streams will be added to the Action Plan to incorporate homelessness and begging.

## **10 Public Space Protection Orders (PSPO)**

- 10.1 Legislation introduced by the Government in 2014 gave local authorities more freedom and flexibility to control ASB in places to which the public has access.
- 10.2 PSPOs are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from ASB.
- 10.3 The Designated Public Places Orders DPPOs or Alcohol Control Zones in Chatham, Gillingham, Rochester and Strood automatically became PSPOs on 20 October 2017.

## **11 Prevent**

- 11.1 The Counter Terrorism and Security Act 2015 introduced the 'Prevent Duty', which requires local authorities, and other specific bodies, to act to prevent people from being drawn into terrorism. Local Authorities, and other specified bodies, are required to have 'due regard' to the duty in the following areas: awareness of the risks of terrorism; leadership; working in partnership; staff capabilities and sharing information.
- 11.2 The Corporate Management Team acts as the strategic Prevent Panel, with a subgroup of the CSP discharging the tactical and operational tasks, chaired by the Assistant Director, Front Line Services and supported by cross-Council participation.
- 11.3 In addition a multi-agency Prevent Board is in place. The duty to prevent people from being drawn into terrorism applies to Local Authorities and other specific named bodies, these are: education and child care providers, further education and higher education institutions, the health sector, criminal justice commissioned penal institutions and providers, and the Police.
- 11.4 The board's role is to agree levels of risk and coordinate Prevent activity across Medway. A number of e-learning training packages are available which have been rolled out to front line staff, as well as a number of workshops coordinated by the Medway Safeguarding Children's Board.
- 11.5 Officers from the CSP are also members of Kent County Council's Prevent Panel, ensuring a regular dialogue to share best practice.

## **12 Channel Panel**

- 12.1 Channel is an early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour. Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people.
- 12.2 Medway's Channel Panel is chaired by the Community Safety Partnership Manager and brings together a range of multi-agency partners to collectively assess the risk and can decide whether a support package is needed. If the group feels the person would be suitable for Channel, it will look to develop a package of support that is bespoke to the person. The partnership approach ensures those with specific knowledge and expertise around the vulnerabilities of those at risk are able to work together to provide the best support.
- 12.3 Anyone can make a referral. Referrals come from a wide range of partners including education, health, youth offending team, police and social services. There have been 8 referrals onto Channel this year.

## **13 Serious and Organised Crime Partnership (SOCP)**

- 13.1 The SOCP continues to meet with the aim of being instrumental in providing an effective local response to the issue of serious and organised crime and gang related issues in Medway.
- 13.2 The multi-agency group develops and implements plans using the '4 P' model of Prepare, Pursue, Prevent and Protect to target known gangs, to disrupt and dismantle the criminality, as well as to work with partner agencies to raise awareness of organised crime and its negative impact on individuals, communities and the local economy.
- 13.3 The SOCP incorporates Modern Day Slavery, Human Trafficking, Missing Persons and Human Trafficking and works closely with the MASE (Child Sexual Exploitation).
- 13.4 The SOCP also works with partner agencies to develop techniques to deter people (particularly young people) from being drawn into serious and organised criminality.

## **14 Community Clear Ups**

- 14.1 Community Wardens organised 48 Community Clean-ups, 25 of which were done as part of the national Spring Clean campaign. 165 members of the public took part in these events, as well as 31 ward Councillors. A total of 285 black sacks of litter were collected and removed, weighing in at just over 1 tonne.
- 14.2 At another clean-up at Cornwallis Avenue Field, 35 members of a local church group turned out to help, clearing over 30 sacks of litter. At Lewis Avenue, almost half a tonne of rubbish was cleared from an alley with the help of 4 local residents.

## **15 Offensive or Hazardous Litter**

- 15.1 Community Wardens patrol known hotspots every morning to remove offensive or hazardous litter. Since the last report, they have removed 558 items of drug related litter including needles, and 259 items of sex related litter. Intelligence is passed to Kent Police through the CSP.

## **16 Blue Light Project**

- 16.1 The Medway Blue Light Project is an innovative multi agency approach, facilitated by Medway Public Health Department (in partnership with Alcohol Concern), to inform joint interventions aimed at adult substance misusers with complex needs and with a history of poor engagement with services. The cohort is also characterised by ongoing involvement in ASB in Medway's communities.
- 16.2 The project has an Operations Group that meets on a monthly basis to discuss nominations to the caseload and agree shared approaches that offer supported engagement with current provision, to reduce the costs associated with the group for agencies and partners. The Operations Group is attended by a wide range of services and partners, including: Kent Police, Probation, Medway Council Social Care, Community Mental Health Team, Medway Maritime Hospital, Housing, the CSP, Turning Point (substance misuse treatment service), supported housing providers and other groups working primarily with the homeless. There is also regular participation from community mental health services.
- 16.3 From September 2016 to August 2017 there have been 23 individuals referred to and supported through the partners of the Blue Light Project. Some individuals continue to need the multi-agency approach offered by Blue Light Project but others have made significant changes enabling them to return to single agency support.
- 16.4 Public Health are undertaking an evaluation of the Blue Light Project and the results will be disseminated to partner agencies.
- 16.5 The Group is planned to continue during 2018 – 2019, offering improved measurement of outcomes delivered and savings achieved for Medway Council and its partners.
- 16.6 The group has recently won the Business Support and Public Health directorate 'Make a Difference' Partnerships award, and this will be used to build on the successes it has made.

## **17 Homelessness and Begging**

- 17.1 The Blue Light Project (Section 17) works with individuals who are often homeless and those that beg.
- 17.2 Begging and Homelessness are often confused as being seen as the same issue. Although they are linked, not every beggar is homeless.

- 17.3 Many homeless people have either a drug, alcohol or mental health issue that requires support and assistance.
- 17.4 Medway Council runs the homelessness forum as well as the task and finish group. This work involves the implementation of the Homelessness Bill as well as Medway Council's Homeless Charter detailing our responsibilities for assisting homeless people.
- 17.5 There is also a Strategic Homelessness meeting which includes various agencies who can provide assistance and planning to resolve some of the problems as well as using examples of best practice from around the UK. This group reports into the Deputy Leader and Portfolio Holder for Housing and Community Services, Cllr Doe, as well as myself and the Portfolio Holder for Adult Services, Councillor Brake.
- 17.6 The CSP are involved in on-going discussions with a group of Rochester residents and retailers following their submission of a petition asking what action is being taken against the homeless and the beggars in Rochester. There have been three meetings with the group and these will continue to provide feedback as to action that is planned and has been taken. Consideration will then be given to rolling out this approach to other town centres.

## **18 Homeless Encampments**

- 18.1 The number of homeless encampments around the borough has significantly increased over the last year. The Environmental Enforcement Team has been tasked with regaining possession of Council land in each case. In some cases this has been achieved by direct engagement with the people concerned and persuading them to move on. In many cases however, it is necessary to seek a possession order from the County Court and engage the services of the Court Bailiff. This can be a very long process.
- 18.2 The team have dealt with encampments at Rochester Riverside (for the 2nd time), Canal Road, Marlborough Road and Rope Walk.
- 18.3 The team also secured the removal of encampments from Gillingham Park, Purbeck Road, Balmoral Gardens, The Vines, Boley Hill, Rochester Riverside, Millennium Green, Chatham Waterfront and Eagle Court.
- 18.4 Prior to eviction, the occupiers of homeless encampments are given information directing them to Housing Services at Kingsley House so as to receive any available support.

## **19 Domestic Abuse One Stop Shop (OSS)**

- 19.1 The Domestic Abuse One Stop Shops offer free advice, information and support from a range of agencies under one roof to help victims of domestic abuse. Typically each one stop shop is open for 2-3 hours, once a week; no appointment is necessary, members of the public



seeking assistance can just turn up to speak to the professionals in attendance.

- 19.2 Core agencies to staff the one stop shops include Domestic Abuse Agencies, Kent Police, Housing related Floating Support, 3 local firms Solicitors, West Kent Lifeways, Turning Point, Kent Fire and Rescue Service, Children's Centres, MHS Homes, Valuing Parents Support Service, and a Health Visitor (Medway Community Healthcare).
- 19.3 In the period July 2016 to June 2017 a total of 657 (608 female, 49 male) people have visited the OSS.

## **20 Doorstep Fraud**

- 20.1 The Trading Standards team has also continued to work with local banks to disrupt doorstep criminals who use building works and home improvements as vehicles for fraud. In the last twelve months officers have directly prevented just over £250,000 being passed over to rogue traders.
- 20.2 Supported by staff from the CSP Office, a number of high profile engagements have been held in banks to highlight the issue.
- 20.3 The team has also given advice at numerous public engagement events, over the last two years eighteen events have taken place across Medway at High Streets in Chatham, Gillingham, Rochester and Strood; Shopping Centres at Rainham, Twydall, Hempstead Valley and Parkwood. The team has also piggybacked on community safety events and worked with neighbourhood watch events. At these events they have encouraged householders to declare their properties 'No Cold Calling Homes' to discourage doorstep crime, this initiative has engaged with over 42,000 local residents.

## **21 Park Sports**

- 21.1 The Parksport project was devised as a joint venture between the Sports Participation Team at Medway Council, Kent Police and Medway CSP to provide sporting activities to young people in areas identified as having a higher level of ASB than others across Medway. Funding was provided by the Community Safety Partnership and was match funded by Medway Council, to provide dedicated coaches and equipment to the project.
- 21.2 The locations were chosen as they are close to areas of Medway that suffer increased incidents of ASB, particularly through the school holiday periods.
- 21.3 These locations were – Cross Park, Allhallows; Lordswood Leisure Centre; Jackson's Fields; Luton Recreational Ground; Swallow Rise, Princes Park; Richmond Road Ball Park, Gillingham.
- 21.4 As part of ongoing work to find new and effective ways to engage with local young people, the aim of this project was to engage with young

people; identify potential members for a future Youth Independent Police Advisory Group (YIPAG); disrupt potential for crime and ASB in the identified locations by engagement with local young people and providing them with activities.

## **22 Abandoned Vehicles**

- 22.1 Community Wardens have removed 120 abandoned vehicles from the streets of Medway since the last report. Seven vehicles were surrendered to the Council.
- 22.2 By providing intelligence to the DVLA, Community Wardens secured the clamping of 1,207 untaxed vehicles.

### **Lead officer contact:**

Richard Hicks, Director, Regeneration, Culture, Environment and Transformation and Deputy Chief Executive  
[richard.hicks@medway.gov.uk](mailto:richard.hicks@medway.gov.uk)  
Tel 01634 332764

Ruth Du Lieu, Assistant Director, Frontline Services  
[ruth.dulieu@medway.gov.uk](mailto:ruth.dulieu@medway.gov.uk)  
Tel 01634 333163

### **Appendices**

None

### **Background documents**

None