

<b>Report To:</b>	<b>SCRUTINY PANEL B</b>	<b>Date:</b>	<b>10 MARCH 2020</b>
<b>Heading:</b>	<b>SCRUTINY REVIEW: COMMUNITY PROTECTION SERVICE</b>		
<b>Portfolio Holder:</b>	<b>NOT APPLICABLE</b>		
<b>Ward/s:</b>	<b>ALL</b>		
<b>Key Decision:</b>	<b>NO</b>		
<b>Subject to Call-In:</b>	<b>NO</b>		

### **Purpose of Report**

The purpose of this report is to present Scrutiny Panel B with further information regarding the ongoing review of Ashfield District Council's Community Protection Service. Scrutiny Panel B Members have previously considered an introductory report on the topic, and held an initial Panel meeting in January 2020.

This report presents further information on the Community Partnership Strategic Plan, Nottinghamshire Police crime figures for Ashfield, areas of interest previously identified, and information regarding the previous scrutiny review of "Neighbourhood Wardens". It also provides Members with supporting information for the requested discussions with Community Protection Officers.

### **Recommendation(s)**

Scrutiny Panel B Members are recommended to:

- a. Note the information contained in this report.
- b. Consider appropriate questions for Community Protection Officers.
- c. Consider further information required to progress the review.

### **Reasons for Recommendation(s)**

Ashfield District Council's Community Protection Service was added as a topic for review to the Scrutiny Workplan 2019/20 by the Overview and Scrutiny Committee in July 2019.

### **Alternative Options Considered**

No alternative options have been considered at this stage of the scrutiny review process.

## Detailed Information

### **Review Terms of Reference**

During the initial meeting of Scrutiny Panel B on this review, Members approved a terms of reference, setting out the scope of the review.

### Review Rationale

The Council's Community Protection Service was added to the Scrutiny Workplan 2019/20 in July 2019 by Members of the Overview and Scrutiny Committee. Members wished to consider the objectives and remit of the service, how it works with partners to achieve objectives, and to ensure that it remains fit for purpose while providing value for money.

### Review Objectives

The objectives of this review will be to:

- Gain an understanding of the current Community Protection Service, and how it operates within the wider Community Safety section
- Establish the objectives and requirements of the service
- Examine outcomes and achievements
- Review procedures in place to measure the efficiency and effectiveness of the service
- Understand public expectation of the service

### Indicators of Success

- Establishing clear service objectives that are fit for purpose
- Identifying effective mechanisms to monitor performance and outcomes
- Clear evidence of effective collaborative working within the Integrated Services Hub
- Understanding public expectations and current perspectives of the service
- Ensuring the service provides value for money
- Ensuring adequate resources are in place for the service to operate efficiently

### Methodology

This review will be carried out through consideration of both qualitative and quantitative research.

- Interviewing Community Protection Officers, Police representatives and Council Officers
- Public consultation
- Statistical information regarding the service
- Consultation with partner agencies
- Best practice from other authorities, systems used, powers given etc.

### Review Involvement

It is important for a scrutiny review to be a collaborative process, inviting involvement from experts both within the Council and externally. Members could seek involvement from the following over the course of this review:

- Director – Place and Communities
- Service Manager – Community Safety

- Community Protection Team Leader
- Community Protection Officers
- Wider Community Safety Team Members
- Representatives from partner agencies and stakeholders

## **Ashfield Community Partnership Strategic Plan**

The Ashfield Community Partnership Strategic Plan is a strategy setting out how various agencies in Ashfield will work together to address crime and disorder issues and improve quality of life for residents. The Crime and Disorder Act 1998 requires the Council to develop a community safety partnership and an associated strategic plan. The authorities specified in the Ashfield Community Partnership are:

- Ashfield District Council
- Nottinghamshire Police
- Nottinghamshire Office of the Police and Crime Commissioner
- Nottinghamshire County Council
- Nottinghamshire Fire & Rescue Authority
- Ashfield and Mansfield Clinical Commissioning Group
- Nottinghamshire Probation Trust
- The Derbyshire, Leicestershire, Nottinghamshire, and Rutland Community Rehabilitation

The Ashfield Community Partnership Strategic Plan 2019 – 2022 identified five following areas as priorities:

### Anti-social Behaviour

Aims:

- Increased identification and active targeting of offenders and hot spot locations
- Improved provision and promotion of support to victims and witnesses
- Increased community empowerment
- Increased positive diversionary activity
- Improved management of perceptions
- Ensuring people know how to report anti-social behaviour

Indicators of success:

- A downward trend in anti-social behaviour incidents
- Communities and residents are safer and feel safer
- Improved public perception of anti-social behaviour and connected issues
- Reduction in the number of repeat anti-social behaviour victims year on year

### Protecting Vulnerable People

Aims:

- Increased identification and support for vulnerable residents and victims
- Improved early help support mechanisms
- Improved multi-agency awareness and prevention programmes
- Increased proactive response to emerging and high-risk vulnerability concerns
- Improved early intervention and community based assistance
- Enhanced awareness of violent extremism and hate crime

Indicators of success:

- Communities and residents are safer and feel safer
- Increased perception and understanding of cybercrime, radicalisation, child sexual exploitation, modern day slavery, and hate crime
- Increased confidence in agencies to encourage reporting

### Domestic Abuse

Aims:

- Improved challenge of underlying attitudes and behaviours
- Develop early identification and intervention support
- Increased support and risk reduction for high-risk victims of domestic abuse
- Improved partnership working to ensure appropriate actions around perpetrators
- Improved work with other partners to obtain the best outcomes for those affected by domestic abuse and their families

Indicators of success:

- Reduction in the number of repeat domestic abuse victims year on year
- Increased confidence in agencies to encourage reporting of domestic abuse

### Violence

Aims:

- Increased proactive response to violence associated with night-time economy disorder
- Increased identification and support for young people involved with violent crime
- Increased identification and targeting of offenders who are exploiting vulnerable groups
- Enhanced awareness of violent extremism and hate crime
- Improved support for victims of violent crime
- Improved targeting of prolific and repeat violent crime offenders

Indicators of success:

- A downward trend in violent crime incidents
- Communities and residents are safer and feel safer

### Integrated Working

Aims:

- To further develop and improve partnership working across the Ashfield District

Indicators of success:

- An expanded and more inclusive integrated hub
- Increased public satisfaction in agencies across the Ashfield District

Scrutiny Panel B Members should consider the Ashfield Community Partnership Strategic Plan and how the Community Protection Service aligns with it. The full Ashfield Community Partnership Strategic Plan 2019 – 2022 can be viewed through the Council's website.

## Crime Figures in Ashfield

Members of the Panel requested a breakdown of the latest crime figures to gain an understanding of the most common types of crime recorded in Ashfield. Various crime figures and statistics for areas in Ashfield are documented online by Nottinghamshire Police. Nottinghamshire Police separates Ashfield into four distinct neighbourhoods; Ashfield Rural, Hucknall, Kirkby-in-Ashfield, and Sutton-in-Ashfield.

The crime types recorded by Nottinghamshire Police include:

- Anti-social behaviour
- Bicycle theft
- Burglary
- Criminal damage and arson
- Drugs
- Other crime
- Other theft
- Possession of weapons
- Public order
- Robbery
- Shoplifting
- Theft from the person
- Vehicle crime
- Violence and sexual offences

### Ashfield Rural

Crime figures in Ashfield Rural from January to December 2019, as recorded by Nottinghamshire Police:

CRIME TYPE	TOTAL	PERCENTAGE
<b>ANTI-SOCIAL BEHAVIOUR</b>	264	18.67%
<b>BICYCLE THEFT</b>	0	0.00%
<b>BURGLARY</b>	109	7.70%
<b>CRIMINAL DAMAGE AND ARSON</b>	137	9.68%
<b>DRUGS</b>	22	1.55%
<b>OTHER CRIME</b>	35	2.47%
<b>OTHER THEFT</b>	112	7.92%
<b>POSSESSION OF WEAPONS</b>	11	0.77%
<b>PUBLIC ORDER</b>	70	4.95%
<b>ROBBERY</b>	7	0.49%
<b>SHOPLIFTING</b>	67	4.73%
<b>THEFT FROM THE PERSON</b>	4	0.28%
<b>VEHICLE CRIME</b>	81	5.73%
<b>VIOLENCE AND SEXUAL OFFENCES</b>	495	35.00%

## Hucknall

Crime figures in Hucknall from January to December 2019, as recorded by Nottinghamshire Police:

CRIME TYPE	TOTAL	PERCENTAGE
<b>ANTI-SOCIAL BEHAVIOUR</b>	912	23.38%
<b>BICYCLE THEFT</b>	40	1.03%
<b>BURGLARY</b>	176	4.51%
<b>CRIMINAL DAMAGE AND ARSON</b>	374	9.59%
<b>DRUGS</b>	86	2.20%
<b>OTHER CRIME</b>	94	2.41%
<b>OTHER THEFT</b>	191	4.90%
<b>POSSESSION OF WEAPONS</b>	23	0.59%
<b>PUBLIC ORDER</b>	235	6.02%
<b>ROBBERY</b>	44	1.13%
<b>SHOPLIFTING</b>	390	10.00%
<b>THEFT FROM THE PERSON</b>	18	0.46%
<b>VEHICLE CRIME</b>	189	4.84%
<b>VIOLENCE AND SEXUAL OFFENCES</b>	1129	28.94%

## Kirkby-in-Ashfield

Crime figures in Kirkby-in-Ashfield from January to December 2019, as recorded by Nottinghamshire Police:

CRIME TYPE	TOTAL	PERCENTAGE
<b>ANTI-SOCIAL BEHAVIOUR</b>	481	19.57%
<b>BICYCLE THEFT</b>	18	0.73%
<b>BURGLARY</b>	136	5.53%
<b>CRIMINAL DAMAGE AND ARSON</b>	300	12.21%
<b>DRUGS</b>	44	1.79%
<b>OTHER CRIME</b>	62	2.52%
<b>OTHER THEFT</b>	117	4.76%
<b>POSSESSION OF WEAPONS</b>	26	1.06%
<b>PUBLIC ORDER</b>	136	5.53%
<b>ROBBERY</b>	23	0.94%
<b>SHOPLIFTING</b>	181	7.36%
<b>THEFT FROM THE PERSON</b>	9	0.37%
<b>VEHICLE CRIME</b>	120	4.88%
<b>VIOLENCE AND SEXUAL OFFENCES</b>	805	32.75%

## Sutton-in-Ashfield

Crime figures in Sutton-in-Ashfield from January to December 2019, as recorded by Nottinghamshire Police:

CRIME TYPE	TOTAL	PERCENTAGE
<b>ANTI-SOCIAL BEHAVIOUR</b>	1451	21.05%
<b>BICYCLE THEFT</b>	43	0.62%
<b>BURGLARY</b>	414	6.01%
<b>CRIMINAL DAMAGE AND ARSON</b>	718	10.41%
<b>DRUGS</b>	181	2.63%
<b>OTHER CRIME</b>	128	1.86%
<b>OTHER THEFT</b>	425	6.16%
<b>POSSESSION OF WEAPONS</b>	67	0.97%
<b>PUBLIC ORDER</b>	408	5.92%
<b>ROBBERY</b>	83	1.20%
<b>SHOPLIFTING</b>	694	10.07%
<b>THEFT FROM THE PERSON</b>	36	0.52%
<b>VEHICLE CRIME</b>	304	4.41%
<b>VIOLENCE AND SEXUAL OFFENCES</b>	1942	28.17%

Scrutiny Panel B Members should consider these crime figures, and how the Council's Community Protection Service works with partners to address these listed crimes.

### **Areas of Interest Identified**

At the initial meeting of Scrutiny Panel B reviewing this topic, Members, in collaboration with Officers, identified the following areas of interest, to be explored as part of the scrutiny review process.

#### Understanding Public Expectations and Perceptions

At the first meeting of the Panel, Members discussed the need to ensure that the public and partners had clarity on the aims of the service and the role of a Community Protection Officer within the community.

#### Monitoring Performance

Managing and monitoring performance is a key aspect of understanding how the service is meeting its objectives. Members were informed that the Council were currently using E-cins to record case information but there were identified gaps in the extraction of data within the system and far too much information was currently being recorded and shared via email.

As part of the initial discussion, Members were informed that a system called 'Whitespace' was currently being explored to assess its suitability to record CPO activity. As part of the review, the Panel agreed that the current method (E-cins & email) was not an effective method to manage demands and monitor performance. Members discussed the possibility of gaining a demonstration of the system to ascertain its value for the section.

## Priorities of the Service

As an introduction to the review, Members received a presentation from the Service Manager, setting out the aims of the service, which were identified as undertaking a problem solving approach to address on-street anti-social behaviour, environmental and nuisance related issues, which affect the quality of life for residents in Ashfield.

Community Protection Officers provide a uniformed patrol presence within Ashfield's town centres and communities, spending time in communities conducting high visibility patrols, engaging with residents, visitors, and businesses, and proactively challenging perpetrators of anti-social behaviour. Furthermore, they also carry out "safe and well" checks to vulnerable members of the community.

## Work Planning (Proactive/Reactive)

Members agreed that ensuring there was a consistent approach to understanding the main priorities of the service and ensuring that work planning was proactive in addition to being reactive to issues of need was essential including identifying hotspots, in collaboration with our partners, and planning work around this information.

Members also recognised that a service specific system to manage demands would assist both the Community Protection Officers and the service.

## Partnership Working

Partnership working is intrinsic to the Community Protection Service with the integrated services hub and the Ashfield Community Partnership. Members previously discussed the importance of ensuring all within the partnership are working collaboratively with adequate effort and input from all agencies.

## Public Consultation

Members identified the importance of ascertaining and managing public perception of the Community Protection Service, as a key discretionary service. This could be achieved through exploring an appropriate public consultation exercise involving residents and businesses in Ashfield.

Members should consider the form any public consultation should take, and any specific demographics within Ashfield that should be consulted.

## **Previous Scrutiny Review of Neighbourhood Wardens (2009)**

In 2009, Scrutiny Panel A undertook a comprehensive review of the Neighbourhood Warden Service, at the time co-ordinated by Ashfield Homes. Members considered a wide variety of information regarding the role of Neighbourhood Wardens including impact in the community, measures of success, and types of incidents attended.

Many of the discussions of the Panel at the time in relation to the Neighbourhood Warden Service are still relevant to the present review of the Community Protection Service. Whilst the Community Protection Service has evolved into a multi-partnership service, Community Protection Officers still face the same challenges, albeit that some of the social issues within the community have changed.



In 2008/09, anti-social behaviour accounted for the highest number of incident types attended by the then Neighbourhood Wardens. In 2019, as detailed in this report, apart from violence and sexual offences, anti-social behaviour remains a key area of concern in relation to community safety and one of the main areas of focus for Community Protection Officers.

Monitoring performance and establishing a credible methodology for measuring the success of the then Neighbourhood Warden Service was also considered a priority for the Panel. In 2009, the service measured and monitored the number and type of incidents attended. However, there was no analysis of how the service contributed to activities that resulted in criminal prosecutions, ASB orders etc. This was an area of performance management that the Panel wanted to see improved.

Furthermore, analysis of hotspot areas before and after Neighbourhood Warden interventions was also not readily available at the time of the previous review, resulting in it being difficult to assess the performance of the service and the impact that it was having in the community.

Public consultation on community satisfaction with the Neighbourhood Warden Service was undertaken through an annual survey of 10 questions delivered through both a combined postal and face-to-face methodology.

Examples of questions included in this survey:

- What impact do you think the service has had on your estate?
- How easy is it to contact the service?
- Do you feel the number of incidents of crime and ASB on your estate has decreased?
- How often do you see Neighbourhood Wardens on your estate?

Overall, the previous review, whilst undertaken in different circumstances, highlighted the importance of the then service to the community but identified areas for improvement including:

- Improvements required to measuring success
- Clarity required regarding the aims of the service
- Defining impact and role of the warden
- Work planning (patrol plans)
- Educational and preventative exercises
- Improving visibility

All of these areas for improvement raised in 2009 are still relevant for the current review of the Community Protection Service, albeit some of the types of anti-social behaviour have changed requiring clarification on the aims and role of the service.

## **Implications**

### **Corporate Plan:**

Ashfield District Council's vision for a safer and stronger Ashfield by 2023 is set out within the new Corporate Plan 2019 – 2023. This includes ensuring the foundations for a good quality of life are in place and reducing crime and anti-social behaviour.

This is aimed to be achieved through prioritising both an effective response to issues but also working on prevention and behavioural change. To achieve this, the Council will continue working with partners to ensure people feel safe and are safe by reducing levels of crime and disorder and anti-social behaviour.

**Legal:**

There are no direct legal implications resulting from this report. Any legal implications identified over the course of this review will be explored and addressed appropriately.

**Finance:**

There are no direct financial implications resulting from this report. Any financial implications identified over the course of this review will be explored and addressed appropriately.

<b>Budget Area</b>	<b>Implication</b>
General Fund – Revenue Budget	None.
General Fund – Capital Programme	None.
Housing Revenue Account – Revenue Budget	None.
Housing Revenue Account – Capital Programme	None.

**Risk:**

<b>Risk</b>	<b>Mitigation</b>
None at this stage of the review.	None at this stage of the review.

**Human Resources:**

There are no direct HR implications resulting from this report. Any HR implications identified over the course of this review will be explored and addressed appropriately.

**Environmental/Sustainability:**

There are no direct environmental or sustainability implications resulting from this report. Any environmental or sustainability implications identified over the course of this review will be explored and addressed appropriately.

**Equalities:**

There are no direct equality implications resulting from this report. Any equality implications identified over the course of this review will be explored and addressed appropriately.

**Other Implications:**

There are no other implications resulting from this report. Any other implications identified over the course of this review will be explored and addressed appropriately.

**Reason(s) for Urgency**

None.

### **Reason(s) for Exemption**

None.

### **Background Papers**

- *Ashfield Community Partnership – Strategic Plan 2019 – 2022*, Cabinet, 24 June 2019.
- *Ashfield Community Partnership – Strategic Plan 2019 – 2022*, June 2019.
- *Crime Map for Ashfield Rural*, Nottinghamshire Police, 2019.
- *Detailed Statistics for Hucknall*, Nottinghamshire Police, 2019.
- *Detailed Statistics for Kirkby – in – Ashfield*, Nottinghamshire Police, 2019.
- *Detailed Statistics for Sutton – in – Ashfield*, Nottinghamshire Police, 2019.

### **Report Author and Contact Officer**

Shane Wright  
Scrutiny Research Officer  
01623 457318  
[s.wright@ashfield.gov.uk](mailto:s.wright@ashfield.gov.uk)