

Priority: Safe Communities
Sub-Priority: Community Safety
Impact: Keeping people and communities safe

What we said we would do in 2013/14: -

- 1. Make a difference through our Community Safety Plan by:**
- Working with young people to raise greater awareness of domestic abuse and sexual violence;
 - Improving the range of services available for people recovering from drug and alcohol misuse: and
 - Developing a partnership approach to deal with the harm caused by alcohol misuse.

Progress Status	Progress RAG	A	Outcome RAG	G
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Work on the North Wales Community Safety Plan has commenced and a project plan has been developed. A full draft of the Plan will be presented to the North Wales Safer Communities Board on 13 November 2013.

Working with young people to raise greater awareness of domestic abuse and sexual violence - All secondary schools to date have been receptive to the production of the Cats Paw Theatre Company. It is anticipated that all 12 secondary schools in the county will access the production during 2013/14. It is aimed at Year 9 students. Since 1st April 2013 five schools covered: Flint, Holywell, Elfed, John Summers, Argoed.

CAADA (Coordinated Action for Domestic Abuse) recommendation on national repeat victimisation rate should be between 28-40% Baseline of 28% should remain. (Effectively meaning that 72% of cases are not brought back to MARAC for discussion.) The figures tell us if our services are being effective in tackling repeat cases and early identification of problem areas.

Waiting Times and Treatment Complete figures are collated in accordance with Welsh Governments requirements and they act as an indicator to show progress being made in the provision of Substance Misuse treatment services in particular improving access into service and providing effective treatment and other interventions as details within Action Area 2 (Support for Substance Misusers to improve their Health and Maintain Recovery) of Welsh Governments 10 years Substance Misuse Strategy. The figures tell us if our current commissioned services are meeting local needs in terms of access to treatment and receiving an effective service. It also tells us where improvements need to be made.

Key Performance Indicator 2 (Achieve a waiting time of less than 20 days between referral and treatment) was introduced in July 2012. Data has been recorded for 2012/13 in accordance with Welsh Government guidance, and Flintshire Services achieved a rate of

71.25% (389) waiting less than 20 days.

The Key Performance Indicator which relates to 'Treatments Completed' (KPI 6) is currently considered a 'provisional outcome indicator' and is due to be reviewed in July 2013 as part of the wider review into the implementation of the suite of KPI's.

Achievement will be measured through:

- Finalising the North Wales Community Safety Plan
- Fewer high risk repeat victims of domestic abuse
- Delivery of training sessions to young people regarding domestic abuse and sexual violence
- 'Completed Treatments' and waiting times for substance misuse services

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Head of Public Protection)

Finalising the North Wales Community Safety Plan – 31st March 2014

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Fewer high risk repeat victims of domestic abuse	Interim Head of Public Protection	28%	28%	28%	28%	G	G
Delivery of Training Sessions to young people regarding domestic abuse and sexual violence. Progress milestones for the improvement :							
Numbers of schools accessing Cats Paw Theatre Productions	Interim Head of Public Protection	N/A	12 (100%)	12 (100%)	5 (41.7%)	G	G
Percentage of young people reporting increased awareness following Performances of Cats Paw Production	Interim Head of Public Protection	N/A	85%	90%	96%	G	G

Completed treatments and waiting times for substance misuse services. Progress milestones for the improvement:							
Achieve a waiting time of less than 20 days from referral to treatment (KPI 2)	Interim Head of Public Protection	74.75%	80.00%	80.00%	65.52%	R	G
Treatment Completes (KPI 6)	Interim Head of Public Protection	68.32%	80.00%	80.00%	71.58%	A	G

Risk to be managed – How we can improve the public’s perception of safety in the community

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<p>Actively promote the services and initiatives that are undertaken in partnership that aim to make the county safer.</p> <p>Make best use of communication networks, such as OWL and service user groups, to gain an improved understanding of</p>	M	M	A	<p>Increase promotion of success stories of reduction in crime through publications such as Your Community Your Council</p> <p>Further engage with service user groups and develop questionnaire for OWL users.</p>	Interim Head of Public Protection		L	M	G

			community safety issues and concerns.										
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Risk to be managed – Ensuring that new Community Safety Partnership arrangements work effectively

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	Ensure the delivery structure of the Community Safety Partnership is working effectively, and their work is evidence led.	M	M	A	Adopt a responsive approach to addressing emerging issues and trends through: <ul style="list-style-type: none"> ▪ Annually reviewing the effectiveness of the CSP groups. ▪ Provide regular updates of progress to the statutory Overview and Scrutiny Committee. ▪ Support the Local Service Board in understanding its new community safety duties. 	Interim Head of Public Protection		L	M	G

	<p>Work collaboratively with partners across North Wales to develop a consistent approach to address community safety issues that will realise improved sharing of expertise and resources.</p> <p>Make best use of the expertise of experienced specialist officers to drive forward the community safety agenda.</p>		<p>Support the work of the North Wales Safer Communities Board through:</p> <ul style="list-style-type: none"> ▪ Work undertaken regionally in relation to the 10,000 Safer Lives Programme; ▪ Support the demands of the substance misuse Area Planning Board; ▪ Develop regional services to reduce youth crime through the Youth Crime Prevention Fund. <p>Ensure grant funding is maximised to ensure sustainability of service and retention of key personnel, and seek opportunities to secure funding for key posts beyond April 2014.</p>		
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2. Implement the anti-social behaviour strategy for Council tenants				
Progress Status	Progress RAG	G	Outcome RAG	G
<p>The Council's Anti-Social Behaviour Policy has recently received Cabinet approval and is in the process of being implemented, along with a review of the service.</p> <p>A team of three anti-social behaviour officers is currently being established, with recruitment currently taking place.</p> <p>A new IT system for managing, monitoring and benchmarking has been purchased this year and is due to go live at the end of August</p>				

2013.

An Out of Hours Witness support service has been established to provide support, contact and reassurance for tenants when the Council is closed.

In conjunction with the Community Safety Team, a risk assessment matrix is being adopted to identify victims and witnesses most at risk.

Further work is taking place around reporting procedures for hate crime and incidents in Council housing in conjunction with Safer Wales and a training programme has been scheduled for late 2013.

The Neighbourhood Housing Team is now updating it's suite of leaflets and documentation relating to antisocial behaviour and a range of resident involvement activities has taken place, including a presentation at the tenant's conference, some individual works with tenants and articles in the Housing News magazine.

Achievement will be measured through:

- An effective anti-social behaviour strategy for Council Tenants

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Head of Public Protection / Head of Housing)

Provision of Hate Crime Training and Review of Reporting arrangements in Housing – January 2014

Establishment of reporting procedures for hate crime and incidents in Council housing in conjunction with Safer Wales – December 2013

Establishment of a measure/set of measures in relation to antisocial behaviour of Council Tenants – December 2013

3. An effective Workplace Domestic Abuse Policy

Progress Status

Progress RAG

G

Outcome RAG

G

By introducing an effective workplace domestic abuse policy and working to reduce the risks associated with domestic abuse, the Council will create a safer workplace and will also send out a clear message that domestic abuse is unacceptable.

One key aim of the policy is to raise awareness of domestic abuse and to create an environment where employees are encouraged to seek support if they are victims of domestic abuse. The policy identifies the approach that should be taken when an employee makes a

disclosure of domestic abuse. A support structure has been developed so that upon disclosure, individuals are offered advice and guidance through their managers, Occupational Health, Trade Unions, HR or the Council Domestic Abuse Co-ordinator. The All Wales Domestic Abuse & Sexual Violence Helpline, together with local specialist providers will offer support to those individuals and assist with safety planning. All Managers will be offered appropriate training to ensure they are able to respond effectively upon disclosure and that the Council provides an appropriate quality of service to employees.

Welsh Government to issue detailed guidance later on in 2013 in terms of how the usage of the policy can be monitored.

Achievement will be measured through:

- Implementing an effective Workplace Domestic Abuse Policy

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Head of Public Protection / Head of HR&OD)
Implementing an effective Workplace Domestic Abuse Policy. Progress milestones for the improvement: Development of a mechanism to collate and report the numbers of managers accessing training – March 2014

4. Reduce the fear of crime by making best use of the latest technologies including closed circuit television

Progress Status	Progress RAG	A	Outcome RAG	A
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Following a decision by the Minister for Local Government and Communities, to withdraw support relating to a capital grant allocation of £2.4m from the regional collaboration fund, the North Wales Regional Leadership Board decided to bring the regional CCTV project to a close.

An internal officer working group has been established and the purpose of the group is to look at recommendations within the Cabinet report of the 23 April 2013 that:

- The Council considers its options for future service including a continuing local service and a sub-regional option with one or more councils and North Wales Police
- That the Council scope the second phase review in partnership with North Wales Police and other partners.

At an initial officer working group held on 15 May 2013, there was a general view that a joint work approach with North Wales Police (Eastern Division) and Wrexham County Borough Council was a model that was worthy of further exploration, together with a model that saw Flintshire continuing to deliver its own CCTV service independently.

A Project Board consisting of Senior Officers from Wrexham, Flintshire and North Wales Police has also been established.

Achievement will be measured through:

- Meeting the agreed timetable for implementing changes to CCTV provision

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Head of Public Protection and Head of Development and Resources)

Review of current provision supported by statistical information on crime detection to enable a review of the scale and location of existing fixed camera network – September 2013

Risk to be managed – How we can fund the provision of CCTV with local partners

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	Ensure the funding arrangements which are currently in place with T&CC's and North Wales Police are maintained.	M	M	A	Work collaboratively with partners from neighbouring Authorities and North Wales Police to develop an operating model for the provision of CCTV that will	Interim Head of Public Protection Head of Development		L	M	G

				<p>realise the sharing of resources and expertise.</p> <p>Further engage with service users and explore new income streams.</p> <p>Explore examples of best practice in collaborative working within the CCTV service provision.</p>	& Resources				
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5. Develop a better understanding of how the Council can prevent human trafficking and sexual exploitation as part of a Safeguarding Strategy

Progress Status	Progress RAG	A	Outcome RAG	G
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1) SERAF Review - SERAF is a Sexual Exploitation Risk Assessment framework which forms part of an information and intervention pathway for safeguarding children and young people. The risk assessment tool and information and intervention pathway were developed in response to issues raised by practitioners in relation to difficulties in identification and intervention with children and young people at risk of or abused through sexual exploitation. The resource pack is designed to support best practice in responding to child sexual exploitation so that local authorities, partner agencies and practitioners can:

- Identify children and young people at risk of or abused through sexual exploitation;
- Manage information about children and young people in a way that identifies risk; gathers intelligence and monitors the extent of the issue locally;
- Identify appropriate interventions and safeguarding actions for children and young people at risk of child sexual exploitation;
- Deliver evidence based practice in responding to the needs of children and young people at risk of abused through sexual exploitation.

Children’s Services in conjunction with the police are currently reviewing the operation of the Framework (SERAF) protocol.

2) Following the appointment of Missing Person's Coordinators in North Wales Police the North Wales Heads of Children's Services were asked to set up regional meetings to focus upon missing children and child sexual exploitation, with the aims of preventing child sexual exploitation and safeguarding children by reducing the number of missing episodes. This will be achieved by way of strategic interventions and identification of good working practices which can be shared across a multi-agency forum.

The first North East Wales meeting was held on 11/07/2013. These meetings will be held quarterly.

3) Training in the prevention of human trafficking and child exploitation –Children's Safeguarding Managers have attended training in the prevention of human trafficking and child exploitation. It is anticipated that this training will be rolled out further to other managers and staff working in services for children. Guidance resulting from the training will be disseminated to professionals via the annual Joint Flintshire Wrexham Local Safeguarding Children Board (FWLSCB) conference.

Achievement will be measured through:

- Agreeing an effective, extended Safeguarding Strategy

Achievement Milestones for strategy and action plans: (Lead Officer – Head of Children's Social Services)

Agreement of Terms of Reference for Missing Children & Child Sexual Exploitation (CSE) Task Group – March 2014

Establish a mechanism to record the number of missing episodes – March 2014

Roll out of Human Trafficking training via FWLSCB – March 2015