

**APPENDIX 6**

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

*What we said we would do in 2014/15:*

**1. Contribute to the delivery of the North Wales Community Safety Plan priorities:**

- Reduce the impact of domestic abuse on high risk repeat victims
- Raise awareness of sexual violence amongst young people
- Manage the impacts of anti-social behaviour
- Manage the impacts of substance misuse

**Progress Status**

**Progress RAG**

**G**

**Outcome RAG**

**G**

*What we did in 2014/15:-*

**1. Safer Communities Board**

A work programme is now in place to support and monitor the delivery of the North Wales Community Safety Plan. Arrangements have now commenced to revise the work programme for 2015/16, based on the evidence of the Strategic Assessment.

**2. Domestic Abuse**

There are fewer high risk victims of domestic abuse identified through the Multi Agency Risk Assessment Conference process. The target of 28% has been exceeded (23%).

10 secondary schools and one Pupil Referral Unit received performances from the 'Cat's Paw' Theatre Company in 2014/15, exceeding our target.

**3. Anti-Social Behaviour**

The Cabinet received a report in March 2015 which considered how Flintshire Council will implement specific aspects of the new anti-social behaviour legislation, in particular Public Space Protection Orders (PSPO's). Flintshire has been proactive in terms of its response to the Anti-Social Behaviour Act 2014.

***What went well:-***

- Continued delivery of the work programme for the North Wales Safer Communities Board at a local level through the 'People Are Safe Board'.
- Fewer high risk repeat victims of domestic abuse – target exceeded with an outturn for the year of 23%
- Percentage of young people reporting increased awareness of sexual violence following interventions at school (90%), exceeding the target of 87%
- Procedures for Public Space Protection Orders established.
- The targets for both 'Completed treatments' and waiting times for substance misuse services have both been realised and represent a significant improvement on the performance outturns for the previous year (2014/15)
- Youth Justice Service figures also illustrate that the targets have been exceeded in respect of young people receiving treatment for Substance misuse

***All actions have been achieved***

***What did not go so well:-***

Not Applicable

**Achievement will be measured through:**

- Delivery of the work programme for the North Wales Safer Communities Board
- Fewer high risk repeat victims of domestic abuse
- Percentage of young people reporting increased awareness of sexual violence following interventions at school
- Determine the feasibility of producing and implementing a Flintshire wide anti-social behaviour strategy
- 'Completed treatments' and waiting times for substance misuse services:

**Achievement Milestones for strategy and action plans:**

- Delivery of the work programme for the North Wales Safer Communities Board by February 2015
- Determine the feasibility of producing and implementing a Flintshire wide anti-social behaviour strategy by March 2015

Improvement Plan Progress  
Year End 2014/15

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
IPSC1M1 - Fewer high risk repeat victims of domestic abuse	Chief Officer – Planning and Environment	28%	28%	28%	23%	G	G
IPSC1M2 - Numbers of schools accessing Cats Paw Theatre Productions		12 schools (100%)	6 schools	12 schools	10 schools	G	G
IPSC1M3 - Percentage of young people reporting increased awareness following Performances of Cats Paw Production		90%	87%	90%	90%	G	G
IPSC1M4 - Achieve a waiting time of less than 20 days from referral to treatment (KPI 2)		67.08%	80%	80%	89%	G	G
IPSC1M5 - Substance Misuse Treatment Completes (KPI 6)		69.53%	80%	80%	80%	G	G
SCY/003a - All young people on a statutory order with a substance misuse issue are offered an appointment with a substance misuse worker within 5 working days *	Chief Officer – Education & Youth	88.6%	85% - 100%	85% - 100%	93%	G	G

Improvement Plan Progress  
Year End 2014/15

SCY/003b - All young people on a statutory order with a substance misuse issue are offered an intervention within 10 working days *		100%	85% - 100%	85% - 100%	100%	G	G
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**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	Target Date
(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 (including the on-line tool) and service user groups, to gain an improved understanding of community safety issues, concerns and gain feedback and inform service delivery.</p> <p>Engage with the local press and media to promote success stories.</p>	L	L	G	No further actions required at present.	Chief Officer – Planning & Environment	↔	L	L	G	Jan 15

**Risk Progress Summary for 2014/15**

On-going actions to control the risk are in place, such as engagement with the press and use of the OWL on-line tool. For this reason the level of risk has been mitigated to a low level and this continues to be the case at year end.

**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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	<p>Ensure the delivery structure of the Community Safety Partnership is working effectively, and their work is evidence led.</p> <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>	L	L	G	<p>Adopt a responsive approach to addressing emerging issues and trends through:</p> <ul style="list-style-type: none"> <li>Annually reviewing the effectiveness of the CSP groups.</li> <li>Provide regular updates of progress to the statutory Overview and Scrutiny Committee.</li> <li>Support the Local Service Board in understanding its new community safety duties.</li> </ul> <p>Support the work of the North Wales Safer Communities Board</p>	Chief Officer – Planning & Environment	↔	L	L	G	Jan 15

				<p>through:</p> <ul style="list-style-type: none"> <li>▪ Work undertaken regionally in relation to the 10,000 Safer Lives Programme;</li> <li>▪ Support the demands of the substance misuse Area Planning Board;</li> <li>▪ Develop regional services to reduce youth crime through the Youth Crime Prevention Fund.</li> </ul> <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 2015.</p>				
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**Risk Progress Summary for 2014/15**

The arrangements to mitigate risk are in place. Confirmation has also been received from external funding bodies regarding funding levels for 2015/16. For these reasons the level of risk has been mitigated to a low level and this continues to be the case at year end.

<b>2. Reduce fear of crime by:</b> <ul style="list-style-type: none"> <li>• Making best use of the latest technologies including closed circuit television (CCTV)</li> <li>• Ensuring the street-lighting system is working effectively</li> <li>• Removing graffiti within the Streetscene timescales</li> </ul>				
<b>Progress Status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
<p><b>What we did in 2014/15:-</b>  <b>CCTV</b>                  Technical Consultants were appointed to carry out an in-depth feasibility study of the existing CCTV camera stock and “end of life” control room equipment and to provide advice on the latest technologies, including peripatetic / re-deployable cameras to cover crime/ASB hotspots as identified through an in-depth analysis of NWP data and camera location.</p> <p>Consulted with every Town &amp; Community Council where public space CCTV is in use, on a proposed future delivery model which could reduce the number of static CCTV cameras and cover identified “hotspot” areas with peripatetic re-deployable cameras.</p> <p>Negotiated “bridging” arrangements with stakeholders and service providers to ensure continuity of service until a future service model is agreed.</p>				
<p><b>What went well:-</b></p> <ul style="list-style-type: none"> <li>• Continued service delivery in all areas despite ageing equipment and cameras</li> <li>• Incident/camera usage statistics produced monthly for OWL and quarterly for Town &amp; Community Councils</li> <li>• Fewer outstanding faults, more cameras remained operational</li> </ul>				
<p><b>What did not go so well:-</b></p> <ul style="list-style-type: none"> <li>• Timescales for the review have slipped</li> </ul>				
<p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>▪ Sustaining a workable network of public space CCTV provision</li> <li>▪ The time taken to repair streetlight failures</li> <li>▪ Remove graffiti from Council buildings and property within the agreed Streetscene timescales</li> <li>▪ Improve the environment through the use of environmental visual audits (EVAs) in partnership with North Wales Police</li> </ul>				



**Achievement Milestones for strategy and action plans:**

- Meeting the revised timetable for implementing changes to CCTV provision

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
THS/009 - The average number of calendar days taken to repair street lamp failures during the year	Chief Officer – Transport and Streetscene	3 days	3 days	3 days	4.5 days	A	A
IPSC2M5 - Installation and replacement of structurally failed street lighting columns		5%	5%	6% per year	4.8%	A	A
Remove graffiti from Council buildings and property within the agreed Streetscene timescales		2 working days	2 working days	2 working days	TBC	TBC once data received	TBC once data received
Percentage of wards who have agreed a protocol for EVAs and identified priority areas.		100%	90% - 100%	90% - 100%	TBC	TBC once data received	TBC once data received

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)		
H	H	R	<p>Ensure the funding arrangements which are currently in place with T&amp;CC's and North Wales Police are maintained.</p> <p>Review the contract for outsourced monitoring arrangements and mitigate any risk to FCC where possible</p> <p>Verify short term "bridging" arrangements with maintenance and fibre providers</p>	M	M	A	<p>Meet with partners and service users to secure agreement and explore new income streams.</p> <p>Explore examples of best practice in collaborative working within the CCTV service provision.</p> <p>Fortify current arrangements through mid/long-term agreements.</p>	Chief Officer – Organisational Change	↑	L	L	G	TBC

## Risk Progress Summary for 2014/15

### CCTV

Meetings have taken place with service users/partners and existing funding arrangements will be maintained during 2015/16.

Service Level Agreements will be revised for the financial year 2016/17.

The contract for outsourced monitoring arrangements has been reviewed and examples of best practice have been explored through holding supplier awareness days.

Short term bridging arrangements have been agreed with maintenance and fibre providers for the financial year 2015/16.

A technical feasibility study is ongoing, the scope of the study includes:

- possible relocation of the existing CCTV control room and upgrade of end of life equipment
- in depth analysis of the crime and disorder statistics against existing camera locations
- decommissioning of “fixed” CCTV cameras which are under utilised
- utilisation of “fit for purpose” redeployable/peripatetic cameras

This study will help identify obsolete “end of life” CCTV cameras, operating equipment and infrastructure and will outline the funding requirements.

### Streetscene

The installation of new white light lamps sources have increased the illumination in the human visual aspect but have reduced the energy output. By increasing the illumination on certain critical sites it has helped in the enhancement of the features helping to allow road users to see all aspects of the highway network within the target area. The column replacement program has helped in the replacement of old and structurally failed columns and lanterns.

**3. Develop further awareness and profile of the Council's approach to Safeguarding which includes the wider issues of prevention of human trafficking and sexual exploitation.**

**Progress Status**

**Progress RAG**

**G**

**Outcome RAG**

**G**

***What we did in 2014/15:-***

**1) SERAF**

SERAF has now been rebadged as the Multi Agency Strategy Meeting (MASM). A draft protocol has been developed with all agencies and has been circulated for final approval. The first meeting is scheduled for May.

Workforce development have delivered training on child trafficking and age assessment.

**2) Safeguarding Unit**

The Children's Safeguarding Managers, the Independent Reviewing Officers for Looked After Children and the Adult Safeguarding Team are now co-located in Flint, under a single line management structure. This has provided opportunities to share and adopt good practice in approaches to safeguarding children, young people and adults.

Between April and March, 147 Adult Safeguarding referrals were completed and in 146 cases the risk was reduced or removed. One person declined intervention by Social Services which would reduce their level of risk.

The Children's Safeguarding Unit conducted 136 initial Child Protection conferences and 21 pre-birth conferences, and continue to perform well against the national performance indicators.

**3) Missing Children Forum**

The Missing Children Forum now meets quarterly and reports through the Safeguarding Children Board Delivery Group (Flintshire Wrexham), to the Regional Safeguarding Board.

***What went well:-***

Co-location has provided opportunities to share and adopt good practice in approaches to safeguarding children, young people and adults.

Between April and March, 147 Adult Safeguarding referrals were completed and in 146 cases the risk was reduced or removed.

The Children's Safeguarding Unit conducted 136 initial Child Protection conferences and 21 pre-birth conferences, and continue to perform well against the national performance indicators.

***What did not go so well:-***

Not applicable

**Achievement will be measured through:**

- The impact of introducing a single Safeguarding Unit beginning with the co- location of the Adult and Children's Safeguarding teams
- Roll out of Human Trafficking training via the Flintshire Wrexham Local Safeguarding Children Board.
- Capturing data on children who are reported missing

**Achievement Milestones for strategy and action plans:**

- Co-location of the Adult and Children's Safeguarding teams by October 2014
- Roll out of Human Trafficking training via the FWLSCB by March 2015
- Extension of existing mechanisms for reporting children missing from care, to include all children who are reported missing, by October 2014