

1 March 2018

WHITTLE OVERVIEW AND SCRUTINY COMMITTEE – 12 MARCH 2018

A meeting of the Whittle Overview and Scrutiny Committee will be held at 5.30pm on Monday 12 March 2018 in Committee Room 1, Town Hall, Rugby.

Councillor Neil Sandison
Chair of Whittle Overview and Scrutiny Committee

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes

To confirm the minutes of the meeting held on 15 January 2018.

2. Apologies

To receive apologies for absence from the meeting.

3. Declarations of Interest

To receive declarations of:

(a) non-pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(b) pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest, the Member must withdraw from the room unless one of the exceptions applies.

Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

4. Air Quality Monitoring and Management – Mid Year Update.
5. Community and Voluntary Sector Contracts.
6. Crime and Disorder Scrutiny.
7. Overview and Scrutiny Work Programme 2017/18.

Any additional papers for this meeting can be accessed via the website.

Membership of the Committee:

Councillors Sandison (Chair), Brader, Butlin, Douglas, Gillias, Lowe, Mrs O'Rourke, Roberts and Ms Watson-Merret

If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic Services Officer (01788 533522 or e-mail linn.ashmore@rugby.gov.uk). Any specific queries concerning reports should be directed to the listed contact officer.

If you wish to attend the meeting and have any special requirements for access please contact the Democratic Services Officer named above.

AGENDA MANAGEMENT SHEET

<i>Name of Meeting</i>	Whittle Overview and Scrutiny Committee
<i>Date of Meeting</i>	12 March 2018
<i>Report Title</i>	Air Quality Monitoring and Management – Mid Year Update
<i>Ward Relevance</i>	All
<i>Contact Officer</i>	David Burrows, Regulatory Services Manager, Tel: 01788 533806
<i>Summary</i>	The Regulatory Services Manager will attend the meeting to provide an update on air quality monitoring by the Council.
<i>Financial Implications</i>	There are no financial implications arising from this report at present. There are risks associated with future developments where a decision to object or not object may be challenged. The council could also be challenged on its action plan.
<i>Risk Management Implications</i>	There are risk management implications arising from this report as detailed in the Financial Implications.
<i>Environmental Implications</i>	Air quality monitoring and management delivers environmental and public health benefits.
<i>Legal Implications</i>	The Council is required to review and assess air quality under the Environment Act 1995.
<i>Equality and Diversity</i>	No new or existing policy or procedure has been recommended.

Public Report to the Whittle Overview and Scrutiny Committee

12 March 2018

Air Quality Monitoring and Management – Mid Year Update

Summary

The Regulatory Services Manager will attend the meeting to provide an update on air quality monitoring by the Council.

1. BACKGROUND

The Committee has an ongoing role in scrutinising air quality monitoring reports and management arrangements. The Regulatory Services Manager will attend the meeting to update the Committee on:

- The Council's latest statutory Air Quality Annual Status Report
- Progress made on the Local Air Quality Management Action Plan Annual Status Report
- Implications of new residential and infrastructure developments planned in the borough

The council launched a public consultation on its 2017 Air Quality Annual Status Report and Air Quality Action Plan Annual Status Report and submitted a report to the Department for Environment, Food and Rural Affairs (Defra) for review and approval. The full document is available via the following link https://www.rugby.gov.uk/info/20021/pollution/349/2017_air_quality_annual_status_report_public_consultation

2. ANNUAL STATUS REPORT

The committee received a report on 11 September 2017 (Part 1 – agenda item 5) concerning an update on air quality monitoring by the Council.

The Regulatory Services Manager gave the committee an overview of the council's latest statutory Air Quality Annual Status Report, progress made on the Local Air Quality Management Action Plan Annual Status Report and implications of new residential and infrastructure developments planned in the borough.

The council has a statutory duty to monitor and control air quality. There were seven key pollutants and focused on nitrogen dioxide NO₂ and particulate matter with an aerodynamic diameter of 10 µm (PM₁₀) and 2.5 µm or less (PM_{2.5}).

Members considered the Annual Status Report appended to the report and noted that officers were working with partners from Warwickshire County Council on a co-ordinated approach to develop strategies to address the persistent levels of exceedances. One piece of work could be the location of bus routes and bus stands.

During discussion the following points were made:

- There was little that could be achieved until Government introduces the change to hybrid and electric vehicles.
- One option would be to stop or limit traffic travelling through the town centre but this would be difficult due to the layout of the town.
- The main issue was diesel engines and in particular cars.
- Government wants councils to encourage businesses to change their vehicles but this was driven by cost and taxes, not councils.
- One key challenge was planning applications. It would be necessary to demonstrate a significant impact on air quality to mount an objection and each application was considered on an individual basis whereas several developments would have a cumulative impact.
- National Planning Policy guidance places the responsibility on local authorities to balance the impact of development on the environment. However, they will not issue specific guidance when policies are noncompatible.
- There was a clash between the desire to meet Government targets, support growth, encourage visitors, and the control of air quality. Free parking was one way the government think will attract shoppers but this type of initiative was not ideal when there was an air quality issue.
- There were many taxi firms moving towards hybrid vehicles. Focus should move towards electric charging strategies. There was a view that car parks and retail parks were the best locations but it was more likely these would be used in work places or motorway service stations. Electric sub stations would be required for super-fast stations.
- A number of locally based taxi, bus and vehicle manufacturers were working to produce hybrid or electric vehicles. It was anticipated that a major change would be seen within a short space of time.
- The Warwickshire wide strategy to introduce charging points and generating stations was lagging behind and ambitious plans were needed.
- There was a big difference between the cost to purchase a vehicle with an electric engine compared to a combustion engine. Some form of subsidy or contribution from the Exchequer may be necessary.
- Hydrogen cell technology was also coming on at a fast pace and one benefit was that no charging points were required.
- NO₂ may not directly cause poor health but it aggravated existing conditions.
- It was clear long term solutions were required. Members acknowledged the current softer programmes and approaches detailed in the report that were taking place to address air quality.
- A shift in culture was needed. More could be done locally such as develop a cycling culture and introduce more cycle lanes, particularly on school routes.
- There was evidence to suggest that economic factors such as the cost of petrol or car tax would force people to adopt different means of travel.

- Buses standing with idling engines was an issue. It would be preferable to work with bus companies rather than use legislation or enforcement style approaches. Officers were planning to look at working with bus and coach companies and possibly using legislation to fine vehicles idling.
- There was no drive from Government to find solutions. Often civil servants lacked technical skills and operational knowledge.
- DEFRA and the Department for Transport were beginning to work together.
- The current draft Local Plan would not be affected by the Government target to introduce electric vehicles by 2040. As part of the Local Plan process members received a presentation from WCC Highways which identified the key traffic hotspots.
- It was important for members to keep an overview as the Local Plan progresses, particularly as Section 106 funds become available, and open dialogue with WCC Highways and Public Health, and invite them to a future meeting.
- Officers would work with Warwickshire County Council and our planners to look at ways to reduce air pollution. It was likely the next report would not find ways to control the pollution so Defra may challenge the council, and it may be necessary to challenge Defra about their lack of strategic actions to control pollution.

It was agreed an item should be placed on the agenda for the meeting in March 2018 to review progress, and an invitation should be extended to officers from WCC and Public Health to attend.

RESOLVED THAT –

- (1) an item to review progress be added to the work programme as minuted above; and
- (2) the Regulatory Services Manager be thanked for attending the meeting.

3. PROGRESS SINCE LAST REPORT

The main progress that has been made since the September 2017 report are:

- **Continued support for the Coventry and Warwickshire Air Quality Alliance**

The council continues to support this multi-agency and multi-professional group.

Current work includes a bid for portable air quality monitors (particulate matter); Transport for West Midlands Trip Planner app encouraging transport that is non-polluting and help people to get fit; air quality supplementary planning guidance; and looking at the potential air quality benefits of Coventry being the City of Culture 2021.

- **Coventry and Warwickshire Air Quality Supplementary Planning Document**

A number of local authorities in the West Midlands have introduced supplementary planning documents to help developers control air quality.

These have been based on one produced in the Black Country and adopted locally by Warwick District Council. Officers have been working on a version of it for Rugby.

Coventry City Council have appointed a consultant to develop their air quality SPD. The Coventry and Warwickshire Air Quality Alliance considered this and the Coventry and Warwickshire local authorities are currently considering if to produce a single policy (which will be adaptable to local conditions) to help consistency and best practice, which should make it simpler for developers also.

Discussion has only just started and the first meeting in in March (at time of writing meeting not attended) and officers will brief Committee at the meeting.

- **Warwickshire Electric Vehicle Charging Infrastructure Strategy**

This was approved by Warwickshire County Council's Cabinet on 9th November 2017.

This Strategy will enable the County to deliver infrastructure that is 'fit for purpose', that represents good value for money and responds directly to the increasing expectation and demand for a network of public access EV points. This Strategy demonstrates the County Council's commitment to promote the uptake and deployment of EVs.

To achieve this, they need the assistance of the district and borough council's in the county and we are working with them to implement the strategy.

This may include the planned air quality SPD where there are plans to require all new houses built with driveways to have electric charging points, and electric charging points in new retail developments.

Officers are attending a briefing with the Office of Low Emission Vehicles in February (at time of writing this meeting had not occurred) and an update will be given during the meeting.

- **Rugby Borough Council Local Plan Supplementary Planning Document**

Planning and Regulatory Services officers have been working on the current local plan examination, notably

- South West Rugby including the Homestead Link
https://www.rugby.gov.uk/downloads/file/1193/draft_south_west_rugby_maste_rplan_supplementary_planning_document
- Lodge Farm:
- the Rugby Air Quality Analysis which used the Rugby Wide Area models
https://www.rugby.gov.uk/downloads/file/1614/oth07_rugby_air_quality_asses_sment

- **Electric ultra-low emission hackney carriage**

An application has been made to licence an electric car as a hackney carriage (taxi). The vehicle is a small saloon and does not comply with current policy on the

approval of hackneys because (a) it is not wheelchair accessible and (b) it is second hand. Therefore, the application must be considered by Licensing and Safety Committee. After giving assurances to Rugby Disability Forum, officers are recommending to Licensing and Safety Committee that they approve the vehicle. While it is only one taxi, this shows the commitment of the Council to supporting low emission technology and can also be used to identify the practicality of using an all electric plug in charge vehicle as a hackney.

- **GLADMAN DEVELOPMENTS LIMITED - and - 1) SECRETARY OF STATE FOR COMMUNITIES AND LOCAL GOVERNMENT 2) SWALE BOROUGH COUNCIL - and – CAMPAIGN TO PROTECT RURAL ENGLAND (KENT BRANCH)**

This is a significant piece of case law which will influence future development.

A High Court judge upheld a decision to reject a planning application for a housing development in Kent, because it could impact air quality in the area.

Property developer Gladman Developments Ltd had submitted the proposals in 2014 for homes in Kent, which falls between air quality management areas (AQMAS) in Newington and Rainham.

The proposals were refused in 2015 by Swale borough council on the grounds that the development could impact air quality.

Gladman appealed the decision, which led to a review by the Planning Inspectorate.

However, the Planning Inspectorate backed the council's decision and found that the proposals had the potential for 'moderate' or 'substantial' adverse impacts on air pollution in the two AQMAS.

This was despite Gladman having put forward proposals to mitigate the adverse impacts of the development on both AQMAS, which included provision of electric vehicle charging points for each dwelling as well as funding to encourage walking, cycling, public transport and electric or low emission vehicles.

Gladman then sought to appeal the Planning Inspectorate's ruling, taking the case against Swale borough council and the Secretary of State for Local Government to the High Court.

In a hearing, legal representatives for the company argued that the Inspector had failed to take into account national policies to bring the UK in line with its obligations under EU air quality legislation, which would likely reduce the amount of NO₂ arising near the site.

Referring to the judgement from the legal case brought by the environmental law firm ClientEarth, which formed the legal framework for the case, barristers for Gladman argued that the Inspector "should have proceeded on the basis that the government would comply with the law" by 2020, but instead assumed that breaches of EU air quality limit values would continue.

However, this argument was rejected by Mr Justice Supperstone, who presided over the case, who considered that the Inspector had “properly engaged” with the judgment from the ClientEarth case.

In his ruling (6 November 2017), Mr Justice Supperstone noted that the Inspector was “entitled to consider the evidence and not simply assume that the UK will soon become compliant with the case.”

- **DEFRA Open Fires & Wood Burning Stoves**

With the popularity of solid fuel burners, the old problem of urban air pollution has returned. Officers have been dealing with any unlawful fuel burning, but in November 2017 DEFRA recognised the need to update guidance on permitted solid fuel burners.

https://uk-air.defra.gov.uk/assets/documents/reports/cat07/1712041200_171010_open_fires_wood_burning_stoves_FINAL.pdf

Name of Meeting: Whittle Overview and Scrutiny Committee
Date of Meeting: 12 March 2018
Subject Matter: Air Quality Monitoring and Management – Mid
Year Update

LIST OF BACKGROUND PAPERS

There are no background papers relating to this item other than those referenced in the body of the report that refer to 2017 RBC Air Quality Annual Status Report.

AGENDA MANAGEMENT SHEET

Name of Meeting	Whittle Overview and Scrutiny Committee
Date of Meeting	12 March 2018
Report Title	Update on voluntary and community sector contracts in respect of advice and community infrastructure support which started on 1 April 2017
Ward Relevance	None
Contact Officer	Michelle Dickson (Communities and Projects Manager) email: michelle.dickson@rugby.gov.uk Tel: (01788) 533843
Summary	This report provides: <ul style="list-style-type: none">• a reminder of the reasons as to why contracts are necessary• what was learned through the tender process• a summary of the performance of the contractors (CAB and WCAVA) to date.• Areas for potential improvement• Next steps
Financial Implications	There are no financial implications arising from this report.
Risk Management Implications	There are no risk management implications arising from this report.
Environmental Implications	There are no environmental implications arising from this report.
Legal Implications	There are no legal implications arising from this report.
Equality and Diversity	No new or existing policy or procedure has been recommended.

Public Report to the Whittle Overview and Scrutiny Committee

12 March 2018

Update on voluntary and community sector contracts in respect of advice and community infrastructure support which started on 1 April 2017

Summary

This report provides:

- a reminder of the reasons as to why contracts are necessary
- what was learned through the tender process
- a summary of the performance of the contractors (CAB and WCAVA) to date.
- areas for potential improvement
- next steps

1.0 BACKGROUND

During 2016, the Council's approach to financially resourcing the voluntary and community sector was reviewed. Previously, the council had established service level agreements (SLA's) with several voluntary and community organisations (see table 1, below). However, some of the funding arrangements were so substantial as to require a move toward the award of contracts, to ensure compliance with both procurement rules and the Corporate Contracts Standing Orders.

Table 1:

	Organisation	Amount funded 2016/17
1.	Age UK Rugby Borough Council	£17,000
2.	Rugby Citizens Advice Bureau*	£55,000
3.	Warwickshire CAVA	£33,000
4.	Rugby Credit Union	£15,000
	Total	£120,000

**plus an additional £18,250 from the Housing Revenue Account to support tenants living in council housing.*

Advice from both the legal and procurement teams was that funding to the organisations detailed in table 2 be exempt from this process, due to the relatively modest amounts involved. These organisations currently have SLA's with the council, for two years, subject to budgetary approval:

Table 2:

	Organisation	2017/18	2018/19
1.	Brownsover Community Association	£7,500	£7,500
2.	Overslade Residents Association	£7,500	£7,500
3.	Benn Partnership Centre	£7,500	£7,500
4.	New Bilton Community Association	£7,500	£7,500
5.	Newbold Community Partnership	£7,500	£7,500
6.	Rugby Foodbank	£2,500	£2,500
7.	Rugby Bareboards *	£1,500	£1,500
	Total	£41,500	£41,500

*agreeing an SLA with Rugby Bareboards remains a work in progress.

Informal SLA monitoring meetings are held with the community associations every 6 months, which trigger stage payments.

2.0 TENDER SPECIFICATIONS FOR THE NEW CONTRACTS

The move to formal contracts for service delivery was an opportunity to ensure that available funding would be targeted to deliver specific and measurable outcomes. Research was conducted to inform the contract specifications. This focused on:

1. Clarification as to where customer-facing services within the Council refer people to for support and the reasons for this
2. The specifications of the new Warwickshire County Council contracts with charities, with specific regard to evident gaps in Rugby.

The research identified that there was a need for:

1. the provision of support to increase the resilience of community and voluntary organisations in Rugby, with a particular emphasis on risk identification and support in managing the risks identified. This resulted in a tender and subsequent contract for infrastructure support services.
2. the provision of advice and support to Rugby's residents to prevent their falling into crisis. The main catalysts for this are issues relating to – housing

(from all tenures - private sector, council tenants, housing associations, home owners, etc), legal, financial, domestic and consumer issues. This resulted in a tender and subsequent contract for advice services.

3. support for the poorest and most vulnerable customers in obtaining start-up furniture packages for their tenancy (both council and private-rented sector tenancies). This resulted in Cabinet agreeing to an established with Bareboards to provide support for the most vulnerable customers in obtaining start-up furniture packages for their tenancy (both council and private-rented sector tenancies). Agreeing an SLA with Bareboards remains a work in progress.

3.0 STRUCTURING THE CONTRACT AND AGREEMENT OF KEY PERFORMANCE INDICATORS

The resulting contract specifications, that went out to tender, form appendices 1 and 2 to this report.

The Key Performance Indicators (KPI's) for each contract are summarised in table 3, below:

	Advice KPI's	Infrastructure Support KPI's
1.	Identify how advice and intervention helped the customer to resolve their crisis (broken down by theme – housing, legal, financial and domestic)	Evidence of how they have supported the growth, independence and sustainability of new and emerging community groups
2.	Number of people / households that have had an increase in their income as a consequence of advice provided and what this increase was in financial terms	Evidence of how they have developed and supported volunteer networks access services
3.	Number and type of referrals made to other voluntary sector, community sector and statutory sector organisations (broken down by theme – housing, legal, financial and domestic)	Evidence of how they have identified opportunities for the VCS to access alternative funding streams and how they have worked with the sector to help them access such funding. What were the results / outcomes?
4.	Number of people that were prevented from eviction from their home as a consequence of advice given	Evidence of how they have supported initiatives to promote youth engagement
5.	Number and type of disputes resolved between landlord and tenant	Evidence of how they have supported community and voluntary organisations to explore and progress options for collaborative working to reduce costs, increase resilience and improve service outcomes for local people
6.	Number of cases where the organisation's practical interventions, in relation to the enforcement of marital rights in property disputes has resulted in a sustainable housing solution	How much investment has come into groups as a result of their support, what projects they have planned with the community and proper plans for implementation, lessons learned and

		project evaluations
7.	Number of people that opened savings accounts as a consequence of advice received	
8.	Customer satisfaction with the services provided	

The KPI's are to be reviewed by the council, in consultation with the service provider, on an annual basis. The rationale for this is that there is a mechanism in place to ensure that they remain relevant and responsive to change, for example, but not exclusively, in the event of changes to legislation.

Each contract runs for 2 years from 1 April 2017, with an option to extend for a further 1 year.

4.0 LESSONS LEARNED VIA THE TENDERING PROCESS

As the contractual arrangement with each organisation is a commercial one, and this is a report in the public domain, the contract values have been omitted from this report. The tendering process confirmed that:

- The CAB have more specialist resource at their disposal, to assist the people of Rugby, than anticipated. Specific examples include a:
 - dedicated disability rights unit
 - qualified financial advice (providing pro bono advice)
 - solicitor appointment (providing pro bono advice)
- WCAVA had:
 - made substantial progress in recruiting and promoting volunteering opportunities in Rugby via the launch of their dedicated on-line volunteering portal for Warwickshire – Volunteer Connect
 - increased their youth services support as a consequence of a merger with the Warwickshire Council for Youth Volunteers Service (WCVYS)

5.0 CONTRACT MONITORING

The contract monitoring focuses on the KPI's that inform the contract. This takes the form of separate quarterly meetings with each organisation, led by the Council's Communities & Projects Manager (Communities & Homes Service). These meetings also form the trigger for payment of the contract for that quarter (paid in arrears).

Each organisation is able to extract data from their recently updated reporting systems to inform the discussions. However, there have been issues with WCAVA's ability to extract data from their management systems – for example in relation to actual outcomes in respect of volunteering.

The CAB has been better placed to report back on specific outcomes, arising from their activities, as their new performance management system permits the required data extraction to inform the KPI discussion.

The perception of all three parties is that:

- as the contract is specific in terms of outputs required this makes monitoring of performance more straight forward
- the move to contracts has redefined the relationship between parties as that of contractor and client, which brings with it increased accountability for evidencing outputs

A summary of headline successes of each organisation for the first three quarters of the 2017/18 financial year has been included as appendix 3 to this report.

6.0 AREAS FOR IMPROVEMENT / CHANGE

6.1 CITIZENS ADVICE BUREAU

Discussions with the Housing Services Team have highlighted that there are reservations by Housing Officers to refer clients to the CAB for assistance. This does seem to be based on historical, rather than current issues.

The KPI data that the CAB provide is, in the main, very good and very outcome based, which is welcomed. However, the data does not really inform how KPI's 5,6 and 7 were achieved:

- Number and type of disputes resolved between landlord and tenant
- Number of cases where the organisation's practical interventions, in relation to the enforcement of marital rights in property disputes has resulted in a sustainable housing solution
- Number of people that opened savings accounts as a consequence of advice received

There are potential good reasons for this data being harder to track as these three KPI's would all seem to rely on people coming back to the CAB to provide them with an update on the outcome. There is little incentive for the customer to do this and deployment of limited resource to actively chase this data would be diverted from the crisis management side of work that the CAB does.

6.2 WCAVA

At their January 2018 monitoring meeting it was agreed that future reports would include more detailed narrative to cover the gaps that the statistics are unable to assist with.

They are only partially reporting on KPI 6 *How much investment has come into groups as a result of their support, what projects they have planned with the community and proper plans for implementation, lessons learned and project evaluations*. However, this is a complex KPI and may need to be reviewed to make it specific and measurable.

It is evident that groups based in Rugby are not currently accessing potential funding available from the Heart of England Community Foundation and Comic Relief, whereas other areas in Warwickshire are. However, WCAVA have arranged a Community Action

Network (CAN) meeting, which will be dedicated to helping community organisations access funding, and WCAVA will offer workshops about writing funding applications. This event will include a presentation from Heart of England Community Foundation on the potential assistance they can provide. The event is scheduled to take place on 5 March 2018 at the Rugby Art Gallery & Museum.

7.0 NEXT STEPS

1. More work is needed to understand the reservations that the Housing Services Team have in referring clients to the CAB.
2. Most clients that access CAB services are from the Regeneration Strategy priority areas (New Bilton; Newbold; Brownsover; Overslade and town centre / Cattle Market), there is the potential to further analyse the data received from the CAB to help inform future priorities for the Local Strategic Partnership's Regeneration Strategy.
3. Work is needed with both organisations to see which one is best placed to carry on with the Multi-Link project (volunteers offering their peers support, rather than formal advice, in accessing services in the borough), when the Council's Eastern European Community Development Worker's temporary contract comes to an end on 31 March 2019.
4. More work with WCAVA to understand barriers to organisations potentially accessing Heart of England Community Foundation and Comic Relief funding
5. Continue to monitor the allocation of Heart of England Community Foundation and Comic Relief funding to organisations in Rugby after the CAN event
6. Review the KPI's for each contract, in consultation with the contract organisations at the end of 2017/18 financial year to ensure their ongoing relevance.

8.0 CONCLUSION

The move toward contracts is helping to ensure that the councils resources are being targeted to where they are most needed to support vulnerable individuals and the community and voluntary sector in Rugby.

The Committee is asked to note the report and the next steps outlined in section 7.0.

Appendix 1: Contract specification for Advice Services

Background

Traditionally, Rugby Borough Council (RBC) has had service level agreements (SLA's) with organisations to provide advice and guidance services to the people of Rugby. From 2017 the intention is to move toward a formal contract arrangement, following a tendering process.

The Borough currently has over 100,000 residents and as a landlord, RBC has around 3900 homes making it the largest landlord in the area.

The provision of advice services underlines RBC's commitment to deliver quality, flexible, outcome focused support which will respond to individual circumstances and needs.

Service Specification

The advice will primarily cover Housing, Legal, Domestic and Financial issues

- *Housing*: including advice on homelessness, rent issues, rent arrears, private rental sector and other housing issues
- *Legal*: including advice on wills and advocacy, immigration, complaints and general legal advice
- *Financial*: including debt advice, budgeting, pensions, banking and affordable credit.
- *Domestic*: including advice on employment and benefits

The service should be:

- Free and accessible to all
- Advice should be impartial, independent and confidential
- High quality
- Easily accessible offering convenient lines of communication

Generic outcomes

1. Support people to - access bank accounts, save, access safe affordable credit, become resilient and reduce the number of families falling into financial hardship.
2. Support people to - access welfare and housing advice, benefits and charitable support. Demonstrate an increase in the take-up of otherwise unclaimed or un-awarded welfare benefits.
3. Engage with other third sector organisations to explore and progress options for collaborative working to reduce costs provide best practice, increase resilience and improve service outcomes for the people of Rugby.
4. Ensure that staff and volunteers are adequately trained and refresher training is conducted to keep staff current and up to date. Ensure staff and volunteers are aware of key issues, such as Prevent and Safeguarding.

5. Ensure there are adequately trained staff and volunteers to support the life of the contract.

Systems will need to be in place for the organisation to provide evidence on progress and outcomes in relation to these. Numbers of people applying for advice is not an outcome. What has changed / happened / been resolved in response to their request for advice is an outcome.

Data will need to be provided to evidence the number of people seeking advice and actual outcomes, broken down by:

- type of contact (telephone / face-to-face etc.)
- type of advice sought
- age
- gender
- disability
- ethnicity
- household composition
- tenure type of household
- members of household where English is not their first language and confirmation of which language is
- household income
- lower super output areas that they are resident in
- whether or not an Armed Forces Veteran

Appendix 2: Contract specification for Community Infrastructure Services:

Background

Traditionally, Rugby Borough Council (RBC) has had service level agreements (SLA's) with organisations to provide advice and guidance services to the people of Rugby. From 2017 the intention is to move toward a formal contract arrangement, following a tendering process.

The Borough currently has over 100,000 residents and as a landlord, RBC has around 3900 homes making it the largest landlord in the area.

The aim is to enable Rugby's community and voluntary sector to obtain high quality advice and guidance to:

- increase the resilience of the sector
- support the growth, independence and sustainability of the sector
- Develop initiatives to support both youth engagement and volunteering

Provision of infrastructure support to support the growth, independence, sustainability and resilience of the sector.

Service Specification

1. Provide support to increase the resilience of community and voluntary organisations in Rugby, with a particular emphasis on risk identification and support in managing the risks identified.
2. Support RBC in the promotion of its community grants scheme and provide support in evaluation applications made.
3. Support the growth, independence and sustainability of community and voluntary groups in Rugby.
4. Develop and support volunteer networks to help communities to access services within the borough.
5. Support community and voluntary organisations to explore and progress options for collaborative working to reduce costs, increase resilience and improve service outcomes for the people of Rugby Borough Council
6. Identify opportunities for the voluntary and community sector to access alternative funding streams and work with the sector to help them access such funding
7. Develop and support initiatives to promote youth engagement in Rugby Borough Council
8. Promote the Safeguarding and Prevent agendas within the voluntary and community sector in Rugby Borough Council
9. Develop partnerships with local businesses to support and sustain the community and voluntary sector in Rugby Borough Council

10. Demonstrate outcomes specific to Rugby, in relation to activities undertaken in Rugby through quarterly contract monitoring meetings

Generic outcomes

1. Provide support to increase the resilience of community and voluntary organisations in Rugby, with a particular emphasis on risk identification and support in managing the risks identified.
2. Support RBC in the promotion of its community grants scheme and provide support in evaluation applications made.
3. Support the growth, independence and sustainability of new and emerging community groups in Rugby.
4. Develop and support volunteer networks to help communities to access services within the borough.
5. Support community and voluntary organisations to explore and progress options for collaborative working to reduce costs, increase resilience and improve service outcomes for the people of Rugby.
6. Identify opportunities for the voluntary and community sector to access alternative funding streams and work with the sector to help them access such funding

Appendix 3: Headline successes for first three quarters of 2017/18:

This is not intended as a full list of successes – just headline ones.

CAB:

It should be noted that Rugby CAB was an early adopter of their new national performance management system so not all presentations and outcomes are noted in their Q1 statistics. However, during the first three quarters of 2017/18 they have recorded that:

- They have had 2,767 people request their advice
- 2,501 of these were people that had not previously contacted them
- Between them the 2,767 people made enquiries in respect of 8,504 issues
- The majority of the contacts made were face-to-face
- The estimated income gain arising from these presentations was £1,189,044
- They assisted 293 families to stay in their home

WCAVA:

- Supported 110 (there is the potential for double-counting, as an organisation may have approached them more than once)
- The most frequently delivered support is in respect of funding and group development advice
- New groups, that they had not previously worked with are now coming to them for support and advice
- They estimate that 80 of the 165 volunteers registered on Connect Well have active volunteer placements. If each volunteer contributed 2 hours per week at average hourly wage of £16.99 (source: Annual Survey of Hours and Earnings, 2017). This would equate to volunteer time of £108,736 per annum.*
- They have supported successful funding applications for Rugby organisations totalling £63,100, with a further 5 applications, totalling £76,500 awaiting a decision
- Support to RBC in respect of acting as critical friend in developing their new on-line grants application form
- Advising on the content and subsequent advertising of an expression of interest, on the Council's behalf, to engage a community organisation to take on the running of the soon to be built new community room at Brownsover.
- Input into the specification for the layout of the new community room at Brownsover
- Engagement of a youth worker who will spend the equivalent of one day per week in Rugby
- Organised the *Our Rugby, Our Future Event*, hosted at the Benn Hall in November 2017, and attracting 250 attendees to what has now become a voluntary and community sector networking event
- Working with WCC, The Alzheimer's Society and Rugby Dementia Support to deliver the Rugby Dementia Training Workshop on 7 February 2018. The aim of the workshop was to examine ways in which individuals, groups and organisations can create a more dementia friendly environment for people living with dementia, their carers', family and friends. Staff from RBC's housing service attended this event.

**this data should be treated with caution as it makes assumptions in numbers of active volunteers, how much time they give and the paid value of that activity*

Name of Meeting: Whittle Overview and Scrutiny Committee
Date of Meeting: 12 March 2018
Subject Matter: Update on voluntary and community sector contracts

LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.

AGENDA MANAGEMENT SHEET

<i>Name of Meeting</i>	Whittle Overview and Scrutiny Committee
<i>Date of Meeting</i>	12 March 2018
<i>Report Title</i>	Crime and Disorder Scrutiny
<i>Ward Relevance</i>	None
<i>Contact Officer</i>	Keith Newell, Community Safety Partnership Manager, Tel: 01788 533547
<i>Summary</i>	This report updates the committee on the work of the Rugby Community Safety Partnership.
<i>Risk Management Implications</i>	There are no risk management implications arising from this report.
<i>Financial Implications</i>	There are no financial implications arising from this report
<i>Environmental Implications</i>	There are no environmental implications arising from this report.
<i>Legal Implications</i>	The committee is scrutinizing the work of the Rugby Community Safety Partnership in accordance with S19 of the Police and Justice Act 2006.
<i>Equality and Diversity</i>	No new or existing policy or procedure has been recommended.

Public Report to the Whittle Overview and Scrutiny Committee

12 March 2018

Crime and Disorder Scrutiny

Summary

This report updates the committee on the work of the Rugby Community Safety Partnership.

1. BACKGROUND

The Overview and Scrutiny Committees have a statutory responsibility (at least once a year) to review the decisions and actions of the responsible authorities within the Rugby Community Safety Partnership in relation to their crime and disorder functions this role was carried out by Customer and Partnerships Committee last year, following the disestablishment of the Crime and Disorder Committee in June 2014.

The Community Safety Partnership (CSP) consists of:

- Rugby Borough Council
- Warwickshire Police
- Community Rehabilitation Company
- Warwickshire Fire and Rescue Service
- Warwickshire County Council
- Rugby Clinical Commissioning Group
- Other key stakeholders including Victim Support and Warwickshire CAVA

The CSP Manager will provide an annual update on the work of the CSP. The Warwickshire Police and Crime Commissioner, the Rugby Safer Neighbourhood's Team, the Chair of Rugby CSP and the Chair of Rugby Neighbourhood Watch have also been advised about the meeting.

2. SCRUTINY FOCUS

The CSP Manager will report to the committee on the following:

- Performance for 2016/17
- Priorities for 2016/17
- Performance in 2016/17
- Priorities and Performance 2017/18
- Challenges ahead

Examples of project work will include:

- Domestic Homicide Reviews
- Personal ASB Case Management

A report from the CSP Manager addressing these items is appended and the Manager may present this report to the committee.

Name of Meeting: Whittle Overview and Scrutiny Committee

Date of Meeting: 12 March 2018

Subject Matter: Crime and Disorder Scrutiny

LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.



CRIME AND DISORDER
BROOKE OVERVIEW AND SCRUTINY COMMITTEE
12 March 2018

<p>RUGBY COMMUNITY SAFETY PARTNERSHIP</p> <p>REPORT – CONTENTS</p>
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1. 2016/17 Performance
2. 2016/17 Priorities
3. 2017/18 Performance
4. Projects Showcase:
 - Domestic Homicide Reviews
 - ASB case management
5. Challenges ahead

1. 2016/17 Performance

The priorities for 2016/17 were:

- Serious Violent Crime
- Domestic Burglary
- Personal; Anti-social Behaviour
- Reducing Re-offending
- Road Safety

We had a successful year with performance as:

1.1 Serious Violence

112 offences against our target of 119 a reduction of almost 6% which we are particularly proud of. Our diverse action plans are probably the main cause for the reduction which is a significant achievement when considering the extent of historical recording of sexual offences which fall under the serious violence category.

1.2 Domestic Burglary

A total of 327 offences against a target of 304 an increase of 7%. This was mainly due to the extent of cross border offending from Coventry, Leicester, Northants and Birmingham. In addition a considerable number of offences related to new build properties once the white goods had been fitted and developers are not providing the relevant levels of security on their sites.

1.3 Personal ASB

We have an on-going target to reduce the vulnerability of every victim we support. For the third successive year this 100% target was achieved and both reflects and demonstrates our “victim” focussed approach.

1.4 Reducing Reoffending

Prolific and persistent offenders pose the greatest risk and threat to local communities. Many have drug problems and commit crime to fund the habit. It is estimated that, nationally, out of a million active offenders, 100,000 have three or more convictions and commit half of all crime.

The CSP has a statutory duty to reduce reoffending and uses three complementary strands of work as its strategy:

- Prevent and deter
- Catch and convict
- Rehabilitate and resettle

There is a dynamic relationship across those strands which are not mutually exclusive. The multi-agency approach pertains through:

- Police
- Prisons
- Probation

However, government legislation (transforming rehabilitation) has caused some disruptions to services due to the demand on a reduced national probation service, and a poor contract from the Community Rehabilitation Company that under invests in the critical Through the Gate programme.

Reoffending rates are calculated a year in arrears in cohorts and over the past two years have been between 50% - 60% nationally. The Rugby CSP introduced and funded Futures Unlocked over four years ago and can evidence that reoffending rates have been between 20% and 30% - half the national rate. Rates from 2015/16 are not yet known as the first cohort of released offenders after the TR legislation are yet to be benchmarked and tracked. Future re-offending rates will be collated and published by the Ministry of Justice.

1.5 Road Safety

The CSP funds activity in the following areas:

- Bikeability scheme – delivered by community safety wardens (in addition to Warwickshire County Council scheme)
- Community Speedwatch
- ANPR – uninsured vehicles
- The Fatal Four (fire service-led road safety programme focussing on alcohol and drugs, mobile phones, speeding and seat belts)
- Child seat restraint campaigns run by nine locally trained partners

We are the only CSP in the county that funds road safety activities from its own resources.

2. 2017/18 Priorities

The CSP Board set the following:

- Serious Violent Crime
- Burglary Dwelling
- Reducing Re-offending
- Personal ASB
- Road Safety

3. 2017/18 Performance

This update on performance in this current year is based on statistics covering the period April – December 2017.

3.1 Serious Violent Crime

Due to changes in Home Office crime recording systems, and, more robust ethical recording practices the county is seeing considerable increases in the levels of recorded crime. Added to this the combined effect of historical reporting post “Saville and Rolf Harris” levels nationwide are considerably higher. However, despite these unavoidable events the number of offences between April to Dec 2017 is 83 against a target of a maximum of 94 offences, a reduction of more than 11%. We focus on the very serious end of the violence spectrum to reflect the issues of Serious and Organised gang activity, and the vulnerability of medium risk DV victims. For an investment of £24,000 we have reduced the social and economic costs of these crimes by £1.4m and for every £1 we spend we save almost £60,000.

3.2 Burglary Dwelling

In 2015/16 you will recall that the Board selected theft from vehicle, not domestic burglary as our acquisitive crime priority. During that year burglary increased by 30%.

This is a difficult and complex issue to get back with the dynamics of persistent and prolific offenders, offender management weaknesses, cross border criminality and other factors not least of which is the way in which the way offences are recorded have been significantly changed. The Chief Constable has previously circulated a detailed paper on the reasoning behind the changes (ethical recording) and the likely impact and he concludes that most but not all of the increases in crime are due to the recording changes.

However, we are having a very bad year with offences up by 46 %. Compared to last year (April to December) we have had 354 offences against a target of 243. This will be the highest number of offences for many years. Our specific rural villages initiative is has been running for a year and differing levels of activity ranging from a crime prevention stall at a village fete to a village achieving Protected Village status in nine of our rural villages.

3.3 Reducing Reoffending

Last year’s report referred to the pending central government changes to offender management via the “Transforming Rehabilitation” agenda and I warned of the potential difficulties. Having sat on the National Working Party set up by Chris Grayling I could see significant gaps between the rhetoric of policy and the operations delivery on the ground. The difficulties predicted arrived and have impacted against us.

At the local level the National Probation Service disengaged with the CSP early in the transition to the new arrangements. This has now been rectified. In addition the previously nationally recognised results achieved by Futures Unlocked were quickly diluted by the newly arrived Community Rehabilitation Company. Our past reduced re-offending rates via “mentoring” were de-railed by an apparent under-resourced CRC.

At the national level our local weaknesses were echoed in a very critical report (joint inspection) published by HM Inspectorates of Prison and Probation. Nearly all aspects of the “Through the gate” programme were failing to be delivered in all inspection sites.

3.4 Personal ASB

As in the previous year we have continued to achieve our target of “reducing the vulnerability” of every victim we support. This is being managed and achieved via the ASB Case Management Group chaired by the CSP Manager. Multi agency co-operation performance on a shared confidential software programme has been the key to success. Meetings are held monthly and detailed case discussion result in agreed actions. Agendas involved are:

- RBC Housing
- RBC Wardens
- Police
- RSL’s
- RBC Youth Workers
- WCC Youth Services
- RBC Park Rangers
- WCC Troubled Families
- WCC Community Safety

On average we are supporting 4 – 5 victims of Personal ASB.

3.5 Road Safety

Casualty statistics are notoriously at least a year out of date but we know that recent trends of KSI’s are increasing. Our CSP action plan approach is unique in as much as we are the only CSP in the county to fund activities from our own budgets. Our initiatives are:-

- Community Speed Watch
- Bikeability
- ANPR operations – uninsured vehicles
- Driver Training for young people – Fatal Four
- Child seat campaigns

This varied and comprehensive approach provides the widest of opportunities for us to reduce casualties in many aspects of road use. Unfortunately casualty statistics are traditionally at least one year in arrears.

4. Projects Showcase

4.1 Domestic Homicide Reviews

The CSP has a statutory duty set out in section 9 of the Domestic Violence, Crime and Victims Act (2004) to initiate and undertake Domestic Homicide Reviews.

There are currently two reviews underway with a combined total of 60 recommendations to implement. Upon completion of the Reviews the CSP is further required to provide the Home Office Quality Assurance Panel with an audit trail to evidence compliance, and, an attempt at evaluating impact.

The implementation of these number of recommendations has been both time consuming and complex. Much credit is due to Sue Ingram and the County Council DHR team, and the DHR Panel as they have had to co-ordinate the work of many agencies across the county to ensure the implementation of a variety of detailed recommendations.

This has also needed a significant amount of time by the CSP Manager.

Around seventy per cent of the total recommendations have been actioned. The on-going requirement is to implement the remainder.

In September 2017 we received a very detailed letter from the Home Office regarding specific queries on seven issues within our report to them (sent February 2017). Much dialogue has taken place between a number of agencies and we have now sent our response back.

I estimate that both reviews could be concluded in about three months which will include the provision of an audit trail and the difficult task of assessing impact. Despite being a new and time consuming responsibility Government made no financial provisions and the costs have to be catered for from mainstream budgets.

4.2 Personal ASB Case Management

We have an on-going target to reduce the vulnerability of every victim we support. For the third successive year this 100% target was achieved and both reflects and demonstrates our "victim" focussed approach.

Victims of Personal ASB 2016 - 2018

All victims risks were reduced with action plans and the shared partnership working, we can demonstrate this by the Risk Assessment Matrix scoring which reduced in every case from high risk to either medium or low risk

Examples as below :

Female aged 52 – Neighbour dispute 14/08/2017

4 calls from female since November 2011. The first call on the 08/11/2016 involves a complaint about another neighbour. A call on the 10/04/17 is a report of the neighbour smoking drugs. On the 30/06/17 a report of someone in a grey hooded looking in her windows. On the 18/07/17 as above. Possibility of some mental health / anxiety issues. Dr has given female sleeping tablets

Actions

Contact Orbit and establish the local manager of the flats and gain any relevant information and establish a partnership approach, including a review of the security and confirm the identity of the neighbour

**Conduct visit to IP to ascertain Victim Support and any wishes of victim.
Regular visits to the victim for reassurance.
Task sent to SNT Sgt to review.
Task sent to Rugby Town North SNT PCSO to conduct visit**

Male 66 - Neighbour dispute – disabled and in a wheelchair

Mr D called Police on 4/6/17 reporting issues with his neighbour. This has been by parking across the path which inconveniences Mr D who is currently using a mobility scooter. He states that he has been intimidated by Mr F. This has been reported and a complaint of harassment made and the OIC for this is within the HHIT unit. They are providing regular updates to Mr D and the suspect has been interviewed. This has been sent to supervisor for review by the OIC. Mr D reports that he feels this is happening as a result of his disability as he suffers from Fibromyalgia. When he tries to get out of his property the suspect stands there goading him into a fight

Actions

**Contact Mr D to discuss and rescore ASBRA (risk assessment)
Conduct a visit to encourage IP to engage with Victim support and to ascertain any wishes of IP.
Task sent to SNT Sgt to review.
Task sent to PCSO Galloway to attend and do a reassurance visit.
Housing notified**

Male Mr C aged 40 - Neighbour dispute Mr B aged 70 14/08/2017

Mr C and Mr B have both called Police regarding each other, the main issue reported by MR B is parking over the dropped kerb outside his address by visitors to Mr C's house. Mr C main report is the verbal abuse that visitors to their address receive from Mr B. This has resulted in Mr B demanding that nurses and paramedics move their vehicles whilst attending Mr C address

Both parties are currently alleging verbal altercations with the other at this time, Police made a street visit and H2H with William SOLOMON of RBC has identified 1 witness to previous altercations and CCTV has been submitted by Mr B of Mrs C shouting over the fence at him. This was following a visit by RSPCA which PCSO Grant is trying to identify their caller to the address as it was found to be malicious. Mr B has also been shutting the shared alley way gate whilst Mr C is out the front of the house causing inconvenience. Mrs C is diagnosed with terminal brain tumour and is now reporting to have secondary tumours and their son is diagnosed with Autism. Mrs B is 90 years old and virtually immobile although there seems to be little conflict with. I have discussed with Denise LOTT the possibility of a camera being placed but a RIPA authority would be required. I will be continuing the evidence gathering and to liaise with RBC regarding both parties.

Actions

**Contact both parties and rescore ASBRA.
Liaise with William SOLOMON of RBC regarding the issues as 22 are RBC housing.
Task sent to SNT Sgt to review.**

Female aged 40 + Neighbour dispute 14/08/2017

Police have attended the address of Mrs W and engaged with her. Mrs W stated this is not an ongoing issue and it appears to have been a one off incident. She clarified there has been no previous issues and none since the initial incident. The initial incident was also recorded as a hate crime and not ASB.

Since the incident Maria has seen the male from the flats and there was no physical/verbal exchange between them. She does not appear to be vulnerable and stated she had close friends/neighbours in the area to draw on for support when/if needed.

We have told Mrs W that we will be speaking to the male from 15 F C and giving him words of advice and she is happy with this response. She has been advised to report any future incidents to us via 101/999.

Actions

Whilst at the location, an ASB risk assessment was rescored (on advice from Sgt Masters) for Mrs W as a victim, and this has been graded as low at this time

A task has been sent to Sgt Masters for review and to consider archive, pending any further incidents.

The occupants of 15 F C have been issued a formal warning by Affinity Sutton. Any future ASB will be dealt with as and when it happens. Housing Officer has also stated that Social Services are now involved and they are working closely with the family (due to child welfare issues). The family appear to be engaging and fully co-operating.

18/09/2017

Female aged 65+ Neighbour dispute

Mrs H is alleging that she has suffered intimidation and Harassment from her neighbours for 18 years. This has been through minor damage to the boundary and allegations that the Hunts have been trespassing onto her land.

She also states that her driveway is constantly being blocked by delivery vans/lorries making delivery to her neighbour. She also reports noise nuisance by way of slamming doors in the early hours of the morning.

An allegation of assault has been reported to PC Eldridge and from speaking to PC

Eldridge and reading the crime Mrs H reported that she had been assaulted by her neighbour Mr H in February 2017. The reason she reported it late was apparently due to illness. She also reported a more recent criminal damage to a plant at the side of her house.

According to the crime there were no injuries and no mention of a hate crime.

Mrs H is now stating that she did suffer from long lasting pain the crime has been re-classified as ABH.

In my conversation with Mrs H she has confirmed that she believes that she is being targeted due to her being an Irish Catholic. This is due to things that have been said over the last 18 years relating to her religion.

Actions

Due to this a hate crime tag will be added to the crime and I have asked PC Carter, VMU to have a look at the crime and offer the relevant support from his team.

Mrs H has already had a letter from Victim support as a result of the initial assault allegation.

Mrs H does have a good social network and is being supported by her friend as above.

Mrs H has been offered Mediation which she declined. I also offered a referral to Age Concern but she also declined.

Genie: shows only the allegation of assault as above for both victim and offender

STORM- There has been 3 calls from the victim and 2 calls from the offender. All boundary related.

16/10/2017

Male aged 40 – male aged 56 – Neighbour dispute / parking issues / bin issues

Task has been sent to the SNT supervisor asking them to complete an initial review of CMP and agree actions to be taken.

A contact plan has not yet been agreed with the victim and they will be visited shortly to ascertain this

Victim support has not yet been offered and accepted/declined. A referral has not yet been submitted

Details of circumstances:-
From storm:-Inc. 385-29.8.2017

Mrs J has called the police regarding an ongoing issue that she and her husband have with their neighbour - Mr Z. Today he has been moving wheelie bins that have been left outside number 29. (Parents of Mr J).

Previously they have had utilised mediation regarding a parking issue on the street and the whole situation has started again. Mrs J alleges that this makes her ill. When an officer visited circumstances relayed are as followed:-

For the past few weeks every Tuesday MR Z is moving bins belonging to MR J as he believe they are causing obstruction to his drive, this upsets Mr J as they have been told to not engage with each other, Mr Z is placing the bin on the view of MR J father which makes him very distressed as he is suffering from dementia.

Every Tuesday evening MR & MRS J are going out on their bikes and are worrying what else MR Z might do. They do feel that they are being constantly watched and recorded by the neighbour.

Suspect details are Mr L and Mrs A. Z they also are victims of the Asb from Mr Mrs J

Actions

Visit the neighbours Mr & Mrs Z and ascertain their details/experiences/version of event

Task sent to SNT Sgt to review

When necessary to offer a Victim support

Speak to the housing officer (RBC)

Problems still occurred with both neighbours including assault and damage to a car.

RBC sent CPN warning letter to both parties. Both parties breached and were sent a CPN Notice. This was breached and FPNs were discussed

Fine was given to Mr Z from Police for obstruction

No further issues at this time

Mr H male aged 56-65 – Personal ASB

Case management plan has been created/completed due to this being graded as High Risk.

There has been a large number of Eastern European Males gathering to the rear of Craven Road. This includes the home address of Mr H. Over the last one month there has been two recorded hate incidents where verbal abuse has been shouted at him. Recently there has been a mattress set alight in the alley way propped up against his garage. He perceived this occurred because of the colour of his skin and being an Asian Male.

Actions

Tasking's created

Ecins case management plan created

Fire service contacted in relation to enquire with regards to installation of CCTV and CCTV signage

Meeting with council wardens to discuss the matter and requested the wardens to carry out patrols of this area
Tentative enquiries made with the legal department of RBC reference bye-laws and public space protection notices
Further enquiries:-
To make contact with Mr Hussain reference risk assessment
Follow up with the relevant agencies e.g. RBC, and Fire to obtain updates on their enquiries
Liaise with the OIC to crimes outstanding

Male 26 – 35- Repeat victim of TFMV

This I/P has had his van broken into on four occasions in recent weeks and three in the last week or so. Tools stolen that is possibly going to send him broke. It's believed that this is done by way of lock picking, he is having re enforced locks put on in about a week or so.

It was on the opposite neighbours drive yesterday, the day before when it was done it was immediately outside his house. I think anything will help as its getting so common.

Police have already made contact with the I/P in relation to the third and fourth incident. This most probably has been done by way of a lock pick available on Amazon for £17.00. House to house for both incidents was done by myself as well as two alarms and media coverage by Rugby Advertiser and social media. I have also completed the victim cam proforma and passed it to Denise Lott who added this ECINS log for me.

Actions

Police also arranged SOCO to visit as a repeat victim.
Victim camera was installed by RBC to detect the identity of the thief – no more entry to his veh since the camera was install
The I/P currently has the victim cam in the window of his address. He had reinforced locks put on his van on Friday at the cost of £500.00. He has been very positive in the media about Warks Police and council.

Male aged 45 Personal ASB

The Informant Mr D at the address reports his house being pelted by youths with apples. Ongoing issue all over the weekend of 03/10/17. No names given of the youths. Informant claims he has both physical (legs) and Mental disability and feels targeted. – Awaiting SNT engagement and rescore for intervention.

Actions

Police have spoken with the Mr D and youths in the area. There was a high likelihood that the Mr D daughter (who is no saint), has fallen out with some

kids at school. This tied in with local ASB issues (which we are all tackling), would suggest it was not a hate crime and not specifically directed at the Mr D. I have carried out another assessment with Mr D and with the new information, this has come back as a low. Mr D is more than happy with the ASB patrols and our contact. He had no further worries or concerns to add.

Male 45-60 - Personal ASB

Mr M is reporting he is being harassed, suspect is Mr P who lives in Leamington. Mr P is ex-partner of Mr M current partner. He has reported Mr P previously and he has been warned by Police (Ref Inc. 175 – 13/07/2017). IP has bumped into Mr P in the shop and he has shouted for Mr M to stay away from his kids.

Mr M disclosed the following while being risk assessed-

He is due to attend Crown court for assaulting Mr P child and Social Services are involved.

Mr M is on anti-depressants as prescribed by his GP. He is at breaking point with the situation.

Actions

Police have visited Mr M h/a and had no response to knocking. I have called his mobile, left my contact details on his answerphone, and had no reply. This is a crime which is going to court and will therefore have an OIC.

Will the social services and OIC not be capable of checking on his welfare (if needs be)? I would request that this case be closed on the grounds that Mr M hasn't accept our help and therefore, we shouldn't be wasting valuable time and scarce resources chasing him up.

Female aged 45-56 Personal ASB

Mrs B contacted police to report that a male had approached her grandson whilst he was playing out the front of her house. The male had then been verbally abusive and threatened to harm the child if he went near his car. The male had the dust caps stolen from his car and blames local children (without proof). Mrs B states that the male has made threats to other children too.

Actions

Police have spoken with Mrs B. At this time, she doesn't feel threatened by the male

She is reporting that his actions are out of order.

I have informed Mrs B that we are currently conducting enhanced patrols of the area with regards to ASB. She is happy with this.

Mrs B herself has been in touch with ORBIT and they will be made aware of the matter

I have told Mrs B Police will also link in with ORBIT

I have spoken with the suspect and warned him re his actions. He was genuinely remorseful and won't do it again.

He was misguided in that he wanted to scare the kids into keeping away from his car and he had no intentions to harm anyone.

I have stated that his words alone could constitute a public order offence if the caller or police had wished to pursue the matter further. I have liaised with Orbit Housing and the caller has reported no further issues to them or us since her initial contact. I have re risk assessed the called and this has now come out as low. The victim has declined any victim support but thanks us for the extra asb patrols in the area and she does feel that she can call the police for help with any future issue

Female 41 - Personal ASB

Case management plan has been created/completed due to this being graded as High Risk.

13/10/2017 CSW has brought it to my attention that the youths on Deepmore are causing nuisance to Mrs W of D road , they are running onto her garden , abusive to her , and as she has a low wall they congregate on it. When she tells them to move she gets abuse. She told CSW her children know these youths and CSW will ring her later to see what names they have for her. Once I have those names I will be sending letters. It's just to make your team aware that she is experiencing asb

Actions

12/10/2017 Mrs W rang the service to report the youths – CSW returned call

13/10/2017 - Email Police to make them aware

13/10/2017 – Police patrolled the area took 4 names – 2 smoking cannabis

17/10/2017 – CSW risk assess Mrs W score 37 High Risk

Dispersal order in place

6 warning letters sent to local youths

Youths who were smoking cannabis were requested to attend the station for words of advice

Mrs W , to speak with Will Solomon Housing officer after she reporting window smashed

Updated Police

Criminal damage reported to Police

Window replaced

Hate crime reported to RBC – forwarded to Police

Police invited the youth to the Police station for a conversation

Wardens are patrolling daily – collating names

Mash referral for one of the main culprits

Meeting arranged for one of the parents who objected to her son being spoken to, she wanted to discuss the situation regarding her son

Meeting arranged police ,housing, CSW supervisor , ASB co -coordinator gathered , parent failed to turn up

Male 74 - Repeat victim of burglary

Mr K is an eighty year old male living on his own in council housing. In the last

month he has been subject to one distraction burglary and two burglary dwellings, the second of these was through the wood fixing of the first one.

This man is vulnerable but is sound in mind. I have not spoken to him today but is it possible RBC to speed up the permanent fixing of his window and give him any help he needs. Also victim camera, does he qualify as a repeat victim. If so is there anything you could do for him. Finally can you notify your staff ref his situation

Actions

RBC made aware of the repeat victim, now has a date for his windows to be fixed

Victim camera to be installed

Police and CSW to continue to patrol

Victim has contact details for CSW to visit if he has any concerns

Female aged 50 - Personal ASB / Neighbour dispute

This lady has been risk assessed by Mrs B T of Bromford Housing
Victim's male neighbour, Mr I, 17.1.1970, goes out every weekend and leaves his 18 year old son at home. The son is playing music and having friends round. They are noisy in the back garden until the early hours of the morning and have been known to use gas canister's (presumably inhaling them?) Police were called out to 1 incident in the summer which I think was NFA.

Actions

Bromford can issue their own letters for ASB

CSW can be called to witness the noise

RBC can install noise equipment

RBC can issue on behalf of Bromford a CP Warning letter (Community Protection) with conditions that must be adhered to, to prevent ASB

Female aged 31- Personal and Community ASB

I met with Miss W which was scheduled for 1 hour, this turned in to a 3 hour reassurance discussion that she wanted 'off the record'

Miss W has lived in GWC for 17 years and there have been problems with the neighbour from 14 for several years on and off. Catherine has a lot of historical notes of events happening at number 14 but has always been worried of reprisals and intimidation from the tenant as she is known to be feisty, so she hasn't wanted to share her information with the council or police. She has taken her CCTV cameras down as she was getting young visitors to 14 standing and staring at the camera making Catherine feel intimidated. there have been allegations from Catherine of drug selling from the property and people coming at all hours early morning and late evening knocking on the door for up to an hour at a time, then going round the back and throwing stones at the window to try to get 14 to open the door.

The police have made visits to the house which I will look in to clarify why they have attended. We have been told there are 2 young men who are constant visitors to 14 to help her with shopping and other jobs. These males do stay at the property and it is not against Council regulations that she can have lodgers as long as benefits area aware. Which is something that needs to be investigated. My concern apart from Catherine is for the 5 year old child of Miss C living in an environment where Miss Cooke uses cannabis for her own personal use with various young men attending the property.

There has been in the last 6 months (that we have been made aware of but could be for the last 12 months) asb within the close within various properties, number 14 being one of these properties. There is a meeting to be scheduled for the 14th December 2017 with the residents of the close, Police, RBC and hopefully our legal team to discuss their concerns and what asb they have had directed at them by any of our tenants and what can be done to support these and our own tenants.

I have seen and forwarded CCTV footage from a few residents of criminal damage, asb, possible drugs deals. Miss W has on her phone images of a youth walking past her house brandishing a large knife. There has been an incident of a stabbing in the close, a group of youths reported in the close with a hammer

I have been told that Social Services have worked with Miss C, but I believe they have closed her case

Actions

Police issued a Dispersal order in July

RBC has issued 3 CPN warning letters – 2 of those escalated to CP Notices

Police are patrolling as this area as a 'hot spot' area

CSW are patrolling as a 'hot spot' area

A referral will be completed 30/11/2017 to Victim support for Miss W, if she agrees as I'm concerned about her mental state

A referral has been completed to complete to the MASH regarding the young child at number 14

Police and RBC have done door knocks to speak to the residents to see how they are feeling and what information they can supply to Police or RBC.

Meeting scheduled for December for the residents Police, RBC to have a frank discussion about ongoing problems

PCSO 6056 has been given 3 registration numbers of vehicles that frequent the address, the vehicles have been checked, and Intelligence report submitted on Friday 22/12/2017.

Sgt review - since the last review the following incidents have been received by Police which have relevance to this case as they have occurred in GWC. The latest is being dealt with as violent disorder and is under investigation by patrol at Rugby.

351/29.12.2017

303/01.01.2018

426/03.01.2018

435/03.01.2018

This case needs to be discussed between agencies to ensure that appropriate considerations can be made as to how to progress any action against persons involved/connected with any incidents at this location. To be discussed at next CMM.

Female aged 30 – Personal and Community ASB

Miss S GWC has contacted Rugby Borough Council and the Police in order to report ASB from a neighbour's address, which is situated opposite hers.

The ASB includes vehicles turning up at the address throughout the day and night, the vehicles stay for a very short period whilst an occupant goes from the vehicle to the rear of the house and then back within seconds. The vehicles then leave and sometimes at speed. Miss S believes that there is drug dealing going on at the premises.

Miss S and other residents have also reported a high number of callers to the address on foot. They too are causing ASB in the area with littering, drug use (smoking weed in the open), noise (swearing, shouting, and nuisance), and criminal damage and fighting.

Although this ASB has been ongoing for the best part of a year, the police and council were only made aware of the severity just prior to Christmas 2017 in a residents meeting (attended by Miss S and three others)

Actions

**PC. Y is to keep linking in with the victim at least once a tour.
Submit any intel received from the victim via Athena (with a view to a possible drugs operation)
Increase patrols in the area by the West Team during down time.
Link in with the CSW's and carry out joint patrols
Continue joint problem solving with RBC
Robustly tackle any found offences**

Female aged 35 – Criminal damage /Personal ASB

ASBRA (Anti-Social behaviour risk assessment) completed following the report of a racially aggravated criminal damage at the property after stones were thrown at the address. Group of unnamed person/s reported to police.
Informant believes that this is targeted at them due to being Polish.

The IP has been a victim of ASB in the area and has been a victim on a number of occasions with damage to the car and door knocking and items thrown at the house the IP has also been a victim of a hate incident where she was told to go back to Poland.

Actions

The IP has been in close contact with PCSO G I have given advice regarding CCTV witch the IP has done I have given my contact details and the IP has my work phone number.

Orbit have been involved even though the house does not belong to them.

We have not had any further calls since October 2017 and I spoke with the IP yesterday via telephone and she is happy with how thing are at the moment I have told the IP that I will still patrol the area in the evening and for her to make contact with me if she needs anymore advice.

Sgt review - this CMP has been reviewed and has been created in response to historical reports that have already been dealt with.

An ASBRA has been completed this week and although still scores as high there have not been any recent incidents and the IP and her husband and daughter are quite happy at this time. The street lighting has been repaired by the property which was a cause for concern and the IP is very happy with this.

Local PCSO's will continue to visit the location on a regular basis and engage with the IP and other residents.

Victim support has been offered and contact was made.

Visits to IP and location will in future be updated on this CMP.

Female aged 56-65 - Neighbour dispute

A case management Plan has been created due to this being graded as a medium risk. There has been a number of ASB calls between Mrs L of 188 P Road and Mr M of 192 P Road over the past few weeks. The complaints tend to be counter allegations of excess noise, name calling and shouting at each other.

Actions completed to date:

All three are council tenants, with Mr M being general needs and the Mrs L in Sheltered. Independent Living Coordinators have also been in touch with the Mrs L.

Individual offences have been dealt with accordingly by reactive officers
SNT have carried out numerous welfare visits to both parties
Referrals made to mental health to both Mrs L and Mr M

Further enquiries:

PC C to speak with housing on behalf of Mr M

SNT to continue to monitor and update with any further information

Police have written warning letters, I am aware that there has been a further incident today, so it is unfortunate that I have not been able to serve the letters earlier, however I will be noting this latest incident and once the letters

are delivered, if there are any incidents following, further tenancy enforcement action will be taken.

There is a pre-planned appointment with Mrs L to explain the letter and the implications on their tenancies.

I am hopeful that the warning letters will act as a deterrent from any further unneighbourly conduct and I have also contacted their respective support workers to assist them with improving their behaviour and tolerance of each other.

Male UK age - Neighbour dispute

Police have visited the victim's Mr H partner, Miss C, who is the owner of 13, B Road. I have introduced myself and provided her with my contact details. There has been a further incident reported to police by her today where she alleges that the perpetrator has placed her own rubbish into the recycling bin belonging to Miss C. who has witnessed this, she has removed this rubbish from her bin, put into carrier bags, and deposited it on the front lawn of Miss V property. Police has received a call from Miss V about this too. I have taken a statement from Miss C and will look to issue a CPNW to Miss V once the investigation into her assault on Mr H has been finalised.

I have contacted Mrs CBT who works for Bromford housing but having now spoken to Miss C, I believe that both 13 and 15 are privately owned so Bromford will not be involved. I have advised Miss C that her bins need to be kept inside her boundary to reduce the chances of further issues surrounding the location of their respective bins.

Actions

I have had a productive conversation with both neighbours about the need to show good will on both parts to encourage the other in the same vein.

This has started with the commitment of no.13 to keep their bins on their side of the fence at all times.

I have Miss V to keep her loud music to a more appropriate level and not to place any of her rubbish in her neighbour's bins.

I will revisit Miss C next week to see how things are and have arranged to see Miss V son tomorrow (24/01/18) to view their CCTV and assess if it is pointing outside of their land boundary.

I can also confirm that the camera in the kitchen window at no.15 is real but not connected. Miss V is using it as a deterrent only.

5. Challenges Ahead

In summary our major challenges in 2017/18 have been and are likely to continue :-

- 1) Partner resilience – clear examples of the growing impact of reduced public sector budgets
- 2) Additional significant changes to crime recording policy – we are still unsure as to whether the large rise in offences is more to do with recording changes or offending levels
- 3) Offender Management – over stretched probation service and under-resourced local Community Rehabilitation Company pose significant threats. An increase in cross border offending with neighbouring police forces stretched beyond their capacity limits.
- 4) Continuing changes in senior police personnel
- 5) Budgets and clarity – RBC

Keith Newell, CSP Manager, January 2018

AGENDA MANAGEMENT SHEET

<i>Name of Meeting</i>	Whittle Overview and Scrutiny Committee
<i>Date of Meeting</i>	12 March 2018
<i>Report Title</i>	Overview and Scrutiny Work Programme 2017/18
<i>Ward Relevance</i>	None
<i>Contact Officer</i>	Linn Ashmore, Democratic Services Officer, Tel: 01788 533522
<i>Summary</i>	The report updates the Committee on the progress of task group reviews within its remit and details the overview and scrutiny forward work programme for 2017/18.
<i>Financial Implications</i>	There is a budget of £500 available in 2017/18 to spend on the delivery of the overview and scrutiny work programme.
<i>Risk Management Implications</i>	There are no risk management implications arising from this report.
<i>Environmental Implications</i>	There are no environmental implications arising from this report.
<i>Legal Implications</i>	There are no legal implications arising from this report.
<i>Equality and Diversity</i>	No new or existing policy or procedure has been recommended.

Public Report to the Whittle Overview and Scrutiny Committee

12 March 2018

Overview and Scrutiny Work Programme 2017/18

Summary

The report updates the Committee on the progress of task group reviews within its remit and details the overview and scrutiny forward work programme for 2017/18.

1. PROGRESS ON SCRUTINY REVIEWS

- 1.1 **Public Spaces Protection Orders** – The group has met twice since the last committee meeting and has agreed a short list of Public Spaces Protection Orders.
- 1.2 **Informing and Engaging our Communities** – the one-page strategy for the review was approved by the committee at its meeting on 17 October. Seven members have volunteered to carry out the review.
- 1.3 **Town Centre Heritage** – the review report was considered by Cabinet on 5 February and the recommendations were approved. The next stage is for officers to prepare an action plan and upload the actions onto the Rugby Performance Management System.

2. FUTURE WORK PROGRAMME

The chairs have agreed the content of each committee's work programme and a copy of the future work programme is attached at Appendix 1. Committee members are invited to suggest items for inclusion.

A joint meeting of Brooke and Whittle has been arranged on 19 March 2018 to give scrutiny committee members the opportunity to consider a report on member training with opportunities for wider shared opportunities, and to receive an introductory presentation on the Draft Asset Management Strategy.

The scrutiny Chairs and Vice-Chairs will meet to discuss the outcomes of the annual workshop held on 7 March and begin drafting the future work programme for 2018/19. The Executive Director and Heads of Service will be consulted on the list of potential review topics and have been invited to attend the planning meeting.

Members of Whittle are invited to attend the meeting of Brooke arranged for 12 April 2018 when the following topics will be considered:

- Draft Overview and Scrutiny Work Programme 2018/19 – outcomes of the annual workshop
- Overview and Scrutiny Annual Report 2017/18.
- Rugby Youth Council will attend to give members an update on their work.

3. CONCLUSION

The committee is asked to note the progress in the task group reviews.

Name of Meeting: Whittle Overview and Scrutiny Committee
Date of Meeting: 12 March 2018
Subject Matter: Overview and Scrutiny Committee Work Programme 2017/18

LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.

Overview and Scrutiny Work Programme 2017/18

Joint meeting of Brooke and Whittle 19 March 2018

Topic	Description
Member Training	Opportunities for Warwickshire wide training opportunities
Introduction to the Draft Asset Management Strategy	Introductory presentation

Brooke 12 April 2018

Topic	Description
Rugby Youth Council	Update on the work of the RYC, MYP and VOX
Overview and Scrutiny Report 2017/18	Joint committee topic. Draft annual report prior to submission to Council
Overview and Scrutiny Workshop 2017/18	Joint committee topic. Outcomes of the annual workshop