CUSTOMER AND PARTNERSHIPS COMMITTEE – 11 SEPTEMBER 2014

A meeting of the Customer and Partnerships Committee will be held at 5.30pm on Thursday 11 September 2014 in Committee Room 1, Town Hall, Rugby.

Councillor Andy Coles
Chairman of Customer of Partnerships Committee

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes.
   To confirm the minutes of the meeting held on 26 June 2014.

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. Rugby Youth Council update – standing item.


9. Committee Work Programme.

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

The Reports of Officers (Ref. CUSP 2014/15-03) are attached.

**Membership of the Committee:**

Councillors Coles (Chairman), Allen, Birkett, Buckley, Butlin, Hazelton, Mrs New, Mrs O’Rourke and Sandison

*If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic and Scrutiny 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 and Scrutiny Services Officer named above.*
**AGENDA MANAGEMENT SHEET**

<table>
<thead>
<tr>
<th><strong>Name of Meeting</strong></th>
<th>Customer and Partnerships Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Meeting</strong></td>
<td>11 September 2014</td>
</tr>
<tr>
<td><strong>Report Title</strong></td>
<td>Health and wellbeing update – West Midlands Ambulance Service</td>
</tr>
<tr>
<td><strong>Ward Relevance</strong></td>
<td>All</td>
</tr>
<tr>
<td><strong>Contact Officer</strong></td>
<td>Debbie Dawson, Tel: 01788 533592</td>
</tr>
</tbody>
</table>

**Summary**
As part of the committee’s regular updates on health and wellbeing, representatives of West Midlands Ambulance Service will attend the meeting to introduce councillors to the work of the Trust in Rugby.

**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.
Health and wellbeing update – West Midlands Ambulance Service

Summary
As part of the committee’s regular updates on health and wellbeing, representatives of West Midlands Ambulance Service will attend the meeting to introduce councillors to the work of the Trust in Rugby.

1. BACKGROUND

West Midlands Ambulance Service NHS Foundation Trust serves a population of 5.36 million people, covering an area of more than 5,000 square miles made up of Shropshire, Herefordshire, Worcestershire, Staffordshire, Warwickshire, Coventry, Birmingham and Black Country conurbation.

The Trust responds to around 3,000 '999' calls each day and operates from 16 new fleet preparation hubs across the region and a network of over 90 Community Ambulance Stations.

WMAS also provide the NHS 111 service across the region, except in Staffordshire, as well as non-emergency patient transport services across some parts of the region.

2. MEETING FOCUS

The meeting will be attended by:

Ham Patel, General Manager for Coventry & Warwickshire
Aston Watkins, Area Manager for Coventry & Rugby
Adam Layland, Head of Operations, PTS and Commercial Services Directorate

The Committee have requested an overview of the work of West Midlands Ambulance Service in Rugby (both Accident and Emergency operations and patient transport services), to include an explanation of the transformation agenda and the Trust’s strategy going forward. Specifically, members have asked for clarification as to how Accident and Emergency services are now organised in the borough, including locations of ambulances and paramedics following the closure of the Brownsower Lane ambulance station.
List of Meeting: Customer and Partnerships Committee
Date of Meeting: 11 September 2014
Subject Matter: Health and wellbeing update

List of Background Papers

There are no background papers.
**AGENDA MANAGEMENT SHEET**

**Name of Meeting**: Customer and Partnerships Committee  
**Date of Meeting**: 11 September 2014  
**Report Title**: Neighbourhood Planning – scope of light touch review  
**Ward Relevance**: None  
**Contact Officer**: Debbie Dawson, Tel: 01788 533592

**Summary**: A light touch review of neighbourhood planning was included in the committee’s work programme for 2013-14, with the aim being to capture learning from the Coton Park neighbourhood planning pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan. The review will help inform the council’s approach to neighbourhood planning across the borough. This paper discusses the latest position regarding the Coton Park pilot and the potential scope of a light touch review to be undertaken by the committee on 13 November.

**Financial Implications**: It is intended to hold the committee’s meeting on 13 November at The Hub at Central Park. The associated costs are expected to be around £80.

**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**: The Localism Act 2011 introduced new powers (available from April 2012) for local communities to produce Neighbourhood Plans for their local area. There is a detailed statutory framework that must be followed in the production of neighbourhood plans.

**Equality and Diversity**: No new or existing policy or procedure has been recommended.
Summary
A light touch review of neighbourhood planning was included in the committee’s work programme for 2013-14, with the aim being to capture learning from the Coton Park neighbourhood planning pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan. The review will help inform the council’s approach to neighbourhood planning across the borough. This paper discusses the latest position regarding the Coton Park pilot and the potential scope of a light touch review to be undertaken by the committee on 13 November.

1. INTRODUCTION

The aim of this light touch review, which was originally included in the committee’s work programme for 2013-14, is to capture learning from the Coton Park neighbourhood planning pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan. This is to help inform the council’s approach to neighbourhood planning across the borough.

2. COTON PARK LATEST POSITION

There are a number of statutory steps that have to be taken in the development of a neighbourhood plan. These include:

- Neighbourhood Forum Applications / Designation
- Neighbourhood Area Application / Designation
- Production of Neighbourhood Plan
- Public consultation (at various stages in the process)
- Neighbourhood Plan Public Examination (by Planning Inspector)
- Referendum

Rugby Borough Council has received grant funding through the national Neighbourhood Planning Frontrunners scheme to support the neighbourhood planning process at Coton Park. The Council has successfully supported Coton Park Residents Association through the initial stages of this process.
'Coton Forward' has been formed and designated as the neighbourhood forum and the Neighbourhood Area has subsequently been successfully designated by the Council. Coton Forward have undertaken surveys of the neighbourhood area to inform the production of an initial draft neighbourhood plan and have undertaken public consultation on the first draft of the plan. The Council’s role in this was minimal – the Planning Service responded to the consultation on behalf of the council and has held discussions with Coton Forward about their next steps.

3. INTEREST FROM OTHER AREAS

Several other areas have expressed an interest in developing a neighbourhood plan, and planning officers have given presentations to several parishes and to a WCAVA event explaining the process involved. The key difference for other areas is that, while the council is required to support the process, there is no direct funding available (outside of the Frontrunners pilot scheme) to assist local neighbourhoods in developing a plan, although a grant programme is in place.

To date no other areas in the borough have decided to take forward the development of a neighbourhood plan.

4. NEXT STEPS

An outline one page strategy for this light touch review is attached at appendix 1 for consideration and development by the committee.
LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
What is the broad topic area?
Neighbourhood planning

What is the specific topic area?
The Localism Act introduced new powers, from April 2012, for communities to prepare their own planning policies and site allocations in the shape of neighbourhood plans. Once agreed, a neighbourhood plan forms part of the overall development plan for that area and can be used in the determination of planning applications.

As the local planning authority, the council has a duty to support and consider:
- applications made by a local body, capable of being a forum, for the designation of a neighbourhood area.
- applications made by local groups to become a recognised neighbourhood forum for a designated area.
- neighbourhood plans made by town and parish councils or recognised neighbourhood forums

This review will capture learning from the Coton pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan and help to inform the council’s approach to neighbourhood planning across the borough.

What is the ambition of the review?
Where of value, local communities in Rugby borough are effectively supported to develop robust neighbourhood plans to complement the Local Plan.

How well do we perform at the moment?
Rugby Borough Council is currently assisting a community group, Coton Forward, to develop a neighbourhood plan for Coton Park. The council has received grant funding through the national Neighbourhood Planning Frontrunners scheme to support the process at Coton Park.

The council has successfully assisted Coton Forward through the first stages of the Neighbourhood Plan process.

Who shall we consult about the current service and about how we can improve it?
Representatives from Coton and potentially other Parishes who have considered or who may be considering developing a neighbourhood plan.
Planning Aid England.

What other help do we need?
National guidance and good practice
Advice and support from Planning Services

How long should it take?
Light touch review at a meeting of the Customer and Partnerships Committee.

What will be the outcome?
An informed policy position about the level and nature of the council’s support for neighbourhood planning in the borough.
Name of Meeting          Customer and Partnerships Committee

Date of Meeting          11 September 2014

Report Title            Promoting Independent Living Review – one page strategy

Ward Relevance          None

Contact Officer         Debbie Dawson, Tel: 01788 533592

Summary                 The Overview and Scrutiny Management Board placed a review about promoting independent living in the work programme for this committee. This paper presents a draft one-page strategy for the review for the committee’s consideration.

Financial Implications  There is a budget of £500 available to the Overview and Scrutiny Management Board in 2014/15 to spend on the delivery of the overview and scrutiny work programme.

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.
Summary
The Overview and Scrutiny Management Board placed a review about promoting independent living in the work programme for this committee. This paper presents a draft one-page strategy for the review for the committee’s consideration.

1. BACKGROUND

Promoting independent living was proposed as a potential scrutiny review topic for consideration at the work programme workshop in March 2014 by the Leadership and Operations Team.

The rationale for the topic was that the council has a corporate priority to support independent and healthy living, but no agreed strategy for the achievement of this priority. It was recognised that the council has an important role to play in support of the Warwickshire Health and Wellbeing Strategy, which includes independent living and healthy lifestyles in its objectives. Members agreed that a review on this theme would therefore be of value.

2. ONE PAGE STRATEGY

A draft one page strategy is appended for consideration and approval by the committee.

This has been developed in consultation with the Head of Housing and Property and the Operational Housing Manager. The draft one page strategy sets out broad aims and objectives for the review, but it is expected that the detail of the review work programme will be developed by the task group members once they have received initial briefings about existing activities in this area and the wider policy context.

3. TASK GROUP

Task group members will be recruited following this meeting, on the basis of the agreed one page strategy. The committee is asked to delegate confirmation of the task group membership to the committee chairman and vice chairman so that the review can begin as soon as possible, prior to the next meeting of the committee in November 2014.
LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
PROMOTING INDEPENDENT LIVING TASK GROUP REVIEW

DRAFT ONE PAGE STRATEGY

What is the broad topic area?
Support for independent and healthy living for older people and people with disabilities. This includes physical provision as well as activities and services to promote social wellbeing and quality of life.

What is the specific topic area?
To develop a strategic corporate approach to promoting independent living in Rugby Borough, in support of the Warwickshire Health and Wellbeing Strategy.

The review will do the following:
1. Establish what the council does already and plans to do to support the objective of promoting independent living, and develop an understanding of the council’s contribution within the wider context.
2. Identify any gaps that the council could reasonably fill, either on its own or by working with partners.
3. Develop a strategic corporate approach to promoting independent living, with clarity about the outcomes the council aims to achieve and the relative priority to be given to this aim at the borough level.

What is the ambition of the review?
That the review will establish members’ community leadership role in relation to health, act as a catalyst to stronger partnership working to support independent living and encourage inventive and innovative solutions.

How well do we perform at the moment?
District and borough councils have a pivotal strategic role in preventing the need for more expensive care and acute admissions, as well as providing services that help improve health and wellbeing.

The council’s corporate strategy contains an objective of “improved health and wellbeing for all age groups and communities.” One of the council’s corporate priorities in pursuit of this is to support independent and healthy living.

The Government’s Better Care Fund is driving an agenda of service integration and pooled budgets and the council is part of the Joint Commissioning Board that is developing a Warwickshire-wide approach in relation to the Fund. The council has also played a strategic role in the county-wide Home Improvement Agency project.

The council is engaged in a range of activities and initiatives to support independent living and promote good quality of life amongst older residents and those with disabilities, but there is no clear corporate agreement about this council’s role, nor is there a common approach and shared understanding with other statutory and voluntary sector partners about respective contributions.

Who shall we consult about the current service and about how we can improve it?
The review may include direct consultation with sheltered housing residents and Telecare users, as well as with local representative groups. The consultation activity will be determined once the task group has received initial briefings.
What other help do we need?
Internal officer support from Housing, Sports and Recreation, Planning and Customer Services.
Learning from national good practice

How long should it take?
Complete by the end of the 2014/15 municipal year.

What will be the outcome?
An agreed corporate strategic approach to promoting independent living.
**Name of Meeting**  
Customer and Partnerships Committee

**Date of Meeting**  
11 September 2014

**Report Title**  
Crime and Disorder Annual Update

**Ward Relevance**  
None

**Contact Officer**  
Keith Newell, Tel: (01788) 533547

**Summary**  
This report updates the Committee on the work of Rugby Community Safety Partnership.

**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.
Summary

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

1. CRIME AND DISORDER SCRUTINY

Following the disestablishment of the Crime and Disorder Committee, responsibility for crime and disorder scrutiny passed to this committee. The committee has placed in its work programme an annual update on the work of the Community Safety Partnership (CSP). This paper provides the first of these updates. It will be accompanied at the meeting by a brief presentation by the CSP Manager (appended), focusing on the work of the CSP’s Safer Futures Programme Area Group.

2. COMMUNITY SAFETY PARTNERSHIP BUSINESS CYCLE

The annual business cycle for the Community Safety Partnership begins in September/October when the statutory “Strategic Assessment” of crime and disorder is conducted by the Warwickshire Observatory. On the basis of this, the CSP Board each December selects the crime type priorities and targets for the following year.

During the rest of December, the CSP Manager develops action plans that are capable of impacting on those priorities, seeking the support of partners to implement the plans and fully cost those activities. Bids are then submitted to the Police and Crime Commissioner (PCC) and Rugby Borough Council for funding.

For this current year (2014/15) the CSP’s priority crime types are:

- Violent crime
- Domestic burglary
- Reducing reoffending
- Personal anti-social behaviour (ASB)
- Road safety

There are 75 live and fully operational action plans across those five priority issues. The funding received in was:
£35,000 from the PCC and
£12,500 from RBC

In addition to this core grant, the PCC provided additional grant for specific projects:

- Gangs exit and diversion programmes (ie helping gang members to break away from gangs)
- Futures Unlocked (reducing reoffending)
- Brownsover CCTV

3. PROGRESS REPORTS

3.1 Violent Crime

In terms of “risk of harm” this is the CSP’s top priority. Rugby’s violence is not “night-time economy” driven but is a mixture of domestic abuse, occasional public place violence, neighbour dispute and young people falling out. So far this year levels are about 10% up on last year.

3.2 Domestic Burglary

This is the biggest success story with levels down by 45% this year following a 34% reduction last year. This is the result of a detailed multi-layered set of action plans with significant focus on offender management.

3.3 Eastern European Project

This innovative project started in July 2013 when the Eastern European Link Worker, Aleksandra “Ola” Kolenda started her employment. This multi-agency-funded initiative was justified by an analysis of arrest data which revealed a disproportionate over-representation of Eastern European residents within the data set.

The Eastern European population in Rugby accounts for 3.4% of the total population (2011 census) whereas the analysis revealed a 12.8% representation in arrests for offences of violence and public place disorder (252 Eastern European out of 1,964 total arrests). Within the arrest data we discovered that the top three nationalities in terms of arrest numbers were:

- Polish – 127 or 50.4% of the total
- Romanian – 48 or 19% of the total
- Lithuanian – 29 or 11% of the total

Closer examination of the types of offences revealed that for all types of assault, affrays, public place drunkenness, public disorder, damage and violent disorder, some 67 Eastern European offenders, or 27% of the sample, featured. This is eight times their level of representation in the total population base.
If we then add the other alcohol dimension of drink-driving this adds a further 29 Eastern European offenders bringing the total to 96, or 38% of the sample, which is 11 times their representation in the population.

The two-year funding period offered a short but unique opportunity to try to address this and our aspirations ranged from short, medium to long term. We also developed and agreed a set of key performance indicators to drive focused delivery.

Phase 1 of the project communication plan was on the theme of problematic people and locations. The project is now in its second phase, including project visits to local businesses employing Eastern European staff. These visits have enabled a range of issues to be communicated, including public health, community safety/crime prevention and home fire safety.

The third and final phase of the communication plan focuses on the distribution of a community information booklet that will be delivered to homes in 145 streets across five wards of the borough. The booklet contents are:

- Healthy eating and weight control
- Safe drinking
- Crime prevention
- Don’t drive tired
- Don’t drink and drive
- Neighbourhood Watch
- Home fire safety
- Opportunities for volunteering in Rugby
- Smoking cessation

The booklets will be in English and Polish and it is intended to deliver them between 30 September and 30 December 2014.

The project justification emerged from an analysis of the ethnicity of offenders arrested in Rugby between 1 July 2011 and 31 July 2012. Further analysis has been commissioned using exactly the same criteria for the period 1 August 2013 to 31 July 2014.

We are now trawling across a range of data sets in order to complete a comprehensive progress report which focuses on “project impact”. The Project Board meets on 25 September when critical decisions will have to be made on the future of this initiative.

Whilst it is hoped that the arrest/crime analysis will evidence project impact, most of the health targets in reality will feature a range of “outputs”, but “outcomes” were medium to long term. We are balanced on a knife edge with future viability impossible to predict.

3.4 Futures Unlocked Project

The CSP identified a critical gap in its offender management capability three years before Central Government did. Nationally the low level sentenced offenders (one
year and less) have the highest re-offending rates and leave custody without support or supervision.

Having introduced the innovative initiative in 2011/12 and set the Futures Unlocked project up, the first two years results have been significant:

2012/13 National re-offending rate 60% local 27%
2013/14 National re-offending rate 58% local 17%

This has realised savings of £149,620 with reduced re-offending right across the county.

The National Transforming Rehabilitation agenda will be delivering the introduction of Community Rehabilitation Companies with compulsory supervision on release for all sentenced to one day or more to custody.

Futures Unlocked, whilst very effective, is a small charitable organisation whose current mentor group has the capacity to support no more than 30 offenders per year. The £130,000 PCC grant will enable the project to support at least 75 offenders per year. Since the confirmation of the grant award, the following has been achieved:

- All project staff (previously based in Leicester) have moved to accommodation in Rugby
- A targeted recruitment campaign has started in order to find new mentors, especially from the Nuneaton area
- Interview dates and venues are being arranged
- Training dates and venues are being arranged
- Some current staff hours are being revised
- Recruitment of a new part-time community chaplain is now on the agenda for later in the year.

On the negative side from the project’s point of view, the project manager has accepted a job offer elsewhere. The post has been advertised, together with two part-time community chaplains. This development will inevitably cause some disruption during this critical transition stage for the project.

4. THE NEXT SIX MONTHS

The considerable challenges of the next six months will include the following:

- Maintaining performance
- Preparing for 2015/16
- Implementing new ASB legislation from October
- Introduction of new privately owned Community Rehabilitation Companies from the end of the year
- A likely change of crime priorities for 2015/16
- Chasing tighter funding
5. CONCLUSION

The CSP continues to be a very high performing, intelligence driven and performance focused CSP. It is nationally recognised for:

- Dismantling gangs – Cited in Home Office national best practice
- Reducing Re-offending (Futures Unlocked) – Singled out for praise by Chris Grayling, Secretary of State for Justice
- Eastern European Project – also given special mention by Chris Grayling

The Partnership is innovative and all of its initiatives are cost-effective. Currently, for every £1 the Partnership spends, the following savings are made:

- £10.54 on gangs and youth violence
- £8.73 on domestic burglaries
- £5.00 on reducing re-offending
LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
Welcome to Rugby
Rugby Community Safety Partnership

Keith Newell
Rugby Community Safety Partnership Manager

Customer and Partnerships Committee
11 September 2014
Introduction to the Rugby CSP

- Business driven by the annual **Strategic Assessment** process
- Short lines of communication
- Responsive and flexible
- 3 priority action groups, 3 named plan owners
- Robust performance management
- Constant evaluation and feedback
Consistent Impact

• We have twice met all targets in the last 3 years
• For £1 spend, we save*
  – Gangs and Youth Violence £10.54
  – Domestic Burglary £8.73
  – Futures Unlocked £5.00
• Innovative and risk
• Op Laser-drug & organized crime - over 160 years sentenced

*as calculated by HO research 217
Today’s Showcase
Safer Futures Priority Action Group

• Gang and vulnerable young people work
  – Focused, targeted and structured
• Futures Unlocked
  – Reducing the risk with Mentor Support, payments by results
• Eastern European Project
  – Intelligence led approach to an emerging issue, Public health used to reduce crime
Safer Futures

Risk Management
- Targeted Youth Support
- PAYP (bespoke school work)
- Positive Futures
- CCG aligning health and crime strategies
- Substance misuse work

Overlap:
- Gangs
- Vulnerable young people
- Futures Unlocked
- Pathways
- Eastern Europeans

Offender Management
- IOM
- PPO/EPO
- YJS
- Re-active
- Tasking
- Predictive tasking

Rehabilitate
Early Intervention and Prevention
Manage, Support, Disrupt
Gang and vulnerable young people
work

High Harm Causers
Gang Leaders, senior Lieutenants.
Focused Police
Catch and Convict

Influential gang members
May move to fill power vacuum
Directed Prevent and Deter work

All School pupils at potential feeder schools
Early intervention, bespoke anti gang work, those at risk identified and engaged with via focused project work
Gang dismantling work

- 8 selected young people
- Goals UK, a rigorous experience
- All 8 completed the course
- Personal ‘contracts’ with the CSP
- Help and support if they are crime free
- 75 offences and £93,320 in cost of crime* prior to intervention
- 1 has re offended (3 Domestic Burglaries)
- 1 is now an influential role model
- The organized crime element has now gone

*as calculated by HO research 217
A project unpacked—supporting 30 Vulnerable Young People

- We have provided
  - Enterprise opportunities
  - Job/Career & IT training
  - DVLA & CiTB Theory test/Practical
  - Practice for Armed Services exam
  - Benefits advice
  - Family Support
  - Housing and Medical advocacy
  - Healthy eating and cooking
  - Sport
  - Outreach support
  - Music studio time

- Outcomes
  - Four YP are peer mentors
  - Two are supporting the music sessions
  - Three have secured jobs
  - One has a college place
  - Two are now on a child care course
  - Two now live independently
  - Overall reduce school absences and improved behaviour.
Futures Unlocked

• Part of our integrated offender management process
• PPO and EPO works well
• 1 year or less got no support
• HMP Onley Governors and chaplaincy adding to the partnership
• Focused on Pathways
• Paid Coordinator/ Volunteer mentors
• Intense and demanding
Futures Unlocked- Outcomes

- Year 1 (2011/12) - grant paid up front, pump priming
- Evaluated results against national reoffending rate
  - 60% national vs 27% local cohort
  - Socio economic cost of crime saving £67,250
- Year 2 (2012/13) - grant awarded based on results
- Year 3(2013/14) – national rate of 58 %, project rate
  - of 17%, savings £149,620
Eastern European Violence project

- Identified by predictive tasking
- Make up 3.4% of the total population in Rugby Borough*
- Account for 12.8% of all arrested for violent crime
- Majority is alcohol fuelled
- Caused by lifestyle choices

*census 2011
The Multi agency process

- Project scoped in September 2012
- Multi agency funding mix
- £50,000 for the 2 year Pilot
- No precedent to follow
- Advertised May 2013
- Appointed June 2013
- Started July 2013
- Broad Induction
Early Outcomes

• Action plan completed within 3 weeks
• Support from Polish Health Minister, Polish publications
• Positive intervention at Newbold Quarry, Community ASB and street drinking
• 20 events held and 300 plus attended
• 13 clients into treatment and support
• Problematic places and people
• Phase 2 communication plan- employers
• Phase 3 street to street
AGENDA MANAGEMENT SHEET

Name of Meeting  Customer and Partnerships Committee

Date of Meeting  11 September 2014

Report Title  Committee Work Programme

Ward Relevance  None

Contact Officer  Debbie Dawson, Tel: 01788 533592

Summary  The report updates the Committee on the progress of task group reviews within its remit and details the Committee’s forward work programme.

Financial Implications  There is a budget of £500 available to the Overview and Scrutiny Management Board in 2014/15 to spend on the delivery of the overview and scrutiny work programme.

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.
Summary
The report updates the Committee on the progress of task group reviews within its remit and details the Committee’s forward work programme.

1. PROGRESS ON SCRUTINITY REVIEWS

1.1 Universal Credit and Welfare Reform

The group will next meet on 10 September as part of the consultation on the council’s revised council tax reduction scheme and will hold a further meeting on 27 October to identify any specific issues it wishes to investigate in greater depth.

An update on the work of the task group will be reported to the next meeting of the committee, on 13 November 2014.

1.2 Rugby Business Improvement District

It was agreed at the last meeting of the committee that this review should be carried out as an in-depth review by a task group. The first meeting would take the form of a private workshop to give the task group members background information and establish a basic understanding of the facts to help them make informed decisions about the scope of the review. It is expected that the task group will develop its one page strategy at the workshop, which is to be held on Thursday 4 September, and this will be reported to this meeting. The group aims to conclude its work by the end of 2014.

The committee decided at the last meeting that the task group would be made up of nine members, with 4 Conservative group members, 3 Labour group members and 2 Liberal Democrat group members. The membership of the task group is now confirmed as follows:

Councillors Belinda Garcia, Graham Francis, Helen Walton, Robin Hazelton, Tom Mahoney, Maggie O’Rourke, Andy Coles, Jerry Roodhouse and Noreen New.
1.3 Hackney Carriage Stands

As confirmed at the last meeting of the committee, the membership of this task group is as follows:

Councillors Jim Buckley, Peter Butlin, Belinda Garcia, Ish Mistry, Sue Roodhouse and Neil Sandison.

The first meeting of the task group was held on 12 August 2014, at which Councillor Belinda Garcia was appointed as chairman. The meeting received an initial briefing, setting the scene for the review, and discussed how evidence should be gathered to establish the need for additional hackney carriage stands in the town centre. The task group are due to meet again on 2 October to agree a questionnaire and finalise the information-gathering campaign.

The review's one-page strategy states that the task group will report to Customer and Partnerships Committee on 14 November 2014. The need for extensive consultation, the complexity of the issues under consideration and congestion in councillors’ diaries mean that this deadline is not realistic. There will be a need for at least four more meetings of the group. Nevertheless, the task group is keen to ensure that the review is concluded in time for any recommended changes to be implemented before the Rugby Union World Cup in September 2015. This will require a report to be made as early as possible in the New Year.

1.4 Other forthcoming reviews

- Promoting independent living: The draft one page strategy for the review on promoting independent living will be considered as a separate item on this meeting agenda. It is intended that work on the review will begin in the autumn.

- Neighbourhood planning: The scoping of the light touch review of neighbourhood planning is a separate item on this meeting agenda. It is intended to undertake the review at the committee’s November meeting.

- Sustainable Urban Drainage Systems: The need for a review of Sustainable Urban Drainage Systems in the borough is to be considered in November, after a Warwickshire County Council flooding summit, due to be held on 3 October 2014.

- Ambulance Service restructuring: The review of the impact of the ambulance service restructuring in the borough will be undertaken after the changes in the service have taken effect. This has been scheduled for the 26 March meeting of the committee.

2. PLANNING FOR NEXT MEETING AND FUTURE WORK PROGRAMME

The committee’s future work programme is attached at appendix 1 for approval. The committee had previously scheduled feedback from the Children and Young People’s Champion at this meeting, but Cllr Kathryn Lawrence was unavailable to attend the meeting and also suggested that she would have more to report later in the year. This item has therefore been rescheduled for the January 2015 meeting of the committee.
The items in the work programme for the committee’s next meeting on 13 November 2014 include:

**Neighbourhood planning – light touch review**

The aim of this light touch review is to capture learning from the Coton Park neighbourhood planning pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan. This is to help inform the council’s approach to neighbourhood planning across the borough. The scope of the review is the subject of a separate agenda item for consideration at this meeting.

**Feedback from Warwickshire County Council Flooding Summit**

The committee will consider the outcomes of the flooding summit that is being held on 3 October 2014. This will inform a decision as to whether it remains appropriate and necessary to pursue a scrutiny review by this council on Sustainable Urban Drainage Systems.

3. **WARWICKSHIRE COUNTY COUNCIL SCRUTINY WORK PROGRAMME**

As agreed at the last meeting, the council put forward two suggestions for possible scrutiny reviews to be included in the County Council’s scrutiny review work programme. These were:

- Coordination and responsibility for support for victims of domestic violence, including affected children
- Safeguarding: equipping frontline workers to recognise and deal appropriately with vulnerable people

The council has received no feedback as to whether either of these suggestions have been taken forward.

4. **CONCLUSION**

The committee is asked to:
- note the progress in the task group reviews; and
- determine and approve the future work programme for the committee.
Name of Meeting: Customer and Partnerships Committee

Date of Meeting: 11 September 2014

Subject Matter: Committee Work Programme

**LIST OF BACKGROUND PAPERS**

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Date</th>
<th>Description of Document</th>
<th>Officer’s Reference</th>
<th>File Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>17 March 2014</td>
<td>Overview and Scrutiny Management Board, agenda and minutes</td>
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<td></td>
</tr>
</tbody>
</table>
## Customer and Partnerships Committee – Forward Work Programme

### 11 September 2014

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Who to involve</th>
<th>Budget considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rugby Youth Council</td>
<td>Standing item</td>
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<tr>
<td>Health and wellbeing update</td>
<td>Standing item&lt;br&gt;West Midlands Ambulance Service to be invited to talk to the committee about their emergency and community transport services in Rugby</td>
<td>Councillor Health Champion WMAS</td>
<td></td>
</tr>
<tr>
<td>Neighbourhood planning – light touch review (scoping)</td>
<td>Scoping this light touch review, which will capture learning from the Coton pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan and help to inform the council’s approach to neighbourhood planning across the borough.</td>
<td>Development Strategy Manager</td>
<td>The meeting in November is to be held at The Hub at Central Park, to facilitate attendance by Coton Forward members. Costs are expected to be around £80.</td>
</tr>
<tr>
<td>Review of promoting independent living one page strategy</td>
<td>To agree a one page strategy for this review</td>
<td>Head of Housing and Property Operational Housing Manager</td>
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<tr>
<td>Crime and disorder scrutiny</td>
<td>Annual update on the work of the Community Safety Partnership</td>
<td>Community Safety Partnership Manager</td>
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</tbody>
</table>
## 13 November 2014

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<tr>
<td>Light touch review of neighbourhood planning</td>
<td>To capture learning from the Coton pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan and help to inform the council’s approach to neighbourhood planning across the borough.</td>
<td>Head of Planning and Culture Development Strategy Manager Economy, Development and Culture Portfolio Holder</td>
<td></td>
</tr>
<tr>
<td>Feedback from Warwickshire County Council</td>
<td>Feedback from the summit (3 October 2014) to inform decision regarding the need for a scrutiny review on Sustainable Urban Drainage Systems</td>
<td>Cllr Peter Butlin (WCC Portfolio Holder)</td>
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<tr>
<td>County Council Flooding Summit</td>
<td></td>
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<tr>
<td>Universal Credit and Welfare Reform Task Group</td>
<td>Update on the work of the task group.</td>
<td>Cllr Tom Mahoney, Task Group Chairman</td>
<td></td>
</tr>
<tr>
<td>Health and wellbeing update</td>
<td>Standing item</td>
<td>Councillor Belinda Garcia: Council Health Champion (representative on WCC Adult Social Services and Health OSC and Health and Wellbeing Board)</td>
<td></td>
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<tr>
<td>Scrutiny review action plans</td>
<td>Routine report on progress against scrutiny review action plans within the committee’s remit.</td>
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### 12 January 2015

<table>
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<td>Standing item</td>
<td>Councillor Health Champion Representative of WCC’s Drug and Alcohol Team</td>
<td></td>
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</tbody>
</table>
| Health and wellbeing update – focus on alcohol and health | Standing item  
To review progress in the implementation of the Warwickshire Alcohol Improvement Programme in Rugby, with a particular focus on the borough council’s contribution in promotion and publicity and in giving direct advice on alcohol. | Councillor Health Champion Representative of WCC’s Drug and Alcohol Team                                               |                        |
<p>| Follow up to Review of Housing Stock and Housing Need | Report to committee evaluating the impact of the changes following redesignation of housing stock | Operational Housing Manager                                                                                           |                        |
| Rugby World Cup 2015 update               | Feedback from the Steering Group on plans to mark the RWC2015 in the borough                   | Executive Director Economic Investment Officer                                                                       |                        |
| Feedback from Children and Young People’s Champion | Routine report on the work of the council’s member champion for Children and Young People.   | Children and Young People’s Champion, Councillor Kathryn Lawrence                                                     |                        |
| Rugby BID Task Group Review               | Report of the Task Group                                                                         | Task Group Chairman                                                                                                   |                        |</p>
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<td>Ambulance Service restructuring</td>
<td>To consider the local impact of restructuring</td>
<td>West Midlands Ambulance Service Patient representative groups</td>
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<tr>
<td>Review title</td>
<td>Start date</td>
<td>Progress</td>
<td>Expected report date</td>
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<tr>
<td>Universal credit and welfare reforms</td>
<td>June 2013</td>
<td>An interim report on the task group’s work was presented to the committee in April 2014. The group is continuing its work through the current municipal year and is next due to meeting on 10 September 2014.</td>
<td>This is a standing task group. As the reforms are being phased in over several years, the task group’s role will extend until at least April 2015 and potentially longer.</td>
</tr>
<tr>
<td>Rugby BID</td>
<td>September 2014</td>
<td>The first meeting of the task group will take place on 4 September 2014 and will take the form of a private workshop to brief members about the role and work of Rugby BID and Rugby First and their relationship with the council, and subsequently to develop the one page strategy.</td>
<td>January</td>
</tr>
<tr>
<td>Promoting independent living</td>
<td>October 2014</td>
<td>This review will look strategically at how the council supports independent and healthy living, primarily focusing on older people and people with disabilities. One page strategy to be considered by CUSP 11 September 2014.</td>
<td>tbc</td>
</tr>
<tr>
<td>Hackney carriage stands</td>
<td>July 2014</td>
<td>The first meeting of the task group was held on 12 August 2014 and a further meeting will be held in early October to confirm the questionnaire and information gathering campaign for the review.</td>
<td>tbc</td>
</tr>
<tr>
<td>Service Type</td>
<td>Due Date</td>
<td>Description</td>
<td>Stage</td>
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<tr>
<td>Ambulance service restructuring</td>
<td>Q4 2014/15</td>
<td>To consider the local impact of restructuring. To be carried out after the new structure has been implemented.</td>
<td>tbc</td>
</tr>
<tr>
<td>Sustainable urban drainage systems</td>
<td>tbc</td>
<td>The need for this proposed review is to be reconsidered after a WCC flooding summit due to be held in the October 2014.</td>
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