

Safer Arun Partnership (SAP)

14th December at 3:00pm

Present: *Arun District Council*

Councillor Len Brown, Deputy Cabinet Member – Community Services

Nigel Croad, Resources Director and Deputy Chief Executive

Roger Wood, Head of Neighbourhoods

Judy Knapp, Housing Manager

Georgina Bouette, Community Safety Manager

Richard Bartram, Community Safety Officer

Cathryn French, Street Community Outreach Keyworker

Sussex Police

Inspector Marc Clothier – Neighbourhood Policing Team

West Sussex County Council

Emily King, Principal Manager, Community Safety & Wellbeing

Claire Clilverd, Lead Professional, Community Safety & Wellbeing

Sussex Police & Crime Commissioner

Mervin Dadd, Head of Public Engagement and Communications

West Sussex Fire & Rescue Services

Mark Swanton, District Commander

Voluntary Action Arun & Chichester

Hilary Spencer, Chair of Arun & Chichester Community Cohesion Group and Chief Executive of Voluntary Action Arun & Chichester

Chichester District Council

Pam Bushby, Community Interventions Manager

480. Apologies for absence

Apologies were received from: Councillor Paul Wotherspoon, Cabinet Member – Community Services (Arun District Council), Karen Harmer, Problem Solving and Evaluation Analyst (Arun District Council), Cllr Peter Evans, Cabinet Member for Children – Start of Life (WSCC), Councillor Nigel Peters (WSCC), Chief Inspector Justin Burtenshaw (District Commander, Sussex Police).

481. Minutes and actions arising of previous meeting on 1st June 2015

The minutes of the meeting held on the 7th September 2015 were approved by the Partnership as a correct and accurate record.

482. Declaration of Interest

No declarations of interest were made.

483. Street Community Outreach Keyworker – 1st performance report

Georgina Bouette presented the first performance report to SAP members for the new partnership role of Street Community Outreach Keyworker. The report set out key areas of activity that the role has delivered to date including achievements. It also provided a performance framework for partners to consider and comment on in order to inform future quarterly reports to the partnership.

The Arun Street Community Outreach Keyworker, postholder Cathryn French, started on 03/08/15 and at their first Street Community MARAC (Multi Agency Risk Assessment Conference) on the 6/8/15 was allocated 6 individuals to work with. These cases were selected due to their presenting high risk factors comprising of: anti-social behaviour / criminal activity / homelessness / high dependency on drugs and alcohol / poor physical and mental health capacity.

Key project performance headlines highlighted to SAP included:-

- A very positive start to the project.
- All operational targets met with a promising engagement rate from clients who are building trust and rapport with the Keyworker

- Successfully re-homed a female rough sleeper in private rented accommodation and significant reduction in substance misuse
- Policing colleagues have been invaluable in assisting communication between Keyworker and clients. Drug and Alcohol colleagues have been particularly helpful in facilitating first contact with clients.
- Issues of concern include access to primary healthcare for clients and access to drug and alcohol services for clients in Littlehampton.
- An identified need to encourage Probation services to work closely with Keyworker as all of cohort have previous and current offending history.
- Operational (personal client) budget, provided by the Sussex Police & Crime Commissioner, has been critical in enabling the Keyworker to be effective in the role e.g. delays in processing Housing Benefit have required the use of the budget to secure accommodation which will then be reimbursed.

Cllr Len Brown sought clarity regarding the number of previous offences within the cohort, namely, whether one individual had committed 74 offences in the prior 12 months. Georgina Bouette confirmed that these did relate to one individual, hence why they were chosen i.e. in order to target and reduce their offending history over the next 12 months, a key aim of the project. Further discussion explored and clarified how the keyworker intervention is to provide assertive and proactive help and support to reduce criminal behaviour, whether this be driven out of a need to survive e.g. being homelessness and having no access to funds to provide basic provisions such as food, resulting in shoplifting or other factors such as dependency on illegal substances. Cllr Len Brown commented that the report is well written making it easy to understand the aims and progress to date of the project.

Roger Wood commented that it was a clear report and from his perspective, that Cathryn was exceeding initial expectations in the role. Having had sight of the personal assessment and action plans for each of the 6 individuals (which unfortunately cannot be shared due to containing personal and sensitive data), Cathryn is making very good progress in identifying and delivering actions that move people forwards. For example, Cathryn's intensive support in enabling and sustaining an individual's placement in local authority temporary accommodation

(previously they were homelessness) has had a positive significant impact in decreasing anti-social behaviour in Bognor Regis Centre. Previously, this individual acted as a magnet for other street community to congregate and socialise in prominent and well used public areas. Therefore the project was not only helping people but also having a positive impact in addressing public concern and overall, in reducing the demand (resource and financial) on public services.

Judy Knapp highlighted how the Keyworker model and its small caseload, has enabled Cathryn to have the necessary dedicated time to work with the cohort. This has resulted in focused and intensive work that can also be very flexible to meet the changing needs of individuals with some good results to date. Cathryn's attendance at the Street Community MARAC has had a hidden benefit in that it has helped the group to turn a corner by helping other agencies see the benefit of adopting a similar approach to the wider street community cohort in Arun. This has had the effect of pulling and improving other partners responses e.g. increasing frequency and quality of sharing information and how holistic assessments with action plans provide an effective for partnership working.

Judy Knapp highlighted the waiting list for housing appointments as outlined in the barriers section of the report, with the offer that should this continue to be problematic for Cathryn, to feed this back in order to see whether more resources could be allocated to Bognor Regis Town Hall to reduce this problem. Also, in relation to out of area Bed & Breakfast accommodation for one individual, that this was regrettable but was the result of having no availability in Arun. Given that the primary need to accommodate takes precedence, this can sometimes result in people being placed outside the District for a limited period albeit with the recognition that this creates additional time pressures for the Keyworker through increased travelling. However, in the context of this cohort, it may be that accommodating out of area has some advantages in that it removes them from a dysfunctional group, providing space and an opportunity to implement change. Cathryn concurred that in this instance, being out of area has had a positive impact in helping to bring about conditions for change in a previously, very resistant individual. It also has had some additional safeguarding benefits, removing the individual from potential exploitative situations and groups.

In response to Nigel Croad enquiring regarding health engagement, Judy Knapp informed SAP that the Street Community MARAC were compiling evidence of physical health impact and therefore potential service needs for all street community individuals in Arun, including Cathryn's cases. This will be used to facilitate discussions with strategic health partners, including Public Health and Clinical Commissioning Groups (CCG), to improve health services for homeless and street communities recognising that this is a significant issue at present.

Cathryn updated SAP that the Sands Project in Bognor Regis will be hosting a GP from their premises in the New Year, providing much needed access to primary healthcare in the local area for homelessness / rough sleeping. Also, that Cathryn's work with Bognor Healthcare centre has been very positive for some of her client's: there has been proactive sharing of information and genuine desire to ensure that their health needs are addressed at point of need. Georgina Bouette advised that following a recent meeting with the Practice Manager there (facilitated through Cathryn's partnership working with them), they would be approaching their CCG to obtain funding to provide a sustainable and consistent homelessness GP service, as currently they are providing this without being specifically commissioned to do so. This is of direct benefit as the practice is a town centre location and therefore easy to access (increased travelling time to the current GP homeless surgery in Bersted has resulted in Cathryn's clients not accessing primary healthcare). Cathryn has also developed good working relationships with town centre GP practices in Littlehampton where the initial responses have been very positive and there is willingness to work flexibly together to meet the specific needs of Cathryn's clients.

Nigel Croad asked whether the female provision at Glenlogie in Bognor Regis was having an impact in meeting the needs of female homeless individuals in the District. Judy advised that no issues had been brought to her attention by Stonepillow, the service provider, to indicate that the limited female capacity was having a negative impact i.e. no female has been turned away from Glenlogie. Stonepillow were managing any increased demand from females by utilising accommodation at their premises in St Joseph's (Chichester) to meet the need.

Roger asked Emily King to update partners on the commissioned work that Helen Keats was currently undertaking in relation to street communities across West Sussex. Co-commissioned with Sussex Police, Helen will be producing a final report

in January 2016 that will draw together evidence from all the street community projects that have taken place e.g. pop-up hubs and street medicine. The report will outline recommendations for West Sussex County Council specialist services such as adult social care to improve their response to street community groups. Although the report has an internal focus for the County Council, it will encompass examples of best practice and encourage sharing of learning and knowledge acquired throughout the County. Consequently, it is anticipated that the report will be shared at the SHORE conference, scheduled for 2/3/16. Emily advised that the report and evidence from the Keyworker model we have implemented locally is a strong framework to share with other partners to help them address similar problems in their areas and will therefore be included in the report. Georgina confirmed that Helen Keats had been in contact to obtain information for inclusion from the Street Community MARAC and also the Keyworker role to facilitate this. Nigel Croad asked Emily whether we could have an early sight of the report in order to assist with its production and add value from our local experiences and Emily agreed to assist with this, recognising the value of our work to date in Arun.

Mervin Dadd strengthened positive feedback regarding the report and associated performance framework for the role, concurring that it met the Sussex Police & Crime Commissioner's reporting requirements for their funding contribution of £5,000 to the project. This was echoed by SAP who approved the structure and agreed that future quarterly reports could be condensed with positive or negative trends and patterns highlighted to enable partners to quickly assess performance to assist in mitigating risks and removing barriers.

Georgina advised that in addition to the performance report submitted, that Cathryn has also started two sanitised case studies which will be regularly updated to enable partners to understand and explore the personal impact of the service for individuals. Partners expressed an interest in receiving these on a regular basis and consequently, Georgina will circulate these to SAP.

SAP thanked Cathryn for all her hard and success to date in the role, recognising that it is challenging cohort to work with.

Action: Emily King to provide an early sight of the report co-commissioned with Sussex Police regarding Street communities across Sussex.

Action: Georgina Bouette to circulate sanitised case studies when available.

484. Arun Anti-Social Behaviour Policy & Guidance

Richard presented the revised partnership Arun Anti-social Behaviour Policy & Guidance, developed to take account of the new tools and powers in the Anti-Social Behaviour, Crime and Policing Act 2014 and to integrate the policies of partners including Sussex Police and Arun District Council Housing.

The Government introduced the Anti-Social Behaviour, Crime and Policing Act 2014 with the aim of consolidating the powers available and making them more flexible and able to adapt to support victims in a wide range of situations.

The new powers are designed to put the needs of the victim first, and the Home Office guidance stresses the importance of working in partnership, effective information sharing and case management, and assessing the risk of harm to the victim and their potential vulnerability.

The new Safer Arun Partnership Anti-Social Behaviour Policy and Guidance will provide a framework within which agencies can be aware of and take into account the policies and protocols of other organisations in order to provide a consistency of approach across the partnership and make best use of the new powers to protect the public, support victims and witnesses and give them a say in how anti-social behaviour is dealt with.

Cllr Len Brown requested clarification regarding section 9 of the policy, Equality and Discrimination in relation to partners satisfying themselves that complaints have not been motivated on the grounds of the protected characteristics (as defined in the Equality Act, 2010). Roger Wood outlined that in practice, this means that only issues defined as anti-social behaviour, as outlined in the policy will be investigated (section 4 – Scope). Therefore some behaviours, for example,

cultural differences will not be classified as anti-social behaviour and will not be subject to the principles and processes outlined in this policy.

Nigel Croad referred to section 5 – reporting, asking SAP if the police reporting guidance, emergency or non-emergency phone, should be clarified to avoid ambiguity and provide clearer direction for both partners and the public. Following discussion, it was agreed that after the sentence (second paragraph), ‘It should be made clear to residents that if an incident is currently in progress’, the additional words **‘and requires and immediate response’** will be inserted.

Roger Wood reminded partners of the need to use the multi-agency anti-social behaviour case management database, E-CINS, as referenced in the policy in order to ensure that good communication occurs between partners for resolving anti-social behaviour complaints. E-CINS is an effective communication tool that enables partners to deliver joint solutions efficiently as it holds all relevant information relating the victims, witnesses and perpetrators of anti-social behaviour. Therefore partners are strongly encouraged to make use of the system, as agreed by SAP and outlined in their Performance Partnership Plan.

Hilary Spencer highlighted that the reduced capacity of some partners, for example, Registered Social Landlords, could inhibit their ability to effectively use E-CINS, for example, not being able to attend associated training for the system. Georgina Bouette acknowledged this and responded by advising SAP that key partners will be targeted, according to need and volume of their work in tackling in anti-social behaviour in Arun. Consequently, RSL’s who have a significant number of properties or where they have a larger number of problematic tenants will be approached directly and offered bespoke training in order to encourage them to use E-CINS. Whilst individual RSL housing officers will be targeted, Arun District Council Community Safety will also approach their respective management teams to build support and capacity for regular use of the system. Whilst it is inevitable that a degree of double keying will occur for some partners in using E-CINS, recognising that each agency will probably have their own database for recording and storing, the overall benefit is significant: the ability to proactively share information with a wide variety of partners, in a secure framework and provide robust recording of

action to reduce risk to vulnerable victims, directly delivers the required SAP performance outcomes.

Following consideration of the recommendations for the report, subject to the proposed and agreed revision for section 5 - Reporting, all partners endorsed the revised Policy & Guidance as the overarching partnership policy framework in responding to and tackling anti-social behaviour in Arun.

485. Joint Arun & Chichester Community Safety Partnership Meeting

Georgina Bouette reminded SAP that they agreed, by virtual circulation and majority consensus, to hold two joint community safety partnership meetings per year (with two being local to each District) in order to explore and provide integrated partnership responses to shared strategic issues. Pam Bushby outlined the key points of the agreed terms of references, which Chichester CSP have also agreed and fully supported namely:-

Retaining separate identity governance structures in order to protect allocated grant funding but explore pooled funding for shared strategic projects to enable both partnerships to obtain the best value for money.

The balance of two shared and two separate meetings enables opportunities for joint working where there is shared benefit, but also flexibility for each area to focus on unique issues and retain oversight and control of operational partnership delivery, which varies according to local community need and context.

Georgina Bouette invited comments from SAP in considering the proposed Memorandum of Understanding for the joint CSP Meetings as outlined in the agenda papers. Also, that if partners would like any additional areas for shared working to those suggested of PREVENT and Child Sexual Exploitation, to let Community Safety know before the first shared meeting on the 28th January 2016 (9.30am – Midday at Chichester District Council offices).

There being no other comments or discussions, all SAP partners endorsed the proposed joint Community Safety Partnership memorandum of understanding and first meeting agenda.

486. Safer Arun Partnership Plan 2015 – 17 and Funding Report

The report provided a Quarter 3 performance update for the SAP Partnership Plan (2015 – 16), i.e. October to December 2015.

Key headlines include:

- Significant positive progress for the Street Communities outcomes
- 10 of agreed performance outcomes are meeting their target (Green)
- 1 is on target to be met (Amber)
- 2 are not meeting the required outcomes (Red). Discussion at SAP focused on these two actions currently not being progressed namely:
 - i. Establish baseline for Police & ASB Team Victim Satisfaction Survey.
 - ii. Reduced reports of nuisance behaviour from local community to Police and Partners.

Regarding establishing baseline for the Arun ASB Team victim satisfaction, Roger Wood reiterated that no Arun DC resources are available to fulfil this action on an ongoing basis which then led to a discussion regarding whether the action should be discharged at this meeting. Hilary Spencer commented that as SAP agreed to have fewer strategic priorities given the overall reducing resources available within partner agencies, that it is important that the action stays on the performance plan, albeit that it is red status. Partners agreed with this proposal as it will assist SAP in assessing its overall effectiveness at the end of the performance year and that this is the function of the RAG system currently utilised.

Mervin Dadd reported on the ongoing work that the Sussex PCC office are undertaking such as working closely with Neighbourhood Watch of which the results of their consultation will be available early in the New Year and may inform future work in relation to anti-social behaviour. Activity continues in relation to the Elders Commission, of which they have identified reporting ASB as a top concern. A report from the Elders Commission, supported by Mervin, will be presented at an all-party

Parliamentary group in March 2016. The outcomes and way forward will require a multi-agency response in order to meet the needs of this age group. A conference is planned in 2016 to share the report with partners, with a menu of options, to help inform and shape future actions on the ground.

Mervin Dadd also shared that the Sussex Police & Crime Commissioner Officer collects a large amount of engagement and feedback data and recently, have mapped the feedback from all their surveys onto a map in order to demonstrate the impact that the work of the PCC has had to date.

Emily King advised that her team have previously used a software tool to enable collective surveying work, for example, by allowing access to town and parish councils for neighbourhood planning. Emily offered her team resources to help the Arun ASB Team and NPT complete a finite project to assess user satisfaction with anti-social behaviour services delivered locally. Pam Bushby commented that they have an online survey for the Chichester Warden Scheme and also conduct an annual Community Safety Survey, asking residents and partners for feedback on future areas of priority.

Mervin Dadd shared that there is a Pan Sussex Communication Network, hosted by the Sussex PCC office. A key aim of the group is to collect the same information once and with one consistent message to the public to avoid duplication and confusion. Mervin also advised that if SAP needed some seed funding to create capacity to scope and develop this outstanding action, then it may wish to consider submitting a funding bid to the Sussex PCC Community Safety Fund.

Action: Emily King and Georgina Bouette to explore how WSCC Community Safety can assist with delivering a user satisfaction survey for ASB victims in Arun.

In relation to other 'red' status action on the performance plan, the inability of the partnership to assess whether reports of nuisance and ASB were either increasing or decreasing, due to no data and / or information being supplied from Sussex Police: Inspector Marc Clothier advised that internal performance resources within Sussex Police had been significantly reduced, thereby limiting their ability to provide this type of information. Although roundtable discussion recognised the challenges that Sussex Police face in achieving their required public savings, the

point was also made by Roger Wood that it is problematic to evidence need and therefore allocate partnership resources if no information is forthcoming to demonstrate this, for example, reduced ASB information could undermine the business case for future funding of related services. Further questions were raised that explored the potential of an automated report that could be automatically produced on a regular basis which would reduce the time required to share this type of information.

Action: Inspector Marc Clothier to investigate why the police cannot resource this regular information request with a view to obtaining a clear positional statement that SAP can consider.

Roger Wood commented that the majority of the partnership actions being delivered to achieve the desired strategic outcomes and aims of SAP were currently being delivered by the Arun District Council (Community Safety and Housing Teams with support from Sussex Police where relevant). Roger challenged other partners to play a more active role in delivering the priorities going forward and asked agencies to consider how they could contribute to this.

Overall performance is progressing well, with the 77% of performance plan actions achieving their specified project timescales and outputs.

As per the financial statement, the partnership has £30,070 of unallocated area based grant funding available as of today's meeting date. Mervin Dadd, when asked by Roger Wood regarding future funding allocation from Sussex Police for SAP in 2016/17, advised that this is currently unknown due to awaiting final financial details from the Home Office as a result of the recent Comprehensive Spending Review. It is anticipated that the local impact will be available in January 2016 including the amount and allocation mechanism. Mervin also reminded partners that the Sussex PCC is currently consulting regarding the policing precept.

Partners noted and endorsed the budgetary summary as set out in the agenda papers for this meeting.

487. Local Policing Plan Update

Inspector Marc Clothier updated partners that the new policing hub model in Arun & Chichester was working well. As per the previous update from Mervin, the

details of the Comprehensive Spending Review are as yet, unknown and therefore it is too early to understand the implications and potential impact from the announcement.

The new Resolution Centre is yielding positive results in reducing demand on front line policing by resolving reports to the Police at the first point of contact. This includes being clear with the public whether a report or complaint will be taken or forward or not. For the latter common responses are that it is not a crime or there is insufficient evidence and information to take forward for further investigation.

From 16/12/15, Sussex Police will be undertaking a formal 3 month consultation for their Police Community Support Officer (PCSO) roles. It is anticipated that this will result in a reasonable reduction, approximately 30% of the PCSO workforce across Sussex, along with a re-focusing of their role to expand and include front line investigation and active problem solving with partners to resolve neighbourhood issues that meet the required thresholds for threat, risk and harm. This will have noticeable impact if agreed and implemented as currently, Arun Neighbourhood Policing Team does not have many PCSO vacancies, meaning a reduction will affect the availability operationally. SAP was asked to be mindful that the consultation will include a selection process and that the managers will be managing people through a period of change.

Inspector Marc Clothier confirmed that response policing numbers are currently protected and are also aligned to the joint hub model in Arun & Chichester.

488. WSCC Community Safety Update

Emily King confirmed that capacity has increased within WSCC Community Safety following a restructure which realised an overall 30% reduction in resources across the directorate. Emily, as the Principal Manager for the Community Safety & Wellbeing team is part of the Communities directorate, headed by Sean Ruth the Chief Fire Officer and which comprises of 4 teams including a town and parish council service, public health and voluntary sector liaison.

Emily briefly summarised the key personnel in her team namely: Claire Clilverd, Community Safety Lead Professional, who will be attending all strategic Community Safety Partnership meetings across the County and will be SAP's

regular attendee in addition to undertaking specific project work. Tanya Mackay, whose activity will include focusing on street community and cross working with Surrey, East Sussex and Brighton Councils. Jen Bradbury will deliver consultation, engagement and evaluation work. Beverly Knight has the lead for vulnerable individuals encompassing PREVENT and Community Tensions.

The team have a clear internal focus, providing and enabling other WSCC departments to realise demand reduction in areas such as social care, education and wellbeing. Local connectivity has been retained within the directorate through the communities team who will support local Members and the Think Family Neighbourhood programme. The Arun lead officer is Peter Lawrence.

Roger Wood asked for clarification regarding the wellbeing element of Emily's role: Kate Bailey from Public Health and Emily will be jointly leading this area of work within the Communities Directorate at WSCC. Roger requested that for all areas of Emily's team work that we are kept updated at a local level so that we are aware of planned and actual work and can help to effectively manage this within Arun District. Nigel Croad asked for a copy of the latest structure chart for the communities team so that it can be with SAP and other local partners to help with effective communication.

Action: Emily King to send Georgina Bouette a copy of the WSCC Communities Team structure chart to enable circulation to SAP and other key Arun partners.

489. Future Meeting Dates

Where no meeting dates are specified, these will be circulated early in January 2016.

- Joint Arun & Chi CSP Meeting 28/01/2016 (Chichester hosting)
- *SAP 07/03/2016 – NB – will be rescheduled. Alternative dates will be circulated shortly.*
- Joint Arun & Chi CSP Meeting Mid June 2016 (Arun hosting). Date tbc.
- SAP Mid Sept 2016.
- Joint Arun & Chi CSP Meeting Dec 2016/Jan 2017 (Chichester hosting)

490. Future Agenda Items

SAP – Consider the WSCC and Sussex Police Street Communities report at the March 2016 meeting.

491. AOB

Mervin Dadd reported the following:-

- The Sussex PCC Community Grant will open again for bids on the 4/1/16 and will close on 5/2/16.
- The video enabled justice project is progressing. It aims to improve the efficiency of the criminal justice system and provide a better service for victims and witnesses.
- Trevor Lego continues to liaise with interested Parish Councils across West Sussex to explore the introduction of Community Wardens, assisted with seed funding from the Sussex PCC.
- A new website has been launched which brings together a directory of all the available support services for victims of crime, called 'Safe Space' it can be accessed via the following web address: <http://www.safespacesussex.org.uk/>
- A new Hate Crime application for smartphone has also been launched – details to follow from Mervin for onward circulation to SAP.

Mark Swanton advised that he is the Acting District Commander for Arun & Chichester Fire & Rescue Service for a minimum of the next 6 months.

The meeting concluded at 4.50pm.