



## Crime and Disorder - Annual Update

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<b>Lead Member/Relevant Portfolio Holder</b>	<b>Councillor Pat Cumbers</b> - Portfolio Holder for Customers, Communities and Neighbourhoods

<b>Corporate Priority:</b>	Excellent services positively impacting our communities Connected and led by our communities
<b>Relevant Ward Member(s):</b>	All
<b>Date of consultation with Ward Member(s):</b>	N/A
<b>Exempt Information:</b>	No

### 1 Summary

- 1.1 As part of its remit, the scrutiny committee is the Council's designated Crime and Disorder Committee.
- 1.2 The Scrutiny Committee receives an annual update report to assist in the discharge of this responsibility.

### 2 Recommendation

#### That Scrutiny Committee:

- 2.1 Considers the report and provide comments for consideration by Cabinet.

### 3 Reason for Recommendations

- 3.1 To enable the Scrutiny Committee to fulfil its responsibilities in relation to scrutinising matters relating to crime and disorder, on behalf of the Council.

- 3.2 To enable scrutiny feedback to be shared with the Safer Melton Partnership as appropriate, via the Portfolio Holder for Customers, Communities and Neighbourhoods (Chair of the Safer Melton Partnership).

## **4 Background**

- 4.1 As part of its remit, the scrutiny committee is the Council's designated Crime and Disorder Committee under the Police and Justice Act 2006.
- 4.1.1 The Scrutiny Committee receives an annual update report to assist in the discharge of this responsibility.
- 4.1.2 This report provides an update on key thematic areas shown below:
- a) Impact of team restructure and the difference this has made.
  - b) Partnership working and collaboration – including an introduction to the new Inspector for Melton, Darren Richardson. (Introduction, Crime trends and any other relevant info).
  - c) Funding Opportunities – Current and Future
  - d) Community Cohesion / Engagement
  - e) Strategy and Key Performance Indicators
- 4.1.3 Alongside the Portfolio Holder / Safer Melton Partnership Chair, Council Officers and a police representative will be in attendance at the meeting to provide an update on crime trends including in rural areas, other relevant information and will be available to answer questions from the committee.

## **5 Main Considerations**

### **5.1 Impact of Team Restructure**

- 5.1.1 The departure of an Anti-Social Behaviour officer and Neighbourhood Support Officer 2022/2023 created an opportunity to re-evaluate the requirements of the Safer Communities team alongside the development of the integrated people offer. This approach was in line with the Council's vacancy management process, through which managers are encouraged to review and consider the best ways in which to deliver services.
- 5.1.2 Responsibility for environmental enforcement functions was integrated with antisocial behaviour management to create a wider remit to enable a more robust response from the service. Strengthening leadership capacity and expertise was necessary, and the Strategic Lead for Safer Communities role was appointed.
- 5.1.3 Changes to the establishment enabled the roles of the Safer Communities and Neighbourhood Officers (SCNO) to be created to allow the team to work in a more dynamic, flexible and focused way.
- 5.1.4 Extensive partnership and collaboration is also required to deliver services, support partnerships and maintain performance and accountability. A partnership lead officer now supports the Safer Melton Partnership and the team. This role is part funded through the Office of the Police and Crime Commissioner (OPCC) and its remit is covered later in the report.
- 5.1.5 Since the implementation of the restructure, Safer Communities have been able to work more proactively, and are empowered in problem-solving issues and complaints with

greater skill and knowledge. For example, working with our partners such as the Police to tackle ASB hotspots and the deployment of mobile CCTV.

#### 5.1.6 Case Study Example 1:

- The Safer Communities team received complaints about anti-social behaviour from young people in a rural location. The team responded to all complainants within 48hrs and conducted joint visits with the Police to complainants, to reassure and offer support. They also met with the alleged offenders to understand their perspective. CCTV was deployed and diary sheets were provided to residents as part of an incremental approach, designed to establish facts and to support the community. Positive engagement and relationship building is being considered alongside enforcement, creating opportunities for mutual understanding and to work towards community cohesion and stability.

#### 5.1.7 Case Study Example 2:

- a) The Safer Communities received a complaint of cannabis smells coming from a town centre property which was allocated to a Senior Neighbourhoods and Communities Officer for investigation and action. While discussing the complaint with the alleged perpetrator, the officer recognised some triggers which indicated that she may be experiencing domestic abuse. Further to a visit to the individual which confirmed those concerns, arrangements were made to safeguard and support her. A DASH (domestic abuse, stalking and 'honour'-based violence) risk assessment scored high on risk and a MARAC (multi-agency risk assessment conference) referral was made. This led to her receiving support from other professional services. She now regularly engages with "Living Without Abuse" and the team have supported with her housing application as well as providing a supporting statement. Enforcement was an inappropriate course of action and in this case, the actions of the perpetrator was indicative of underlying issues that needed addressing. No further complaints of cannabis smells have been received.

5.1.8 Whilst enforcement isn't our immediate response in most cases, it does play an important role as a deterrent and is necessary in some cases.

5.1.9 Over the last 12 months 09/22 to 09/23 Safer Communities have undertaken the following enforcement actions:

- a) First closure order to tackle persistent ASB issues at an address with Melton Town Centre
- b) First section 1 injunction to prevent ASB from noise nuisance.
- c) 58 Community Protection Warnings
- d) 19 Community Protection Notices
- e) 3 other enforcement notices relating to fly tipping
- f) 14 interviews under caution
- g) 10 fixed penalty notices.
- h) 5 Case files presented to legal, 2 prosecuted and 3 pending.
- i) 2 waste collector stop and search operations

5.1.10 The above figures are a stark comparison to 2021 where there was no enforcement action taken, demonstrating a culture and capacity change within the authority. Our teams are

now prepared, able and confident to act as and when necessary using the range of tools at their disposal. Positive feedback has been received from Police colleagues about this improved and collaborative approach.

- 5.1.11 The team are supported to ensure they take a balanced approach to delivery using both enforcement and support depending on the context of the situation.
- 5.1.12 The Safer Communities team also draw on other services' skills and expertise to assist them to support residents, communities, and young people who are in greater need of support. Some of these services are covered later in this paper under Partnership Working and Collaboration.

## 5.2 **Partnership Working and Collaboration**

- 5.2.1 A key component and driving force of wider partnership working and collaboration is the Safer Melton Partnership, a strategic partnership formed to ensure compliance with the statutory duties and responsibilities stated in the Crime and Disorder Act 1998, the Police and Justice Act 2006, the Policing and Crime Act 2009 and subsequent Home Office regulations which places a statutory duty on each Local Authority, Fire and Rescue Service, Health Service, Police and Probation Services to work together to reduce crime and disorder in their area.
- 5.2.2 It brings together a variety of statutory, non-statutory and voluntary organisations with a shared commitment to reduce crime, disorder and anti-social behaviour across the Borough using a community based, multi-agency and evidence led approach.
- 5.2.3 Since the refresh of the partnership in September 2022, we have seen a wider range of agencies in attendance including the National Farmers Union and Melton Mowbray Town Estate, as well as the return and commitment of statutory partners including the Probation Trust and Fire Service.
- 5.2.4 A more democratic and consultative approach to action planning, priority setting and funding bids has empowered our partners to have greater ownership and accountability of the action plan which they agreed to during a relaunch workshop.
- 5.2.5 The Safer Melton Partnership has an agreed action plan, focussed on 5 key priority areas:
  - a) Drugs and county Lines
  - b) ASB and environmental crime
  - c) Rural crime
  - d) Hate crime
  - e) Violent crime
- 5.2.6 A robust partnership allows us to make greater progress towards the delivery of our objectives within the action plan.
- 5.2.7 We are also working together with a much wider range of internal / external partners and stakeholders including the following:
  - a) **External Agencies**
    - i) Youth Justice
    - ii) Impact
    - iii) Social Services

- iv) Lightbulb
- v) Turning Point

**b) Internal Services**

- i) Community Support Hub
- ii) Tenancy Services
- iii) Environmental Health
- iv) Housing Options / Homelessness
- v) Healthy and Active Communities

5.2.8 Supporting the Safer Melton Partnership, strengthening existing relationships and developing new relationships to deliver collaboration and engagement opportunities has been a key focus of the newly created Safer Communities Partnership Officer role.

5.2.9 Some examples of the wider partnership working and collaboration are provided below:

- a) Patch walks and estate evaluations in collaboration with the police and tenancy services.
- b) Community engagement events with multiple agencies and services. Examples are provided later in this report.
- c) The team have been able reinvigorate the Safer Melton Against Retail Theft (SMART) scheme. Post-COVID, SMART meetings were not taking place regularly and business membership appeared to have either dwindled or active participation had decreased.
- d) One of the first projects following the reinvigoration of SMART was to address GDPR compliance and a new data sharing platform was introduced as a result. External funding was secured from the Office of the Police and Crime Commissioner, to source a new mobile app called DISC which enables SMART members to share information and report incidents to the council and Police, without the need for a report form. The Council will no longer be accepting referrals outside of the DISC process to ensure we continue to remain GDPR compliant.

**5.3 Funding Opportunities – Current and Future**

5.3.1 The OPCC (Office of Police and Crime Commissioner) has changed the way in which CSP's received their funding allocation. CSPs are no longer given a lump sum at the beginning of each financial year. Whilst a provisional allocation is designated for each CSP, the Local Authority would be required to bid for their allocation annually, outlining the proposed projects with clear measurable outcomes.

5.3.2 This has been a positive step, ensuring CSPs take ownership and accountability as well as providing transparency and meaningful outcomes from the funding process.

5.3.3 As a result of the OPCC using a new funding formula, Melton saw a small increase in its funding allocation this year from approximately £25k to £31K.

5.3.4 The upgrade of our CCTV has opened further opportunities to bid for funding in order to provide a wider enhanced offer around our duty to prevent SV (Serious Violence) and VAWG (Violence Against Women and Girls).

5.3.5 So far this year we have successfully submitted 6 funding grants to the OPCC, with a total spend of £29,727.80. These bids are as follows:

- a) Safer Communities and Partnership Officer, total amount £15,462 (match-funded by MBC).
- b) DISC APP, total amount £1,270.
- c) Play Close CCTV, total cost £ 4,843
- d) WCCTV Help point and standard support package with installation with existing camera £3000, plus installation cost £1850 total amount = £4850
- e) Convex mirrors at Beckmill Court, Chapel Street, King Street and Greenslade. Each unit costs £38.39 for a 450-diameter convex mirror. 20 units would cost approx. £767.80
- f) Drink Safe, testing strips 1000 units cost £1,500 and drink covers 10,000 units cost £1535, total cost £3,035.

5.3.6 Furthermore, Melton has been just 1 of 2 CSP's within LLR to be selected for SS5 (Safer Streets 5) funding, worth up to £300,000.

5.3.7 Project bids in consultation with CSP partners have been submitted for approval through the CSP and we are currently awaiting the outcome. If successful, we will be delivering the following projects over the next 18 months in partnership with the OPCC:

- a) **Solar lighting at Play Close Park.** This part of the funding will provide 12 Solar lights, 6 around the skate park and 6 along the path leading to the leisure centre. Each light provides 25-meter circumference of light and has a battery life of up to 8 years. We have also budgeted for a 5-year maintenance package to ensure longevity. Melton Mowbray Town Estate are a key partner in this project.
- b) **Additional CCTV.** This part of the funding will provide 3 x permanent CCTV cameras located around Beckmill Court, connected to our main CCTV system. We have also applied for 3 addition solar deployable cameras to specifically target fly tipping within our borough. As these units are solar powered it is hoped the duration of deployment will be greatly improved from our current offer of 2 weeks.
- c) **Target Hardening.** This part of the project will be delivered by a 3rd party company who will identify residents that are most in need of these products to reduce the risk of crime and provide reassurance. Some of the products available will be video doorbells, window alarms, door alarms, personal alarms and other similar items.
- d) **Buddy By M.** This part of the project will provide Melton residents with the Buddy by M service. This is targeted at adults and children who need extra support due to mental health issues, family support, or have been identified as potential candidates through agencies. This will be a 24-month intervention to ensure effective outcomes for users.
- e) **Resources (Body Cams and training/upskilling for Officers).** We are also looking to invest in our officers, manage risk in confrontational situations and to upskill them with greater knowledge and tactics to address and resolve ASB within our borough.

## 5.4 Community Cohesion / Engagement

5.4.1 Community engagement approaches are delivered using officers across the integrated people structure and our partner agencies to ensure we offer our communities a full service to address a multitude of issues.

5.4.2 We aim to run engagement events in areas of either high community tensions or proactively where potential issues may arise.

#### 5.4.3 Some examples of these are provided below:

- a) We have conducted several engagement events and initiatives within the Fairmead estate over the last 12 months. This is to try and build community trust in services and ensure residents see MBC and the Police not just as enforcement agencies but as an avenue of support and help should they require it.
- b) Last October 2022 we ran a month of action that consisted of an engagement event at John Fernley school with multiple services in attendance, activities, and free food. We also conducted estate evaluations, tenant engagement and enforcement of untidy gardens.
- c) During May 2023 half term, the Safer Communities team ran a youth engagement event at the Play Close skate park. This included our Healthy and Active Communities team running sporting events alongside Leicestershire Police, and The Child Exploitation Team from Family Services. We also worked with the MMTE to secure the use of the land. This was a well-received event and the youths that attended provided us with positive feedback regarding the sporting activities and ideas for the skate park, such as lighting and graffiti designs.
- d) Throughout the month of June 2023, we conducted several events and activities focusing on our community environment. This consisted of patch walks with partner agencies across the borough, Dog awareness week from 12th June to 16th June with social media posts, patrols, dog stencilling, engagement with the rural community regarding sheep worrying, speaking with local schools, and engaging with residents' groups. We also engaged with our local businesses within the town centre regarding their commercial general waste to ensure they are acting responsibly and in accordance with the law, this was due to a recent incident of fly tipping on Lag Lane that had come from one of the business premises.
- e) In July 2023, we participated in the national ASB week. During that week we conducted 3 public surgeries at McDonalds restaurant, Morrisons supermarket and Sainsbury's supermarket in Melton town centre. We ran a social media campaign, highlighting case studies and promoting the national campaign. We also conducted 3 engagement events at the Stockyard, speaking with our farming community during market days.
- f) We expanded the Fairmead Football events instigated last year by one of our SCNO. This summer, we formed a wider partnership with the Healthy & Active Communities Team, Empowering Communities Lead and Asfordby Amateurs Football club to deliver 9 football events; 3 at Fairmead, 3 at The Edge and 3 at West Avenue. The Edge was our best attended events with the West Avenue area having the least involvement.

#### 5.4.4 Forward Look:

- a) With the recent recruitment of the Community Coordinator (Village and Town) as a cross-directorate shared role, we are now able to put more resources and time to focus on our rural engagement.
- b) An example of this is the case study referred to earlier regarding interventions within one of our rural villages concerning ASB. Plans are in development to facilitate a Christmas event in the community to help build relationships and mutual understanding to support longer term stability.

- c) In consultation with skate park users, we are hoping to run a competition early next year for our skate park users. The competition will be to design some graffiti art that will be painted onto our skate park to inject some personality into the area and consequently impart ownership to all the users.

## 5.5 Strategy and Key Performance Indicators

### Strategies

- 5.5.1 Over the coming months, Safer Communities have several important strategies and subsequent actions that will need to be developed and incorporated as part of our core business due to their statutory nature:
  - a) Prevent – is the national counter terrorism organisation overseen by the Home Office. Melton will be required to have a stand-alone action plan which in turn will feed into the County and national plans.
  - b) Hate Crime – There is a new LLR action plan being introduced later this year that Melton will support and feed into.
  - c) Serious Violence duty – Each CSP has a duty to tackle serious violence within their area. The County-wide Serious Violence Strategy is due to be implemented early next year and is awaiting SPB approval after which it will be adopted by MBC.
  - d) A new Safer Communities Strategy will be completed next year to align with the Leicestershire County Council's strategy which is currently in development.

### Key Performance Indicators (KPIs)

- 5.5.2 With the expansion of responsibilities within the new team structure, we have also taken the opportunity to ensure our Key Performance Indicators (KPI's) have been reviewed to ensure they are meaningful and reflect the positive outcomes being delivered for our communities without driving behaviours that sway officer judgement on the right approach to a case. Our new KPIs are:
  - a) Number of enviro crime incidents investigated.
  - b) Number of ASB cases investigated.
  - c) Number of FPN's issued.
  - d) Percentage of cases referred from Housing.
  - e) Number of CPW issued.
  - f) Number of CPN issued.
  - g) Number other warnings issued and other enforcement action (DUTY CARE, S47 EPA, PDPA S4).
  - h) Number of patrol hours captured.
  - i) Number of referrals made to internal and external support services.
  - j) Number of community triggers – received
  - k) Number of community triggers - threshold not met
  - l) Number of community triggers - panel upheld complaint
- 5.5.3 Regular case reviews are held both between team members and with the Strategic Lead to ensure the right approach is being employed based on the context of the situation.



## Community Triggers

- 5.5.4 The Council have a statutory duty to ensure residents and business can access their right to submit an ASB case review (Community Trigger) should they feel, the local Authority, Police or Housing Association failed to take appropriate action to address their complaint.
- 5.5.5 The Strategic Lead Safer Communities is the Single Point of Contact (SPOC) for this process and will liaise with all agencies involved to assess the case and see if the criteria have been met.
- 5.5.6 The SPOC has mandatory deadlines and will keep the complainant updated throughout the process. We welcome the community triggers approach as a baseline for understanding the effectiveness of our delivery, lessons learned and performance as a team.

## Sentinel Review

- 5.5.7 Safer Communities historically case-managed through an ASB case management system called Sentinel, which forms part of the LLR partnership and was introduced in 2011.
- 5.5.8 Over the last few years, the system has become outdated and, without much needed reinvigoration, continues to be a clunky and time-consuming way of multi-agency case management.
- 5.5.9 As a result, Melton put forward a request to explore alternative systems to manage ASB which was accepted by the LLR partnership, and a subsequent LLR task group was formed to review the available options.
- 5.5.10 As part of the options appraisal, E-CINS has been identified as a viable and suitable alternative to Sentinel and is now in the process of being explored as an alternative system by the Partnership.
- 5.5.11 Melton Borough Council already use the E-Cins system to case manage across Safer Communities and the Community Support hub and we are hopeful the wider partnership will see the benefits, as we do.
- 5.5.12 It is hoped that a decision regarding the case management systems will be made early next year by the SPB with Melton having been a key driving force behind this proposed change.

## **6 Options Considered**

- 6.1 Not applicable. As part of its remit, the scrutiny committee is the Council's designated Crime and Disorder Committee. The Scrutiny Committee receives an annual update report to assist in the discharge of this responsibility.

## **7 Consultation**

- 7.1 Feedback from the Committee is welcome. There has been no formal consultation in developing this update report.

## **8 Next Steps – Implementation and Communication**

- 8.1 Any feedback will be considered as part of future resource planning and shared with Cabinet.

## 9 Financial Implications

- 9.1 There are no financial implications arising directly from this report but accessing external funding has been key in supporting further investments and enhancement of the community safety function.

**Financial Implications reviewed by: David Scott, Assistant Director for Resources**

## 10 Legal and Governance Implications

- 10.1 There are no legal implications arising directly from this report, however the Council does have some legal obligations and responsibilities which are highlighted within the body of this report.

**Legal Implications reviewed by: Senior Solicitor**

## 11 Equality and Safeguarding Implications

- 11.1 Equality and safeguarding considerations are a key component of any response to community safety.
- 11.2 An Equalities Impact Assessment was carried out for the associated Safer Melton Strategic Plan. A further impact assessment will be undertaken when the plan is refreshed.

## 12 Data Protection Implications (Mandatory)

DPIAs are undertaken for individual elements of the Safer Communities services as required such as CCTV.

## 13 Community Safety Implications

- 13.1 The Council has a duty to enable communities and environments where people feel safe to visit, live and work. This report provides an update on some of the key activities underway and seeks to provide assurance regarding commitment to enabling safe communities.

## 14 Environmental and Climate Change Implications

- 14.1 Issues such as fly-tipping and dog fouling has a negative impact on the environment and subsequent adverse climate change implications. It can pollute land and waterways; have a detrimental impact on wildlife, the natural environment and public health as well as being expensive to clear away. The Safer Communities team with its wider remit and use of increased enforcement as a deterrent plays a positive part in reducing the impact on our environment and on climate change.

## 15 Other Implications (where significant)

- 15.1 No other implications

## 16 Risk & Mitigation

Risk No	Risk Description	Likelihood	Impact	Risk
1	Failure to fulfil statutory responsibilities in relation to Crime and Disorder	Very Low	Critical	6
2	Failure to work in partnership to achieve positive outcomes	Low	Critical	9

<b>3</b>	Staff resilience, competence expertise exposes the council to risk of poor awareness and response / associated reputational risk	Very Low	Catastrophic	8
<b>4</b>	Ineffective management of ASB in tenancy services	3	3	9

		Impact / Consequences			
		Negligible	Marginal	Critical	Catastrophic
Likelihood	Score/ definition	1	2	3	4
	6 Very High				
	5 High				
	4 Significant				
	3 Low			2,4	
	2 Very Low			1	3
	1 Almost impossible				

Risk No	Mitigation
<b>1</b>	Safer Melton Partnership in place. Attendance at countywide partnership meetings to ensure up to date policy and legislative awareness. Dedicated staff team, with expertise and opportunities for continuous professional development. Scrutiny committee annual review and opportunity to question officers and police representatives.
<b>2</b>	Local partnerships in place and impact / effectiveness kept under review. Priorities for the partnership reviewed in 2022 and ongoing reviews take place as priorities and legislative changes develop. Strong leadership and commitment to collaborate at all levels of the organisation.
<b>3</b>	Dedicated staff team, with expertise and opportunities for continuous professional development. Integration of community safety with environmental crime, expanded remits and roles for team members to have broader knowledge. Integration of safer communities as part of wider integrated people offer.
<b>4</b>	Tenancy services have now implemented the new ASB module within Northgate and are case managing initial tenant ASB with the ability to escalate and request support and expertise from Safer Communities as required.

## 17 Background Papers

### 17.1 [Link to Scrutiny Report 2022/23](#)

17.2 [Safer Melton Partnership Action Plan](#)

## **18 Appendices**

18.1 None