



East Suffolk House, Riduna Park, Station Road,
Melton, Woodbridge, Suffolk, IP12 1RT

Scrutiny Committee

Members:

Councillor Stuart Bird (Chairman)
Councillor Mike Deacon (Vice-Chairman)
Councillor Edward Back
Councillor David Beavan
Councillor Judy Cloke
Councillor Linda Coulam
Councillor Tess Gandy
Councillor Tony Goldson
Councillor Tracey Green
Councillor Colin Hedgley
Councillor Geoff Lynch
Councillor Keith Robinson
Councillor Caroline Topping

Members are invited to a **Meeting of the Scrutiny Committee**
to be held in the Deben Conference Room, East Suffolk House, Melton
on **Thursday, 15 December 2022 at 6.30pm**

This meeting will be broadcast to the public via the East Suffolk YouTube
Channel at <https://youtu.be/Flpa8Wnkme4>

An Agenda is set out below.

Part One – Open to the Public

Pages

- | | | |
|----------|--|---------------|
| 2 | Declarations of Interest
Members and Officers are invited to make any declarations of interests, and the nature of that interest, that they may have in relation to items on the Agenda and are also reminded to make any declarations at any stage during the Meeting if it becomes apparent that this may be required when a particular item or issue is considered. | |
| 3 | Minutes
To confirm as a correct record the Minutes of the Meeting held on 17 November 2022. | 1 - 5 |
| 4 | Matters Arising Update Sheet
To receive the Matters Arising Update Sheet in response to the queries raised at the last meeting held on 17 November 2022. | 6 - 7 |
| 5 | East Suffolk Crime & Disorder Committee: Review of the East Suffolk Community Safety Partnership ES/1383
Report of the Cabinet Member with responsibility for Community Health - Councillor Mary Rudd | 8 - 28 |
| 6 | Cabinet Member Scrutiny Session
The Committee will scrutinise Councillor Burroughes - Cabinet Member with responsibility for Customer Experience, ICT and Commercial Partnerships. | |
| 7 | Scrutiny Committee's Forward Work Programme
To receive any updates in relation to the Committee's Work Programme. | |

Part Two – Exempt/Confidential

There are no Exempt or Confidential items for this Agenda.

Close



Stephen Baker, Chief Executive

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Unconfirmed



Minutes of a Meeting of the **Scrutiny Committee** held in the Conference Room, Riverside, Lowestoft on **Thursday, 17 November 2022 at 6.30pm**

Members of the Cabinet present:

Councillor Edward Back, Councillor Stuart Bird, Councillor Judy Cloke, Councillor Linda Coulam, Councillor Mike Deacon, Councillor Tony Goldson, Councillor Tracey Green, Councillor Colin Hedgley, Councillor Geoff Lynch

Other Members present:

Councillor Tony Cooper, Councillor Richard Kerry

Officers present: Ben Bix (Democratic Services Officer), Andy Jarvis (Strategic Director), Samantha Shimmon (Tenant Services Manager), Alli Stone (Democratic Services Officer), Heather Tucker (Head of Housing)

1 Apologies for Absence and Substitutions

Apologies were received from Councillors Beavan, Gandy, Robinson and Topping. Councillor Cooper was in attendance as substitute for Councillor Robinson.

2 Declarations of Interest

There were no Declarations of Interest.

3 Minutes

On the proposition of Councillor Coulam, seconded by Councillor Back it was by a unanimous vote

RESOLVED

That the Minutes of the Meeting held on 27 October 2022 be approved as a correct record and signed by the Chairman.

4 Matters Arising Update Sheet

The Committee noted the matters arising update sheet in relation to queries raised at the last meeting.

5 Review of How the Council Engages with Housing Tenants

The Committee received report **ES/1299** of Councillor Richard Kerry, Cabinet Member with responsibility for Housing. Councillor Kerry introduced the report by summarising that whilst the typically elderly demographic of Council tenants had not changed, the method for engaging with tenants had changed over the years. Previously, tenants would be visited by a Council representative to collect rents, but in recent years payments had become electronic, and engagement had become more modern, using a tenants magazine and text messaging. The Council wanted to better engage with its tenants and wanted feedback from its tenants about their expectations. A Tenancy Engagement Strategy was currently in production which would propose a model of engagement that would include a Residents Board and a Tenant Scrutiny function made up of tenants and residents (leaseholders).

The Chairman invited questions from Members. Councillor Coulam asked whether Housing Officers had a schedule of visiting all tenants. The Cabinet Member confirmed that tenants properties were visited annually for gas and electrical maintenance testing, and that during the pandemic, Norse employees had been asked to be proactive in checking on residents that they knew to be vulnerable. The Head of Housing concurred and emphasised that engagement needed to be targeted and prioritised according to risk, rather than visits to each and every tenant. A programme of stock condition surveys would be forthcoming as part of a new Asset Management Plan, and consequentially repairs operatives who were skilled in identifying concerns, would be visiting tenants homes.

Councillor Lynch observed that the questions asked of tenants in the Survey of Tenants and Residents (STAR) questionnaire were mostly designed to elicit satisfaction ranking responses and asked whether a question could be introduced in the future to ask tenants if they would be willing to part fund improvements to their home. The Head of Housing responded that the questionnaire used nationally standardised questions to enable benchmarking with other providers; and that future questionnaires would be aligned to tenant satisfaction measures. The Cabinet Member cautioned that the Council were unable to offer bespoke improvements to homes due to the standardised materials stocked for replacement, repairs and maintenance. A bespoke kitchen installed by a tenant would, for example, be replaced with a standard kitchen when the property next became void.

Councillor Lynch asked whether elderly tenants currently in larger homes were asked whether they would like to downsize in the future, in order for the Council to then match vacant smaller properties with those tenants. The Tenancy Services Manager explained that a cash for moving scheme aimed at tenants of 3- and 4-bedroom properties was actively promoted; and the Cabinet Member cautioned that elderly people found vacating their home a wrench. Accordingly, the Council's role was more about promoting retired living schemes and offering support for wellbeing.

The Chairman queried whether the sample size of 100 tenants was representative of tenants' views. The Head of Housing clarified that the sample size was 100 tenants per month, chosen to achieve a representative sample and randomised. Whilst some providers surveyed all tenants annually, the Council's method was observed as good practice by Housemark - the leading data and insight company for housing. In response to the Chairman's question about the response rate of 30%, the Head of Housing explained that qualitative feedback was valued and the follow-up phone calls provided useful data and led to tenant participation in workshops.

Councillor Deacon was concerned about digital exclusion and asked whether paper copies of the survey were circulated to those tenants without mobile phones. The Tenancy Services Manager explained that previously when the survey was paper-based, the response rate was very low. The use of landline call-back conversations to encourage feedback had proven to be more effective. The Cabinet Member further advised that the relevant Ward Councillors had been involved directly in the St Peters Court residents group meetings.

In response to Councillor Deacon, the Strategic Director explained that the previous Waveney District Council (WDC) had a good relationship with its tenants, but along with other providers, engagement tended to be less formal than what was expected now. In 2006, tenants were offered a choice of whether to remain with WDC as landlord or move to a Housing Association provider and tenants had chosen to stay with the Council, which indicated that they were satisfied. The Tenants Participation Advisory Service (TPAS) report had been proactively commissioned by East Suffolk Council, post Covid-19 to provide a catalyst and framework for the Council to develop its Tenant Participation Strategy.

Councillor Green was concerned about the safeguarding of vulnerable tenants and asked what data was held about each tenant, and whether the data could be accessed by those taking calls from tenants to mitigate risk. The Head of Housing explained that whilst no formal database was in use, scheme managers knew their tenants well, tenants may not self-classify themselves as vulnerable or may not wish for their information to be stored. Similarly, the circumstances of tenants could change during their tenancy, and they may become more or less vulnerable. Each tenant was required to declare their information in full when they signed up to their tenancy. The Chairman concurred that the Council had to consider data protection legislation when holding data about its tenants.

Councillors Deacon and Green spoke about the unsatisfactory recent interactions that they had had with the out of hours service, which was a single council wide telephone number and not bespoke for housing needs. Councillor Green emphasised that it would be helpful to understand what information responders and duty officers had when taking calls from or engaging directly with tenants, and the Head of Housing undertook to liaise with Councillors Deacon and Green and to provide a summary for the Matters Arising update sheet.

In response to Member's further questions and observations, Officers explained that:

- The tenants magazine was circulated twice yearly, and it was envisioned that tenants would be asked if they still wanted to receive the magazine in a same format as currently.
- Communications with tenants tended to be targeted to tenants, and typically the Council's own East Suffolk Magazine wasn't suitable, but would be used where relevant. There was a cost to paper-based communications, and good practice indicated that there were further opportunities in electronic communications to explore.
- Tenants would be engaged in workshops to co-design the engagement strategy, which was expected to be adopted by the end of March 2023. It was desirable that the workshops would be for tenants, rather than Councillors. Ward Members would be briefed on the outcomes of workshops in their Wards.
- A formalised model would be developed with tenants and would include themed workshops, a Residents Board and a Scrutiny function to ensure tenants would be part of the Landlord Governance Model.

- The Annual Report which would provide tenants with statistics from the last financial year would be delivered to tenants early in 2023
- Third party assurance was provided on repairs and maintenance, as well as gas and electrical safety checks. There would be a follow up survey on how third parties had engaged with tenants in their homes.
- Whilst there wasn't generally a problem with Officers accessing tenants homes when necessary, a process review was underway to examine what to do in the event of a tenant refusing entry to the property.
- The Council wanted more challenge from and engagement with its tenants and the strategy would enable that, the housing sector was changing post Covid and Grenfell and tenants were now at the forefront of improvement.
- The Council was not alone amongst providers in not formally adopting an engagement strategy before and had recognised that a more formal approach was needed. Resources had been allocated accordingly and Members could be satisfied that the Management of the team had stabilised and that the 48 actions recommended in the TPAS report would guide the work of the tenancy team.
- TPAS would be engaged again once the strategy was drafted and the Local Government Association would be engaged in the future to provide peer challenge and assurance around progress.
- There was an Officer Board in place comprising Officers from the Council's Communities and Housing teams to ensure that there was alignment on community projects, such as Ease the Squeeze, and to help residents to tackle cost of living challenges.

The Chairman invited the Committee to debate the report. Councillor Cooper observed that resources may not be sufficient to achieve all the actions from the TPAS report, as well as a programme of stock condition surveys. The Cabinet Member emphasised that resources, including the recruitment in December 2021 of a full time Tenant Engagement Officer funded from the Housing Revenue Account, were already being aligned to compliance initially, and would be kept under review by Officers.

A business case for resources, as necessary could then be prepared for future years, which had the endorsement of the Committee. Councillor Goldson cautioned however that the Scrutiny Committee had similar observations on other services and consequentially, any formal review of resources would not be effective unless it was Council-wide. The Strategic Director clarified that small adjustment in resources would continue to be enabled by management where necessary, and larger resource proposals would require consideration by Cabinet. The Head of Housing explained that the Business Plan for the service would be reviewed to create the right conditions as a consequence of legislative and compliance change.

The Chairman thanked the Cabinet Member and Officers for their attendance and participation.

RESOLVED

That the report be noted and the Cabinet Member and Officers report back to Members on the following Matters Arising:

- Can the Ward Members be briefed on the outcome of Tenant Engagement workshops that take place in their Ward?
- What information about tenants do the Out of Hours call responders hold? Particularly with regard to vulnerable tenants.

- The Head of Housing to consider feedback from Councillors Deacon and Green about their recent interactions with the out of hours service.

6 Scrutiny Committee Work Programme

The Chairman advised Members that the Committee would sit as the designated Crime and Disorder Committee at its meeting on 15 December 2022. The Committee would scrutinise the latest Community Safety Partnership Action Plan, in accordance with the Crime and Disorder (Overview and Scrutiny) Regulations 2009. Members had been canvassed by email to indicate their preference for which topics of the Action Plan would be reviewed, and the two topics chosen by Members were:

1. Violence against women and girls, and
2. Anti-Social Behaviour

The Chairman reminded Members that:

- The December meeting would not be about general policing or crime issues, as that was the distinct and separate role of the Police and Crime Panel.
- Once the Crime and Disorder review had concluded, the Cabinet Member Scrutiny Session for Councillor Stephen Burroughes, Cabinet Member for Customer Experience and Operational Partnerships would take place.
- The Annual Report for 2021/22 agreed at the September 2022 meeting, would be considered by Full Council on 23 November 2022; and
- Further to the decision at the September meeting, an Extraordinary Committee meeting would be held on Thursday, 26 January 2023 at 6.30pm at the Riverside Offices, Lowestoft to review the governance arrangements for the Council's Local Authority Trading Companies (LATCOs).

The meeting concluded at 8.17pm

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Chairman

Matters arising update sheet

From the Scrutiny Committee meeting on

17 November 2022

Updates		
Item Number	Member Query Raised	Cabinet Member/Officer Response
5 (i)	Can the Ward Members be briefed on the outcome of Tenant Engagement workshops that take place in their Ward?	<p>Two events took place on Friday 25th November and all tenants of East Suffolk Council were invited. Although initial responses were high and we had 19 booked on one session and 40 on the other, attendance was much lower.</p> <p>We had 4 people attend the morning session and 8 the afternoon session.</p> <p>We were still able to conduct the same sessions we had planned and have received valuable feedback from the tenants. We had a good cross section of tenants with some from Lowestoft, Beccles and more rural areas, and residents from both General Needs and Retired Living schemes.</p> <p>This will all be collated into drafting a Tenant Engagement Strategy which all tenants will be consulted on before it is finalised and taken to Cabinet for approval.</p>
5 (ii)	What information about tenants do the Out of Hours call responders hold? Particularly with regard to vulnerable tenants.	<p>A weekly report goes to Norse central control from Orchard our housing management system with the following information on all tenants:</p> <ul style="list-style-type: none"> • Full Property address • Current tenant(s) name • Entries on the Customer Alert List <p>For our retired living scheme tenants who Norse central control are also responsible for the customer alarms and building alerts such as door entry systems and fire alarms when a scheme manager is not on site. For Retired living tenants we also send Norse tenant cards for every tenant with the following information:</p> <ul style="list-style-type: none"> • Name & Address • Phone numbers • DOB • Tenancy Commencement • Religion & Ethnicity • Key box number and fob number (if applicable) • Known medical conditions

		<ul style="list-style-type: none"> • Known allergies • Disabilities • Mobility Impairments • Registered Doctor • NOK details/Emergency contact * 3 • Supports services details such as social worker, carers, support worker, CPN, occupational therapist, meals service and any Day care provision
5 (iii)	Head of Housing to consider feedback from Councillors Deacon and Green about their recent interactions with the out of hours service.	The complaint from Cllr Deacon has already been escalated to the Head of Operations, who has responsibility for the Norse contract. No further complaints were received in writing following the meeting. As Members are aware, ESC's contract with Norse is ending in 2023 and the new East Suffolk Services (ESS) company will be taking over responsibility for a number of areas of work including the out of hours call provision. Officers are currently working with ESS to agree future service level agreements.



SCRUTINY COMMITTEE

Thursday, 15 December 2022

Subject	East Suffolk Crime & Disorder Committee: Review of the East Suffolk Community Safety Partnership
Report by	Mary Rudd, Cabinet Member for Community Health
Supporting Officer	<p>Nicole Rickard Head of Communities Nicole.rickard@eastsuffolk.gov.uk 07766 998074</p> <p>Alex Heys Digital Marketing, Safeguarding and Community Projects Manager Alex.heids@eastsuffolk.gov.uk 07711 065086</p> <p>Anita Humphrey Communities Manager Anita.humphrey@eastsuffolk.gov.uk</p> <p>Julia Catterwell Communities Officer: Woodbridge, Melton and Deben Peninsular Julia.catterwell@eastsuffolk.gov.uk</p> <p>East Suffolk Council plays the central role in co-ordinating the CSP action plan, although courtesy invites to this meeting were sent to all Responsible Authorities.</p>

Is the report Open or Exempt?	OPEN
Wards Affected:	All Wards

Purpose and high-level overview

Purpose of Report:

To provide the East Suffolk Scrutiny Committee, sitting in its capacity as the Council's Crime and Disorder Committee under the provisions of the Police and Criminal Justice Act, with a reminder of the role, responsibilities and structure of the East Suffolk CSP.

The report outlines the relationship between the Safer Stronger Communities Board at Suffolk level and the East Suffolk Community Safety Partnership. It also outlines key areas of activity and ambitions for the next twelve months, as set out in the recently-revised CSP Action Plan.

Options:

This report is intended to inform the review of the Community Safety Partnership by the Scrutiny Committee (sitting as the Crime and Disorder Committee). It is a factual account of how the Partnership currently works and proposed changes, including refreshing the CSP priorities and Action Plan.

Recommendation/s:

That the Scrutiny Committee reviews and comments on the current position of the CSP, including the CSP Action Plan and receive a presentation at the meeting on the two areas of the Plan that it has prioritised in terms of a 'deep dive' namely Violence Against Women and Girls and Anti-Social Behaviour.

Corporate Impact Assessment

Governance:

Oversight of the work of the East Suffolk Community Safety Partnership is through the Scrutiny Committee sitting as the Crime and Disorder Committee once a year, as well as through the Safer Strong Communities Board at Suffolk level. The Assistant Cabinet Member who leads on Community Safety sits on the Safer Stronger Communities Board. An organisational chart is attached in Appendix A.

ESC policies and strategies that directly apply to the proposal:

The work of the Community Safety Partnership and various projects that sit under the umbrella of the partnership fit within the 'We are East Suffolk' Strategic Plan – 'Enabling Our Communities' priority. The Community Safety Partnership does not have a Strategy but does have an Action Plan, which is discussed in more detail below.

Environmental:

There is no specific focus on the environment in the Community Safety Partnership – although some projects, e.g., Community Focus Days, may include community clean ups as part of a wider programme of events.

Equalities and Diversity:

The aim of the Community Safety Partnership is to increase the safety of, and reduce harm to, all East Suffolk residents. However, it includes strategies focused on reducing types of harm specifically targeted at groups with Protected Characteristics: for example, Hate Crime (around which data is collected on the basis of race, disability and sexual orientation) and Violence Against Women and Girls.

Financial:

Funding of £9,783 has been available to the CSP annually, for the last three years, provided by Suffolk Public Sector Leaders via Suffolk County Council. An additional pot of £16,500 was available in 2021/2022 for work specifically focused on reducing the risk of Criminal Exploitation of Young People (CEOYP). However, there is currently no funding available beyond March 2023.

Human Resources:

The resource to co-ordinate the work of the Community Safety Partnership sits within the Communities team at East Suffolk Council with significant input and liaison with Suffolk County Council Officers. There are also a range of statutory partners who take responsibility for the delivery of certain elements of the action plan, or help deliver specific projects, including the Police and Probation.

ICT:

All Community Safety Partnership meetings have been held via Teams since the Covid-19 pandemic began in March 2020.

Legal:

There is no specific resource implication for the Legal Team within the overarching work of the CSP, although they may be called upon in relation to specific areas of activities identified within the Action Plan, for example enforcement action in relation to Anti-Social Behaviour.

Risk:

Risk assessments are undertaken in relation to individual projects as relevant.

External Consultees:

A range of partners are actively involved in the Community Safety Partnership (East Suffolk) and the Safer Stronger Communities Board (Suffolk)

Strategic Plan Priorities

Select the priorities of the Strategic Plan which are supported by this proposal: (Select only one primary and as many secondary as appropriate)		Primary priority	Secondary priorities
T01	Growing our Economy		
P01	Build the right environment for East Suffolk	<input type="checkbox"/>	<input type="checkbox"/>
P02	Attract and stimulate inward investment	<input type="checkbox"/>	<input type="checkbox"/>
P03	Maximise and grow the unique selling points of East Suffolk	<input type="checkbox"/>	<input type="checkbox"/>
P04	Business partnerships	<input type="checkbox"/>	<input type="checkbox"/>
P05	Support and deliver infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
T02	Enabling our Communities		
P06	Community Partnerships	<input type="checkbox"/>	<input type="checkbox"/>
P07	Taking positive action on what matters most	<input type="checkbox"/>	<input type="checkbox"/>
P08	Maximising health, well-being and safety in our District	<input checked="" type="checkbox"/>	<input type="checkbox"/>
P09	Community Pride	<input type="checkbox"/>	<input checked="" type="checkbox"/>
T03	Maintaining Financial Sustainability		
P10	Organisational design and streamlining services	<input type="checkbox"/>	<input type="checkbox"/>
P11	Making best use of and investing in our assets	<input type="checkbox"/>	<input type="checkbox"/>
P12	Being commercially astute	<input type="checkbox"/>	<input type="checkbox"/>
P13	Optimising our financial investments and grant opportunities	<input type="checkbox"/>	<input type="checkbox"/>
P14	Review service delivery with partners	<input type="checkbox"/>	<input type="checkbox"/>
T04	Delivering Digital Transformation		
P15	Digital by default	<input type="checkbox"/>	<input type="checkbox"/>
P16	Lean and efficient streamlined services	<input type="checkbox"/>	<input type="checkbox"/>
P17	Effective use of data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P18	Skills and training	<input type="checkbox"/>	<input type="checkbox"/>
P19	District-wide digital infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
T05	Caring for our Environment		
P20	Lead by example	<input type="checkbox"/>	<input type="checkbox"/>
P21	Minimise waste, reuse materials, increase recycling	<input type="checkbox"/>	<input type="checkbox"/>
P22	Renewable energy	<input type="checkbox"/>	<input type="checkbox"/>
P23	Protection, education and influence	<input type="checkbox"/>	<input type="checkbox"/>
XXX	Governance		
XXX	How ESC governs itself as an authority	<input type="checkbox"/>	<input type="checkbox"/>
How does this proposal support the priorities selected? The Community Safety Partnership plays an integral part in maximising safety in our District. It delivers on longer term strategic aims such as raising awareness of and changing attitudes to hate crime and violence against women and girls, and tackles local priorities around community safety such as anti-social behaviour. In addition, it supports the development of community pride by increasing safety, reducing harm and facilitating people from different communities and backgrounds to live together.			

Background and Justification for Recommendation

1 Background facts	
1.1	The East Suffolk Community Safety Partnership was established to work to improve the quality of life and keep our residents, visitors and employees safe. The 1998 Crime and Disorder Act gave birth to Community Safety Partnerships (CSPs) by giving local authorities and the police new responsibilities to work in partnership with other organisations and the community to draw up strategies to reduce crime and disorder. Designed to tackle crime and disorder at a local level, the Act recognises that the people who live and work in the area are best placed to identify and address the problems facing them.
1.2	Key to the strength of the CSP is the Responsible Authorities, those agencies who must co-operate as part of the partnerships. These are: Suffolk Constabulary Suffolk and Norfolk Probation Trust Suffolk Fire and Rescue Service Suffolk County Council The District Council Public Health
1.3	Each CSP develops an action plan based on a county-wide strategic assessment. The CSP action plan closely mirrors the strategic objectives set out by Suffolk County Council and the Safer Stronger Communities Board. However, the activity included in the plan has been designed so that it does not duplicate existing work delivered by the Police, Suffolk County Council and other Responsible Authorities but instead focuses on opportunities for new activity and collaboration. The action plan is delivered by the CSP, with the Responsible Authorities, Suffolk County Council and East Suffolk Council all working together.
1.4	Each CSP undergoes a strategic assessment every three years, with the next one for East Suffolk occurring in 2023. However, the action plan is refreshed each year based on new data, with any emerging areas of focus being considered. In 2022 a workshop was held with key partners to consider new and emerging data and refresh the priorities and actions within the plan.
1.5	An overview of work at Suffolk level, including the Safer Stronger Communities Board provided by the Community Safety Team at Suffolk County Council is attached in Appendix C.
2 Current position	
2.1	Community Safety Partnership action plan The current CSP action plan was refreshed between March and November 2022, with the aim of focusing on local issues while still delivering activity against key strategic priorities. Those key priorities were identified based on national and local

data, and with input from Responsible Authorities, particularly Suffolk County Council. They include: (more information about these areas of focus and key projects within them is provided in Appendix C):

- Hate Crime
- Preventing Radicalisation
- Modern Slavery
- Anti-social behaviour
- Criminal Exploitation (formerly known as County Lines)
- Violence against women and girls (VAWG)
- Volume crime
- Fraud

Fraud is a new Priority included in the action plan, based on an SSCB focus on what is clearly a growing threat to community safety. Volume Crime has been added at a local East Suffolk level on the basis of its visibility to local communities and the effect it has on community confidence. It includes crimes such as burglary and car crime.

Each of the Priorities includes activity that aims to drive increased engagement with communities, better understanding in those communities of the problems the Priorities encompass, more confidence in communities to report crime, and more confidence that crime is being tackled. This takes the shape of both direct work and broader communication campaigns.

The CSP has also added three underlying themes to the Action Plan:

Data: where the focus is on identifying and sharing as much useful data as possible to help maximise the impact of all Partners' work

Reporting: where all Partners work together to understand, optimise and promote reporting routes for all our Priorities, to reduce the underreporting of crime

Digital: where all Partners share intelligence and insight into the intersection between the Priorities and the digital world, to increase understanding and mitigate the outsize effect digital has on many of the Priorities in the action plan

Due to the nature of the required activity, SCC, ESC and the Police take responsibility for leading delivery of many of the priorities in the action plan. SCC has clearly defined and detailed strategies around many of the current priorities, which are highly sensitive and complex to tackle and need subject experts to scope and deliver relevant work programmes at a countywide level. The Police also have clearly defined strategies and statutory responsibilities around several of the current priorities. ESC has an established network of staff who work directly with the CSP or who deliver activity linked to the Priorities as a matter of course. However, a number of activities are allocated to all partners in the plan where responsibility is clearly shared and delivery is best achieved with all partners working together.

	The current iteration of the CSP action plan was signed off in November 2022, therefore only a limited amount of the activity in the new plan has been delivered. However, the plan represents an exciting opportunity to deliver important activity that would not be delivered otherwise, to collaborate in key areas like data and digital, and to cohere more effectively as a group around shared objectives.																																				
2.2	Community Safety Partnership engagement As stated in 1.2, the CSP includes several statutory partners (Responsible Authorities). Engagement from some of these partners had gradually decreased over time, due in part, no doubt, to increased workloads because of Covid. However, the process of engaging partners in order to refresh the action plan has improved this situation significantly.																																				
2.2	Projects Successful projects have been delivered under all priorities as set out in previous iterations of the action plan. A summary of projects funded by the CSP is in Section 2.5 below. These projects specifically cover ground not covered otherwise and deliver vital information about, and raise awareness of, key areas of focus.																																				
2.3	Community Safety Partnership meetings The full CSP meets virtually once every 3 months. Additional meetings are held regularly between the ESC leads and key partners to identify priority projects and to drive the action plan forward.																																				
2.4	Relevant strategies SCC produce a range of strategic documents which cover all areas of focus highlighted in the CSP action plan.																																				
2.5	Funding Funding of £9,783 has been available to the CSP annually for three years (2019/20, 2020/21 and 2021/22). An additional pot of £16,500 was available in 2021/2022 for work specifically focused on reducing the risk of Criminal Exploitation of Young People (CEOYP). Due to the relatively low level of CEOYP in East Suffolk, the £16,500 pot remains unspent, although a proposed Criminal Exploitation hub to be located, potentially, in Lowestoft, will provide a focus for work and use of those funds. <table><tr><th>Date</th><th>Project</th><th>Price</th></tr><tr><td>28/07/2019</td><td>Rendlesham skate park safety event</td><td>£420</td></tr><tr><td>12/09/2019</td><td>AlterEgo County Lines Theatre Production</td><td>£8,700</td></tr><tr><td>01/10/2019</td><td>Hate Crime Conference</td><td>£400</td></tr><tr><td>01/12/2019</td><td>Crucial Crew merchandise</td><td>£1,070</td></tr><tr><td>29/01/2020</td><td>Removal of PSPO signs</td><td>£812</td></tr><tr><td>01/02/2020</td><td>County Lines event</td><td>£500</td></tr><tr><td>01/03/2020</td><td>Crucial Crew first aid refresher</td><td>£450</td></tr><tr><td>31/03/2020</td><td>Hate Crime Conference</td><td>£400</td></tr><tr><td>08/07/2020</td><td>Summer Diversionary Activities resource</td><td>£480</td></tr><tr><td>31/03/2021</td><td>Coastal Action against abuse</td><td>£1,050</td></tr><tr><td>30/07/2021</td><td>Contribution to ‘Go Bags’</td><td>£225</td></tr></table>	Date	Project	Price	28/07/2019	Rendlesham skate park safety event	£420	12/09/2019	AlterEgo County Lines Theatre Production	£8,700	01/10/2019	Hate Crime Conference	£400	01/12/2019	Crucial Crew merchandise	£1,070	29/01/2020	Removal of PSPO signs	£812	01/02/2020	County Lines event	£500	01/03/2020	Crucial Crew first aid refresher	£450	31/03/2020	Hate Crime Conference	£400	08/07/2020	Summer Diversionary Activities resource	£480	31/03/2021	Coastal Action against abuse	£1,050	30/07/2021	Contribution to ‘Go Bags’	£225
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	14/09/2021	To develop and provide Domestic Abuse information online	£1,050
	07/03/2022	A programme of work to reduce long-term anti-social behaviour problems on the Gunton estate.	£8,970
	<p>The current core funding remaining is £3,181. Once this is spent, although the CSP will still be able to facilitate projects working with its partners, the lack of funds will obviously mean it is likely to be significantly less effective in reducing crime and disorder.</p> <p>This is unfortunate timing, because, for reasons explained in more detail in section three, the CSP is about to move into a new, even more pro-active, stage. Reengagement with Responsible Authorities, and the progress made by ESC's ASB transformation project (which is designed to improve ESC's response to ASB), will generate a wealth of new ideas and initiatives which it will be difficult to progress without funding.</p>		
2.6	<p>Membership</p> <p>The core membership of the CSP is made up of the Chair, East Suffolk Council officers, and representatives from Suffolk County Council and the Responsible Authorities named in section 1.2.</p>		
2.7	<p>Other Resources</p> <p>In addition to the financial resources for the Community Safety Partnership, the CSP is supported by several members of the ESC Communities team. They take the lead on delivery against relevant priorities and work with Responsible Authorities, other ESC departments, providers and communities to deliver on CSP priorities.</p>		

3 How to address current situation

3.1	<p>Deliver the new action plan</p> <p>The new action plan represents a significant opportunity to improve community safety. It was designed in co-production with all Responsible Authorities and focuses on activity to be delivered in collaboration. The new overarching themes are an important addition that will positively influence both collaborative work and the work that all partners deliver outside of the scope of the CSP. It is more deliverable and measurable because it focuses more on practical, visible activity and has clear KPIs.</p>
3.2	<p>Continued engagement of Responsible Authorities</p> <p>The workshop to generate the new action plan, and subsequent Task & Finish Groups for each Priority, brought all Responsible Authorities (RA) together. The co-production of the action plan has embedded buy-in and each RA has clear sole or joint responsibilities for workstreams or projects. Together, this will mean an enhanced level of co-operation and engagement. The Terms of Reference for the CSP have been updated to incorporate the new Themes around data, digital and reporting, and even more emphasis has been put on collaboration. Significant effort will be made to keep RA engaged in order that skills, experience and intelligence from as broad a range of sources continue to be shared, including the</p>

	delivery of a simple communications plan that will underpin joint working, facilitate knowledge sharing and ensure all partners stay engaged.
3.3	<p>Deliver creative and effective solutions</p> <p>Working more closely together, the CSP has generated an effective and creative action plan. The CSP plans to employ two additional strategies to ensure that the plan continues to evolve and maintain quality:</p> <p>1: hearing a broader range of voices. The CSP will work harder to hear a broader range of voices to inform the design and delivery of projects, including young people through the Youth Voice programme, people with disabilities through the two East Suffolk Disability Forums, and those communities at risk of hate crime.</p> <p>2: conducting research and forging closer links with other CSPs. High performing projects identified through research and working more closely with other CSPs to understand their successes and failures will help the CSP deliver more efficient and effective projects.</p>
3.4	<p>Measuring the output and outcomes of activity</p> <p>Setting SMART objectives in the refreshed action plan will now allow the CSP to better measure the outputs and outcomes of its activity. Measurement will employ a range of metrics, including but not limited to:</p> <ul style="list-style-type: none"> • Social media reach and engagement • End user numbers for training, events and groups • Quantitative and qualitative data collected directly from target audiences on experiences, behaviours, attitudes and emotions, using nationally recognised as well as bespoke indicators
3.5	<p>Attract additional funding</p> <p>With no ongoing funding currently available, the CSP will struggle to continue to deliver on its objectives. If funding could be made available, then the new, localised objectives, designed to deliver better, more tangible outcomes for local communities, could be achieved, bringing significant benefit.</p>

4 Reason/s for recommendation

4.1	The report provides an overview of the East Suffolk Community Safety Partnership, including its relationship with the Safer Stronger Communities Board at Suffolk level, and outlines the refreshed CSP priorities, achievements including the reengagement of partners and ambitions around measuring impact and benchmarking against other CSPs.
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Appendices

Appendices:

Appendix A	CSP Organisational Chart
Appendix B	SSCB Programme Office Update Q2 2022/23

Appendix C	East Suffolk CSP Action Plan
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Background reference papers:		
Date	Type	Available From
None		

Safer and Stronger Communities Governance





SAFER STRONGER COMMUNITIES BOARD

Programme Office

OVERVIEW

Significant updates for Q2 2022/23

- **Violence Against Women and Girls**
 - 1000 DA champions trained in Suffolk + SPSL presentation Sep 2022
 - 14th Oct - first national child to parent abuse day (reaches 40k people)
 - SCC domestic abuse services re-procurement (accommodation, lion outreach and support £3 mil)
 - VAWG fund £350k distributed
 - DHRs (push back from Home Office)
- **Criminal Exploitation**
 - Year 1 Evaluation presented SPSL Sep 2022
- **Modern Slavery**
 - E-learning launched on 18th October 2022
- **ASB**
 - x2 Community Trigger Appeals underway
 - ECINS commissioned for a further 3 years
- **Prevent**
 - Preventing radicalisation grant programme [launched](#) - Suffolk has been successful - £20k
 - Channel Panel - 50% related to Islamic extremism
- **Hate Crime**
 - National hate crime awareness week ran from 8th - 15th October 2022.
- **Fraud**
 - First Multi Agency Against Fraud meeting held in Oct 2022
- **Other**
 - Serious Violence Duty - Needs assessment carried out by SODA (by December 2022)
 - Community Safety Partnerships - £50k funding to support Criminal Exploitation - zero spend.

Themes	Aims	Activity	Lead	Status	Activity update
Data	Work with partners to identify useful sources of data and ensure data are shared with the right people in order to maximise the impact of all Partners' work	All partners to identify useful data which can be shared to help the CSP achieve its goals	ESC: Alex Heys		
Reporting	Understand, optimise and promote reporting routes for all our Priorities	All partners to share insight into the reporting routes they use or where they receive reports, and work together to make them work as effectively as possible	ESC: Alex Heys		
Digital	Ensure the CSP understands the digital world (and the behaviours it facilitates) in relation to its Priorities and works to mitigate its effect - and uses digital channels as effectively as possible to reach its audiences	Map: the intersections of our priorities with the digital world; existing initiatives and the potential ways we could use digital to reach our audiences	ESC: Alex Heys		

Priority	Objectives	Activity	Lead: Anita Humphrey and Matt Carney TBC	Status	Activity update	KPI	KPI	KPI
Hate Crime	Understand the true picture of hate crime in East Suffolk	Engage with communities at risk of racial and sexual orientation hate crime to understand their experiences. Include business owners.	SCC: Chris Woods. + police			Number of connections made in different communities	Amount of feedback gained	
		Engage with local mental health charities and our disability forums to understand relevant experiences	ESC: Joss Mullett			Number of connections made for mental health and disability	Amount of feedback gained	
	Increase reporting of hate crime and support victims	Raise awareness in at-risk communities of what hate crime is and how to report it	Police			Number of people reached in target communities with information messages	Increase in hate crime reporting	
		Map and provide clear signposting to victim support services	Police			% of victims who report hate crime and access support services		
	Raise awareness of, and shape behaviour around, hate crime in young people	Engage with young people to understand their hate crime experiences, considering their over-representation as victims and perpetrators	ESC: Anita Humphrey		Youth Voice	Number of young people reached	Amount of feedback gained	
		Delivery of Crucial Crew programme in schools and youth groups	ESC: Julia Catterwell			Number of young people reached	Positive feedback on changed perceptions	Reduced levels of hate crime perpetrated by younger people
	Localise Hate Crime Awareness Week messaging	Use local insight to create localised social media posts based on community priorities	ESC: Alex Heys			Reach and engagement of localised posts		
	Bring communities together	Ensure all community events are inclusive and that every opportunity is taken to bring communities together	ESC: Alex Heys			Number of ESC staff reached with relevant messaging	Number of voluntary organisations reached with relevant messaging	

Priority	Objectives	Activity	Lead: Julia Catterwell and Charlotte Sanderson	Status	Activity update	KPI	KPI	KPI
Prevent	Increase knowledge of radicalisation and reporting routes	Identify relevant organisations, groups, businesses and individuals and signpost Prevent training Promote reporting routes, particularly for harder to reach groups where behaviour is prevalent - eg/ online communities	ESC: Julia Catterwell SCC: Charlotte Sanderson			Number of people who have been trained - target TBC	Number of organisations within which people have been trained - target TBC	Increase in number of Prevent referrals made
	Monitor and report community tensions	Identify places where graffiti and leaflet drops are happening. Provide front line staff and communities with clear ways to report this activity.	All partners			Increased reporting of negative community activity		
	Understand the digital space and who we might train and educate to increase reporting and reduce harm	Read key documents and research on radicalisation in the digital space. Connect with higher education providers to understand their work. Target identified groups for training and education	Charlotte Sanderson			Increased Prevent reports from digital activity		

Priority	Objectives	Activity	Lead: Richard Baldwin	Status	Activity update	KPI	KPI	KPI
VAWG	Provide safer environments for women and girls	Promote the StreetSafe app and improve any areas where women report feeling unsafe	Police			StreetSafe app downloads	Number of unsafe spaces identified	Number of unsafe spaces made safer
		Collect data on how much Ask for Angela is used. Mystery shop on Ask for Angela to evaluate user experience	Joss & Julia			Data collected from >20 venues	Mystery shop data on at least 5 venues signed up for Ask for Angela	
	Increase reporting of VAWG	Promote reporting channels for sexual violence and domestic abuse in schools, businesses, organisations and online. Train organisations, VCSE and events planners in how to make women safer, how to identify VAWG and how to report it, including DA training.	SCC: Victoria Dove			Increased reporting of VAWG		
	Support victims and the children of victims	Understand support ecosystem and increase awareness of and signposting towards support services	Police			Increase in victims accessing support services		
	Change and shape men's behaviour	Run healthy relationship scenarios in schools. Find ways to continue to influence post-18	SCC: Victoria Dove			Number of schools where CC runs	Number of pupils reached	% change in negative attitudes
		Promote existing behavioural change campaigns	ESC: Alex Heys			Number and reach of campaigns		
		Leverage fear of social approbation through restorative justice	Police & Probation			Reach of promotion of existing campaigns	Reach of any local campaigns	% change in negative attitudes
		Increase take up of DA programmes for perpetrators.	SCC: Victoria Dove			Increased take up of DA programmes for perpetrators		

Priority	Objectives	Activity	Lead: SCC & Police	Status	Activity update	KPI	KPI	KPI
Modern slavery	Ensure that specific front line staff, both at the Council and in business, are aware of Modern Slavery, how to spot it and how to report it	1. All CSP members to attend a Modern Slavery awareness raising session 2. Identify front line staff that require Modern Slavery training and signpost them to the local training offer 3. Identify partners and businesses where Modern Slavery is likely to be prevalent to promote and raise awareness	SCC & Police		Claire Prosser and Police	Number of front line staff trained	Number of business and partners contacted with relevant information	
	Encourage collaboration to increase reporting	Share existing local work on modern slavery to see where the CSP can amplify or work together	Police: Olga					
	Clearly signpost reporting routes for the public and businesses	Understand existing routes and their promotion	All partners			Increase in reporting of modern slavery		
		Create an action plan for better promoting reporting routes	SCC: Claire Prosser			Increase in reporting of modern slavery		
	Amplify national communication campaigns and create localised versions	Amplify national communication campaigns and create localised versions	ESC: Alex Heys			Number of localised messages disseminated	Reach of messages	

Priority	Objectives	Activity	Lead: Police and Charlotte Sanderson	Status	Activity update	KPI	KPI	KPI
ASB	Increase reporting of ASB	Use new County-wide ASB data to identify hot spots and community concerns, then build local comms and activity programmes	Police			Number of local comms and activity programmes	Reduction in ASB in those areas	
		Ensure all useful intel is shared between partners in the most effective way	All partners			Number of intel flows	Feedback from partners on effectiveness of info flows	
		Engage with communities and find the best ways to promote ASB reporting in local communities (including planning roadshows up to a year in advance) and the best ways for people to report	ESC: Anita Humphrey			% increase in ASB reporting		
	Plug existing activity into diversionary efforts	Ensure the HAF, Community Partnership and other projects align with problem areas where possible	ESC: Joss Mullett & Anita Humphrey			Number of other projects that align with problem areas		
	Reduce incidence of ASB	Encourage partnership working and the use of data.	Police					
		Increase the use of existing formal and informal powers	All partners			Number instances of formal and informal tools being used		
		Identify and close as many long running ASB cases as possible.	ESC			Number of long running ASB cases closed		

Priority	Objectives	Activity	KPI	KPI	KPI
Criminal Exploitation	Support in delivery of main CE action plan	See main plan			
	Meaningfully allocate CE budget to positively impact criminal exploitation locally	To be confirmed once the Lowestoft CE Hub launches	TBC		

Priority	Objectives	Activity	Lead: Police	Status	Activity update	KPI	KPI	KPI
Volume crime	Increase flow of intelligence from the community	Assist the Police with gathering feedback from communities affected by crime	All partners			Amount of feedback gathered		
	Use crime data to target community engagement work	Support communication campaigns in affected areas to reduce the risk of crime and provide community reassurance	All partners			Feedback from affected communities on feelings of safety	Confidence target	

Priority	Objectives	Activity	Lead	Status	Activity update	KPI	KPI	KPI
Fraud	Reduce incidence of fraud and increase feelings of safety when it comes to fraud	Identify Fraud training needs within our organisations	All partners			Number of organisations engaged	Number of training sessions delivered	
		Work with Suffolk Trading Standards social media team to contribute to ongoing social media campaigns	All partners			Engagement with TS social media team	Increased messaging by CSP partners	
		Support the international Fraud Awareness Week (Nov 13-19)	All partners			Engagement with TS social media team	Increased messaging by CSP partners	
		Work to add Fraud to CC+ programme	ESC: Zoe Botten			Number of CC where Fraud scenarios have been added.		
		Incorporate fraud into Safe and Well visits by Fire and Rescue service	Fire service			TBC		
		Support 'Friends Against Scams' campaign – disseminate in community settings	All partners			Number of people referred to friends against scams	Number of people registered as a 'friend' against scams	