

At a meeting of the COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE held in the CIVIC CENTRE on TUESDAY, 8TH DECEMBER, 2009 AT 5.30 P.M.

Present:-

Councillor Heron in the Chair

Councillors Ball, Copeland, Paul Maddison, Scaplehorn and J. Walton

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Councillors O'Connor, Speding, Timmins and Wake.

Minutes of the last meeting held on 10th November, 2009

1. RESOLVED that the minutes of the last meeting of the Committee held on 10th November, 2009 be confirmed and signed as a correct record.

Declarations of Interest (including Whipping Declarations)

There were no declarations of interest.

Study into Anti Social Behaviour – Tackling Deliberate and Anti Social Fires

The Chief Executive submitted a report (copy circulated) for Members to receive an update from John Allison, District Officer, Tyne and Wear Fire and Rescue Service, on the issue of deliberate and anti social fires in Sunderland.

(For copy report – see original minutes).

Mr. Allison advised of the Phoenix Project and the funding received from Area Committees.

In response to Councillor J. Walton's query, Mr. Allison advised that the costs of £422,343 referred to in paragraph 2.3 was the economic costs of deliberate fires which takes into account the attendance of the Police, fire and health authorities and so on.

Mr. Allison also advised that they had operated under service wide plans in the past and now used district wide plans which had more specific targets for each station and gave the flexibility to deal with hotspots.

Councillor Copeland enquired if figures could be provided comparing arson figures in the Southwick area over the last eight years.

Mr. Allison advised that he would supply the information outside of the meeting and informed the Committee of the reductions in fires for the first quarter of this year.

Councillor Copeland enquired if the reductions were due to Gentoo having demolished empty homes.

Mr. Allison commented that there had been a problem with homes standing empty. The time scales for disconnecting utilities to these properties had been vastly reduced to enable the homes to be demolished sooner.

In response to Councillor Ball's query, Mr. Allison advised that they had increased patrols, directed CCTV cameras and increased the fencing around the Black Road area, which had reduced the number of fires being started.

2. RESOLVED that the report be received, noted and included as part of the Committee's study into anti social behaviour in Sunderland.

The Neighbourhood Helpline

The Head of Customer Services submitted a report (copy circulated) to provide the Committee with an overview of the work of the Neighbourhood Helpline.

(For copy report – see original minutes).

Liz St. Louis, Head of Customer Service and Development, presented the report and distributed maps detailing hotspot areas.

The Chairman commented that the service had been running for quite some time and that he was surprised at how much it was used.

In response to Councillor Paul Maddison's query, Ms. St. Louis advised that a regular breakdown of the data may be available in the future and she would keep Members updated on the issue.

Councillor Scaplehorn commented that at a recent meeting with officers of the Police, he was surprised to hear that 101 calls on breach of licences were not passed on to the Police.

Ms. St. Louis advised that full details are taken and passed on to the Service Delivery Teams who determine the best appropriate action and who needed to be involved.

Councillor Scaplehorn commented that Members and Police opposing the grant of a License would need the number of calls in relation to licensing breaches, and if these incidents were not being passed on, the issue needed to be addressed.

The Chairman commented that during Licensing Committees the Police are required to provide reports of the calls received in respect of premises, so this may need to be reviewed.

Ms. St. Louis advised that she would take Members' comments on board and speak with the Service Delivery Team, as they may already provide such details.

Councillor Copeland expressed her gratitude for the service provided by staff and commented that the area had benefited from the service.

Ms. St. Louis advised that she would pass those comments on to the staff.

Councillor Paul Maddison suggested that those Members unable to attend the meeting be sent copies of the maps detailing hotspots.

The Chairman proposed that the Committee receive regular updates on 101 figures.

3. RESOLVED that:-

- i) copies of the hotspot maps be circulated to all Members of the Community and Safer City Scrutiny Committee;
- ii) a regular update on 101 figures be brought back to the Committee; and
- iii) the report be received and noted.

Violent Crime Delivery Plan 2009/2010

The Chief Executive submitted a report (copy circulated) to update the Committee on developments in relation to tackling violent crime and to consider the progress being made by the Safer Sunderland Partnership in meeting the Violent Crime Delivery Plan 2009-2010.

(For copy report – see original minutes).

Stuart Douglass, Safer Communities Manager, introduced Kelly Henderson, Safer Communities Officer, and they were on hand to address Members' queries.

The Chairman enquired if there was a problem with honour crimes and forced marriages in the region.

Mr. Douglass advised that he did not have the exact figures but they were very low. He was aware that Wearside Women in Need had helped women in such situations but they may not have been from the area.

Regardless of how few incidents recorded in the region, officers were still trained and prepared to deal with the issues if they were to occur.

The Chairman commented that there were a number of refugees in the area and he was not convinced that the figures were correct as yet. The Chairman also enquired if places like Newcastle would take in cases of abuse from Sunderland and vice versa.

Mr. Douglass advised that exchanges are performed when there are serious cases of harm.

Ms. Henderson commented that Wearside Women in Need regularly take on out of City applicants.

In relation to the crime figures, Councillor Paul Maddison enquired if any consultation had been made with students.

Mr. Douglass advised that the issue of student safety is examined through LMAPS and there were issues of burglary of which actions had been put in place.

Monday student nights had not seen any increase in crime. The Police had put extra patrols on, so measures were taken to reduce potential risks.

Councillor Copeland commented on the excellent work done by Gentoo Officers trained in dealing with domestic violence, who actively encouraged victims to come forward. The service should be advertised more.

Ms. Henderson advised that they had close working relationships with those officers from Gentoo and also partnership working with Sunderland University in publicising and getting information into the public domain.

In relation to the figures on feelings of safety in the City Centre at night, Councillor J. Walton enquired as to the remaining 25% not mentioned.

Mr. Douglass advised that the people who commented they neither feel safe or unsafe would fall into the 25% not mentioned. Mr. Douglass also informed the Committee that this was an area that could be improved but on the positive side, the gaps were being closed on the Black and ethnic groups' feelings of safety.

Councillor Copeland stressed that the street scene of Fawcett Street needed to be addressed to improve people's perception of safety.

Mr. Douglass advised that work was ongoing on street scenes and he would pass Councillor Copeland's comments on to the relevant officer.

The Chairman advised that there was an ongoing City Centre Plan and he would ask Keith Lowes, Head of Planning and Environment, to send Councillor Copeland a copy.

In relation to the Crime Delivery Plan Councillor Scaplehorn commented that officers should be applauded for the excellent work.

The Chairman commented that the Committee needed to identify what was not working as well as what was working, so that these issues could be looked at and thanked officers for their excellent reports.

4. RESOLVED that the Committee note the progress being made by the Safer Sunderland Partnership in relation to delivering violent crime prevention and reduction and support the Violent Crime Delivery Plan 2009-2010.

Safer Sunderland Partnership Forum – Feedback

The Chief Executive submitted a report (copy circulated) to provide Members with a feedback on the annual Safer Sunderland Partnership Forum that was held on 23rd October, 2009 in the Stadium of Light, Sunderland.

(For copy report – see original minutes).

The Chairman commented that the day had provided a great deal of good feedback but there were not enough roving microphones.

Mr. Douglass advised that it was an annual event, which was an opportunity for public attendance and this had been the first time Scrutiny had been involved.

Mr. Douglass also advised that they would welcome Scrutiny to be involved in planning future events.

5. RESOLVED that the feedback report from the Forum be noted.

Forward Plan – Key Decisions for the Period 1st December, 2009 – 31st March, 2010

The Chief Executive submitted a report (copy circulated) to provide Members with an opportunity to consider the Executive's Forward Plan for the period 1st December, 2009 – 31st March, 2010.

(For copy report – see original minutes).

6. RESOLVED that the report be received and noted.

The Chairman wished everyone a Merry Christmas and closed the meeting.

(Signed) R. HERON,
Chairman.

COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

POLICY REVIEW - ANTI SOCIAL BEHAVIOUR- EVIDENCE GATHERING

REPORT OF THE CHIEF EXECUTIVE

12 JANUARY 2010

1. Purpose of Report

- 1.1 To receive a report from Ken Wilson, Nexus on the issue of anti social behaviour and public transport.

2. Background

- 2.1 At its meeting on 15 June 2009, the Committee agreed to pursue a review of the measures being taken to tackle anti social behaviour in the city.
- 2.2 It was suggested that the following areas be included within the study:-
- (a) To gain an understanding of approaches of Council and its partners in tackling anti social behaviour and ensure that strategic approach is being taken;
 - (b) To map service provision to identify hotspots or any gaps in provision
 - (c) To examine the issue of underage drinking (note - Childrens Services Review Committee scrutinised Alcohol and Young People in 2008/09)
 - (d) Strengthen the environmental services connection with LMAPS
 - (e) To consider the balance between preventative and enforcement action
 - (f) Developing activities and interventions for young people and families that helps meet their needs
 - (g) Look at perceptions of anti social behaviour (Local Area Agreement)
 - (h) Progress of Local Multi Agency Problem Solving Groups

3 Current Position

- 3.1 Mr Ken Wilson, Personal Security Coordinator NEXUS has been invited to the Committee to outline the work being done by Nexus and its partners to tackle anti social behaviour on public transport.
- 3.2 Further details on the work of Nexus and its partners will be circulated prior to the meeting.

4 Recommendation

- 4.1 Members are requested to consider the evidence submitted as part of its study into anti social behaviour.

5. Background Papers

Safer Sunderland Strategy

Anti Social Behaviour Strategy (draft 2009)

Contact Officer: - Jim Diamond, Review Coordinator
0191 561 1396

COMPREHENSIVE AREA ASSESSMENT (CAA) REPORTS AND PERFORMANCE UPDATE (APRIL - SEPTEMBER)

**STRATEGIC PRIORITIES: ALL
CORPORATE IMPROVEMENT PRIORITIES: ALL**

Report of the Chief Executive

1.0 Purpose of the report

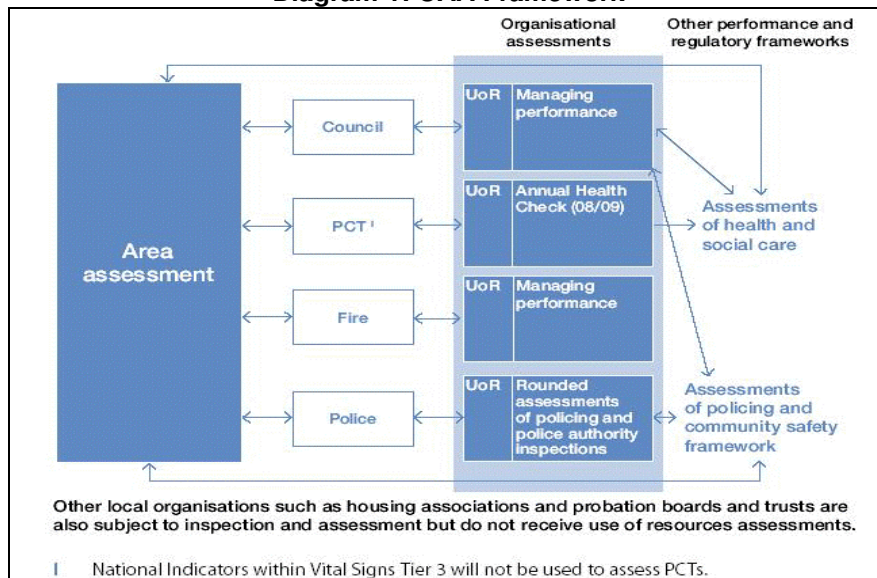
1.1 The purpose of this report is to provide Community and Safer City Scrutiny Committee with the findings from the inaugural Comprehensive Area Assessment (CAA) and a performance update which includes those areas identified by the Audit Commission (AC) as being the focus of improvement during 2010.

2.0 Background

2.1 CAA was introduced in April 2009 to provide an independent assessment of how local public services are working in partnership to deliver outcomes for an area. The first results were reported on the new Oneplace website (www.oneplace.direct.gov.uk) on 9 December 2009.

2.2 CAA comprises two main elements namely, an area assessment and an organisational assessment for each of the four main public sector organisations (i.e. council, fire, health and police). This is demonstrated in the diagram below.

Diagram 1: CAA Framework



3.3 Members will recall that a new national performance framework was implemented during 2008/2009. This includes 198 new National Indicators which replaces previous national performance frameworks. As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement (LAA). Performance against the priorities identified in the LAA and

associated improvement targets have been reported to Scrutiny committee throughout 2009 as part of the quarterly performance monitoring arrangements and are a key consideration in CAA in terms of the extent to which the partnership is improving outcomes for local people

3.0 AREA ASSESSMENT

3.1 Process and methodology

3.1.1 The area assessment focuses on the prospects for better outcomes on local priorities and is an annual assessment of the work of the public services in the city by a range of inspectorates. It answers three key questions:

- How well do local priorities express community needs and aspirations?
- How well are the outcomes and improvements needed being delivered?
- What are the prospects for improvement?

3.1.2 Between April and September 2009 the CAA Lead (CAAL) assessed the work of the Sunderland Partnership (SP) as part of the inaugural CAA Area Assessment. This was achieved through a series of workshops, interviews and briefing notes and a review of evidence (e.g. key documents, performance indicators, consultation results, etc.). This was an iterative process and the CAAL shared the findings at regular intervals throughout.

3.2 Findings – good practice and areas for improvement

3.2.1 The area assessment is not scored and does not carry a star rating. It is a narrative report providing an overview of progress against key priorities for the area, overall successes and challenges.

3.2.2 Area assessments may award green or red flags. Red flags highlight those areas where there are significant concerns by the inspectorates about outcomes or future prospects, and where more or different actions are required. Green flags highlight exceptional performance or outstanding improvement in outcomes through an innovative approach, from which others nationally can learn. No red or green flags have been identified for Sunderland.

3.2.3 The fact that Sunderland has no red flags demonstrates that the inspectorates have no significant concerns and that the Council and its partners are clear about what needs to be done and has plans in place to secure the necessary impact on outcomes.

3.2.4 Although Sunderland was not awarded any green flags the report recognises the positive impact the SP is making on quality of life. For example:

- There is a good record of attracting new businesses and investment to the city and this is likely to continue helped by an Economic Masterplan.
- The Sunderland Learning Partnership is helping to improve skills in the city and clear plans are in place for it to continue to deliver improved outcomes.

- There is a good understanding of the health, social care and wellbeing needs of the population.
- Easier access to treatment is reducing some health inequalities and this is likely to continue.
- Access to primary health care at a local level is easier and care services for adults are good.
- Overall crime is lower in Sunderland than similar areas in England and Wales and continues to fall and fear of crime is reducing.
- There are positive outcomes from a range of targeted work including drug treatment programmes, a safer homes programme improving quality of life, youth engagement projects and parenting initiatives.
- Sunderland's local environment is currently ranked joint third best of the UK's 20 largest cities. Social housing and transport are good.

3.2.5 The report highlighted a small number of areas for improvement, which are already priorities for the city, namely:

- To reduce the number of young people in Sunderland that are not in employment, education or training (i.e. NEETs) from the current levels of one in young eight young people.
- To meet some key targets around health inequalities, which are not being met, such as reducing death rates for men to nearer the national average; reducing the teenage pregnancy rate; and smoking rates, particularly smoking during pregnancy.
- To continue to address child poverty, which is reducing faster than in other areas but remains high.
- To address the issue of affordable housing in Sunderland, through the implementation of developed plans.
- To ensure that City Region actions deliver improved actions in relation to transport and skills.
- To ensure the Alcohol Strategy delivers the planned outcomes, particularly in relation to alcohol related hospital admissions.

3.2.6 Good practice in relation to the services within the Community and Safer City Scrutiny committee's remit and the council and Sunderland Partnership's own analysis of where we are at in relation to these improvement areas is contained in section 4 and 5. **Appendix 1** provides an overview of the position for relevant national indicators and also any local performance indicators that have been retained to supplement areas in the performance framework that are not well covered by the new national indicator set.

3.3 Improvement planning approach

3.3.1 The Sunderland Partnership's Delivery and Improvement Board considered the draft area assessment report, and in particular those areas identified as being in need of improvement at its meeting on 11 November, as part of a wider discussion on improvement priorities for the next year. Delivery Plans are currently being refreshed to ensure that the work programme is targeting the right issues, and outcomes can be demonstrated, minimising the risk of areas for improvement

becoming red flags in 2010. These Delivery Plans will be presented to Scrutiny committees in February 2010

3.4 2010 approach

- 3.4.1 The CAA Lead has now shared his planned approach to undertaking the evidence gathering for area assessment in 2010, which will differ significantly to the approach undertaken in 2009. There has been an acknowledgement within the inspectorates that the level of resources allocated to the assessment is not sustainable and so a more proportionate approach is now planned.
- 3.4.2 In Sunderland (and the rest of Tyne and Wear) the CAA Lead plans to adopt an approach with two complementary elements, namely:
- A Risk Assessment Matrix
 - A small number of themed probes across Tyne and Wear (the exact nature and subject of the probes have yet to be agreed).
- 3.4.3 The Risk Assessment Matrix will be the primary tool against which the Sunderland Partnership will be assessed and is designed to provide greater clarity and certainty around the final outcome of the area assessment (for example the number of green and red flags that will be awarded in the final report).
- 3.4.4 The Matrix will incorporate those issues that were identified in the first year of the CAA area assessment as having the most potential to become red flags and green flags, as well as any themes that weren't considered in the first year of CAA that the CAA Lead wishes to explore in 2010 (e.g. mental health).
- 3.4.5 Once the Risk Assessment Matrix has been agreed, the CAA Lead will use it to monitor progress against the agreed performance trajectory (up until the end of September 2010) for each issue to arrive at his final area assessment judgement for 2010. Progress will be monitored through the Council and the Sunderland Partnership's performance management and reporting arrangements.

4.0 Audit Commission Findings

- 4.1 In relation to Community Safety the CAA report recognises the following areas of performance.
- 4.2 Overall crime in Sunderland is lower than similar areas in England and Wales and the gap between actual crime rates and perceptions of crime is now closing. There are positive outcomes from a range of targeted work including drug treatment programmes, a safer homes programme improving security for victims of crime, youth engagement projects and parenting initiatives. Strong partnership working and good use of intelligence for clear plans should ensure that these improvements continue.
- 4.3 In 2008/09 recorded crime was down three per cent from the previous year. There have been reductions in every main recorded crime activity. Overall crime, racially or religiously aggravated crime, robbery, vehicle crime, violent crime, sexual

offences and criminal damage are all below average when compared to similar areas. Sunderland had the lowest level of serious acquisitive crime - which means burglaries, theft, robbery and car crime - compared to fifteen similar areas.

- 4.4 People are feeling safer in Sunderland. The partnership works hard to tell people how it is making the City safer. Twenty-five plasma TV screens in community venues around the City are used to provide information to residents. Eighty-one per cent of residents generally feel safe in Sunderland. A 2008 survey shows reductions in perception of Anti Social Behaviour (ASB), drink and drug related behaviour, though all are still above average. Perceptions of ASB as a problem have fallen from 51 per cent in 2003 to 23 per cent in 2008, though this is above national and North East averages and the highest of the five Tyne & Wear areas.
- 4.5 Re-offending by young people in Sunderland is lower than similar areas. Youth crime in Sunderland has fallen by 6 per cent in the last year. There has also been a reduction of 18.3 per cent in the rate of re-offences when comparing offending over a 12 month period for young people in 2008 compared to 2005. The Youth Offending Service works well and there are a number of schemes that provide good support and as a result fewer young people receive a custodial sentence. This includes 120 places on the Fire and Rescue Service Phoenix Project helping young people back into employment. Young offenders in employment, education or training increased from 76 per cent in 2004 to 91 per cent in 2009, well above the national average. In recognition of good work Sunderland City Council and partners were announced as a Beacon Authority for 'Reducing Re-offending' in March 2008.
- 4.6 The Drug Interventions Programme (DIP) has, since Jan 2005, seen an overall reduction in drug related re-offending. In the last year there was a 3 per cent reduction. There are however issues of substance misuse by young people. Sunderland has seen a decrease in Class A drug use by young people but an increase in alcohol and cannabis use. These two account for 93 per cent of those in treatment. The use of neutral venues and times convenient to young people has made it easier for treatment services to get in touch with young people with drug problems.
- 4.7 Safe City initiatives improve people's quality of life by reducing crime and the fear of crime. The Safer Homes Initiative offers improved home security to victims and those at high risk of house burglary, hate crime and domestic violence. In Hendon, investment resulted in a significant reduction in crime and fear of crime through actions such as providing a better environment including better street lights. There is targeted work in communities experiencing high levels of crime such as 'Not in My Neighbourhood Week' and Local Multi Agency Problem Solving Groups (LMAPS) addressing local problems.
- 4.8 Sunderland's balanced approach to tackling Anti Social Behaviour (ASB) through prevention, early intervention, enforcement and support has resulted in improved behaviour and attendance in schools and strengthening communities. For example, a successful 'Youth Village' pilot with 856 young people attending events resulted in a substantial reduction in ASB and a 34 per cent reduction in crime in the pilot area. These types of initiatives have contributed towards the 28 per cent improvement in perceptions of ASB since 2003.

- 4.9 Levels of domestic violence in the City remain high, but are reducing. There is a 24 hour helpline and specialist support workers available and the first domestic violence perpetrators hostel is due to open shortly and will be the first of its kind nationally. In the meantime, hostel staff have been working on an outreach basis. A specialist domestic violence court was introduced in October 2008. The court sits every Tuesday afternoon with trained magistrates presiding over cases. As well as successful prosecutions the court aims to reduce repeat victimisation.
- 4.10 Alcohol related crime rates are higher than the North East average but lower than England. Sunderland is estimated to be the eighth worst area in England for binge drinking. Initiatives to reduce alcohol related crime include work with Licensees to use polycarbonate 'glasses' and deployment of security staff to reduce taxi rank assaults. There is a new Alcohol Strategy being developed by the Safer Sunderland Partnership and significant NHS investment in alcohol treatment services. This includes Alcohol Treatment programmes targeted towards violent offenders with alcohol misuse issues. Since starting, in July 2009, 24 individuals have started the programme.

5.0 Areas for Improvement

In relation to Safer Communities no issues have been identified in the first year of the CAA area assessment as having potential to become red flags

- 5.1 In relation to Safer Communities six national indicators are priorities identified in the LAA and only 2 are collected on a quarterly basis. An overview of performance can be found in the following table.

Ref	Description	2008/09 Outturn	Latest Update	Trend	Target 2009/10	On Target
NI 20	Assault with injury crime rate	8.84	3.92 (14% reduction)	▲	-5 reduction	✓
NI 19	Rate of proven re-offending by young offenders	0.96	0.27 (June 09)	▲	1.1	✓

There are no key risks in relation to the LAA at this stage

- 5.2 In terms of other national indicators there is only one performance indicator where performance is declining and not on schedule to meet the 2009/10 target

NI 49a Number of primary fires per 100,000 population

- 5.3 Performance has declined and based on current performance of 134.5 per 100,000 population this indicator is not expected to achieve the target of 245.8 per 100,000 population. There has however, been a reduction for the current quarter from 77.1 per 100,000 population to 57.1 per 100,000.

6.0 Recommendation

6.1 That the committee considers the continued good progress made by the council and the Sunderland Partnership, as described in the CAA reports, and those areas requiring further development to ensure that performance is actively managed.

7.0 Background papers

Area assessment report – Sunderland

Organisational assessment report – Sunderland City Council

Use of resources report – Sunderland City Council

Community and Safer City Scrutiny Committee							
Strategic Priority - Safe City							
Ref	Description	2008/2009 Outturn	Latest Update	Trend	2009/2010 Target	On Target	Comments
Outcome - By 2025 feelings of safety will be at their highest level							
Local Indicators							
LPI	% of residents who feel safe in sunderland	66%	n/a	n/a		n/a	
Outcome - By 2025 levels of repeat incidents of domestic violence and assault with injury will be at their lowest levels.							
Local Area Agreement Indicators							
NI 20	Assault with injury crime rate	8.84	4.46	▲	-5	✓	Reduction of 16% for the year to date. The number of incidents has reduced from 1494 to 1249 (to October 09)
NI 32	Repeat incidents of domestic violence	34%	34%	◄►	34%	✓	
National Indicators							
NI 33a	Arson incidents (primary fires)	15.6	7.6	▲	15.1	✗	Although performance is not currently on schedule to meet the 2009/10 target there has been a fall for the current quarter from 4.7 to 2.9 incidents
NI 33b	Arson incidents (secondary fires)	77	36.1	▲	74.7	✓	There has been a fall for the current quarter from 19.4 to 16.7 incidents
NI 34	Domestic violence - murder	0	n/a	n/a	n/a	n/a	
Outcome - By 2025 more people than ever will perceive that parents take responsibility for the behaviour of their children							
National Indicators							
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	22.2	n/a	n/a	n/a	n/a	
Outcome - By 2025 residents will enjoy a city with its lowest ever recorded crime and perceptions of anti social behaviour will be at their lowest level and better than the national average							
Local Area Agreement Indicators							
NI 17	Perceptions of anti-social behaviour	23.5	n/a	n/a	next target 2010/11	n/a	
National Indicators							
NI 15	Serious violent crime rate	0.66	0.35	▲	not set	n/a	Reduction of 22% for the year to date from 126 to 98 incidents to October 09
NI 16	Serious acquisitive crime rate	12.45	6.22	▲	not set	n/a	Reduction from 20% for the year to date from 2175 to 1744 to October 09
NI 21	Dealing with local concerns about ASB and crime	27.70	n/a	n/a	n/a	n/a	
NI 27	Understanding of local concerns about ASB and crime by the local council and police	28.7	n/a	n/a	n/a	n/a	
NI 28	Serious knife crime rate	0.56	0.12	▲	not set	n/a	Performance is 0.12 down from 0.18 for the same quarter the previous year
NI 29	Gun crime rate	0.06	n/a	n/a	n/a	n/a	Available at a force level only
NI 41	Perceptions of drunk or rowdy behaviour as a problem	32.7	n/a	n/a	n/a	n/a	
NI 42	Perceptions of drug use or drug dealing as a problem	30.6	n/a	n/a	n/a	n/a	
NI 49a	Number of primary fires per 100,000 population	252.6	134.5	▼	245.8	✗	Although performance has declined slightly compared to last year there has been a reduction for the current quarter from 77.1 to 57.1 - comparing April to June and July to Sept.
NI 49b	Number of primary fire fatalities per 100,000 population	0.71	0	▲	0	✓	
NI 49c	Number of primary fire non-fatal casualties per 100,000 population	7.5	3.6	▲	7.1	✗	There has been an increase for the current quarter from 1.1 to 2.5
Local Indicators							
BV 218a	Abandoned vehicles-investigate	95.86	100	▲	90	✓	
BV 218b	Abandoned vehicles-removal	94.74	100	▲	95	✓	
LPI 29	Average days to remove graffiti	1.91	0.29	▲	2	✓	

Outcome - By 2025 there will be the lowest ever levels of drug related (Class A) offending and proven re-offending by adult and young offenders

Local Area Agreement Indicators							
NI 19	Rate of proven re-offending by young offenders	0.96	0.27 (June 09)	▲	1.1	✓	Q2 data not yet available. Outturn for Q1 highlights a 29% reduction against the baseline, far exceeding the overall reduction target of 7% for 08-10
NI 30	Re-offending rate of prolific and priority offenders	1.1	16 (offences) Apr to Jun 09	▲	17% reduction	✓	17% reduction equates to 127 proven offences for 09/10. In the 1st quarter there was 16 offences which is well below target
NI 38	Drug-related (Class A) offending rate	1.08	n/a	n/a	9.9% below baseline	n/a	

National Indicators							
NI 18	Adult re-offending rates for those under probation supervision	3.85	n/a	n/a	n/a	n/a	

Outcome - Hospital admissions due to alcohol will be within the 20% best performing local authorities across the country and there will be fewer repeat substance misusers accessing treatment

National Indicators							
NI 40	Number of drug users recorded as being in effective treatment	812	798	▲	931	✓	A package of assertive outreach work is currently being undertaken with service providers and users to try to identify clients that are not currently accessing treatment and to encourage them to do so.

**STRATEGIC PLANNING PROCESS 2010/2011
REPORT OF THE CHIEF EXECUTIVE**

STRATEGIC PRIORITIES: ALL

CORPORATE IMPROVEMENT PRIORITIES: ALL

1.0 WHY HAS THIS REPORT COME TO COMMITTEE

- 1.1 To apprise Committee of the proposals for the Strategic Planning Process 2010/2011 and the role of the Committee in the Process.

2.0 BACKGROUND

- 2.1 The council undertakes an annual Strategic Planning Process to identify service improvement actions that will contribute to the delivery of its improvement priorities, to achieve improved outcomes for Sunderland residents.

- 2.1 The Process is regularly reviewed and updated to ensure that it is fit for purpose and:

- Focuses on priorities, improving performance, value for money and meeting local needs
- Communicates improvement objectives and priorities
- Focuses on budget planning and service planning activities – supporting the alignment of resources to priorities
- Ensures outcomes are customer focused.

- 2.2 The Process is of particular importance in respect of:

- The integration of the Corporate Improvement Plan (CIP) with the Sunderland Strategy 2008-2025
- Linking the Sunderland Strategy to work plans
- Supporting the council's response to the Comprehensive Area Assessment (CAA)
- Sunderland Way of Working
 - Community Leadership Programme
 - Economic Development and Regeneration
 - Business Improvement Programme
 - Directorate Improvement Programmes

3.0 CURRENT ARRANGEMENTS

- 3.1 Council improvement planning is based on the identification of improvement actions in respect of the Corporate Improvement Priorities:

- CIP1: Prosperous City
- CIP 2: Healthy City
- CIP 3: Learning City
- CIP 4: Safe City
- CIP 5: Attractive and Inclusive City
- CIP 6: Customer Focused Services
- CIP 7: One Council

- CIP 8: Efficient and Effective Council
 - CIP 9: Partnership Working
- 3.2 In the past, the Strategic Planning Process commenced in September with completion in March of the following year with the publication of the CIP.
- 3.3 Services identify contributions to the achievement of the Corporate Improvement Priorities in the form of “Actions for Service Improvement”. These are included within the relevant Service Plan, with those of the greatest importance included in the service’s content for the CIP as “Key Actions For Service Improvement”.
- 3.4 During the course of the year Service Plans should be monitored and updated to ensure the achievement of the “Actions For Improvement” and re-prioritise actions based on service requests and changing resources.
- 3.5 The “Key Actions for Service Improvement” also form the basis of “Key Actions for Portfolio Improvement” for each Portfolio. These identify “Areas For Improvement” each Portfolio will address to contribute towards achieving the Corporate Improvement Priorities. Progress towards the achievement of the “Key Actions for Portfolio Improvement” should be monitored during the course of the financial year by the relevant Director and Portfolio Holder, in line with the monitoring of the “Key Actions for Service Improvement”.
- 3.6 In addition to the publication of Service Plans and the CIP the 2009/2010 Strategic Planning Process required each directorate to produce a Directorate Improvement Plan.

4.0 ANALYSIS OF CURRENT ARRANGEMENTS

- 4.1 The Strategic Planning Process has a number of strengths including:
- A consistent approach, with all services considering the same factors in their service improvement planning
 - All services undertaking improvement planning at the same time
 - A cyclical approach using each year’s process and outputs to inform the next
 - The alignment of policy and budgetary planning to ensure improvement actions are financially appropriate and that provision is made for them
 - Mapping objectives and actions in support of priorities.
- 4.2 Shortcomings with this approach have proven to be:
- A lack of commitment to and understanding of the Corporate Improvement Priorities
 - A lack of engagement with the Process amongst some Heads of Service and Team Managers
 - The use of the Corporate Improvement Priorities too strategically, resulting in a “bottom-up” approach to improvement planning

- A lack of understanding of the difference between service improvement activity and “business as usual” activity
- The questionable value of the CIP in its current format.

5.0 STRATEGIC PLANNING PROCESS 2010/2011

5.1 In the light of the above the Strategic Planning Process has been developed to ensure:

- The council identifies a clear set of Corporate Improvement Priorities for 2010/2011
- The Corporate Improvement Priorities reflect the council’s new phase of improvement activity
- The Corporate Improvement Priorities are articulated to better enables services to focus their improvement planning activity
- Improved ownership of and responsibility for the Corporate Improvement Priorities
- Heads of Service are supported to be empowered and accountable for the delivery of improvement activity
- Improvement planning reflects service delivery
- Improvement planning, performance management and improvement programme delivery are more closely aligned
- Improvement planning is understood as an annual process responding and adapting to circumstances during the year
- Improvement planning reflects and links to the council’s area arrangements via Local Area Plans
- Improvement planning takes account of the contents of the Local Area Agreement 2008-2011 Thematic Delivery Plans and can influence the council’s contribution to the Delivery Plans via the annual refresh process

5.2 Based on the above, the developments comprise:

- Reconsideration of the Corporate Improvement Priorities to ensure they support the council’s improvement agenda
- The identification of priority themes for each Corporate Improvement Priority to provide greater focus on the issues that the council needs to address,
- The allocation of each Corporate Improvement Priority to a lead officer, to promote ownership and establish accountability
- The development and publication of a Corporate Improvement Planning Framework to describe the council’s key improvement and change actions for each Corporate Improvement Priority
- The publication of a new form of CIP, to achieve greater understanding, strategic corporate ownership of and direction to the council’s improvement priorities
- Service improvement planning will take place on the basis of Head of Service designations, to promote understanding, ownership, and accountability in respect of the delivery of improvement actions
- Service planning by Heads of Service will be informed by a self-assessment to determine the key issues affecting service improvement and the issues for service redesign

- The establishment of an ongoing process of reviewing and updating improvement activity to ensure it remains responsive to needs and challenges, and informs the production of future Service Plans
- The engagement of Portfolio Holders and Scrutiny Committees throughout the Process to ensure their participation in the development and monitoring of the council's improvement priorities
- The production of Portfolio Improvement Programmes to detail how the actions identified in the Service Plans will be delivered and to support existing budgetary and improvement planning links.

6.0 ROLE OF SCRUTINY COMMITTEES

6.1 It is proposed that the Scrutiny Committees are engaged as part of the preparation of Service Improvement Plans during the Strategic Planning Process 2010/2011 and in their monitoring and review during the course of 2010/2011. This report (and those to the other Scrutiny Committees) forms the first stage in that process:

February/March 2010

Reports to each Scrutiny Committee, detailing:

- Service specific improvement planning details of relevance to each Scrutiny Committee
- Next steps in respect of reporting completed Service Improvement Plans to Scrutiny Committees

April 2010

Reports to each Scrutiny Committee detailing relevant Service Improvement Plans.

June, September, December 2010, March 2011

Reports to each Scrutiny Committee reporting progress and performance (on an exception basis) in respect of service improvement actions of relevance.

7.0 SELF ASSESSMENTS

7.1 As the first stage of the Strategic Planning Process 2010/2011, all Heads of Service have undertaken a self assessment of their service to determine the key issues affecting service improvement and the issues for service redesign.

7.2 Details of the key issues arising from the self assessments of relevance to the Committee will be reported to the meeting.

8.0 CONCLUSION

8.1 The new approach in respect of the council's improvement planning process will be adopted for the 2010/2011 Strategic Planning Process, with the view to its refinement and adaptation in due course.

9.0 RECOMMENDATION

- 8.1 Committee is recommended to note the contents of the report and the key issues identified by the self-assessments undertaken in respect of services of relevance to the committee.

COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

NEW HOME OFFICE REQUIREMENTS IN RELATION TO ANTI SOCIAL BEHAVIOUR

REPORT OF THE CHIEF EXECUTIVE

12 JANUARY 2010

1. Purpose of Report

- 1.1 To provide an overview to the Scrutiny Committee on the new Home Office requirements in relation to anti social behaviour.

2.0 Introduction

- 2.1 Since October 2009 the Home Office has made a number of announcements regarding the collective response to Anti-Social Behaviour (ASB). This report provides a summary of these, as well as details of our current response.

3.0 Background

- 3.1 The last 12 years has seen a raft of specially tailored new powers introduced to tackle ASB in all its forms, including Anti-Social Behaviour Orders (ASBOs), dispersal orders and premises closure orders. Latest figures from the British Crime Survey show there has been a fall in people's perception of ASB as a problem in their area over the last six years. Perceptions of ASB as a problem in Sunderland is measured by NI 17, and currently stands at 23.5%, down from 51% in 2003. It is recognised that it will become increasingly difficult to keep making significant reductions against this measure. The Safer Sunderland Partnership (SSP) has therefore agreed upon a 3 percentage point reduction against the 23.5 place survey baseline for the remaining term of the LAA agreement.
- 3.2 On the 13th of October 2009, the Home Office announced a package of measures to improve the collective response to ASB. These are intended to be practical improvements to help Crime and Disorder Reduction Partnerships (CDRPs) to improve service delivery rather than a new set of bureaucratic processes.
- 3.3 Central to this renewed action on ASB is the need to improve services to victims, following the tragic case of Fiona and Francessca Pilkington. Mrs Pilkington was driven by years of abuse and harassment to take her own life and that of her disabled daughter Francessca in October 2007. Mrs Pilkington made repeated calls for assistance but felt no-one cared. The inquest blamed local authorities and the police and criticised a failure to share information between the police and the local

council as one of the reasons why they did not respond to the calls for help.

- 3.4 The Home Secretary has placed a high priority on dealing with ASB and wants to see both the police and local authorities using their powers in a way that is effective and responds to peoples' needs at the right time.

4.0 New Requirements

- 4.1 There are a number of new requirements arising from the package of measures. These include:
- Action on ASBO breaches;
 - Minimum Services standards to be put in place and publicised;
 - Improvements to local ASB services;
 - Extension of Victim Support Services.

5.0 Action on ASBO breaches

- 5.1 ASBOs are designed to inhibit the behaviour of perpetrators and protect victims. On the 23rd October 2009, the Office for Criminal Justice Reform (OCJR) wrote to Local Criminal Justice Board (LCJB) chairs to ask them to assess how effectively breaches are tackled. There is a clear expectation from the OCJR that local areas ensure court action is taken swiftly and appropriately against those who break the law by breaching ASBOs
- 5.2 There is also an expectation that information from the original ASBO case will be taken into account before sentencing of breach. This will include a Community Impact Statement where there is one. This is to enable the court to be aware of the effect on the community of the ASB which is being addressed. The OCJR is exploring with criminal justice partners whether the use of community impact statements, which are currently being piloted in a number of areas, may be accelerated and extended to all ASBO cases.
- 5.3 The Government has also just announced in the Queen's Speech, legislation to make parenting orders mandatory in cases where a child breaches an ASBO. This will be legislated by a Crime and Security Bill
- 5.4 As a result of the City taking an early intervention approach in response to ASB (issuing warning letters, ABAs and use of other tools and powers), there is a low number of ASBOs and CRASBOs occurring in the City, therefore instances of ASBO breaches are also low. Based on information provided for Home Office returns, over the 12 months October 08 to September 09, there have been 10 ASBi's issued plus 2 ASBOs and 7 CRASBOs. Whilst ASBi breaches are dealt with in the County Court, ASBO breaches can be dealt with in either the County or Magistrates Court.

- 5.5 Upon receipt of information that a breach of ASBO has occurred, the Police response is as follows:
- The relevant sector Inspector is notified of the breach.
 - Research is carried out as regards the circumstances of the breach,
 - Tasking by the sector Inspector identifies accountability for dealing with the offender in a swift manner.
 - Morning reports/briefings for response officers, monitor the progress of breach enquiries.
 - Positive prompt action is directed, arrests made and offenders placed before appropriate courts at the earliest opportunity.
 - Feedback is provided to criminal justice partners as to the regularity of breaches if applicable.
- 5.6 Since April 2009 there have been 17 such breaches (note that some breaches will relate to ASBOs, CRASBOs and ASBIs issued prior to the figures quoted in para 4.4 above, hence the difference in numbers). All individuals were subsequently arrested and charged with the breach for a court appearance. The outcomes of those individual cases are presently not known.
- 5.7 The Sunderland Local Delivery Group (LDG) of the LCJB meets monthly to review and action performance improvement. The Local Delivery Group will review ASBO breach work as a priority. The Safer Communities Manager has met with the Crown Prosecution Service and the Courts Service and it is not currently felt that ASBO breaches are problematic, however a review will take place via the LDG.
- 5.8 When a breach comes before the Magistrates' court, the focus is usually upon the actual behaviour of the defendant and not upon the historical context. For example, a breach might concern a defendant going to a location from which they are forbidden to be under the terms of their ASBO. The Court will consider this breach as the issue without having an awareness of the behaviour that led to the ASBO in the first place, and therefore the consequences of the breach in terms of its impact on the local community.
- 5.9 The defendant's solicitor will naturally attempt to minimise the action and therefore the impact of the breach. Without historical context this is likely to in turn lessen the sentence imposed, the result being that the defendant may receive a discharge or a fine rather than a custodial sentence.
- 6.0 Proposed improvements to City's response to ASBO breaches.**
- 6.1 Given the need for the historical context of cases to be presented to the Court to maximise the chances of having the breach taken seriously by the Court, it is proposed that the Crown Prosecution Service, (CPS), those bodies who can apply for an ASBO, (Police,

British Transport Police, Councils, Registered Social Landlords), work together to maintain an updated case file in respect of ASBO cases. If this approach is used and a breach occurs which ends up in Court the next day, the prosecution will be able to more easily provide the historical context via use of the case file.

- 6.2 In the absence of the above, an alternative would be to push for an adjournment, though this may not be agreed to and would go against the Home Office desire to have breaches dealt with effectively.
- 6.3 It is also proposed that links between the LCJB and CDRP are strengthened by the Crime and Justice Co-ordinator acting as a link between the two via the ASB Delivery group.
- 6.4 It is proposed that “Community Impact Statements” are introduced in cases of ASBO breach. The OCJR is exploring with criminal justice partners whether the use of community impact statements, may be accelerated and extended to all ASBO cases. Community Impact Statements would be used to inform Magistrates of the impact of the breach. Whilst Community Impact Statements are currently used by ASB Officers within the City Council’s Neighbourhood Relations Team, (when an ASB case is opened, community impact surveys are undertaken in order to obtain specific details of the nature and extent of problems in an area. Pre and Post surveys are also undertaken to gauge the impact of the intervention), they are not used in cases of ASBO breach as these would need to be undertaken by the Police to a criminal standard.

7.0 Minimum Service Standards to be in place and publicised

- 7.1 CDRPs are asked to agree and publicise local minimum service standards by March 2010. Whilst expected standards will vary between areas, the minimum standards should cover a commitment from partners to:
 - Reduce perceptions of ASB year on year;
 - Take reported cases of ASB seriously by recording and investigating all cases and committing to keeping victims informed of action taken;
 - Provide regular information to communities on what is being done to tackle ASB, including an expectation to publicise ASBOs to the local community on what action is being taken to tackle ASB;
 - Offer support and practical help to victims of ASB;
 - Ensure an effective link between neighbourhood policing and other local partners to deal swiftly with problems
 - Provide residents with a right of complaint to CDRPs if effective action is not taken by local agencies through existing channels

- 7.2 Reduce perceptions of ASB year on year.

- 7.2.1 Perceptions of ASB as a problem has reduced from 51% in 2003/04 to 23.5% in 2008/09 . This means that since 2003, there has been a 27.5% improvement in perceptions of ASB as a problem.
- 7.2.2 The public utilisation of ASB tools and powers and other marketing initiatives on action being taken to address ASB might have a further positive impact on perceptions of ASB.
- 7.3 Take reported cases of ASB seriously by recording and investigating all cases and committing to keeping victims informed of action taken.
- 7.3.1 Reports of ASB are taken seriously by partnership agencies and are recorded and investigated. For example, when ASB Officers within the Neighbourhood Relations Team open an ASB case, work is undertaken in order to gauge the nature and extent of the problems, including the use of community impact statements, leaflet drops, issue of diary sheets to log specific incidents, hotspot reports from Police, use of the Neighbourhood Helpline, increased police patrols to assist with substantiating the allegations, maintaining contact with complainants etc. Officers are dedicated to particular framework areas and maintain contact with complainants in their particular area. This helps to restore levels of confidence in the community and enhances the reporting of ASB at an earlier stage than might otherwise be the case.
- 7.3.2 When a multi-agency response to an ASB case is required, issues can be referred to LMAPS. These have committed to keeping victims informed of action taken to address problems prior to a case being considered for closure.
- 7.3.3 The ASB Delivery Group has been asked to consider how the recording, co-ordination and investigation of ASB cases might be improved. The Home Office ASB Unit has suggested that the Multi-Agency Risk Assessment Conference (MARAC), process might be adopted. The Home Office has not yet indicated detail on how it may take this forward, however, initial scoping discussions with individual agencies locally have indicated that we should try to adopt a risk and vulnerability focus rather than merely a repeat/volume approach, though the latter may be included as a supporting factor.
- 7.3.4 One proposal is for a process to be identified based upon vulnerability and risk, whereby those victims of ASB who are considered 'vulnerable' by agencies can be reported to the appropriate LMAPS in order that the information can be shared. This would require a subjective judgement to be made by investigating officers, (essentially carrying out a risk assessment role), as to whether someone was indeed 'vulnerable'. For example a victim who lived alone and lacked support networks, or who belonged to, or lived with a member of a minority group might be considered as vulnerable. Vulnerability could

be graded as 'High', 'Medium' or 'Low', or 'Red', 'Amber', or 'Green'. This would enable agencies to monitor those incidents of ASB involving vulnerable victims that have been reported to various agencies as single incidents. Repeat incidents can then be plotted that might otherwise have appeared as single incidents.

7.3.5 An enhancement to this proposal might be for partner agencies to feed in information on vulnerable victims to a central contact point. Information could be retained on a database and monitored to enable those vulnerable victims who are coming to the attention of a range of single agencies, to be offered appropriate support.

7.3.6 The ASB Delivery Group has been asked to consider how existing arrangements such as Part 2 LMAPS meetings may be used and whether any additional mechanisms are required

7.4 Provide regular information to communities on what is being done to tackle ASB, including an expectation to publicise ASBOs to the local community residents on what action is being taken to tackle ASB.

7.4.1 ASB tools and powers are to be utilised and the public must be made aware of their usage.

7.4.2 Communities are kept updated on what is being done to tackle ASB in a number of ways. For example:

- ASB Officers from the Council's Neighbourhood Relation's Team are dedicated to particular framework areas and maintain contact with complainants in their particular area.
- The SSP Marketing Group produce an ongoing series of 'You said...we did' postcards which publicise what action has been undertaken to tackle ASB and other issues.
- When issues have been considered by LMAPS, feedback is provided to the complainant on the action that has been taken, before the item is closed.
- The Police Authority regularly arrange Police and Community events to enable local residents to meet with the Police to raise issues of concern. A number of the Area Fora also include Police consultation as a regular agenda item at their monthly meetings.
- The Safer Sunderland Partnership TV (SSPTV) system regularly includes information on what is being done to tackle ASB and how to report it.
- Improving public confidence in the criminal justice system by engaging directly with communities is a key driver of the Neighbourhood Crime and Justice Programme. In October 2008 Sunderland was granted pioneer status to go further and faster in improving services for victims and witnesses of crime

including anti-social behaviour. The Louise Casey review 'Engaging Communities in Crime' (2008) revealed that nationally the public want to receive more communication around action taken to tackle crime by the police and what has happened to offenders who have committed crime. In response to this report and to local views a bespoke crime and justice newsletter for Sunderland will be distributed to all localities across the city in February 2010 conveying sentencing outcomes. Information to be publicised will include the name, age, and street name of those who have been convicted of an anti-social behaviour related offence. Work will continue throughout 2010 to ensure community residents are actively engaged in action to tackle not tolerate anti-social behaviour.

- 7.4.3 The ASB Delivery Group has been asked to consider whether we are making effective use of tools and powers and available resources to provide timely and targeted feedback to the public on actions taken to tackle ASB, and how this might be improved.
- 7.5 Offer support and practical help to victims of ASB.
- 7.5.1 Practical help for victims and witnesses is to be made a priority. Training will be rolled out nationally on civil powers to local practitioners and to others involved in tackling ASB following challenges and recommendations to central government posed by Sara Payne, (National Victims Champion) through her report 'Addressing the individual needs of victims and witnesses' (2009).
- 7.5.2 All victims taking the stand in the Magistrates Courts against those offenders who blight communities and enjoyment of life through their anti-social behaviour will be offered help by the Victim Support Witness Service. A network of 85 victims and witnesses champions is to be set up in priority areas across the country to stand alongside victims, delivering practical help to those taking a stand. This will include support in court proceedings prior to, and when giving evidence and providing follow up assistance and support when the court case is over.
- 7.5.3 The Victims Champion role is to be in place in every Pioneer area from early 2010. Sunderland has been allocated additional funding of £5,000 in 09/10 and £20,000 in 10/11. The grant must ensure the Victims Champion role is created and can support salary for a whole or part time worker, or salary costs towards an existing worker. The role will only be in place for 15 months maximum due to funding so at best they will be able to quality assure, improve and design new systems etc. However, the role of the Champion will include:
- More victims and witnesses of ASB receiving support.
 - Creation of a partnership wide service;
 - Adding value to services to ensure they are joined up;
 - Acting as a referral point for ASB teams for cases that need extra help.

- 7.5.4 The Sunderland audit of anti-social behaviour services confirmed that witnesses and victims affected by ASB do not receive as much support as victims and witnesses of other crimes and there is a clear service gap. Funding of £10,000 was obtained in the summer of 2009 to:
- Improve the consistency/widen the support available to ASB victims and witnesses
 - Ensure ASB victims and witnesses are aware of the range of support available how to access and how to report ASB
 - Publicise the services through various marketing techniques to increase public confidence that local services are on the side of victims and witnesses.
- 7.5.5 Sunderland City Council has commenced promotion of the Council's ASB unit and specialist ASB Officer for witnesses/victims via a public ASB awareness raising campaign, including use of a mobile ASB unit. This was recently used at an event in the Bridges on 20th November. The expected outcome of this is to increase awareness of local authority powers & services available to victims and witnesses.
- 7.5.6 Victim Support have commenced specialist ASB training for victim support staff. The expected outcome of this is to provide improved support to victims of ASB crimes
- 7.5.7 Gentoo already employs two Victim Support officers and are currently running a campaign to encourage people to report ASB.
- 7.5.8 At the Safer Sunderland Partnership level we might also give consideration as to how we might better identify potential victims of crime and ASB. This could include giving consideration as to how we might engage with potentially at risk groups, e.g Filipinos in the Health Service, Students at the University etc.
- 7.6 Ensure an effective link between neighbourhood policing and other local partners to deal swiftly with problems.
- 7.6.1 ASB issues that require a multi agency response are already discussed and an appropriate action plan implemented via the eight Local Multi Agency Problem Solving Groups (LMAPS). The ASB Delivery Group already considers local LMAPS issues from a City-wide perspective.
- 7.7 Provide residents with a right of complaint to CDRPs if effective action is not taken by local agencies through existing channels
- 7.7.1 There is an established complaints procedure within the City Council. If a complaint came in for consideration at the partnership level this

would be co-ordinated by the Council's Safer Communities team on behalf of the Partnership in line with the established procedure.

8. Funding support

8.1 Pioneer areas have been asked to lead the way in developing action on these measures and have received additional funding. Priority is being given to those Pioneer areas where more than 25% of the population think ASB is a big or a very big problem (Only Middlesbrough applies in the North East – Sunderland currently stands at 23.5%) and over the next 3 months the Home Office ASB squad will target, support and challenge these areas first.

8.2 Sunderland has been allocated £54,000, which will be allocated to the City Council. Note that this funding is additional to the funding support of £25,000 allocated for the Victims Champion role. GONE have advised that whilst this additional resource does not have to be fully spent within this financial year, they strongly recommend that partnerships commit the resource quickly to deliver on the suggested priorities.

8.3 The ASB Delivery Group was recently asked to consider how this funding might best be utilised to address priorities. They recommended that funding should be spent on:

- Training for front line practitioners to enable increased awareness of vulnerability issues surrounding victims of ASB.
- Changes to processes and procedures to support better information sharing
- Additional victim support

8.4 The City Council's Executive Management Team is being asked to recommend how the Safer Sunderland Partnership might best expend available resources, and an EMT report is currently being prepared.

9. Additional activity

9.1 The Home Office have also stated that as well as support to councils, over the coming months, Government will continue to support the Police, particularly in relation to neighbourhood partnership working. This is an area of work in which Sunderland has placed considerable priority on developing, including the LMAPS problem solving processes. In Sept 2009 the Deputy Regional Director from GONE visited an LMAPS meeting and described the meeting as "a master-class in partnership problem solving, with all agencies demonstrating a refreshing willingness to share information and resources".

9.2 The Home Office are also putting in place a range of measures that will apply nationally. This will include a number of country-wide events to

bring together practitioners and communities to share best practice on how to tackle ASB.

- 9.3 They are also setting up a dedicated Housing ASB action squad within the Tenant Services Authority to provide on the ground help to problems being faced by social landlords across the country and spread best practice.

10. Recommendation

- 10.1 Members are asked to note and comment upon this report.

COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

REVIEW OF COUNCILLOR CALL FOR ACTION MECHANISM AND INTRODUCTION OF A SELECTION CRITERIA FOR DEALING WITH ISSUES OF LOCAL CONCERN – FURTHER REVISIONS TO INITIAL PROPOSALS

REPORT OF THE CHIEF EXECUTIVE

17 DECEMBER 2009

1. PURPOSE OF REPORT

- 1.1 To seek the views of the Committee on the proposed revision of the current Councillor Call for Action mechanism and proposed introduction of a Selection Criteria for dealing with non-mandatory referrals for use by the Sunderland Partnership, Scrutiny Committees and Area Committees to address issues of local concern.

2. BACKGROUND INFORMATION

- 2.1 On 17 December 2009, the Management Scrutiny Committee considered a report outlining further revisions to the mechanisms in place for dealing Councillor Calls for Action.
- 2.2 At the meeting, the Management Scrutiny Committee agreed to:-
- a) Support the introduction of the selection criteria for determining the appropriateness of undertaking an investigation triggered either by the non-mandatory referral / Councillor Call for Action route;
 - b) Refer the draft proposals to the six Scrutiny Committees in the January cycle of meetings for comment with any comments being referred back to this Committee thereafter, in particular on whether it is appropriate for the two existing CCfAs to be subject to this revised procedure; and
 - c) Subject to the comments received from the Scrutiny Committees (along with the Area Committees and Sunderland Partnership), the revised procedure be endorsed, implemented and included in Scrutiny Handbook.
- 2.3 The report and the proposals therefore come to this Committee for comment.

3 CURRENT POSITION

- 3.1 The Councillor Call for Action (CCfA) mechanism came into force on 1 April 2009 namely through the Police and Justice Act 2006 and the Local Government and Public Involvement in Health Act 2007. Such provisions provide Members with the opportunity to ask for discussions on issues where

local problems have arisen and where other methods of resolution have been exhausted.

- 3.2 In Sunderland, two local issues have been raised through the Councillor Call for Action (CCfA) mechanism and as a result of those referrals; it has become apparent that the current procedure should be reviewed to ensure both current and future CCfAs are addressed in a timely, open and transparent way.
- 3.3 At the same time work is also being undertaken to develop the Scrutiny Committees' links with both the Sunderland Partnership and the Area arrangements, one of which is the signposting and escalation of local issues to the most appropriate body for resolution where appropriate.
- 3.4 At a meeting of the Management Scrutiny Committee held on 22 October 2009, consideration was given to the initial proposals for the processing of non-mandatory referrals to Overview and Scrutiny through the introduction of an agreed selection criteria which also reflects / combines the CCfA mechanism.
- 3.5 On 17 December 2009, the Committee received a report outlining further revisions to the initial proposals, as requested by the Committee. These are summarised below:-
 - (a) That upon receipt of a CCfA / Non-Mandatory Referral, that the request be considered by the relevant Scrutiny Committee in place of the Management Scrutiny Committee as initially suggested (in consultation with the Head of Overview and Scrutiny), removing any possible delays in its consideration / re-direction; and
 - (b) That the flow chart **Appendix B** be further amended to clearly show the whole process, such as the other potential bodies who may either consider or re-direct the referral request.

3. FURTHER REVISIONS TO INITIAL PROPOSALS - REVIEW OF CURRENT COUNCILLOR CALL FOR ACTION MECHANISM AND INTRODUCTION OF A SELECTION CRITERIA FOR DEALING WITH ISSUES OF LOCAL CONCERNS

- 3.1 As outlined in the initial proposals, consideration has been given on a practical level as to how best to implement a 'referral' mechanism within existing policies and practices to escalate / re-direct issues of local concern either raised by an Elected Member/Committee, member of the public or external partner to the appropriate body namely the Sunderland Partnership and the City Council's Scrutiny and Area Committees.
- 3.2 To assist those bodies in determining the appropriateness of undertaking an investigation triggered either by the non-mandatory / CCfA referral route, the

following selection criteria is proposed for future use by such bodies, at the point of the referral being considered at the next available meeting:-

- (i) Clear evidence that reasonable attempts have been made to resolve the issue with relevant partners / council departments?
- (ii) Has a significant impact on a group of people living within the Sunderland area;
- (iii) Relates to a service, event or issue in which the Council has direct responsibility for, significant influence over or has the capacity to act as public champion;
- (iv) Not be an issue which Overview and Scrutiny, Area Arrangements or LSP have considered during the last 12 months (unless circumstances have changed substantially);
- (v) Not relate to an on-going service complaint or petition (including the ability to exclude any matter which is vexatious, discriminatory or not reasonable) ; and
- (vi) Not relate to matters dealt with by another Council committee, unless the issue deals with procedure and policy related issues.
- (vii) If meets the criteria, agree which body most relevant to consider further, Overview and Scrutiny, Area Committees or LSP.

3.3 The proposed selection criteria outlined above, clearly makes provision for the processing of referrals to be undertaken in an open and transparent way and provides a formal record as to whether the issue is worthy of further investigation together with the agreed course of action and any associated / prescribed timescales.

3.4 In response to Members observations in relation to the two local issues which have been raised through the existing Councillor Call for Action procedure, it is proposed that the current procedure will be strengthened through the introduction of such selection criteria and that any future CCfAs will be reported to the next available meeting of the relevant Scrutiny Committee for consideration, in replace of the Management Scrutiny Committee as initially suggested.

3.5 For ease, **Appendix A** outlines the current CCfA procedure and **Appendix B** details the revised procedure for determining the appropriateness of undertaking a scrutiny investigation triggered either by the non-mandatory / Councillor Call for Action referral route as requested by the Committee at its last meeting.

3.6 Furthermore, it should be noted that the Councillor Call for Action measure requires the Councillor to use every available tool to resolve the issue in the first instance without involving the relevant Scrutiny Committee, therefore any

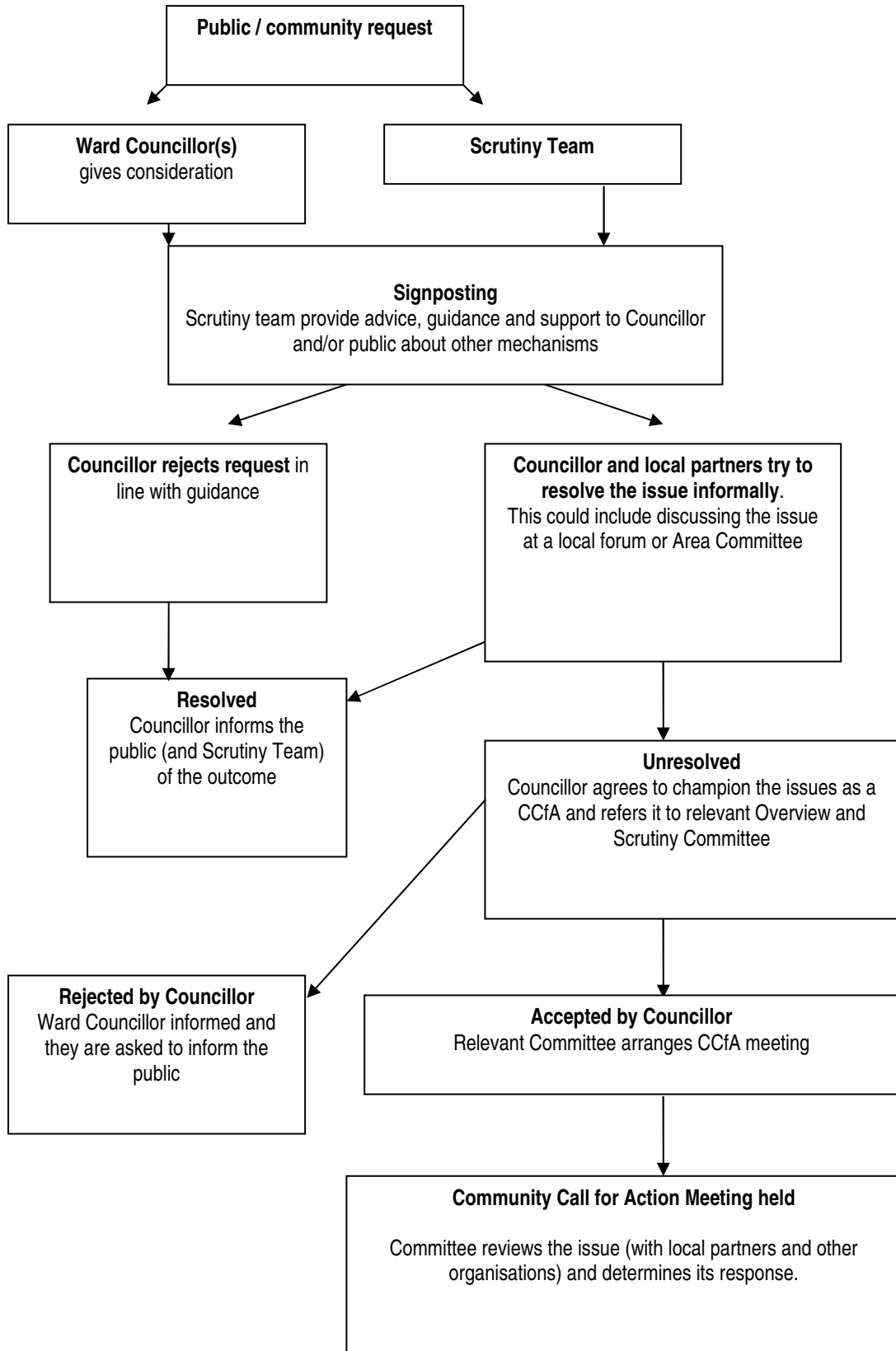
additional burden should be minimal as the mechanism is designed as a last resort after all other avenues have been exhausted.

4. RECOMMENDATIONS

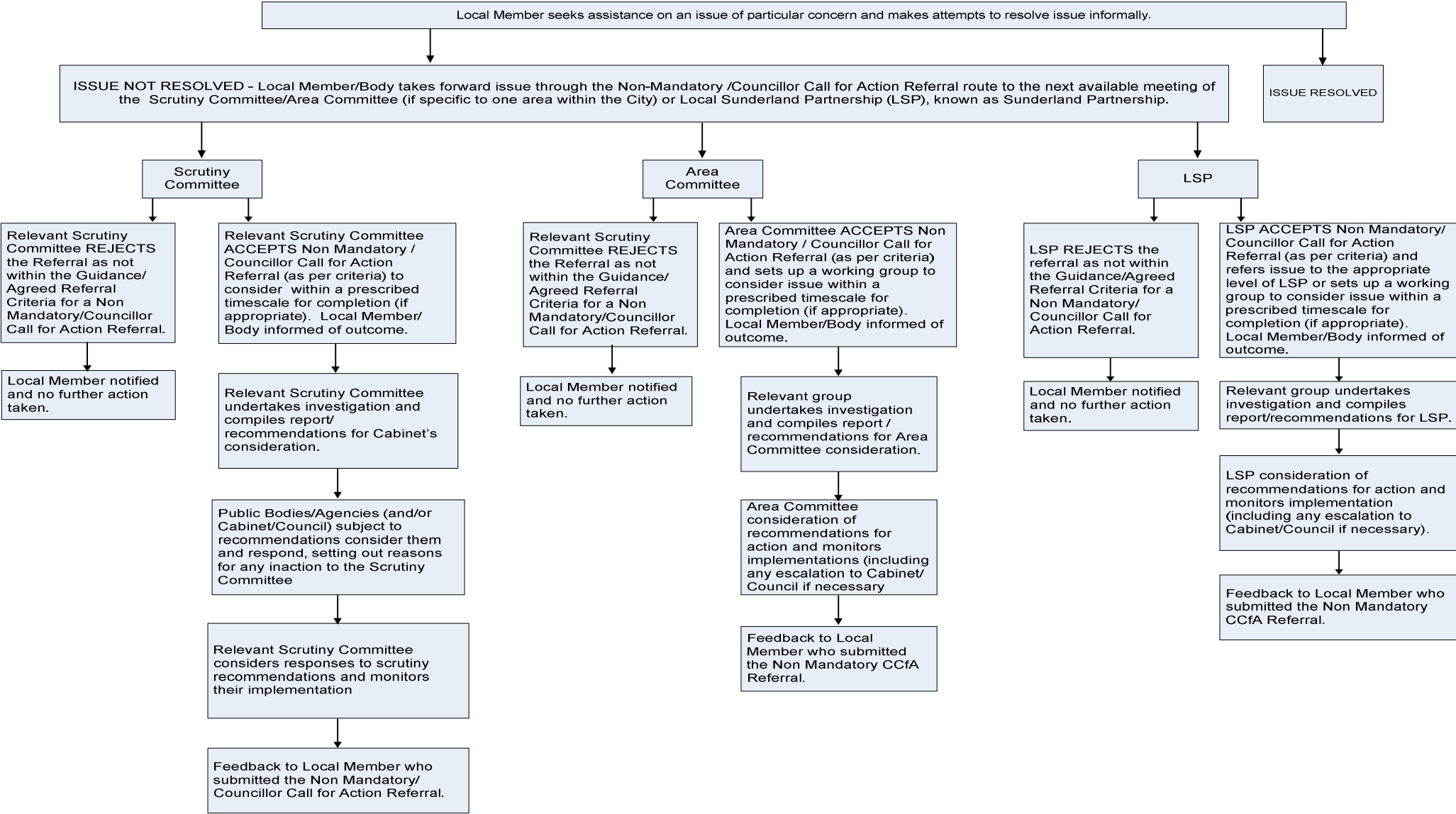
- 4.1 That the Committee consider and comment on the draft proposals, in particular on whether it is appropriate for the two existing CCfAs to be subject to this revised procedure and that any comments be submitted to the next meeting of the Management Scrutiny Committee.

Contact Officer: Charlotte Burnham, Head of Overview and Scrutiny
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CURRENT COUNCILLOR CALL FOR ACTION PROCEDURE



**PROPOSED NEW PROCEDURE FOR THE CONSIDERATION OF
NON-MANDATORY/COUNCILLOR CALL FOR ACTION REFERRALS TO
OVERVIEW AND SCRUTINY**



COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

FORWARD PLAN – KEY DECISIONS FOR THE PERIOD 1 JANUARY 2010 – 30 APRIL 2010

REPORT OF THE CHIEF EXECUTIVE

12 JANUARY 2010

1. Purpose of the Report

- 1.1 To update members on the position with regard to the Executive's Forward Plan for the period 1 January 2010 – 30 April 2010.

2. Background

- 2.1 The Council's Forward Plan contains matters which are likely to be the subject of a key decision to be taken by the Executive. The Plan covers a four month period and is prepared and updated on a monthly basis.
- 2.2 Holding the Executive to account is one of the main functions of Scrutiny. One of the ways that this can be achieved is by considering the forthcoming decisions of the Executive (as outlined in the Forward Plan) and deciding whether Scrutiny can add value in advance of the decision being made. This does not negate Non-Executive Members ability to call-in a decision after it has been made.
- 2.3 Members requested that only those items which are under the remit of the Committee be reported to this Committee. The remit of the Committee covers the following themes:-

Safer Sunderland Strategy, Social Inclusion, Community Safety; Anti Social Behaviour; Domestic Violence; Community Cohesion; Equalities; Licensing Policy and Regulation, Community Associations, Registrars.

2.4 Members are asked to note that there are no items in the current Forward Plan relating to the remit of this Committee.

3. Recommendations

3.1 That the Committee note the report.

4. Background Papers

None

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