

**At a meeting of the COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE held in the CIVIC CENTRE on TUESDAY, 14<sup>TH</sup> SEPTEMBER, 2010 at 5.30 p.m.**

**Present:-**

Councillor Heron in the Chair

Councillors Emerson, Maddison and Scaplehorn

**Also in Attendance:-**

Councillor D. Wilson, Portfolio Holder for Safer City and Culture  
Councillor Tate

**Apologies for Absence**

Apologies for absence were submitted to the meeting on behalf of Councillors Ball, Copeland, Ellis, J. Scott, Timmins and J. Walton.

**Minutes of the Last Meeting held on 6<sup>th</sup> July 2010**

In response to Councillor Maddison's query, Claire Harrison, Acting Scrutiny Officer, advised that the Committee had spent £2,991, not including printing costs of the policy review, which would be included and provided at a future meeting.

1. RESOLVED that the minutes of the last meeting of the Committee held on 6<sup>th</sup> July, 2010 be confirmed and signed as a correct record.

**Declarations of Interest (including Whipping Declarations)**

Item 4 – Response from Cabinet – 21 July 2010 – Policy Review – Study into Anti Social Behaviour

Councillor D. Wilson declared a personal and prejudicial interest as Portfolio Holder for Safer City and Culture.

## **Response from Cabinet – 21 July 2010 – Policy Review – Study into Anti Social Behaviour**

The Deputy Chief Executive and the Portfolio Holder for Safer City submitted a joint report (copy circulated) to provide feedback from the Cabinet meeting held on 21<sup>st</sup> July, 2010 which considered the Community and Safer City Scrutiny Committee's Policy report into Anti Social Behaviour.

(For copy report – see original minutes).

Councillor D. Wilson, Portfolio Holder for Safer City and Culture, presented the report and advised that Cabinet had accepted the Committee's recommendations and were now waiting for the results of the Government's Spending Review.

In response to Councillor Maddison's query on the expected report from the Victims Champion, Stuart Douglass, Safer Communities Manager advised that they were trying to get a complete picture of the impact of the service and would be happy to bring a report to a future meeting.

It was also advised that the Victim Support had been funded to employ an additional worker and progress had already been made on some of the recommendations.

In response to Councillor Scaplehorn's query of timescales for training and guidance for Members and Officers on the powers currently available for tackling ASB, Councillor Wilson advised it would be provided as soon as it was achievable.

In relation to the options for improving the enforcement of environmental ASB and combating issues such as graffiti, litter and fly tipping, Councillor Wilson commented that it was about the education of adults as well as children.

Councillor Emerson commented on the need for a programme to educate people on such issues and that it seemed no matter how many waste bins were provided, they were still not used.

Councillor Emerson also commented that the dog waste bins were not emptied quickly enough resulting in strong odours.

Councillor Wilson advised that he would pursue the matter as if people are acting responsibly and disposing of dog waste properly, officers should be working with them.

In relation to the expanding of the Phoenix Project, Councillor Wilson commented that it had been very successful and were waiting for funding, which was also the case with the XL Youth Villages, which could be determined after October.

Councillor Scaplehorn commented that there had been an excellent response to the XL Villages in the Washington area and believed there was a real need to push forward with them, irrespective of funding.

Councillor Wilson agreed and commented that he believed if an outlay of a few pounds were to be made, there was the potential to save thousands in the long run.

The Chairman commented that the difficulty the projects faced was that the prevention of crime/ASB could not be collated through statistics to show how successful they were.

In relation to the potential of introducing improved security on buses, Councillor Wilson commented that he used the bus services regularly and felt they were as safe as they could get but the issue was being explored further.

Councillor Wilson also informed the Committee that £40,000 funding had recently been secured to enable the extension of the CCTV monitoring system.

The Chairman commented that the introduction of CCTV had definitely helped the area and thanked Councillor Wilson for his report.

2. RESOLVED that Members note the proposed actions detailed within the Action Plan appended to the report.

### **Alcohol, Violence and the Night Time Economy Policy Review 2010/11 Scene Setting Report**

The Chief Executive submitted a report (copy circulated) to provide an overview to the Committee on current partnership responses to alcohol related violence in the City Centre, as part of their policy review.

(For copy report – see original minutes).

Chief Inspector Sean McKenna, Northumbria Police, informed the Committee that there had been a 38% reduction in serious violence over the last 28 days.

Leanne Davis, Drug and Alcohol Strategy Manager, advised that they had responded to Sunderland being within the top 5% of highest ranked local authorities areas for alcohol specific under 18 year old hospital admissions by employing a young people's worker who was based in the hospital.

Chief Inspector McKenna briefed the Committee on Operations Guardian and Governor which intended to put officers on the ground and provide confidence to the public and also act as a deterrent. Both operations had been very successful thus far.

In response to the chairman's query, Ms. Davis advised that the alcohol treatment centres were spread throughout the City.

Councillor Scaplehorn applauded the introduction of intervention teams in hospitals but felt the problem was that people had to give permission before they could be treated.

Ms. Davis advised that the service follows on after the individual had been discharged and helped through peer support but in terms of alcohol treatment, it was voluntary.

Kelly Henderson, Safer Communities Officer/Violent Crime informed the Committee of the two successful Drink Banning Orders obtained in the City and also informed of the Council's marketing campaign to promote messages of safety.

In response to Councillor Maddison's query, Chief Inspector McKenna advised that statistically the violent age groups were between 18-21.

Councillor Scaplehorn referred to the reviewing of Monday night operations and enquired as to the figures in relation to weekends.

Chief Inspector McKenna advised that Mondays were predominantly student nights and were as busy as a Friday or Saturday night. In terms of particularly bad nights, there weren't any in Sunderland, with generally very low levels of crime, but as Mondays were becoming busier there was a possibility of an increase in issues.

Councillor Scaplehorn enquired as to Police resources due to Monday nights becoming busier and if this was evened out by Sunday nights becoming less so.

Chief Inspector McKenna advised that they did not have the same level of overlap on a Sunday to Monday night but were using funding streams to make sure there was sufficient staff available on Monday nights.

3. RESOLVED that the report be received and noted and Members consider which of the current activities being carried out in the City they wish to take evidence as part of the review.

### **Change in the Order of Business**

The Chairman advised that he would be taking Item 8 on the agenda (Poverty of Place Visit) at this juncture to allow Mr. Platt to attend to other duties.

### **Poverty of Place Visit**

The Chief Executive submitted a report (copy circulated) to provide the Committee with feedback on the recent visit undertaken by this Committee and Members from the Sustainable Communities Scrutiny Committee and the Environment and Attractive City Scrutiny Committee.

(For copy report – see original minutes).

Councillor Emerson referred to the visit to the Swan Street Centre and Southwick Health Forum commenting that the biggest problem was financing and such programmes needed funding streams to be identified.

Councillor Emerson also commented that it was disappointing to see the Peat Carr field not being used by the Community and more for Anti Social Behaviour such as quad biking etc.

Councillor Scaplehorn informed the Committee that efforts had been made to instigate activities on the field yet no-one had turned up.

In response to Councillor Maddison's query, Councillor Scaplehorn advised that the local children were consulted as to what facilities/activities they wanted on the field.

Councillor Scaplehorn also commented that dog fouling was an issue on the field, which tended to come from the local residents pets, who then complained about children causing anti social behaviour elsewhere.

Les Platt, Senior Policy Officer (Diversity) advised that the issues involved with the field were being investigated in trying to encourage a community aspect and engage more with local people.

Mr. Platt also commented that Members and Officers benefited from the visits and was an exercise which could be repeated in the future.

The Chairman commented that a number of Members had suggested other sites and informed of a recent visit to Fence Houses.

Mr. Platt advised that Members had gained an idea of the area just by driving through on the visits.

Councillor Scaplehorn commented that the visits were an excellent exercise and the Committee benefited from attending the different areas, giving Members more knowledge and there should be more arranged in the future.

The Chairman commented that the visits had highlighted the need to finance and help the community organisations who could soon be losing funding.

4. RESOLVED that the report be received and noted.

### **Performance Report 2009/2010**

The Chief Executive and Deputy Chief Executive submitted a report (copy circulated) to provide the Committee with a performance update relating to the period April 2009 to March 2010. The report included key achievements during 2009/10, residents' satisfaction with services and progress in relation to the LAA targets and other national indicators.

(For copy report – see original minutes).

Councillor Emerson enquired on what was being done in relation to the isolated pockets of areas where the perception of Anti Social Behaviour was high and also

commented that the non attendance of the Police, when people report incidents, deters people from reporting in the future.

Councillor Emerson also commented that the public's reluctance to identify offenders was an issue.

Mr. Douglass advised that the statistics provided from the survey gave a global view of Sunderland in general. This practice had recently been disposed of with more of a connection to local areas preferred. It may be too early to give full accurate statistics on but they could be brought to a future meeting of the Committee.

Mr. Douglass also commented that they were working with LMAPS but agree there is much more to be done.

Councillor Scaplehorn commented that when 24/7 Police attended reported incidents, they did not take the names of youths involved before they were dispersed, whereas the Neighbourhood Teams did take details and contacted their parents.

Mr. Douglass commented that he was not in a position to advise and that they may already take such details but he would take the point up with the Police.

Mr. Douglass also advised that the Neighbourhood Teams review all logs of the other patrols for specific areas involved in issues.

5. RESOLVED that the Committee consider the continued good progress made by the Council and the Sunderland Partnership and those areas requiring further development to ensure that performance is actively managed.

### **Consultation: Policing in the 21<sup>st</sup> Century: Reconnecting Police and the People**

The Chief Executive submitted a report (copy circulated) to provide the Committee with information about the Home Office Consultation: Policing in the 21<sup>st</sup> Century: Reconnecting Police and the People.

(For copy report – see original minutes).

In relation to paragraph 3.2.4 the Chairman raised concerns that if the Commissioners decided to raise costs, it would have a knock-on effect to the Council's budget.

Councillor Maddison enquired if the Police Commissioner was required to have any qualifications.

Mr. Douglass advised that there were no details as yet and that further details would be included when the bill was released.

The Chairman commented that he was not opposed to the idea of Commissioners but was concerned as to the effect their role would have on Members' democratic

right. The Chairman also enquired if it had been implemented at Northumberland Council.

Mr. Douglass commented that he was unaware of the status at Northumberland Council but advised that Sunderland was working closely with the Local Government Association and Councillor Foster was very involved with the Police Authorities providing the Council with a strong voice.

The Chairman commented on the improvements made in engagement with Police and residents and that it was now about educating people to report incidents.

Councillor Scaplehorn raised concerns in relation to paragraph 3.5.2 and the proposals to encourage more participation from the community in Neighbourhood Watch etc., when we are facing spending cuts and may not be able to support them financially.

Mr. Douglass noted that the issue of Neighbourhood Watch had been raised many times at this Committee and that the Governments 'Big Society' proposal had still not released any details yet as to what their expectations would be. It may work well in Sunderland but would need assistance financially.

Councillor Emerson commented that the Neighbourhood Watch worked well when it had support but raised concerns on the proposals to request people to volunteer to provide frontline services. He felt that the Council would have real trouble in getting people involved for fear of retribution.

6. RESOLVED that the Committee note the report and Members' comments be fed into the consultation process.

### **Forward Plan – Key Decisions for the Period 1 September 2010 – 31 December 2010**

The Chief Executive submitted a report (copy circulated) to provide Members with an opportunity to consider those items on the Executive's Forward Plan for the period 1 September 2010 – 31 December 2010 which relate to the Community and Safer City Scrutiny Committee.

(For copy report – see original minutes).

7. RESOLVED that the report be received and noted.

### **Work Programme 2010-11**

The Chief Executive submitted a report (copy circulated) providing for Members' information the current Work Programme for the Committee's work during the 2010 11 Council year.

(For copy report – see original minutes).

8. RESOLVED that the report be received and noted.

The Chairman thanked everyone for their attendance and closed the meeting.

(Signed) R. HERON,  
Chairman.



**THE NEIGHBOURHOOD HELPLINE**

**REPORT OF THE EXECUTIVE DIRECTOR OF CITY SERVICES**

**1. Purpose of Report**

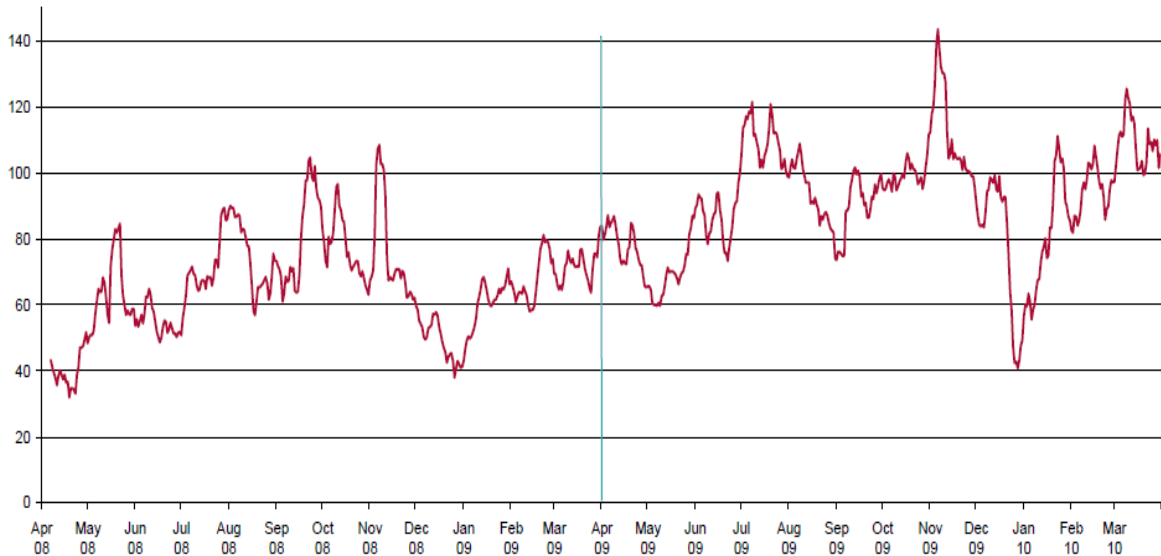
- 1.1 To provide an overview to the Scrutiny Committee of the work of the Neighbourhood Helpline
- 1.2 The report will contribute to the Committee's study into alcohol related violence in the City Centre.

**2. Background**

- 2.1 In June 2006, the Northumbria Partnership launched a Home Office funded initiative, the 101 Non Emergency Helpline. Sunderland was one of 14 partners involved in the initiative along with other Local Authorities and the Police.
- 2.2 In March 2008, the Home Office withdrew the funding for the initiative. Two of the partners, Sunderland and Newcastle decided to continue what had become, a very successful Helpline.
- 2.3 On 1<sup>st</sup> April 2008, a new 'It's your Service Partnership' was formed and the 101 service transitioned into the 'Neighbourhood Helpline'. The Helpline is delivered in partnership by Sunderland and Newcastle City Councils.

**3. Call Volumes and Capacity**

- 3.1 The Neighbourhood Helpline operates 24 hours a day, 365 days a year with Customer Service Advocates trained to handle a range of enquiries and requests for service.
- 3.2 During the last financial year 2009/10, there were a total of 33,564 calls to the Helpline, an average of 92 calls per day. As the chart below shows, volumes have continued to climb over the two years of operation, albeit with expected seasonal drops in demand.



3.3 A breakdown of service request types is listed below with rubbish and litter being the most popular issue raised;

Drunk or Rowdy in Public Places	104
Environmental Issues	226
Intimidation and Harassment	184
Licensing breaches	27
Noise nuisance	1515
Rubbish or Litter	16620
Stray Dogs	171
Street Lighting	1502
Vandalised, damaged or in need of repair	4378
Vehicles and Parking	52

3.4 All requests for service are logged immediately onto the Customer Contact System and referred to Service Delivery Teams within relevant Departments.

For example, all Anti Social Behaviour related requests are referred to the Neighbourhood Relations Team. Anti Social Behaviour Officers respond to the requests and determine the most appropriate course of action.

- 3.5 Reports are also produced directly from the system with data utilised to inform specific courses of action. For example, the Assistant Head of Streetscene takes relevant data along to the Responsible Authority Group, a multi-disciplinary team of officers who discuss issues of mutual concern relating to licensed premises.
- 3.6 For the period in question Helpline Advisors also signposted customers to appropriate agencies as follows;

Northumbria Police	205
Sunderland City Council	15
AA	14
Gateshead Council	13
Newcastle City Council	13
Northumbrian Water	9
Sunderland Housing Group	9
Northumbria Police Authority	8
RSPCA	8
Ask the Police	7
Hartlepool Borough Council	7
North Tyneside	7
Durham Council	4
Electricity	4
NEXUS	4
Other	16

#### **4. Quality of Service**

4.1 Quantitative call handling performance at Sunderland is very good with;

- 92.9% of calls answered and;
- 87.4% of those calls answered within 60 seconds

4.2 In addition, a sample of all calls are quality checked for accuracy and quality of service delivery. Again, sample checks in the main return high levels of compliance.

#### **5. Successes and Future Opportunities**

5.1 The Neighbourhood Helpline is a very popular service with residents with high levels of customer satisfaction.

5.2 The arrangement allows for the direct dial into emergency services if required to ensure the appropriate level of response is provided, especially during unsociable hours.

5.3 Valuable customer intelligence is gained and is being used to inform service delivery and local responsive services.

5.4 The Neighbourhood Helpline is an excellent example of a front office shared service and demonstrates a robust partnership between Sunderland and Newcastle City Council's. As calls are answered for and on behalf of each local authority, business continuity and resilience is an integral part of the service provision.

5.5 The Partnership is easily scalable and provides the opportunity to expand to other similar service providers and / or out of hour's services in the future.

#### **6. Recommendation**

6.1 Members are asked to note and comment upon the report.

Contact Officer: Liz St Louis  
Head of Customer Service Development  
0191 561 4902

**Best Bar None 2010: Together we can create an even safer,  
more attractive and welcoming night time economy**

**REPORT OF THE CHIEF EXECUTIVE**

**STRATEGIC PRIORITIES: SP3 – SAFE CITY**

**CORPORATE IMPROVEMENT OBJECTIVES: CIO1: Delivering Customer Focused Services, CIO4: Improving Partnership Working to Deliver ‘One City’.**

**1. Purpose of the Report**

- 1.1 To inform Members of the Community and Safer City Scrutiny Committee of the Best Bar None scheme which provides licensed premises with the opportunity to take part in an Accreditation Scheme recognised nationally as best practice by the Home Office and the drinks industry.

**2. Background**

- 2.1 Best Bar None (BBN) is a national award scheme supported by the Home Office and aimed at promoting responsible management and operation of alcohol licensed premises. It was piloted in Manchester in 2003 and found to improve standards in the night time economy, with premises now competing to participate. It has since been adopted by 100 towns and cities across the UK and is now being taken up internationally.
- 2.2 The aim of BBN is to reduce alcohol related crime and disorder in a town/city centre by building a positive relationship between the licensed trade, police and local authorities.
- 2.3 It reduces the harmful effects of binge drinking as well as improves the knowledge and skills of enforcement and regulation agencies, licensees and bar staff to help them responsibly manage licensed premises.
- 2.4 The process of becoming recognised by BBN includes meeting minimum standards and culminates with a high profile award night with category winners and an overall winner.
- 2.5 Responsible operators are recognised and able to share good practice with others. A scheme can also highlight how operating more responsibly can improve the profitability of an individual business and attractiveness of a general area.

- 2.6 In 2007 an agreement was reached between Greater Manchester Police, the Home Office and BII (British Institute of Innkeeping), the professional body for the licensed retail sector, to develop the scheme nationally. An independent committee has been formed and is currently chaired by Lord Rupert Redesdale.

### **3. Current position**

- 3.1 In 2009 fifteen Sunderland city centre licensed premises took part in the first Sunderland BBN scheme and thirteen premises received the highly acclaimed Accreditation.
- 3.2 The aim of the Sunderland scheme is to work with the licensed trade to create a safer city centre for all and thus encourage even more visitors into the city centre by raising public awareness of the benefits of choosing well run license premises. Other partners include Northumbria Police, Tyne and Wear Fire and Rescue, Sunderland Council Licensing Team, Community Safety Partnership, City Centre Management and Pubwatch.
- 3.3 The BBN scheme, year two in Sunderland, has been extended to include licensed premises within the City as a whole with the aim of all partners continuing to work together to reduce the risk of alcohol related harm, disorder and crime by identifying and rewarding responsible operators and sharing good practice.
- 3.4 Venues entering the scheme are assessed against categories including door, drink and drugs policy, crime prevention and emergency procedures. Applications are collated and venues receive an inspection visit from the Sunderland BBN team (trained to national standard) to assess their practices and policies.
- 3.5 Premises that meet the criteria will then be awarded 'Accredited' status and will be able to display the Best Bar None logo. This will show customers that they are socialising in a venue that is committed to their care and safety.
- 3.6 The top scoring venues in the pub, club, bar, community pub and bar/restaurant categories are considered by an independent BBN judging panel.
- 3.7 The scheme culminates in an awards ceremony on the 17 October 2010, with one establishment crowned Best Bar None 2010 Sunderland.

### **4. Recommendations**

- 4.1 Members are asked to note the report and provide any comments as appropriate.

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**Contact Officer:** Louise Hardy  
City Centre Manager  
0191 565 3806  
[Louise.Hardy@sunderland.gov.uk](mailto:Louise.Hardy@sunderland.gov.uk)

# **COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE**

12TH OCTOBER 2010

## **ALCOHOL, VIOLENCE AND THE NIGHT TIME ECONOMY: PROGRESS REPORT**

**Report of the Chief Executive**

### **STRATEGIC PRIORITIES: SP 3: SAFE CITY**

**CORPORATE PRIORITIES: CIO1: Delivering Customer Focused  
Services, CIO4: Improving Partnership Working to Deliver 'One City'.**

#### **1. Purpose of Report**

- 1.1 The purpose of this report is to provide members with an ongoing progress report in relation to this years policy review around Alcohol, Violence and the Night time Economy

#### **2. Background**

- 2.1 An initial scoping document providing several options for detailed focus was presented to the Committee on 6th July 2010. A further report was presented at the 14th September 2010 meeting which added structure to the review and further focus on the subject area.
- 2.2 The title of the review was agreed as Alcohol, Violence and the Night time Economy. It was agreed that a task and finish group would be set up to investigate Licensing and enforcement of the city's Licensing Policy.

#### **3. Progress on the Policy Review**

- 3.1 The first meeting of the Licensing task and finish group was held on the 30<sup>th</sup> September 2010. The group were provided with detailed information regarding the Licensing Act and consideration was given to enforcement activity that is carried out.
- 3.2 It was agreed at the meeting that further evidence should be gathered from a variety of sources including the Police, the NHS and Licensees.
- 3.3 All members of the Committee will be invited to the next task and finish group. Regular updates will be provided to the Committee regarding the evidence gathered by the task and finish group.
- 3.4 Preparations are underway to finalise a visit to the City Centre at night. The visit will take place at night so that realistic observations can be



obtained. The visit will take place with the police and will involve the observation of CCTV.

#### **4. Recommendations**

- 4.1 That members note and comment on the progress in relation to the policy review.

**Contact Officer:** Claire Harrison  
Acting Scrutiny Officer  
0191 561 1232

# COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

12<sup>th</sup> OCTOBER 2010

## VICTIMS CHAMPION REPORT

### REPORT OF THE CHIEF EXECUTIVE

#### 1. Purpose of Report

- 1.1 To provide an overview to the Scrutiny Committee on key priority areas of the Victims Champion.
- 1.2 To promote discussion, encourage support and understanding of the role of the Victims Champion.

#### 2. Background

- 2.1 In October 2009 the Home Secretary committed funding of 2.8 million to establish Victims Champions in 85 priority areas across England and Wales. The aim of the Victims Champion role is to promote the needs of anti-social behaviour victims and coordinate local services to help ensure that victims receive the support and information they want and need.
- 2.2 The Victims Champion role was part of a package of measures introduced by the Home Office programme "Anti Social Behaviour: Tackling, Not Tolerating" and influenced by the recommendations of the Sara Payne Victims Champion report.
- 2.3 In response the Safer Sunderland Partnership has recruited a champion to co-ordinate local services across the city to ensure victims receive the support and information they want and need. The role will ensure the views of victims are at the heart of relevant strategies and action planning processes.
- 2.4 In February 2010, Kirsty Swann was seconded to the Safer Communities Team two days per week as Victims Champion. Kirsty has been a legal adviser for the last nine years in various Magistrates' Courts in Northumbria. Her knowledge of the Criminal Justice system and the protections it currently offers victims has given her valuable insight to the role of Victims Champion.

#### 3. Key Priorities

- 3.1 In March 2010, Louise Casey, Victims Commissioner for the Home Office announced the key priorities for the Victims' Champions to fulfil during the following year.
- 3.2 Priority areas:
  - Help more victims of anti-social behaviour
  - Prioritise those that most need help get it (vulnerable groups)

- Promote ASB services to the public
- Add value to existing anti-social behaviour services

#### **4. Help more Victims of anti-social behaviour**

- 4.1 Since starting in the role in February 2010 the Victims Champion has met with all the main council departments, registered social landlords, victims charities and Northumbria Police who deal on the frontline with victims of ASB. This was to ascertain a strategic overview of the current services and support on offer for victims and how the services could improve and help more victims of ASB. After completing the initial assessment of services it was identified there was a need to set up the ASB Task Force to implement the National Home office risk assessment matrix for ASB.
- 4.2 Although the Victims Champion does not carry a direct caseload, the role involves working closely with the new ASB Victim Support Worker (Aaron Slater) based in the ASB team at Sunderland City Council. They have agreed with the ASB Team and Victim Support a level of prioritisation of cases, implementation of the risk assessment matrix and a quality of service tailored to meet individual need on a case by case basis. Aaron commenced the role in September, initially for a 12 month period, however the Victims Champion has secured funding from Northumbria Police Grant Pool to extend this post for a further 6 months.

#### **5. Prioritising the most vulnerable victims of ASB**

- 5.1 After assessing the current services on offer to victims in Sunderland the Victims Champion identified that although there are a number of good practice examples in relation to referral processes to enable victims and witnesses to access support, there was no common definition of vulnerable and no agreed referral process. The Victims Champion drawing on the wealth of commitment from local ASB partners set up the ASB task force in June 2010 to implement the National Home office Risk Assessment Matrix for ASB and set up a referral process for high risk vulnerable victims.
- 5.2 The Victims Champion chairs the ASB task force and membership includes operational managers from the ASB Team, Environmental services, Youth Offending Service, Gentoo, Cheviot Homes & Victim Support. Senior Representatives from Northumbria Police also attend the group which indicates a high level of commitment from Sunderland Area Command.
- 5.3 The remit of the group is to:
- Implement the national home office risk assessment matrix into working practices when dealing with victims of ASB.
  - Establish a unified referral process at each level of vulnerability
  - Consider the MARAC process applied in domestic violence cases and assess whether a similar process could be applied to ASB.

- Training of frontline staff to implement this process.

5.4 The task force has met on three occasions so far and has reached agreement in the following:

- Due to limited financial resources any system set up must be implemented and sustained using existing resources.
- Each department and agency must decide internally at what stage the Risk assessment matrix is used but the minimum requirement would be that it is used with every repeat victim of ASB within a 3 month period. This is the level of service that Northumbria police has committed to.
- Any victim identified as high risk by an agency or department must take further action to reduce the risk. This can be achieved by communication with another agency/department or if it affects multi-agencies then the case can be referred into Local Multi Agency Problem Solving meeting either at the next local meeting or by arrangement of an extraordinary LMAPS meeting.
- A training need has been identified for frontline staff to understand the referral processes of Adult and Children Safeguarding and Adult Services. A training day for staff on the Risk Assessment Matrix and the referral processes will take place in early 2011. Funding has been secured from the Northumbria Police Grant Pool to organise this training.
- There is a need to create a customer survey to monitor and continually evaluate the service provided to victims to ensure agencies are meeting the needs of the victims.

5.5 The ASB task force is a task and finish group and once the systems are agreed and working in practice the group will be disbanded. Some agencies including Northumbria Police have already started using the risk assessment matrix. The task force has already had a first example of how the referral process for a high risk victim can work. In September the Youth Offending Service supported a victim of anti-social behaviour in relation to a crime of racial abuse and after using the risk assessment matrix they identified the victim as very high risk. The Youth Offending Service manager notified the Safer Communities Team and the Inspector for the Local LMAP's and an extra-ordinary LMAPS meeting was convened a couple of days later. The outcome for this victim is a support package addressing prevention of further incidents, monitoring and support for the victim. Present at the meeting were nine different agencies sharing information to reduce the risk of further incidents affecting this victim.

## **6. Promoting ASB services to the public**

6.1 In March 2010 the ASB minimum standards were distributed to every household in Sunderland. This leaflet outlined the standards of service that can be expected when reporting an incident of ASB to any agency within the Safer Sunderland Partnership. It also provided a list of what is considered anti-social behaviour and the phone numbers to report an incident. The Victims Champion is currently considering ways in which we can monitor

whether the Safer Sunderland Partnership is meeting these minimum standards.

- 6.2 In early April 2010 the Sunderland Echo did a feature on the Victims Champion role and her priorities for the forthcoming year. This also included details of the ASB services available in Sunderland. It is intended there will be a further press release before Christmas outlining the progress of the Victims Champion and promotion of the victim support officer in the ASB team.

## **7. Add value to existing services**

- 7.1 The Victims Champion is conscious that any improvements to services must be achieved and sustained using existing resources due to the likely reduction in funding to public services in the forthcoming years.
- 7.2 The implementation of the risk assessment matrix to departments and agencies within the Safer Sunderland Partnership will improve the quality of service offered to victims of ASB and it will identify those victims who require the most support and a referral process to access that support.
- 7.3 The Victims Champion is also working closely with the Neighbourhood Helpline Operations Managers to obtain qualitative data on repeat incidents of ASB reported to the helpline. This is in order to gain a socio-economic and demographic view of victims of ASB in Sunderland. This could be used to better inform strategic planning of ASB services and allow The Safer Sunderland Partnership to deliver more targeted preventative services and reassurance measures.

## **8. Conclusion and Next Steps**

- 8.1 The Victims Champion will continue to focus on the key priorities of her role. The main focus in the forthcoming months will be completion of the ASB task force and the roll-out of the implementation of the risk assessment matrix.

## **9. Recommendations**

- 9.1 Members are asked to note the key elements of the Victims Champion priorities and support the role in the forthcoming months.

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Incident No: \_\_\_\_\_

This scorecard is designed to help you identify vulnerable victims, witnesses, and complainants.

It should be used as a guide, and in combination with your own judgement (and that of your neighbourhood partnership) to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

History	1. Other than this occasion - how often do you have problems?	5 3 2 1 0	Daily Most days Most weeks Most months Only occasionally
	2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
	4. Do you know the offender/ s?	2 1 0	They know each other well They are 'known' to each other They do not know each other
	5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	6 4 2 0	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
	6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	0 1	Yes No
Vulnerability	7. Which of the following do you think that this incident deliberately targeted Specify	4 3 1 0	You Your family Your community None
	8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
	9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances) Details:	3 0	Yes No
	10. How affected do you feel by what has happened? Details:	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected
Support	11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health
	12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
	13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
	14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	1 3	Your family Local community Other
<b>TOTAL SCORE:</b>			

Based on these factors and your own judgement, adjust the scoring accordingly

Low 0 4 8 12 16 20 22 24 26 28 30 High

Medium

34 32 HIGH	POLICE  HOUSING TEAM / ASB TEAM  NEIGHBOURHOOD WARDENS  VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES
26 24 MEDIUM	POLICE  HOUSING TEAM / ASB TEAM  NEIGHBOURHOOD WARDENS  VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES
18 16 8 LOW	POLICE  HOUSING TEAM / ASB TEAM  NEIGHBOURHOOD WARDENS  VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES

**CONSENT TO INFORMATION SHARING**

I consent to agencies obtaining and sharing information as part of the multi-agency work to help and secure my safety and that of my family.

If there are child protection concerns, information will be shared regardless of whether this form is signed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

# COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

12 OCTOBER 2010

## FORWARD PLAN – KEY DECISIONS FOR THE PERIOD 1 OCTOBER 2010 – 31 JANUARY 2011

### REPORT OF THE CHIEF EXECUTIVE

#### 1. Purpose of the Report

- 1.1 To provide Members with an opportunity to consider those items on the Executive's Forward Plan for the period 1 October 2010 – 31 January 2011 which relate to the Community and Safer City Scrutiny Committee.

#### 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 a 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 In the event of Members having any queries that cannot be dealt with directly in the meeting, a response will be sought from the relevant Directorate.

#### 3. Recommendation

- 3.1 It is recommended that the Committee considers the Executive's Forward Plan for the period 1 October 2010 – 31 January 2011.



#### **4. Background Papers**

4.1 There were no background papers used in the preparation of this report.

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**Forward Plan -  
Key Decisions  
01/Oct/2010 –  
31/Jan/2011**



**R.C. Rayner,  
Chief Solicitor,  
Sunderland City Council.**

**14 September 2010**

## Forward Plan: Key Decisions for the next four months - 01/Oct/2010 to 31/Jan/2011

No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how representations and appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01434	To review Council's Licensing Policy Statement	Cabinet	03/Nov/2010	Scrutiny Committee; Northumbria Police; Tyne and Wear Fire & Rescue Service; Local Businesses & Residents; Reps of the Licensing Trade and Members Clubs	Written requests to principal consultees; internet	Via the Contact Officer by 20 October 2010 - Community and Safer City Scrutiny Committee	Report	Tom Terrett	5611715

# **COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE**

12 OCTOBER 2010

## **WORK PROGRAMME 2010-11**

### **REPORT OF THE CHIEF EXECUTIVE**

**Strategic Priorities: SP3 – Safer City**

**Corporate Priorities: CIO1: Delivering Customer Focused Services, CIO4: Improving partnership working to deliver ‘One City’.**

#### **1. Purpose of the report**

- 1.1 The report attaches, for Members’ information, the current work programme for the Committee’s work during the 2010-11 Council year.
- 1.2 The work of the Committee in delivering its work programme will support the Council in achieving its Strategic Priorities of Safer City, support delivery of the related themes of the Local Area Agreement, and, through monitoring the performance of the Council’s services, help the Council achieve its Corporate Improvement Objectives CIO1 (delivering customer focussed services) and C104 (improving partnership working to deliver ‘One City’).

#### **2. Background**

- 2.1 The work programme is a working document which the Committee can develop throughout the year. The work programme allows Members and officers to maintain an overview of work planned and undertaken during the Council year.

#### **3. Current position**

- 3.1 The work programme reflects discussions that have taken place at the 14 September 2010 Scrutiny Committee meeting. The current work programme is attached as an appendix to this report.

#### **4. Conclusion**

- 4.1 The work programme developed from the meeting will form a flexible mechanism for managing the work of the Committee in 2010-11.

## 5 Recommendation

- 5.1 That Members note the information contained in the work programme and consider the inclusion of proposals for the Committee into the work programme.

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**Contact Officer:** Sarah Abernethy, Acting Assistant Scrutiny Officer  
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	JUNE 8.5.2010	JULY 6.7.10	SEPTEMBER 14.9.10	OCTOBER 12.10.10	NOVEMBER 9.11.10	DECEMBER 7.12.10	JANUARY 12.1.11	FEBRUARY 9.2.11	MARCH 9.3.11	APRIL 20.4.11
<b>Cabinet Referrals and Responses</b>			Anti-social Behaviour Feedback from Cabinet							
<b>Policy Review</b>	Proposals for policy review (Claire Harrison)	Scope of review – (CH)  Tackling Serious Youth Violence (KH)  Review of the Council's Licensing Policy Statement (TT)	Setting the Scene (LD/KH)	Victims Champion report (KS)  Neighbourhood Helpline update (LSL)  Best Bar None and Pubwatch (LH)  Policy review update (CH)	Cardiff Model – A&E  SSP Marketing (JS)  Drink Banning Orders	Evidence Gathering	Evidence Gathering	Evidence Gathering	Evidence Gathering	Final Report
<b>Performance</b>			Performance and Value for money assessment			Performance Q2				Performance Q3
<b>Scrutiny</b>	Request to attend conference (CH)  Work Programme 2010/11 (CH)  Forward Plan	Poverty of Place Visit (SB)  Feedback from Conference  Work Programme 2010/11 (CH)  Forward Plan (CH)	Policing in the 21 <sup>st</sup> Century Consultation (SD)  Feedback from Poverty of Place Visit (CH)  Work Programme 2010/11 (CH)  Forward Plan	Work Programme 2010/11 (CH)  Forward Plan	Work Programme 2010/11 (CH)  Forward Plan	Work Programme 2010/11 (CH)  Forward Plan	Out of hours schools (RB)  Work Programme 2010/11 (CH)  Forward Plan	Work Programme 2010/11 (CH)  Forward Plan	Work Programme 2010/11 (CH)  Forward Plan	Work Programme 2010/11 (CH)  Forward Plan
<b>CCFA/Members items/Petitions</b>										