

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 6
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Report of the Head of Community and Safety Services

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REVIEW OF THE PETERBOROUGH COMMUNITIES AND SAFETY DELIVERY MODEL

1. PURPOSE

- 1.1 The purpose of this report is to provide members of the Strong and Supportive Communities Scrutiny Committee with an overview of the Communities and Safety Delivery model.

2. RECOMMENDATIONS

- 2.1 That the committee scrutinise the content of this report and provide ideas that further enhance the model.

3. BACKGROUND

- 3.1 In 2013 some aspects of a new way of delivering public services, which had been tested by Glasgow City Council and Strathclyde Police over a decade ago, was adopted in Peterborough. Its aim was to create inspirational leadership across multi-disciplinary teams with a clear focus on achieving better outcomes and improvements in quality of life for residents and seeking/taking opportunities to diversify.

4. KEY ISSUES

4.1 Peterborough's Proposed Model – Phase One (2013-Summer 2014)

- 4.1.1 With a focus on building social capital to enable more communities to support themselves, there was a proposal to bring together, in one co-located physical space, a multi-disciplinary and multi-agency team of staff. This team are focussed on working with communities, tackling deep-rooted and entrenched issues, challenging and changing behaviours and delivering services in the right way at the right time. The Communities and Safety team comprises staff from the council, police, fire service, HMP Peterborough and the Office of the Police and Crime Commissioner all based on floor 4 of Bayard Place and all working alongside colleagues in the council's housing, public health, regulatory and enforcement services. In addition, a number of organisations operate within the model as virtual partners, including Cross Keys Homes and some voluntary sector agencies.

- 4.1.2 This is likely to achieve the following outcomes:

- Preventing duplication of activity, effort and resources
- Reducing confusion for staff, citizens and communities
- Increasing efficiencies of activities and impacts
- Providing creative solutions to complex problems
- Breaking down traditional or legislative barriers to problem solving
- Making more efficient use of buildings and capital expenditure
- Improving access for service users and increasing transparency to our public

4.2 Peterborough's Proposed Model – Phase Two (Autumn 2014 - Spring 2015)

4.2.1 Now that the basic model is established, it will continue to be developed to meet the needs of our communities. This development programme includes the following:

- i. To have an analytical team who are able to access multiple systems (or have team members who can do it on their behalf) in order to achieve a complete overview of long term community issues. This allows multiagency resources to be directed from an informed position. This will require some radical thinking as different agencies become involved in issues that they have not traditionally been involved in e.g. Constabulary thinking of ways they can impact on youth obesity, street parking attendants participating in combatting fly tipping. Inspiration for this can be drawn from Staffordshire who are piloting a scheme whereby fire officers on a call are also able to attend a nearby older person's property to provide a simple eye test for example.
- ii. To have an analytical team who are able to gather information on short term developing issues, prioritise them and then task multiple agencies in a co-ordinated fashion. This will be managed through a focused Daily Risk Management Meeting (DRMM) that links into partner resources resulting in a coordinated and efficient response. As the effectiveness of this becomes apparent then it is hoped that other agencies will link into it as an information source. It is imperative that new technologies such as conference calls and webcam are embraced so that there is efficiency and full participation. The sharing of information and ability to record activity throughout the different partnerships is also vital. For this reason a cloud base system called BOX has already been adopted.
- iii. To have systems in place to increase community empowerment. The "My Peterborough" App is currently being developed as a reporting tool for the community. This data needs to be able to be presented in a manner so that it can be used in these tasking meetings, therefore empowering the community. This will be used alongside more traditional data sources such as Police calls for service, fire incidents, ASB reports to PCC etc. However, other less traditional sources of information can also be used such as Youth Worker reports, NEET unknown data, Road Safety data and so on.
- iv. To embrace new mobile technology so that once the Communities and Safety staff identify these trends / priorities they are able to circulate them to all partners (briefings) and co-ordinate activity whilst partners are out in the community i.e. a system that allows staff to be aware of the truly vulnerable persons, offenders and focal hotspots for the whole of Peterborough without them having to return to a central point and be tasked with activity around them.
- v. To have staff with multi-disciplinary initial reporting skills to ensure efficient use of limited resources. The "My Peterborough" App can assist by being the mechanism that allows initial investigation prompts and a back office case creation function. All agency staff will learn how to assist partners with initial investigations and therefore preventing multiple visits by different agencies i.e. a youth worker being able to ask basic house condition questions so that an initial investigation can be started without a housing officer in attendance.
- vi. To expand the voluntary sector capacity to assist with these issues so that a true feeling of localism and empowerment is achieved i.e. if an issue such as fly tipping is reported that partners cannot immediately commit to, then having a mechanism in which to call upon a team of volunteers. Again they will be trained to use the "My Peterborough" App as a tool for initial reporting and investigation so if there are no investigation leads it will just be a case of collection. They will also be briefed and tasked by the Risk Management Meet in low level proactive activity i.e. to ascertain whether a location is being used by the homeless, or to confirm that graffiti is of a racial nature. The Police Cadets can also be incorporated into this.

4.3 Peterborough's Proposed Model – Phase Three (Summer 2015 – Autumn 2015)

4.3.1 Longer term, we propose to develop the model further through:

- i. The expansion of its membership. As partners see the direct and tangible benefits and improved outcomes for our residents and the savings potential in resources relating to time and money then more agencies can come together.
- ii. The continued streamlining of management personnel from different agencies so that the partnership ethos is embedded.

5. IMPLICATIONS

Not applicable

6. CONSULTATION

Not applicable

7. EXPECTED OUTCOMES

That the Communities and Safety Model continues to develop for the benefit of all Peterborough residents, informed and influenced by the feedback and recommendations from the Committee.

8. NEXT STEPS

That any comment or further recommendation of the committee is duly noted and recorded.

9. BACKGROUND DOCUMENTS

None

10. APPENDICES

None

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