

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 5
3 March 2020	PUBLIC REPORT

Report of:	Cllr Irene Walsh, Cabinet Member for Communities	
Cabinet Member responsible:	Cllr Irene Walsh, Cabinet Member for Communities	
Contact Officer(s):	Adrian Chapman, Service Director: Communities and Safety	Tel. 863887

PORTFOLIO HOLDER PROGRESS REPORT - COMMUNITIES

RECOMMENDATIONS	
FROM: Cllr Irene Walsh, Cabinet Member for Communities	Deadline date: N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Consider and scrutinise this report and endorse the approach being taken under the portfolio of the Cabinet Member. 	

1. ORIGIN OF REPORT

1.1 This report is presented at the request of the Adults and Communities Scrutiny Committee.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is being presented to the Committee to allow them to scrutinise the work being undertaken under the portfolio of the Cabinet Member for Communities, Councillor Irene Walsh.

Councillor Walsh's portfolio covers the following areas:

- a) Rural communities, and parish councils in both rural and urban areas
- b) Strengthening communities and the Think Communities approach, including problem solving and operational community issues
- c) Community relations, cohesion and integration, including work with voluntary, community and faith sector partners
- d) Community safety, including the Prevention and Enforcement Service and CCTV
- e) Targeted Youth Service including Youth Offending Service, Youth in Localities, NEET and adolescent services
- f) Regulatory services, including Trading Standards, Food Safety and Licensing, and the functions of the Weights and Measure Authority

For the purposes of this report, only those responsibilities which fall under the remit of the Adults and Communities Scrutiny Committee will be discussed ((a) to (e) inclusive).

2.2 This report is for the Adults & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions

determined by Council:

- 4. Neighbourhood and Community Support (including cohesion and community safety)
- 8. Targeted Youth Support (including youth offending)

2.3 This report links into the following corporate priorities:

- Keeping our communities safe, cohesive and healthy, and
- Safeguarding children and vulnerable adults.

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. **BACKGROUND AND KEY ISSUES**

4.1 The predominant focus of the portfolio holder has been the rapid development of the Think Communities approach. The principles of Think Communities are now firmly established across the public sector in Peterborough and Cambridgeshire, and they signal a new way of working – between public sector partners, with the voluntary, community and faith sectors, and with and alongside communities. Think Communities seeks to change traditional approaches to public service delivery by developing place-based teams that are responsive to local, evidenced needs. It will enable a sharp focus to be established on the things that matter most within communities, and for services, projects and programmes to be designed to best suit local need.

4.2 Think Communities is a new way of working – it is not a project or a programme with a limited lifespan, but instead aims to rethink the traditional ways we have collectively sought to address some of the biggest issues and take some of the biggest opportunities within our communities. Think Communities recognises that a place-based approach is best, rather than the current thematically-focussed service delivery arrangements: it is based on a model which creates the most appropriate teams to be based within and alongside our communities that can best respond to service demands, and find sustainable ways of tackling inequality.

4.3 The Cambridgeshire and Peterborough Public Services Board, which comprises the chief executives (and equivalents) from the city council, county council, all district councils, the Clinical Commissioning Group, the Greater Cambridge Partnership, Police and Fire Service, has agreed to provide the strategic oversight and leadership required to truly embed Think Communities across and within their organisations.

4.4 As mentioned above, we have invested significant time to date in securing the hearts and minds support of our partners, and we are now moving rapidly into delivery of positive change through Think Communities at the local level. To sharpen up even further this focus on delivery, the key themes being focussed on at present are:

1. Communications and Community Engagement
2. Data and Intelligence
3. Workforce Reform

These workstreams were also identified by partners at the Think Communities Partnership Board meeting as the most critical to the next stage of delivery.

4.5 *Think Communities: Communications and Community Engagement*

Throughout the summer months, we engaged with citizens across Peterborough and Cambridgeshire as part of the 'Think Communities Challenge', which sought to identify what mattered most to residents, what they thought the council and partners should focus on, and

what they could do for themselves. The headline results, which are shown below, will be used to shape and inform the development of the local delivery plans:

- The top 5 things the community should put their effort into:
 - to live in an area with good community spirit
 - to have enjoyable activities to do together, and not be lonely
 - children and young people to have fun
 - to live in a clean, green area, free of rubbish
 - to be part of a community, and feel valued whatever our differences
- The top 2 things an individual should put their effort into:
 - to be part of a community, and feel valued whatever our differences
 - for people to prepare for the future as they get old
- The top 1 thing the public sector should put their effort into:
 - for children and old people to be protected from danger

4.6 Think Communities: Data and Intelligence

The data and intelligence workstream is fundamental to the success of Think Communities. If we are to make the scale of positive change we seek to make, it is vital that our place-based delivery plans and priorities are informed by data and intelligence that is shared between all Think Communities partners, including communities. This workstream is seeking to:

- understand barriers to data sharing and put in place effective governance procedures to resolve those barriers
- use data to better understand demand at a local level and inform service delivery
- develop a single view of place

This workstream has also been focussing on the creation of area profiles. The structure of the area profiles has been established, making initial use of pre-existing information already held within the Cambridgeshire Insight data store – this includes topics relating but not limited to:

- Population including gender split
- Age group breakdown estimates and comparison to county and England
- Ethnicity and nationality
- Economically active population by gender
- Benefit claimant count
- Number of properties, proportion that are overcrowded, average household size
- Tenure, household size
- Educational attainment
- Deprivation
- Number of crimes, rate and types
- Self-reported health limiting conditions, including respiratory diseases, long term conditions, mental health and obesity
- Vehicle ownership
- Births and life expectancy

As the area profile work progresses, more and more information will be added, including details of public sector spend in each service delivery area. The profiles will seek to help our system to:

- Understand what demand challenges there are across particular communities / localities (**Segmentation**)
- Be informed about what the system could do collaboratively to meet the immediate needs of individual communities (**Utilisation**)
- Understand the future risks and needs of communities / localities (**Stratification**)

4.7 Think Communities: Workforce Reform

If we are to truly transform the way we work with and alongside our communities, our workforce needs to be equipped with the skills, knowledge and confidence to operate differently. Taking inspiration from the Neighbourhood Cares pilots in Cambridgeshire, where social care staff were supported to work very differently and to find the best ways to resolve challenges even if they were less traditional than the norm, we need our staff to become part of the community they are based within, forming close and effective relationships with, for example, citizens, local councillors, town and parish councils, community groups and organisations, and public sector partners. We need our staff to find creative and flexible solutions to some of the entrenched challenges our communities face, thereby improving outcomes and, in so doing, preventing or delaying demand for services. We also need our staff to find and pursue opportunities, and to adopt strengths-based approaches to engaging with and working within communities.

To signal this change of approach, we are developing a workforce development programme that will see all public sector workers, at all levels, being immersed in the Think Communities approach, supported with a more thematic set of workforce development opportunities, to ensure that, where relevant, our staff develop a greater understanding of the wide range of issues that they will come across as part of their roles.

4.8 Think Communities: Pilots

To support the rapid development of Think Communities, a number of place-based pilots have been running over the past few months. These include:

- **North Huntingdon** – where partners and citizens are working collaboratively to understand the data and root causes of need to help inform their decision making as to how they, together, improve the outcomes in the area
- **Wisbech** – building on the approaches being taken as part of the Wisbech 2020 programme, some dedicated work is underway to create an early help hub, to be based at the Boathouse, where partners can work collaboratively to prevent demand and escalation of need through far earlier engagement or intervention
- **Cambridge Southern Fringe** – where the current assumptions made around new communities and increased demand are being properly investigated to inform the level of service provision needed in future growth areas
- **Littleport** – where partners are working closely with the parish council to manage ASB and promote health and wellbeing
- **The Ortons in Peterborough** – building on the Peterborough-wide Integrated Communities programme, work is exploring the sense of place and the role communities have. This is based on preventing the ‘broken window’ theory
- **Integrated Neighbourhood Areas** – three PCN areas have been identified as accelerator sites – Granta, Wisbech and Peterborough. These sites will drive forward place based working through the Integrated Neighbourhood work as part of the Think Communities agenda

4.9 Alongside the strategic leadership role taken by the portfolio holder and the service directorate, the Cabinet Member is also responsible for oversight of specific services, and these are described in more detail below.

4.9.1 **Rural Communities and Parish Councils in both rural and urban areas**

Peterborough's Parish Councils continue to network, share best practice and receive informative presentations at a quarterly liaison forum, chaired by the Portfolio Holder. Co-opted members of our Scrutiny Committees each have the opportunity to feedback on matters presented at the Committees and equally take parish issues to be addressed by the Committees. This mutually beneficial way of joined up working with the parish councils can help to ensure that rural matters are addressed as an integral and mainstreamed part of the business presented.

The Peterborough 2019 Parish Conference took place at the Allia Business Centre on 12th November, and was well attended with the main theme being planning issues.

Castor and Ailsworth Parish Councils are leading the way in the city by proactively developing a Good Neighbours/Way Wardens scheme, in collaboration with the Parish Church. The Cabinet Member is actively supporting the initiative, which already has more than forty volunteers. This community-led initiative is designed to welcome new residents to the community as well as support those that are vulnerable and in need of support and companionship. It is hoped to develop a fully community-led model that can be replicated in other areas of the city. The Chair of the Castor Parish Council is acting as an ambassador for this and is actively attending other parish councils to encourage other parish Councils to sign up under the umbrella of the independent Charity that has been registered to administer and deliver this initiative. At time of writing, almost all rural parish councils had signed up to the model.

4.9.2 **Community Asset Transfer (CAT) Programme**

The formal phase of the CAT programme is due to complete at the end of March 2020. 48 facilities went through the programme and at the time of writing, of these facilities:

- 20% have successfully transferred
- 26% are within the legal process, and are likely to complete before 31 March 2020
- 20% are at an advanced stage of negotiation, and will reach the final legal stage before 31 March 2020
- 19% are going through a bidding process to identify new management committees
- 9% will not complete a CAT lease until the current lease expires
- 6% have been repurposed as specialist community venues

The programme has therefore met its primary objective of seeing no community venues close. Each centre will be monitored via an annual review to ensure the voluntary management committees are thriving and meeting occupancy terms and conditions.

4.9.3 **Community relations, cohesion and integration**

In March 2018, the Government announced Peterborough as one of its five Local Integration Areas. Peterborough was chosen because we are a city that has a reputation for grasping new challenges and a desire to try new things, a city where there are lasting relationships and effective partnerships across our public, business, voluntary and faith sectors.

Through our work as a Local Integration Area and being an Inclusive City (a knowledge exchange initiative hosted and being led by COMPAS <https://www.compas.ox.ac.uk/about/about-compas/>), we aim to build a deeper understanding of the views, the values and the strengths in our local communities, and to build on these by piloting new ways of empowering our citizens to have a stronger voice and greater capacity to become involved in their local area.

The 2019/2020 MHCLG funding allocation was agreed in early 2019, enabling the Integrated Communities programme to gain momentum in the delivery of the plan that was set out in September 2018. Delivery has been focused on four main themes:

- 1) Increasing Economic Opportunities - Supporting opportunities for all our citizens to feel included, to strengthen their lives and to progress in their work
- 2) Bringing Communities Together - Developing closer partnerships in local areas across the public sector, voluntary and community sector and local people, and helping people who want to play a greater part in their local neighborhood to do so
- 3) Young People - Strengthening the voice of young people and developing community leaders to help them to become more effective
- 4) English as a Second Language – Identifying user needs in Peterborough to establish the

most appropriate model of ESOL delivery for the City.

Full details of progress within each theme to date are in the progress update report, attached at appendix 1.

Close collaboration with faith groups has also continued, including seeking opportunities to provide early help and reduce subsequent costs to the public purse, where practicable. For example, a scheme which develops health champions amongst different faith groups is being prepared to tackle health challenges such as diabetes, obesity, cancer and mental health, building on the needs identified by the Health and Wellbeing Board through the Diverse Ethnic Communities Joint Strategic Needs Assessment: South Asian supplement. Local GP's, working in partnership with different places of worship, are involved.

4.9.4 Syrian Refugee Resettlement Programme

In June 2016 Peterborough City Council pledged to resettle c.100 Syrian refugees over five years under the government's Syrian Vulnerable Persons Resettlement Scheme (SVPRS). To date, 72 refugees have resettled in the city (35 adults and 37 children) totaling 15 families. Arrangements are in place for receiving c.28 people in Spring 2020.

Families are supported by a local befriender service commissioned from PARCA (Peterborough Asylum and Refugee Community Association), as well as City College Peterborough where the focus continues to be on moving the refugees towards employment whilst maintaining their English learning at regular ESOL classes.

To date, 3 individuals have successfully found employment, and 6 are regularly involved in volunteering in areas such as the Reading Buddies Scheme, administrative work and at the Green Backyard. 6 individuals have received career pathway interviews from City College Peterborough to review both short-term and long-term career goals, and 2 individuals have been accepted onto a Refugee Entrepreneurship Scheme.

Peterborough City Council also manages Fenland District Council's pledge to the SVPRS supporting 2 families (x4 adults and x6 children) in the Whittlesey area. These families arrived in September 2019.

4.9.5 EU Settlement Scheme

Work has been carried out over the past year to encourage and support EU citizens resident in Peterborough to register under the EU Settlement Scheme which forms part of the UK's exit from the EU. This work has been done in close partnership with voluntary and community sector organisations and community groups. Peterborough Registration Office and Central Library have also facilitated support for the registration process. Workshops with major employers such as the City Hospital and places of worship such as the Kingsgate Church have been held to help the communities complete the registration process. A particular challenge we have encountered is that there is a lack of accurate data about the actual numbers of EU citizens resident in Peterborough, which makes it difficult to know how effective our work is.

4.9.6 Community Safety including the Prevention and Enforcement Services and CCTV

The Prevention and Enforcement service has been redesigned to improve our ability to meet citywide demand. The newly restructured PES sees fixed resources allocated in geographical areas with the aim of supporting our Think Communities Programme, assisted by parking and environmental enforcement teams who will deploy across Peterborough to respond to issues. The new PES includes:

- 4 x Community Safety Officers who will be allocated a geographical area. These will be

- the named individuals who work with communities and partners to respond to issues
- 1 x Problem Solving Officer who will work across Peterborough as an expert to guide the team in more complex issues such as ASB cases requiring a legislative response
- A team of 6 Envirocrime Officers - these will perform the function similar to that formerly delivered by Kingdom Services, but will be more flexible in their deployment to serve areas of highest demand
- A team of 13 Parking officers - this will be an increase in the current number and will improve our ability to serve parking demands
- A dedicated City Centre Operations team - this will pool resourcing from across the Council to ensure we have all the right staff in one place to deal with issues in our commercial centre. It will include such resources as rough sleeping outreach officers, and will align on a daily basis officers from Parking / Envirocrime teams to join up activity and improve our ability to deal with challenges in our City Centre.

4.9.7 **Housing Enforcement and Selective Licensing**

The Selective Licensing scheme is now well-established and continues to improve the standard of the private rented sector. In 2019 we licensed a further 825 properties. The team have inspected over 1,000 properties, and 10 Civil Penalties were issued for breach of Housing Act legislation. Our evidence suggests the actions of the team are bringing about a behaviour change. This year we only had to reject 49 applications, and we have been able to work proactively with landlords and agents to prepare properties suitable for licences. Furthermore, we have not had to formally prosecute anyone through the courts, instead bringing action via the new Civil Penalties procedure which can attract a fine of up to £30,000.

Outside of Selective Licensing, the housing enforcement team have inspected 659 other properties and assessed them for category one and category two hazards under the Housing Health and Safety Rating System during 2019. The service has also won funding from the MHCLG to carry out enhanced inspections of properties with the aim of identifying those previously not registered for council tax, evading the Selective Licensing scheme, or had no planning permission.

In April 2020 it will become illegal to rent out any property that has an Energy Performance Certificate with a rating of F or G. We have identified that there are 1,457 properties in Peterborough affected by this. The team are currently in the process of working with these landlords to provide advice and guidance on how to achieve compliance of this legislation.

4.9.8 **CCTV**

The CCTV service has undergone significant transformation to ensure it is better equipped to meet demand and provide sustainable services at a reduced cost. In January 2020 we launched a new shared service with Fenland District Council. Operating from a single centre in Peterborough, we now provide CCTV monitoring across both authorities and have been able to reduce running costs by around one third without affecting delivery. Now merged, the service looks to explore commercial opportunities where it can offer support to the private sector with the aim of achieving income that could further reduce running costs.

4.9.9 **Fly-tipping**

During 2019, the council prepared 14 cases to prosecute fly tippers in Peterborough, from which 6 convictions have been obtained so far. 3 further cases are ongoing. In addition, our officers can, and do, issue fixed penalty notices for fly-tipping of up to £300. Last year, 195 such notices were issued. More serious punishments, such as imprisonment, substantial fines of up to £50,000, orders to pay costs, and depriving rights to a vehicle used to commit fly-tipping, are levied by the courts, and our officers will always try to obtain the evidence required to bring serious or prolific cases before a judge. Cases in court generally rely on witness statements, and the behaviours of many fly-tippers often means nobody has witnessed the act. There is also rarely any substantial evidence of the identity of the offender left in a fly-tip.

Despite this, we are grateful for the powers given to us by Government to clamp down on this visible and highly impactful offence, and for the support of our new MP who has pledged to give his full support to tackling this problem. This council will always seek to take action against those that are responsible for dumping waste using our enforcement powers, and to assist with this the council has recently invested in up-to-date overt and covert enforcement cameras, which will be positioned at hot-spot locations to gather evidence for enforcement and prevention purposes.

4.9.10 **Targeted Youth Service**

There is a separate report on the Scrutiny Committee agenda, which provides an overview of the Targeted Youth Service.

5. CONSULTATION

5.1 Not applicable.

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 The Scrutiny Committee's comments on the achievements and performance of the services that fall within the remit of the Cabinet Member will help to inform service delivery plans.

7. REASON FOR THE RECOMMENDATION

7.1 The Scrutiny Committee receives an annual report covering the progress made by services that fall within the remit of the Cabinet Member. This provides an opportunity for transparent scrutiny, and to help support the work of the Cabinet Member and her teams.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not applicable.

9. IMPLICATIONS

Financial Implications

9.1 Not applicable.

Legal Implications

9.2 Not applicable.

Equalities Implications

9.3 Not applicable.

Rural Implications

9.4 Not applicable.

Carbon Impact Assessment

9.5 No impact - this report will not result in any changes to the way services are delivered.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 None

11. APPENDICES

- 11.1 Appendix 1: Belonging Together: Supporting Local Community Integration in Peterborough, Progress to December 2019

