

<b>ADULTS AND COMMUNITIES SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM No. 7</b>
<b>19 JANUARY 2021</b>	<b>PUBLIC REPORT</b>

Report of:	Cllr Irene Walsh, Cabinet Member for Communities	
Cabinet Member(s) responsible:	Cllr Irene Walsh, Cabinet Member for Communities	
Contact Officer(s):	Adrian Chapman, Service Director: Communities and Partnerships	Tel. 01733 863887

**PORTFOLIO HOLDER PROGRESS REPORT - COMMUNITIES**

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

**1. ORIGIN OF REPORT**

1.1 This report is presented at the request of the 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 are presented for scrutiny, namely (a) to (e) above, although information about regulatory services (section f above) is included at section 4.2 for information only given the close links to communities.

2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and 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:

Although Cllr Walsh's portfolio most closely supports the corporate priority to keep all our communities safe, cohesive and healthy, the cross-cutting nature of the portfolio means that it supports all other priorities too. Residents live in communities, businesses operate from communities, children learn in communities, and people work in communities. The portfolio also therefore directly supports the other corporate priorities to:

- Drive growth, regeneration, and economic development
- Improve educational attainment and skills
- Safeguard vulnerable children and adults
- Implement the Environment Capital agenda
- Support Peterborough's culture and leisure services
- Achieve the best health and wellbeing for the city

### 3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	NA
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### 4. **BACKGROUND AND KEY ISSUES**

#### 4.1 **Think Communities**

4.1.1 Scrutiny committee has received previous reports setting out the detail behind the Think Communities approach, which is designed to achieve a place-based, person-centred model of council and broader public service delivery. The approach seeks to prevent escalation of issues that affect communities and citizens, to build community connections and resilience, and to prevent, reduce and delay demand for statutory interventions such as social care. Critically, the Think Communities approach is supported by a wide range of partners, including those across the public sector as well as Cambridgeshire County Council and the Cambridgeshire District Councils.

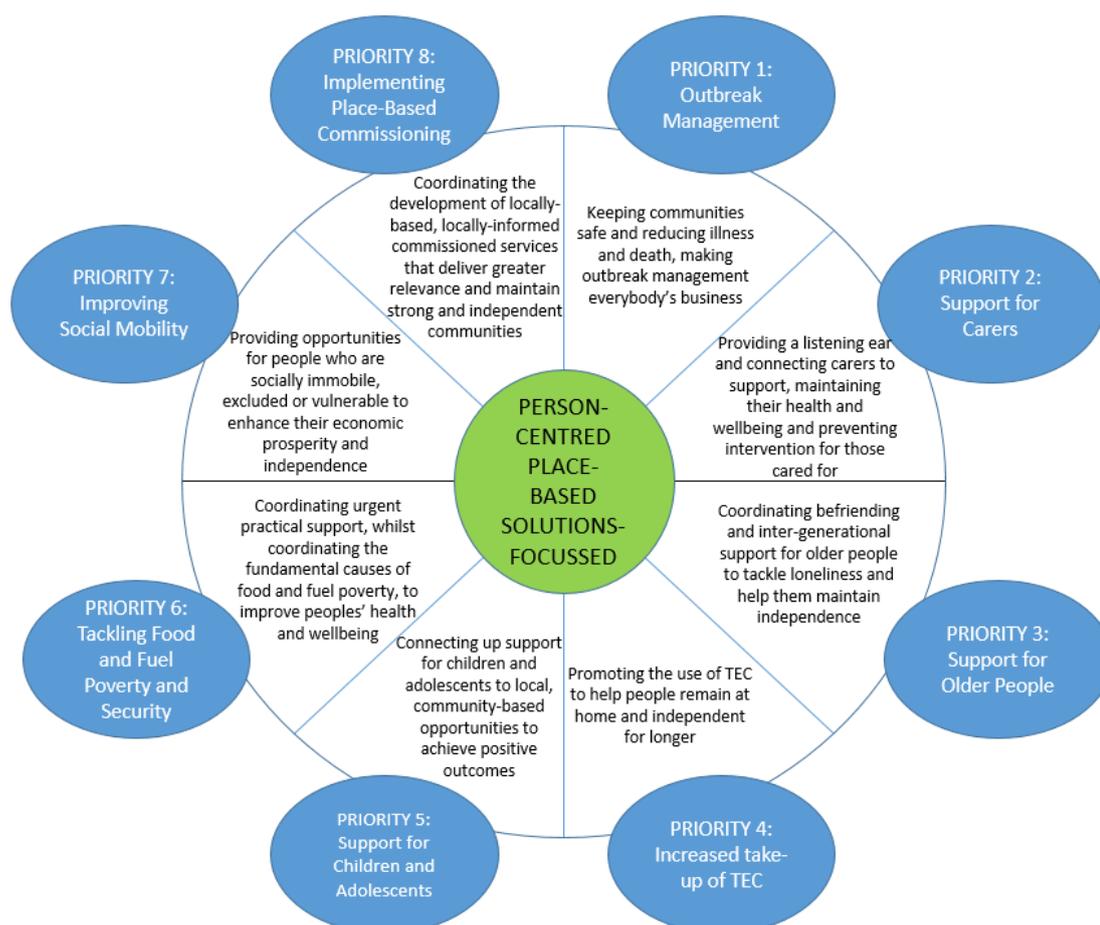
4.1.2 During the pandemic, we have been able to deliver a Think Communities approach in real-time. Partners from across all sectors – public, private, voluntary, community and faith – have worked together to protect our residents and to support those most vulnerable. That approach has become embedded as time has passed, and is now being deployed to support, for example, the mass vaccination programme, the increased take-up of testing, and preparedness for and delivery of interventions to support the current lockdown status.

4.1.3 Building on some of the new ways of working that have been informed by Think Communities and that have emerged during the pandemic, the approach overall seeks to:

- Make fast, joint decisions and takes rapid creative action to address local issues and prevent escalation
- Enable decisions to be made at the most local level, as close to communities as possible – working hand in glove with parish councils, resident associations and community groups
- Recognise and build on the strengths and assets that exist in our communities, avoiding duplication but filling in the gaps
- Transform the infrastructure support for our voluntary sector that enables the sector and us to work seamlessly together, supporting volunteers, and ensuring quality voluntary sector representation at key fora

- Achieve timely, meaningful, appropriate, flexible data sharing - to enable a single version of the truth, joined up support and effective problem solving
- Analyse and interpret data in order to make the right decisions and support a focused partnership approach to real time challenges
- Transform our services to evolve to a place-based commissioning model rooted in the community

4.1.4 Think Communities will work with communities and partners to identify the most pressing local issues and challenges that might best be effected through a transformed approach. However, there are a number of existing priorities that the council has that are also likely to be supported more effectively through this approach; priorities that require a fully joined-up approach with residents and partners, priorities where increasing demand is of significant concern, and priorities where we believe a different approach will deliver improved outcomes. These initial priorities are summarised in the diagram below:



***n.b. TEC = Technology Enabled Care***

#### 4.1.5 Think Communities Key Activity over the last 3 months

- A Steering Group and Project team have been established to monitor the performance of the Think Communities Programme and unblock any challenges/barriers
- A Think Communities project governance structure has been drafted and a series of stakeholder mapping workshops are planned in Spring 2021 to bring together a 'structure of influence' to support the approach moving forwards
- A series of workshops have been held with Think Communities staff to map out the key outcomes for each initial priority and how they will inform work moving forwards
- A single delivery plan for carers is being co-produced with adult services and local organisations and partners
- Links have been established with the Best Start in Life Programme (which adopts a Think Communities approach to support children and their parents from pre-birth to the age of

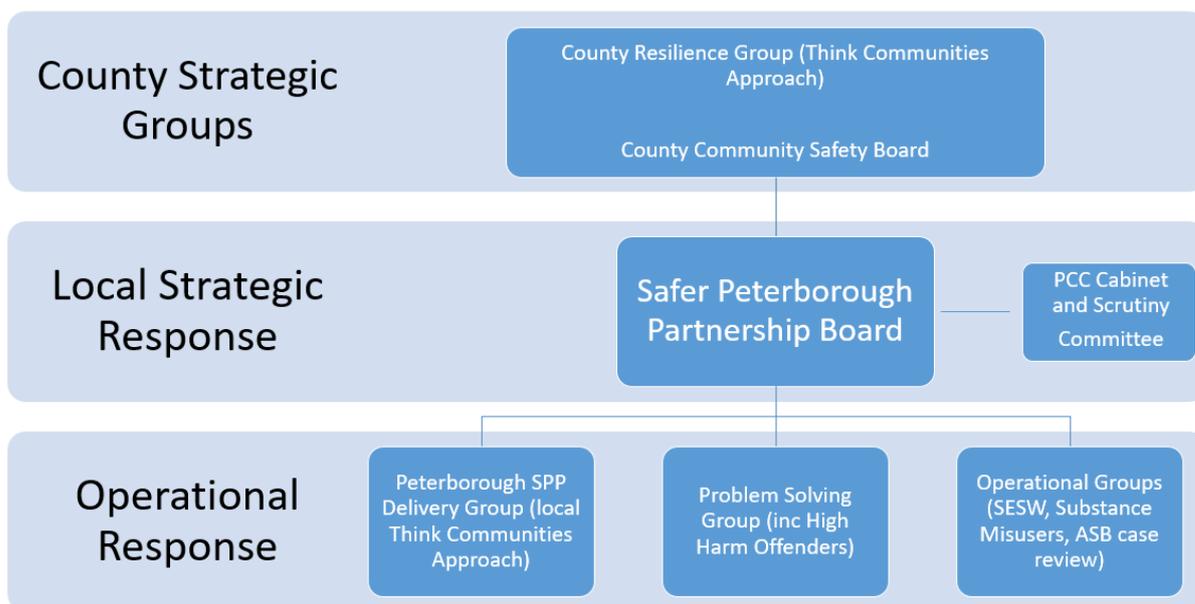
five), the Vulnerable Adolescent Strategy Development Programme (5-25 years), and the Adults Positive Challenge Programme (which incorporates key workstreams to include carers, technology and changing the conversation)

- National Youth Agency Guidance regarding engagement with high risk and vulnerable young people was also announced in November. The Think Communities team is working in conjunction with 'Youth Inspired' in Peterborough and through our Youth and Community Connectors in Cambridgeshire to give advice and guidance to groups in this regard. The guidance allows for one-to-one and groups of up to fifteen young people who are vulnerable to continue activity as well as detached and outreach youth work (subject to COVID guidelines)
- The Peterborough COVID Hub (see below) has been working closely with partners to ensure a rapid response is available to changing case levels. The Rapid Response Team, led by the Assistant Director for Community Safety, supports local communications and preventative activity, local testing and tracing work, and management of local lockdowns
- The Think Communities team has supported a number of key pieces of work including co-ordinating and establishing local test centres (including an emergency test centre for school and early years workers), targeted activity to increase COVID safety compliance, the commissioning of Centre 33 to support young carers in school, and supporting extensive targeted communication campaigns across the city

#### 4.1.6 Response to Covid-19

The Think Communities team were instrumental in the setting-up and co-ordination of the local hub to support vulnerable people through the pandemic.

The Peterborough hub comprises representatives from the public, private, voluntary, independent and faith sectors involved in the response to the COVID-19 public health emergency. The Safer Peterborough Partnership (SPP) leads the coordination of community response to COVID-19 in Peterborough, supported by the SPP Delivery Group which drives delivery of support, advice, guidance and information. The governance structure is as follows:



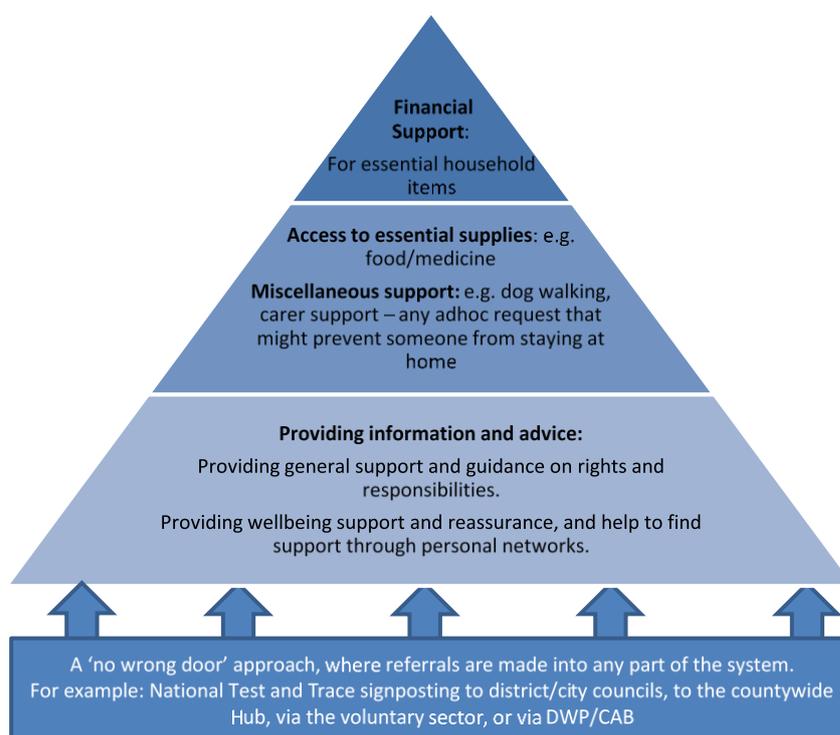
4.1.7 The Peterborough Hub sits as part of a network of hubs across the rest of Cambridgeshire, with a Cambridgeshire and Peterborough-wide coordination and response hub that manages our collective responses to this ever-changing situation, and particularly supports those most vulnerable and at risk. Overall, the work of the network of hubs is overseen by the Community Resilience Group referenced in the diagram above.

4.1.8 The Peterborough Hub's responsibilities are to:

- Work closely with the COVID-19 Place co-ordinators
- Work closely with the countywide Community Resilience Group (CRG)

- Oversee implementation of actions arising from the countywide CRG
- Ensure consistent community messaging
- Support local community groups and social action, identifying further support where needed
- Understand and respond to local demand at an individual and community level
- Ensure that information provided to and within communities, as well as the response from communities, is properly co-ordinated
- Ensure that we are making the best use possible of all available resources to minimise anxiety, to co-ordinate social action, and to ensure those most vulnerable are benefitting from appropriate community support
- Identify community-based risks and concerns, and aim to resolve them locally or escalate to the countywide Hub or the CRG

4.1.9 In practical terms, the Peterborough Hub offers advice and information, and facilitates access to or directly delivers support, as shown in the diagram below:



4.1.10 Some of the key headlines to date from the work of the Peterborough Hub include the following:

- The Hub launched on 2 April 2020 and has received over 2,100 contacts to date
- Supported by over 90 local voluntary and community organisations, parish councils, City Council services, Cross Keys Homes linking with other Registered Social Landlords, our faith communities, Light Project Peterborough, the City Leadership Forum, and City College Peterborough. This has resulted in a strong support offer to vulnerable residents
- A digital celebration event was held in September to thank these organisations and volunteers for their support, and was attended by over 50 people
- The Hub is currently additionally focussing on supporting enquiries/applications for the Winter Support Grant Scheme, which is providing food and other essential support to families and individuals financially impacted by the pandemic
- The Hub is also managing applications to the National Hardship Fund, which has been set up to support those low-income residents who have to self-isolate due to having been in contact with people who have tested positive for COVID-19
- There is also a bank of volunteers who support the Hub and local organisations
- A comprehensive communications plan was established and includes regular newsletters, radio interviews, press releases/publication articles, and a leaflet was sent to all Peterborough households. The aim of these communication channels is to promote the Hub and the Peterborough Information Network, so residents are aware of how and where they can get support, when they need it. Recent communications have included an article in the Moment Magazine ([Link](#))

- Winners of the Peterborough Annual PR Awards Communications Campaign category.

4.1.11 The Hub will continue to develop and evolve in response to the pandemic, with key priorities including:

- Creating a sustainable local support system to continue beyond the pandemic
- 'Joining the dots' between services where help is needed, including working with adults and children's social care
- Continuing and enhancing relationships with local support organisations
- Working with local businesses to create opportunities for those affected by COVID-19 (including young people and those with No Recourse to Public Funds)

4.1.12 The Community Asset Transfer (CAT) programme forms part of the Think Communities team's responsibilities. This process is focussed on securing the long term sustainability of council-owned community centres and similar buildings. The formal phase of the CAT programme is due to complete at the end of March 2021, however, progress this year has been significantly impacted by COVID. In total, 48 different community assets fall within the remit of this programme, and, at time of writing, of these facilities:

- 26% have successfully transferred to a community-led organisation
- 30% are within the legal process, and are likely to transfer before 31 March 2021
- 15% are at an advanced stage of negotiation, and will reach the final legal stage before 31 March 2021
- 6% have recently been awarded and are progressing through initial negotiations
- 11% have elected to stay on existing terms
- 6% of centres have been withdrawn from the CAT programme and repurposed as other operational centres
- 6% have a range of statuses, including awaiting decisions from third parties, the centre has received no successful bid, and/or is being advertised to new bidders

We continue to work with community groups to support their development of business cases and identify opportunities to secure the long term viability for community venues.

## 4.2 **Regulatory Services**

### 4.2.1 **Housing Enforcement**

The Selective Licensing Scheme (SLS) that was introduced across parts of Peterborough in November 2016 has been successful in improving the standards of the private rented sector. Since the scheme began, the team has licensed 7,623 properties and inspected over more than 545 properties in the last 12 months. The scheme has brought about a behaviour change in the sector and, as a result, no formal prosecutions have had to be brought through the courts. Breaches are instead resolved through advice, guidance and action via the Civil Penalties procedure where necessary.

The current scheme ends on 31 October 2021, with evidence gathering currently taking place as part of a review of the scheme to determine the areas for any replacement scheme. Once the evidence base is collated and has been through the correct scrutiny and approval process an application will be submitted to the Ministry for Housing, Communities and Local Government. If approved, the scheme will be in place for a further 5 years. It is currently intended to consult with this Scrutiny Committee early in the new municipal year.

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 established a minimum standard. For domestic properties this affects new tenancies and renewals from 1 April 2018 and all of the rented sector from 1 April 2020. The Housing Enforcement team has been working with landlords and agents to achieve compliance with the new legislation. From April 2020 it became illegal to rent out a property that has an Energy Performance Certificate with a rating of F or G. All F and G-rated properties within the private rented sector were advised between January and April this year. Any properties in the SLS areas that remain F or G-rated have had, or are in the process of having, compliance notices issued.

#### **4.2.2 Trading Standards**

In April this year, Trading Standards Officers were instrumental in implementing a process for checking whether Personal Protective Equipment (PPE) purchased for use in Adult Social Care as part of the COVID safety measures met the necessary safety standards required. The process involved firstly verifying the suitability of suppliers through checks of test certificates and PPE specifications before orders were placed. Once suppliers were verified, and the consignment received, an officer would inspect each order on site to assess whether it met the specification ordered. The inspections included cross-matching the order requirements with the documentation received, labelling on packaging and any specific known markings that should also appear on the PPE product.

This was a particularly important piece of work as there was an increase in fake PPE in the market at the time, the team also working to investigate and remove fake PPE from the supply chain. Ensuring that the PPE met the correct and satisfactory safety standards meant that Adult Social Care staff could continue to carry out their essential work under challenging circumstances.

#### **4.2.3 Cumulative Impact Policy**

The Licensing Act 2003 requires that this policy is kept under review, and, in line with this, the current Cumulative Impact Policy for central parts of Peterborough has undergone a review. The policy was consulted upon between 19 August 2020 and 14 October 2020. Evidence provided during the consultation indicated that sales of alcohol with meals wasn't an issue, unlike that of sales of alcohol to take away, therefore it was recommended that the council continue with the Cumulative Impact Policy in relation to off-licence sales only. The recommendation was endorsed by Licensing Committee in November and agreed at Full Council on 9 December 2020. From the 7 January 2021 only applications (new and variation) which request 'Off' sales will be subject to the Cumulative Impact Policy.

#### **4.2.4 Business Compliance during COVID**

This year has been challenging for all in our communities, including businesses who have had to deal with many changes relating to whether they can legally operate, and if so how. The council has supported these businesses in several ways throughout the pandemic, helping them to develop new ideas to enable them to open and operate under new guidance while ensuring they are compliant with legislation. Ahead of the hospitality and retail reopening officers proactively engaged with the sectors to assist them in reaching compliance, mitigating the risk to both staff and consumers, with officers on call throughout the opening weekend to assist where necessary. As well as advising businesses, officers from Environmental Health, Trading Standards and Licensing have also been responding to reports of non-compliance, firstly engaging businesses, and only using enforcement action where necessary.

Officers have also worked with Public Health to assess whether leisure facilities such as the Lido and Bretton Splash Park could be operated in a COVID-secure way, as well as working with event organisers, and Safety Advisory Groups to enable events to be held safely. There have consequently been several excellent examples of well-managed events, including a number at the Peterborough Showground.

Joint COVID patrols with the Police and council marshalls continue to take place, focusing on areas of high transmission in the city, increasing awareness and compliance for both businesses and members of the public.

#### **4.2.5 COVID-19 Contact Tracing**

Peterborough was one of the first authorities to pilot the local enhanced contact tracing scheme. The scheme involves contacting those who have not responded to contact from the national NHS Test and Trace scheme. The 'Follow-up Failed' cases are referred locally, members of the team then contact the individuals to collect information on who they have been in contact with within

the days before symptoms started, details of workplaces etc, as well as reminding them of the need to self-isolate and offering advice on where they can get support if required. If the contact tracers are unable to reach an individual in the first instance, they will leave a voicemail with a local number to call, this not being available with the national scheme, and if they are still unable to make contact officers will visit the home address.

The local scheme has proved to be more successful in reaching people than the national scheme with a success rate of around 90%. The team have overcome a number of challenges they have faced, such as language barriers, missing contact numbers and students living out of area when returning to university. The scheme has grown since it began in September and has now be rolled out countywide.

#### **4.2.6 Scams and Doorstep Crime**

To protect our communities from criminals who target the most vulnerable, the Trading Standards Consumer Protection Team works closely with the Cambridgeshire and Peterborough Against Scams Partnership to promote awareness of doorstep crimes and scams, an issue that has been more prevalent this year with an increase of people at home, isolated from their usual support networks.

Scams can be carried out on the telephone, the internet, by post or on the doorstep of peoples' homes. Over the summer months for example there were multiple reports of a group offering tarmacking services, as well as fish sellers going door to door. In both cases advice was shared with the public, raising awareness of such scams and what to do should they be targeted.

Since January this year, Trading Standards have had 28 doorstep crime incidents brought to their attention; this includes direct reports, as well as those referred by partner agencies such as the police and social care. Any intelligence is shared amongst agencies and often officers advise the police in relation to incidents they are investigating.

There are currently two doorstep crime cases, one relating to landscaping work, the other tarmacking, awaiting trial at Crown Court.

#### **4.2.7 Safety at Sports Grounds**

Responsibility for the safety of the public at regulated sports grounds has evolved this year with changing Government guidance which allows events to take place in a COVID-secure manner. Revised safety plans and certificates take into consideration measures such as social distancing and reduced capacity to ensure our communities can remain safe. Peterborough United's first match with spectators took place on 8 December. The ground had over 70 stewards, plus control room staff and Safety Officers. Officers from the local authority attended and observed the measures in place, noting that there was no crowding or grouping at turnstiles, social distancing rules were observed, and a COVID-safe seating plan was in place, among other measures and messaging throughout the grounds.

#### **4.2.8 Animal Welfare**

Through the pandemic there has been an increase nationally in the number of families buying puppies, and in line with this increase Cambridgeshire and Peterborough Trading Standards have experienced a rise in the number of puppies illegally imported. These puppies often do not have the correct vaccinations, bringing with them the risk of rabies. Officers have seized a number of puppies to date this year, all of which must go into quarantine for several weeks, at the cost to the owner. The service has worked with the council's communications team to make the public aware of the risks and costs associated with buying a puppy from abroad, while also providing advice on what to look for when buying one.

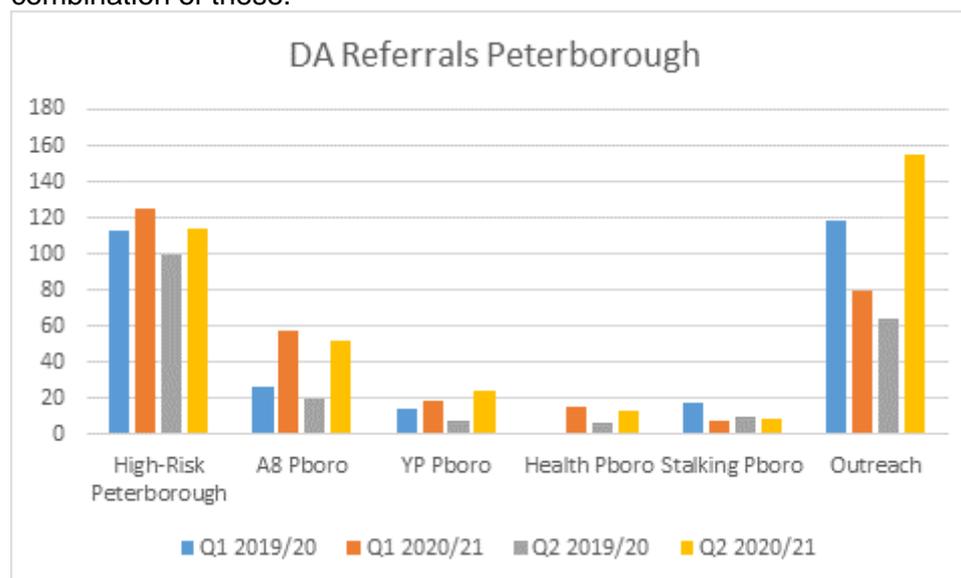
A recent outbreak of Avian Influenza has meant the Government has put in place a Prevention Zone across the whole of England to help limit the spread of the disease. All registered keepers of birds have been contacted by Trading Standards, informing them of the need to follow

increased biosecurity measures, and providing information on what symptoms to look for in their birds and where to find further information. There is a focus on sharing communications with the public to raise awareness and get the message out to bird keepers who are not registered (those with smaller backyard flocks), as well as communications on how the public can report any breaches.

### 4.3 Community Safety

#### 4.3.1 Domestic Abuse and Sexual Violence Service

During 2020 there has been an increase in reporting to police and specialist outreach services, above the increase we would usually expect year on year. It is likely that this is connected to COVID-19 and lockdown, increased awareness in the media of domestic abuse, or a combination of these:



Our frontline domestic abuse services have operated throughout the pandemic, and victim focussed services have collaborated to ensure needs are met effectively. Highlights are as follows:

- A8 communities (Czech Republic, Slovakia, Poland, Hungary, Slovenia, Estonia, Latvia and Lithuania) have seen increased referrals into our IDVA (Independent Domestic Violence Advocacy service) when compared to previous years. To meet this demand we have been able to secure COVID grant monies to recruit a specialist position with the aim of providing enhanced support to this group of victims
- We have launched a Peterborough 'Domestic Violence' campaign to work with the media with the aim of increasing awareness and signposting victims for support and help
- In November, Peterborough City Council fully endorsed 'White Ribbon Day'. This international event highlights the plight of victims of domestic abuse and our support for this was widely publicised. Actions included a flag raising and video blog by lead members to raise awareness
- £50K has been received from the Home Officer to support with preparation for the new Domestic Abuse Bill. A plan is being developed to show how this will be used and how we will meet new statutory duties from April 2021
- In recognition of the increased demands on outreach services, we have flexed partnership resources to help deal with this workload. This has included the redeployment of police and council officers to assist with victim support

#### 4.3.2 Prevention and Enforcement Service (PES)

The Prevention and Enforcement Service approach to tackling ASB and quality of life issues has been refreshed this year. Community issues are now responded to by a Senior Problem-Solving Officer and four Think Communities Safety Officers, supported by our wider

Enforcement team:

- The Senior Problem-Solving Officer works in partnership with other agencies to deliver long term interventions that target ASB challenges which pose a harm to our communities
- Think Communities Safety Officers respond to community quality of life issues ranging from environmental ASB, locational ASB and issues that are causing a nuisance which are persistent and continuing in nature. Aligned to our 'Think Communities' programme these resources are key to linking directly with communities to resolve community safety concerns
- These officers are supported by a team of Civil and Environment Enforcement Officers who are deployed across the city according to demand

As a result of these changes we are now able to improve our support to communities and enhance Think Communities programme development.

The Safer Peterborough Partnership (SPP) has established a multi-agency Problem Solving Group. The Problem Solving Group (PSG) is now the delivery arm of the SPP Board for the purposes of managing and coordinating the partnership response to location-based community issues across the city, including high risk anti-social behaviour cases. It is responsible for coordinating multi-agency interventions to tackle issues which are impacting on local communities. The group is undertaking an analytical review of hot spot areas to develop shared partnership plans, and will be accountable for reviewing progress on these and for implementing a consistent problem solving approach across the city.

Our PES workforce has been at the forefront of our COVID support operations throughout the pandemic. This has included:

- Undertaking 'COVID Marshal' activities – engaging with communities to educate people regarding social distancing requirements
- Contact Tracing – physically assisting efforts to locate those who may need to isolate
- Delivering emergency food and other supplies to shielding persons
- Working with businesses across the city to help educate and where necessary secure compliance
- Delivery of free school meals over half term
- Co-ordination of volunteer to safely re-open the City Centre and hospitality sector

Other notable highlights:

- Over the six-month period, the Prevention and Enforcement Service have dealt with 94 cases of ASB, with 49 cases ongoing
- The service has reviewed, consulted on, and implemented the Public Spaces Protection Order (PSPO) for the city centre and is currently consulting for the renewal of the Millfield PSPO
- Civil Enforcement Officers (parking officers) have issued 6,570 Penalty Charge Notices and undertaken 25,874 individual location checks. 50 schools have been visited since September
- In response to the findings of a fly-tipping task and finish group, we have introduced the use of Fixed Penalty Notices (FPN) for breaches of householder duty of care. £400 fines are now being issued for people who work with unlicensed operators. The FPN for fly tipping was increased to £400, and on-the-spot fines for those caught fly-tipping was also increased to £400
- Since 1 April, the council has issued 88 Fixed Penalty Notices for Fly Tipping or Duty of Care breaches, with several cases currently pending with Legal colleagues to decide if the threshold for prosecution has been met
- Additionally, council officers have also investigated 294 rubbish accumulations and 153 abandoned vehicles
- The service has recently invested in several cameras which are being used at hot spot locations across the city to obtain and gather evidence against offenders for enforcement and prevention purposes

#### 4.3.3 CCTV Service

The CCTV service has undergone significant transformation to ensure it is better equipped to meet demand and provide sustainable services at a reduced cost. This year, 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.

#### 4.3.4 **Counting Every Adult Team**

The 'Counting Every Adult' (CEA) team have been introduced into Peterborough to engage and support some of our most disadvantaged individuals in our community. People who face multiple disadvantage often experience several problems at the same time, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown. They may have one main need complicated by others, or a combination of lower level issues which together are a cause for concern. They often have ineffective contact with services and are harder to reach. They face multiple problems that exacerbate each other, and lacking effective support they can easily end up in a downward spiral of mental ill health, drug and alcohol problems, crime and homelessness.

This CEA team has been working across Cambridgeshire since 2011, and have effectively case managed individuals by providing direct interventions to improve their quality of life through application of the 'Making Every Adult Matter' (MEAM) Approach. The team brings together an operational partnership around individuals that looks to create flexibilities within the system and overcome barriers for the benefit of those individuals.

Following the success of this approach in Cambridgeshire, it was felt that a similar approach would benefit those who are experiencing multiple disadvantages in Peterborough.

Our focus for the coming year will be to embed the 'MEAM' strategy, with emphasis on bringing about a 'system' change in relation to how all services can work together to support people of multiple disadvantage and improve outcomes in a more cohesive and sustainable way. The scrutiny committee will be provided with further information as this work develops through 2021.

#### 4.4 **Youth Offending Service**

4.4.1 The Youth Offending Service (YOS) has continued to deliver on their statutory duty to work with young people to manage their safety and wellbeing, risk of re-offending and harm to the public throughout the COVID Pandemic. This has included ongoing face to face contact with all medium and high risk young offenders throughout 2020, and initially virtual remote contact with lower risk cases. Face to face statutory contact resumed with all young people in July 2020 and has been sustained up to the point of the start of the current lockdown. The service, along with our partners, continues to make progress against a three-year Youth Justice Plan with key priorities overseen and monitored by the Youth Justice Management Board.

4.4.2 The whole youth offending partnership received a 'Small Youth Offending Service (YOS) Inspection' by Her Majesty's Inspectorate of Probation in August 2020 and received an overall 'Good' rating with areas of outstanding practice. The inspection involved off-site focus groups with staff, managers, partners and the management board, questionnaires with young people, parents and courts, and analysis of case files on Out of Court Disposal and Court cases. The findings and feedback from HMIP against the three domain inspection areas are as follows:

##### Domain 1 – Organisational Delivery (Good rating)

- Peterborough YOS is well-governed and has the support of a highly committed, resourceful and resilient management team

- The commitment to partnership working and collaboration is illustrated by the sharing of management staff in key strategic positions across Cambridgeshire County Council and the Peterborough Unitary Authority
- The YOS board has a clear role in facilitating partnership arrangements which support the quality of services provided
- There is a skilled and experienced group of operational staff, who are committed to delivering high-quality services. This is complemented by good access to services provided by partner agencies
- The high-quality management oversight of the work is an outstanding feature of the YOS

#### Domain 2 – Court Disposals (Good rating)

- The management of cases in the Peterborough YOS was outstanding in terms of assessment, planning and the implementation and delivery of the sentence of the court
- We found some inconsistency in the quality of case reviews, although they were generally completed to a good standard
- YOS case managers demonstrated great skill in establishing useful working relationships with children and their parents or carers and were able to harness the involvement of other services speedily and effectively

#### Domain 3 – Out of Court Disposals (Good rating)

- Work with children to deliver out-of-court disposals was sufficient in all cases, as was partnership working and decision-making leading to such a disposal
- We found that the nature and intensity of work matched the children's needs and risks
- We found some inconsistent practice in the assessment of cases to support decision making and in delivering youth cautions and other community resolutions, and too few of these cases had a good written plan.

- 4.4.3 The overall key strengths of the YOS partnership were highlighted by inspectors as follows:
- An ethos of partnership working, and collaboration is at the heart of the Peterborough YOS, from the board through to service delivery
  - The location of the YOS with other teams in the Targeted Youth Support Service structure improves opportunities for service delivery and supports resilience
  - The trauma-informed approach to understanding children's behaviour is translated into clear working arrangements, supported by specialist psychologists
  - Assessments are based on a wide range of sources, and we saw good analysis of information to support children's desistance, improve their safety and wellbeing and understand the risk of harm they posed to others
  - There is consistent and good involvement of the child and their parent or carer at all stages of the work
  - The responsibilities of the key partners in this area of work are carefully outlined in a joint working agreement between the police and the YOS
- 4.4.4 As with all inspections key areas of improvement were also identified and are detailed below:
- The YOS and its partners need to focus more on supporting 16 and 17-year olds into education, employment or training, as up to 65 per cent of the relevant cases are currently NEET
  - The YOS needs to re-engage fully with the voluntary sector in Peterborough following reduced financial support for Volunteer Programmes within the service
  - Ensuring children and their parents are directly involved in the oversight of organisational delivery of the service and the Management Board
  - Timely completion of Assessments
  - Where significant change and new factors are identified that escalate risk of harm these must be fully incorporated into reviews and inform the arrangements for working with the child
  - Evidencing that desistance and risk of harm to others is fully considered within all Plans

The service has now submitted an improvement plan to further improve on our position, which will be monitored and managed through the Youth Justice Management Board.

## **5. CONSULTATION**

5.1 Consultation relevant to each aspect of the portfolio has been carried out as part of 'business as usual' operations.

## **6. ANTICIPATED OUTCOMES OR IMPACT**

6.1 Following debate and discussion at committee, it is anticipated that Members will be fully informed as to the progress and priorities of the portfolio holder, and the portfolio holder will be able to consider suggestions that come forward during that debate.

## **7. REASON FOR THE RECOMMENDATION**

7.1 Scrutiny committees in Peterborough receive an annual report from all portfolio holders, as part of their responsibility to scrutinise key areas of work.

## **8. ALTERNATIVE OPTIONS CONSIDERED**

8.1 Not applicable.

## **9. IMPLICATIONS**

### **Financial Implications**

9.1 None

### **Legal Implications**

9.2 None

### **Equalities Implications**

9.3 The Think Communities approach in particular seeks to ensure that all citizens and communities have access to services and opportunities relevant to them.

### **Rural Implications**

9.4 The Think Communities approach in particular seeks to ensure that all citizens and communities have access to services and opportunities relevant to them.

### **Carbon Impact Assessment**

9.5 There are no projects or service updates relevant to environmental impacts per se, although as and when relevant projects do come forward, more detailed reports will be presented to committee with accompanying detailed CIA's.

## **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 None

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