

Reducing Crime Against People at Risk Scrutiny Task Group (June 2014): Update on progress against recommendations

Recommendation	Original CMR response	Update July 2017
<p>R1 - Since a primary barrier to reporting and addressing domestic, hate and honour-based abuse and crime is a lack of awareness, we strongly believe there is a need for increased visibility of awareness campaigns in the county, in particular among schools and businesses. We recommend that the Health and Well Being team work with partners and the media to develop ongoing co-ordinated campaigns. This work should involve the County Council's Marketing and Communications team, who can provide advice and guidance on the best ways to gain positive publicity at minimal cost.</p>	<p>This is a very important point and one that is at the forefront of the work of the Health and Well-being (HWB) team through their co-ordination and leadership roles in relation to domestic abuse/sexual violence (DA/SV) and hate crime. Significant awareness raising work is carried out by the Worcestershire Forum Against Domestic Abuse (there is a specific public awareness sub group), there is comprehensive information placed on the DA/SV website, there are regular news bulletins, various conferences and training seminars that take place across Worcestershire and increasingly in co-operation with the West Mercia Police and Crime Commissioner (PCC). Public awareness raising is carried out locally by Community Safety Partnerships and the more recent development work on hate crime has been an excellent example of that.</p> <p>The HWB team work closely with their own communications officer (who sits within the Council's Marketing and Communications team) in terms of co-ordinating press releases and dealing with extensive media enquiries. There is a HWB annual</p>	<p>Significant work has continued over the past years through the Health and Wellbeing team leading to enhanced reporting of domestic abuse year on year. Between January 2016 – January 2017 there has been a 16% increase in the recording of domestic abuse and a 53% increase in calls to the helpline. A series of public awareness campaigns have contributed to this including work by the Adult Safeguarding Board. The DA Forum Newsletter has continued to develop and provide comprehensive information to a wide audience. The White Ribbon campaign continues to go from strength to strength, with Worcestershire being awarded White Ribbon status and making up 28% of all the national pledges. As part of this campaign in 2016 the WCC Chief Executive and many other leaders within the Council and Worcestershire organisations supported the #LeadersSayNo initiative on social media which received national attention.</p> <p>The new partnership, "Family Front Door" team includes officers from children's and adults social care, the Police and Health who carry out a daily review (triage) of</p>

	<p>campaign planner and for instance this includes the annual 16 days of action in November to highlight the issue of DA to the community and this year in October a new Hate Crime awareness week. We would welcome the full involvement of members of the scrutiny panel and members in general to help support the work of these campaigns.</p> <p>We will continue to look at new ways of awareness raising and encouraging partners, stakeholders and the public to help tackle these challenging issues, through our commissioning and the Council's wider leadership role.</p> <p>This work positively impacts upon the Council's safeguarding role particularly regarding vulnerable adults with learning disabilities and children and young people, ensuring their safety and reducing the risks of them needing social care intervention, or entering the care system as a result of family domestic abuse. The Early Help Hub acts as a single point of contact for families to use if they want help and don't know where to go. The Early Help Hub and its website is a useful vehicle for communicating messages out to families.</p>	<p>domestic abuse incidents leading to enhanced safeguarding of vulnerable persons.</p> <p>North Worcestershire Community Safety Partnership oversaw delivery of material for Hate Crime Awareness week 2016 and commissioned an evaluation of the impact from "Busking for Advice" who delivered the outreach activity. While this evaluation is hard to articulate in quantitative terms, it is evident that it caused people across Worcestershire to engage, on the street, with the issues of hate crime being challenged.</p> <p>The Public Health team have contributed to county Hate Crime events in October 2016 and February 2017.</p>
<p>R2 - We recommend that the Health and Well Being Team work with Hate Incident Partnerships in Worcestershire</p>	<p>West Mercia Police have systems in place where daily audits are carried out of all incidents reported to ensure that any hate</p>	<p>WM Police take every opportunity to raise awareness regarding hate crime, and liaise regularly with a range of learning</p>

<p>to explore ways in which the present system for reporting incidents of hate crime, such as those experienced by people with learning disabilities on public transport, can be improved to ensure that every incident reported is responded to and acted on appropriately. This could include, for example, raising awareness of features of local school uniforms to help identify young people who may be committing abuse.</p>	<p>incidents or hate crimes are identified and acted upon appropriately. It is to the credit of our police colleagues that information on any hate incidents or hate crimes is also shared with the Hate Incident Partnerships (HIPs) and other groups such as the Learning Disabilities Hate Crime Group in order to seek the advice and support of key partners. In this way, solutions can be found to ongoing problems and partners can share additional information with the police which may be relevant. A key issue here is that the vast majority of hate incidents go unreported, which prevents victims from receiving any service or support. A vital role of the HIPs will be to increase reporting rates in order to ensure that all victims can receive the support they need. It will be important to engage with transport providers as part of the awareness raising work in order to identify which bus routes, or which schools, are posing problems to the wider community. Although we have extensive anecdotal evidence to suggest that school students travelling on buses have caused issues, the police data currently does not support this. If we are to effectively tackle these problems it will be vital to build up a clear picture of what is happening, in order for resources to be targeted where they can achieve the most positive impact.</p>	<p>disability groups, within Worcestershire notably "Our Way" and "Speakeasy NOW" to raise awareness/encourage reporting. The police have held a number of events including one relating to Learning Disability Hate Crime at Hindlip, involving people with learning disabilities and their carers who are key to increasing reporting for LD hate crime. Good practise work in the community continues with Fortis Living currently planning autism-related awareness events for both their customers and their own staff. WCC Health and Wellbeing team fully support and contribute to the partnership work on Hate Crime.</p>
<p>R3 - Public transport providers, in</p>	<p>The Deputy Police and Crime</p>	<p>Work has continued in relation to public</p>

particular bus companies operating services in Worcestershire, need to recognise their role in ensuring that passengers can travel without fear of abuse from others. The awareness, attitude and willingness to intervene of bus drivers varies greatly, but is not acceptable that the sole person in charge of a bus is unprepared or unwilling to address hate crime or related anti-social behaviour from passengers; therefore we strongly recommend that bus companies with contracts in Worcestershire ensure all drivers are trained in Equality and Diversity, and in dealing with anti-social behaviour. We suggest the County Council's Health and Well Being Team, and Hate Incident Partnerships, work together with bus companies to ensure appropriate training is delivered, and to follow up on progress.

Commissioner for West Mercia (DPCC) is currently in the process of writing to all of the transport providers across the region asking them to engage with Police and Community Safety colleagues to do more to tackle hate crime. County Council officers, Police and Community Safety partners have previously held meetings with transport providers to discuss the issue but with limited success. We await the response to the DPCC and will work with him and the CSPs accordingly to tackle this issue.

Some transport providers, notably Arriva, have been willing to engage and have previously placed posters on the outside of their buses to raise awareness of disability hate crime.

Through the "Choose How You Move" initiative, Worcestershire County Council has recently granted £22,000 to Redditch Borough Council to assist with the delivery of a project aimed at tackling hate crime on public transport. The project will involve 15 young people with learning disabilities from the Redditch area, each of whom will be given a 12 month bus pass for 2015. Each young person will also be given the means to record their own video diaries and written records of their experiences, both positive and negative, as they travel around the area on public transport. The

transport issues. This has culminated in a specific event at the Worcestershire Peoples Parliament on 25/11/16 regarding concerns about hate crime and issues for people with disabilities on public transport. Pledges and actions were made at the event by a range of agencies, including, London Midland Bus Co, First Bus Co, British transport police, West Mercia police, WCC, Regulatory Services, B&H taxis. This included supporting a new "access travel wallet", training for bus drivers and taxi drivers on hate crime awareness and the Safeplaces scheme and inviting disabled people onto advisory groups.

Redditch BC is working with 15 young people through Heart of Worcestershire college – Redditch, who have a disability but travel independently on public transport. Their experiences of using public transport are being evaluated over a 12 month period, with their recommendations then being used to work with travel companies to develop a better experience for disabled people using public transport.

The project aims to deliver monthly Group awareness sessions alongside a one to one weekly mentoring session with each of the attendees. Through these sessions the experiences of the young people will

	<p>15 volunteers will be assisted to act as 'travel ambassadors', encouraging other people with learning disabilities to get out and about and to use public transport more often. The details of any negative experiences encountered will be shared with North Worcestershire HIP and West Mercia Police and will be used to inform their work with local schools and businesses. Diamond Bus Company, the major provider of public transport in the Redditch area, will also work collaboratively with North Worcestershire HIP to use the information from the 15 volunteers as part of their driver training programme from 2016 onwards.</p> <p>If the pilot project is evaluated as successful then it is planned to roll out projects using the same model for other districts and other transport providers across the county. The Council's HWB officers are fully engaged in this partnership work to ensure the safeguarding of vulnerable adults and young people with learning disabilities.</p>	<p>be recorded and evaluated. This information will be used to write a training programme for bus companies and be used to develop permanent service changes and materials which will be used by public transport providers. The Travel Ambassadors will then be supported to continue this educational work with different groups in the community. The first filming session went well with the participants and the first group awareness session on personal safety was held at the end of the summer term, with all 15 young people attending. The first incentive session was held on the 11th August.</p>
<p>R4 - A primary concern arising in the scrutiny was the lack of clarity regarding the various service providers, organisations, boards and groups involved with identifying and eradicating abuse, and how these all fit together without duplication. There is a</p>	<p>It is widely acknowledged that the current partnership landscape is complex, with numerous different agencies and groups working to raise awareness of, and tackle the issues, focussed on by the report. It can be seen as a positive testament to how many partners are fully involved and</p>	<p>A full independent peer review of community safety partnership governance took place in 2015, culminating in a comprehensive set of recommendations to the Worcestershire Safer Community Board and the two Community Safety Partnerships. This has resulted in the</p>

<p>need for simplification and increased transparency. We therefore recommend that the Health and Well Being team work with partners and service providers to clearly set out the various bodies involved, including present and planned funding arrangements.</p>	<p>support the work to eradicate abuse that the governance arrangements have been established, each with a common goal. I fully support the recommendation to try and clarify and where necessary simplify the landscape, however, it will be important to ensure that the added value of each group is considered and taken into account when making any future decisions.</p> <p>The annual Community Safety Agreement for 2014/15 has published a landscape diagram of current partnership arrangements, along with details of the functions of each key group. This should assist with an understanding of the role of the key groups.</p> <p>The Safer Communities Board has also recently contacted partners from each responsible authority to discuss a possible review of existing partnership arrangements. We are currently awaiting the final responses.</p>	<p>rationalisation of meetings, CSPs carrying out improvement audits of their practise and implementing these with some additional focus on LA scrutiny of the CSPs. The issue of possible merger of community safety partnerships is for the present time held in abeyance. Working arrangements are kept under review to ensure effectiveness and efficiency.</p> <p>A joint working protocol has been signed by the chairs of the Adults and Children Safeguarding Boards, the Health and Wellbeing Board and the Safer Communities Board and formal meetings are now operating between the Chairs and officers from those Boards to ensure there is full strategic oversight and collaboration between them.</p>
<p>R5 - 'Reducing Crime against People at Risk' should be a strand of the annual Overview and Scrutiny Performance Board review of Crime and Disorder. This will facilitate, for example, follow-up scrutiny of how the new Worcestershire Forced Marriage, Honour-based Violence and Female Genital Mutilation (FGM) Protocol,</p>	<p>I fully support this recommendation and agree that this could within the overall annual report be a specific focus to take account of the current scrutiny work; drawing fully on the work of the CSPs and other key partners such as the Police. This is of significance to the County Council's duties in relation to community safety and ensuring that we meet our safeguarding</p>	<p>This Protocol has been further reviewed, updated and jointly agreed by the Boards.</p>

<p>presently going through the approvals process, works in practice.</p>	<p>responsibilities.</p> <p>There is close strategic and operational co-operation taking place between the Adults and Children's Safeguarding Boards and County Council HWB officers. For instance the Forced Marriage, Honour based Violence and FGM protocol was developed and agreed jointly by the Worcestershire Forum Against Domestic Abuse, the Worcestershire Safeguarding Adults Board and the Worcestershire Safeguarding Children's Board and was formally launched at an event held at the University of Worcester in May 2014. Initial feedback indicates that the protocol is being used and has been well received by partner organisations.</p>	
<p>R6 - These scrutiny sessions should include relevant officers from West Mercia Police, in order to share progress on police initiatives and partnership working. For example, Members will be interested to hear of progress in the work with Speakeasy NOW to engage schools to help reduce abuse of people with learning disabilities, in the engagement with bus companies to establish ways to address such abuse, and in continuing engagement with schools to raise awareness of the impact of abuse and support young people in developing</p>	<p>I support this recommendation and the police as a Responsible Authority along with the PCC will be keen to demonstrate the positive impact that their work will be having.</p>	<p>This is covered in R3 above.</p>

<p>respectful behaviours.</p> <p>R7 – We fully support the planned roll-out of the Safe Places scheme across the county, which provides time out and a quiet space for anyone who needs this, including but not limited to victims of abuse. This scheme should include ongoing refresher training for involved businesses to ensure that the initiative continues to be effective, and a progress report should be requested as part of the annual Overview and Scrutiny review of Crime and Disorder.</p>	<p>At the People's Parliament in June, colleagues from Worcester City 'pledged' to establish the Safe Place Scheme in Worcester, with support from partners including West Mercia Police, Our Way and Speakeasy Now. Partners have also held positive meetings to discuss how to roll out the scheme across all other districts of Worcestershire, with a project plan currently being finalised, along with a funding bid to the PCC to ensure the scheme is established as soon as possible. In order to ensure the scheme's success, West Mercia Police will work closely with volunteers from Our Way and Speakeasy Now, to provide training to the businesses and premises who wish to register as safe places. They will then return to check on each premises on a regular basis to ensure all staff are aware of the scheme and to provide refresher training as required. Within West Mercia Police, the Safer Neighbourhood Teams and local PCSOs will take a lead, as they are best placed to incorporate this into their existing duties. The North and South Worcestershire HIPs will lead on the work to raise awareness of the Safe Place Scheme within the wider communities, incorporating awareness of the scheme into their existing work with schools and businesses, and also targeting other community groups such who may be potential users of the scheme.</p>	<p>Safe Places has now been comprehensively rolled out to towns across Worcestershire in conjunction with Our Way advocacy. There are 118 businesses signed up to the Safe Places scheme across Worcestershire, with each business and its staff receiving an awareness pack and process map to support them.</p>
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<p>R8 - In addition to promotional work presently underway, we recommend that Worcester City Council considers raising the profile of its Hate Crime e-learning module, <i>Tackling Hate Together</i>. In order to maximise access to this valuable learning opportunity, it would be beneficial for a link/ publicity to be available from the front page of the City Council's website.</p>	<p>Worcester City Council has already put the link to the Hate Crime e learning module onto their website and so it is freely available to be utilised by anyone in the County.</p> <p>A small working group is being convened with colleagues from both North and South Worcestershire HIPs to consider the awareness raising of hate crime and also the marketing of promotional material including <i>Tackling Hate Together</i> and other material such as a DVD produced by North Worcestershire colleagues. The short term plan is to use Hate Crime Awareness Week, 11 – 18 October, as a platform to obtain some local media coverage and County Council officers will be supporting the co-ordination of this. The County Council is currently undergoing a revision of its webpages and we will incorporate new materials as soon as we are able.</p>	<p>The learning module has been accessed 289 times since being introduced. The City Council have reviewed the module it has now withdrawn as it was not cost effective</p>
<p>R9 - We request that the Cabinet Member with Responsibility for Health and Well Being provides a breakdown of the money which has gone back into domestic abuse services as a result of changes following the 'Future Lives' consultation results, indicating what this will cover and whether this funding is transitional (to cover the period up to March 2015) or will be available long-term.</p>	<p>As agreed by Cabinet the future funding of the commissioned domestic abuse service is retained at the current level of £879,236 until 31 March 2015. From 1 April 2015 the funding will be in line with Future Lives decisions of £462,400 and the Council is currently working on the recommissioning of services.</p> <p>We are working with partners to mitigate this and considering new service</p>	<p>The PCC continues to support victim focused services notably in relation to domestic abuse and sexual violence.</p> <p>A new Domestic Abuse Service went live on 1st July 2017. It was awarded to West Mercia Women's aid and Rooftop Housing Group. The new contract award is for £417k per annum. The new Service includes 1:1 advice and support for victims of domestic abuse, group work,</p>

	<p>approaches through the current re-commissioning process. We will be striving to continually improve the support available to victims of domestic abuse and their families and the emphasis will be upon ensuring that the maximum benefits and outcomes are obtained from existing services. That will be achieved through further enhancing practical and formalised co-operation between agencies and being innovative, under circumstances where financial resources are under significant pressure.</p> <p>Therefore recommissioned services from April 2015 will have an explicit focus upon universally available service provision within the county to support and protect victims and their families and in particular ensuring the safeguarding of children. DA service providers will be required to work closely with the Stronger Families Domestic Abuse Services and Early Help providers to remove any duplication or repetition of effort and to ensure the maximisation of volunteering support and capacity to enable victims and families to lead more settled and safer lives in the community.</p> <p>Also as part of the Future Lives decision there has been the transfer of £911,000 check annual funding to the Council's Children's Services Directorate for housing</p>	<p>supported access to emergency accommodation, transition to mainstream accommodation and the development of peer support and volunteers within the community.</p> <p>WCC has also been successful in an application for DCLG funding of £99,890 to provide support to access accommodation for ethnic minorities who are victims of domestic violence until March 2018. This will be focussed on the most vulnerable who are currently under-represented in mainstream services, including people with associated mental health problems and substance misuse dependency. The funding will also facilitate the involvement of people from ethnic minorities to participate in partnerships influencing provision for victims of domestic abuse.</p>
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related support for young people which is a further service that can support young vulnerable people who are at risk and are potentially homeless.

The recommissioning will also include the PCC funding complementary services, such as the Independent Domestic Violence Advisors (IDVA) with other related options presently under consideration for funding. All opportunities to jointly commission or draw funding (statutory, private or charitable) and other universal services into helping tackle domestic abuse will be continue to actively be pursued across the partnerships. Excellent partnership arrangements with the PCC have ensured close co-operation regarding domestic abuse and sexual violence services in Worcestershire and in 2014/15 the PCC has provided £79,000 for the IDVA service and £159,000 (extrapolated West Mercia figure) for the Independent Sexual Violence Advisor (ISVA) service.

The PCC is also funding project work, led by the Community Safety Partnerships, to tackle hate crime, with £8,000 of funding being used to support activities including Worcestershire's Hate Crime Awareness Week, scheduled for 11 – 18 October. The PCC has recently awarded £20,000 to the Worcestershire Safer Places project for vulnerable people, which was highlighted

	<p>at the Scrutiny Panel.</p> <p>The Council also fully actively supports the strategic and partnership work through the HWB team and the DA co-ordinator in particular and this approach ensures the effective co-operation between key agencies to maximise the assistance to victims and their families with examples of this being demonstrated to the Scrutiny Task Group.</p>	
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