

Service Report Card

Community Safety Team

1st April 2015 to 31st March 2016

Brief description of the Service	Service priorities for 2015/2016
<p>Anti-Social Behaviour : Giving advice information and support to residents who are suffering from harassment alarm or distress.</p> <p>Domestic Abuse : Supporting high risk victims of Domestic violence, providing the link between Neath Port Talbot and Welsh Government, Home Office and the Police & Crime Commissioner.</p> <p>Crime Prevention: Undertaking security surveys and giving advice to local residents regarding safety and security. Undertaking crime prevention talks.</p> <p>Awareness raising: Organising and attending Engagement days and events to promote general and specific campaigns and initiatives.</p> <p>Education: working with schools and colleges to promote messages of healthy relationships, Internet safety and personal safety.</p> <p>Campaigns: Developing and promoting campaigns to combat particular crime trends and to increase reporting .e.g. Paws on patrol, Neighbourhood watch</p>	<ol style="list-style-type: none"> 1. Community Safety <ul style="list-style-type: none"> • To undertake regular Engagement days and Events • To identify and secure funding for the security schemes • To support the Safer Neath Port Talbot Partnership group • To organise and evaluate Crucial Crew • To promote the work of the team and increase the number of followers of Facebook and Twitter • Increase members of Paws on Patrol • Carry out a review of Neighbourhood Watch 2. Anti-Social Behaviour <ul style="list-style-type: none"> • Maintain current levels of Anti-social Behaviour incidents • Maintain low level of repeat victims • Oversee introduction of new legislation 3. Domestic Abuse <ul style="list-style-type: none"> • Review of Domestic Abuse services in Neath Port Talbot

Projects: Planning and undertaking seasonal projects throughout the County Borough e.g. Property post coding, Cycle thefts, Operation BANG (Be A Nice Guy)

Initiatives: Maintaining initiatives that provide security for the most vulnerable members in the community e.g. Feel Safe initiative and the Stop Repeat scheme

- Review of the DASG (Domestic Abuse Strategic Group)
- Implement the White Ribbon Town Action Plan

Story behind the performance

The team's focus continues to be raising awareness of crime trends and promoting positive messages to residents of Neath Port Talbot to empower them to make informed choices about the way they live their lives and to encourage an environment where people will positively challenge Anti-social Behaviour. Although the Community Safety Team is small; as it works in partnership with many other agencies and organisations this enables the team to reach a larger audience promoting relevant and appropriate messages.

The team is very proactive and innovative and is involved in a range of diverse projects and initiatives, some of which are annual events, some run for a specific period and some are ongoing. One of the main priorities is to positively promote the work of the team so that all residents are aware of whom they can go to for help and advice on all issued of crime and disorder.

Measure	14/15 Performance	15/16 Q1 Apr - June	15/16 Q2 July - Sept	15/16 Q3 Oct - Dec	15/16 Q4 Jan - Mar	15/16 Cumulative
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Internal: Service Performance 2015-16

Community Safety

- The team undertake regular engagement events in partnership with internal and external agencies. The team also give crime prevention talks to local groups to raise the awareness of crime trends and provide information and security materials to help keep the community safe.
- The Community Safety Team successfully secured funding for the Feel Safe scheme and the Stop Repeat Victim scheme. The team work in partnership with Neath Port Talbot Care & Repair to deliver the Feel Safe scheme and in the Feedback forms in 2014/15 98% of customers said they were satisfied or very satisfied with the scheme.
- The Safer Neath Port Talbot Partnership Board meet quarterly and their current priorities are Violent Crime, Domestic Abuse and Substance Misuse. The Community Safety Partnership have also assisted local groups source funding for projects
- Crucial Crew took place in June 2015 and an evaluation carried out six months after the event showed that 80% of the young people remembered 80% of the safety messages.
- The Community Safety team have a Facebook page and Twitter account and promote messages on a regular basis on both social

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<p>media sites.</p> <ul style="list-style-type: none"> The Paws on Patrol scheme has increased its membership by 56%. The review on Neighbour Watch will now take place in 2016/17 and be led by South Wales Police. 						
<p>Anti-social Behaviour</p> <p>Current levels of reported Anti-social Behaviour are currently low averaging fewer than 200 per month. There are some concerns regarding the recording of Incidents and these are currently being looked into by South Wales Police. The number of Repeat Victims continues to be very low and there are action plans in place to support the victims. All the statutory powers in the Anti-social Behaviour, Crime and Policing Act 2014 have now been fully implemented.</p>						
<p>Domestic Abuse</p> <p>The Domestic Abuse review was delayed but is now underway; it is being carried out by an independent consultant and is due to be completed by the end of May 2016. The results and recommendations of review will provide the basis for the local Domestic Abuse strategy required by the Violence Against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 and the restructure of the Domestic Abuse Strategic Group (DASG) The review will identify gaps in the local service, identify how much is spent on the service and establish if the needs of the victim are being met.</p>						
Number of engagement events (including talks)	75	12	20	21	11	64
Number of residents spoken to	12,076	1,025	3,975	4,852	1,785	11,637
Number of contacts on Facebook	435	N/a	N/a	N/a	N/a	748
Number of contacts on Twitter	614	N/a	N/a	N/a	N/a	868
Number of Paws on Patrol members	242	N/a	N/a	N/a	N/a	377
Number of Anti-social Behaviour incidents	2,423	593	690	518	438	2,239

Appendix 1

Measure	14/15 Performance	15/16 Q1 Apr - June	15/16 Q2 July - Sept	15/16 Q3 Oct - Dec	15/16 Q4 Jan - Mar	15/16 Cumulative
Number of Repeat victims	6	1	1	2	2	6
Number of home security checks completed	160	31	39	40	48	158
Number of homes receiving security improvements	150	28	37	33	44	142
Number of groups assisted with funding	29	7	9	5	12	33
Financial:						
The Community Safety Team have a very small budget as only three full time members of staff are currently core funded. The remaining eight members of staff are grant funded or funded by partners. The team were not asked to contribute to the FFP in 2015/16						
FFP (agreed) savings at risk or undeliverable		n/a	n/a	n/a	n/a	
% expenditure within budget		100%	100%	100%	100%	100%
Target strategies identified to balance budget for 2015/16	The budget for the Community Safety Team in 2015/16 was £130,152 the actual spend was £129,307					
Customer:						
The Anti-social Behaviour, Crime and Policing Act 2014 introduced a method for people to complain about the dissatisfaction in the way their Anti-social Behaviour complaint was being dealt with. This is called a Community Trigger. The Neath Port Talbot ASB team have not received any to date. The team regularly receive positive feedback and compliments for their schemes, initiatives and talks.						

Appendix 1

Measure	14/15 Performance	15/16 Q1 Apr - June	15/16 Q2 July - Sept	15/16 Q3 Oct - Dec	15/16 Q4 Jan - Mar	15/16 Cumulative
No of complaints received (Community Triggers)	0	0	0	0	0	0
No of compliments received	Not collated	5	12	14	5	36
% complaints upheld at stage 1	0	0	0	0	0	0
% complaints upheld at stage 2	0	0	0	0	0	0

Employees:

Historically there have been no sickness issues because the team members manage their absence. Unfortunately in 2015/16 two members of staff were admitted to hospital for an emergency operation and surgery which severely affected the team's sickness record. This has resulted in 12.6 FTE days lost per employee which is higher than the Council average. Both staff have been supported through their sickness; one has made a full recovery and the other is convalescing from surgery.

There is very little resilience in the team but all member of the team work together supporting each other and each other's projects and initiatives. Moral in the team is good despite several members of staff being under threat of redundancy on a yearly basis.

The team are very innovative and pro-active in developing new ideas. The monthly Community Safety Partnership tasking meeting is a forum for all partners to explore and put into practice some of these ideas. In 2014/15 the team took the lead in the New Psychoactive Substance Initiative (NPS) and supported the Police & Crime Commissioner's Know the Score Initiative (KTS). In July 2015 the team won a Highly Commended certificate in the Excellence in Community Engagement category of the Municipal Journal Awards.

All Personal Development Reviews are undertaken with the staff in the team; however with the staff in grant funded posts it is difficult

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enabling planning of future personal development and training needs as these staff have been given redundancy letters for the last two years running. Fortunately the staff are committed to their roles and no less so because of the uncertainty of their future in the team.						
% Staff very engaged/engaged in their work	Not collated	N/a	N/a	N/a	N/a	94%
Number of FTE days lost due to sickness	17	N/a	N/a	N/a	N/a	103
FTE days lost per employee	2.1	N/a	N/a	N/a	N/a	12.6
No of staff ideas generated	50	12	13	12	13	50
% of staff ideas implemented	30	7	8	7	8	30
Number of new projects/initiatives implemented	2	One(NPS)	0	One(KT S)	0	2
% of staff who have received a PDR/EDR in the last 12 months	100%	N/a	N/a	N/a	N/a	100%
% identified learning and development needs met	100%	N/a	N/a	N/a	N/a	100%
Employee turnover rate due to unplanned departures	0	N/a	N/a	N/a	N/a	0

Appendix 1

Next key actions for 2016/2017

What	Who	By When
Implement Domestic Abuse Review		October 2016
Undertake local Domestic Review Strategy with the local Health Board		March 2017
Assess the impact and implications of the National Training framework for Domestic Abuse being introduced by Welsh Government		March 2017
Identify funding for NPT Domestic Abuse staff		March 2017
Ensure the NPT PREVENT Action Plan is implemented		March 2017
Roll out WRAP 3 training to first tranche of all front line staff		March 2017
Develop and implement a local action plan for Hate Crime		March 2017
Increase the membership of Paws on Patrol		March 2017
Review Neighbourhood Watch		December 2016