

# Service Report Card 2017-2018

## Community Safety Service

### Section 1: Brief description of the service

The Neath Port Talbot Community Safety Team consists of four full time posts which are core funded, the remaining seven members of staff are grant funded or funded by partners. The team is co-located in Neath Police Station with South Wales Police Community Safety Team and works in partnership on a wide variety of Community Safety issues including :-

**Anti-Social Behaviour** : Giving advice, information and support to residents who are suffering from harassment alarm or distress.

**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. Working with third sector partners to provide a holistic service that meets the needs of victims.

**Community Cohesion**: Including hate crime, modern slavery and the resettlement of refugees.

**PREVENT:** Discharging the Local authority duty under the Counter Terrorism and Security Act 2015

**Crime Prevention:** Undertaking security surveys and giving advice to local residents regarding safety and security. Undertaking crime prevention talks.

**Awareness raising:** Organising and attending Engagement days and events to promote general and specific campaigns and initiatives.

**Education:** working with schools and colleges to promote messages of healthy relationships, Internet safety and personal safety.

**Campaigns:** Developing and promoting campaigns to combat particular crime trends and to increase reporting .e.g. Paws on patrol, Neighbourhood watch.

**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.

**Social Media:** 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 issues of crime and disorder.

**Section 2:  
Service Objectives 2017-18**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Complete the consultation and finalise the VAWDASV local Strategy and Implement Domestic Abuse Delivery Plan	<ul style="list-style-type: none"> <li>• Consultation launch</li> <li>• Finalise Strategy</li> <li>• Develop and implement a delivery plan</li> <li>• Develop and implement sub groups</li> </ul>	Elinor Wellington	Oct 2017  Completed	Victims of Domestic Abuses needs will be better met with safe interventions and positive outcomes
2: Assess the impact and implications of the National Training framework for Domestic Abuse being introduced by Welsh Government	<ul style="list-style-type: none"> <li>• Roll out group one training</li> <li>• Roll out Ask and Act training</li> <li>• Undertake evaluation</li> </ul>	Rachel Dixon	April 18	Professional will have a greater awareness of the impact of all forms of Domestic Abuse  Professionals will have a better understanding of how to refer victims to appropriate services
3: Identify and secure funding for Neath Port Talbot Domestic Abuse staff	<ul style="list-style-type: none"> <li>• Police &amp; Crime Commissioner Funding</li> <li>• Regional Welsh Government funding</li> <li>• Target Hardening funding</li> </ul>	Sian Morris	April 18  Completed	All Domestic Abuse staff are grant funded for 2018/19
4: Maintain current levels of Anti-social Behaviour and repeat victims	<ul style="list-style-type: none"> <li>• Promote 101 as contact for reporting ASB</li> <li>• Maintain low levels of ASB</li> </ul>	Paul Lewis	April 18	Increased reporting will identify hot spot areas Current levels of ASB are low Current levels of repeat victims are low

	<ul style="list-style-type: none"> <li>• Maintain low levels of Repeat victims</li> </ul>			
5: Set up a Prevent Action Group, finalise the Neath Port Talbot PREVENT Action Plan and implement the plan	<ul style="list-style-type: none"> <li>• Identify appropriate agencies to sit on the PAG</li> <li>• Develop a Prevent Action Plan</li> <li>• Implement the Prevent Action Plan</li> </ul>	Sian Morris/Elinor Wellington	Dec 17 Completed	<p>Raise awareness of Partners of their responsibilities under the Counter Terrorism legislation</p> <p>Discharge the LAs responsibilities under the legislation</p>
6: Roll out WRAP 3 training to first tranche of all front line staff	<ul style="list-style-type: none"> <li>• Train trainers to deliver the training</li> <li>• Implement a training schedule</li> <li>• Develop a referral pathway to evaluate the training</li> </ul>	Neath Port Talbot Training section	April 19	<p>Council employees and partner agencies are more aware of the signs of radicalisation</p> <p>Council employees and partners are aware of the referral pathway</p>
7. Set up a VAWDASV Communications and Engagement group, develop a communications plan and deliver the Objective One actions	<ul style="list-style-type: none"> <li>• Identify appropriate partners to sit on the group</li> <li>• Develop a communications plan</li> <li>• Implement the Communications plan</li> <li>• Implement Objective one of the delivery plan</li> </ul>	Sian Morris	Sept 17 Completed	<p>Council employees partners and residents of the County Borough are more aware of Domestic Abuse campaigns and feel more confident in reporting incidents of DA</p> <p>Local employers have an Employee Domestic Abuse policy</p>
8: Increase the membership of Paws on Patrol scheme	<ul style="list-style-type: none"> <li>• Promote the scheme on social media</li> <li>• Hold quarterly Paws on Patrol events</li> </ul>	Kelly John	On-going	Increasing crime prevention awareness in the County Borough Encouraging responsible dog ownership

	<ul style="list-style-type: none"> <li>• Produce and disseminate a bi-monthly Newsletter</li> </ul>			Encouraging local residents to report Anti-social Behaviour
9: Increase number of followers on the Community Safety twitter and Facebook accounts	<ul style="list-style-type: none"> <li>• Promote social media contact details</li> <li>• Hold monthly engagement events</li> <li>• Work in partnership with local agencies to maximise circulation</li> </ul>	Grant Botterill	On-going	Residents of the LA are made aware of local campaigns and initiatives Residents of the LA are given Crime Prevention and security advice Increased partnership working
10: Organise Engagement events to promote Community Safety and Crime Prevention messages	<ul style="list-style-type: none"> <li>• Hold intelligence led engagement events throughout the County Borough</li> <li>• Deliver appropriate and relevant crime prevention messages</li> </ul>	Grant Botterill/Lisa Voisey	On-going	Residents of the LA are given Crime Prevention and security advice Increased partnership working Targeting hard to reach area with key messages
11: Develop and maintain the Business Crime Reduction Partnership (BCRP) increasing membership and income	<ul style="list-style-type: none"> <li>• Promoting the BCRP scheme in both town centres</li> <li>• Encouraging membership to the scheme</li> <li>• Generating income for the post holders salary</li> </ul>	Sian Morris/Grant Botterill	On-going	Reducing Crime and Anti-social behaviour in the town centres

**Section 3:  
Service Performance Quadrant 2016-17**

Progress on Service Priorities.....

<b>Measure</b>	<b>2014-15 Actual (Full Year)</b>	<b>2015-16 Actual (Full Year)</b>	<b>2016 – 17 Actual (Full year)</b>	<b>2017-18 Qtr. 1</b>	<b>2017 - 18 Qtr. 2</b>	<b>2017 -18 Qtr. 3</b>
<b>Service Measure 1</b> : Number of engagement events (Priority 10)	75	64	70	22	28	26
<b>Service Measure 2</b> : Number of residents spoken to(Priority 10)	12,076	11,637	11,900	4,500	3,200	3,800
<b>Service measure 3</b> : Number of contacts of Facebook (Priority 9)	435	748	908	72	68	62
<b>Service Measure 4</b> : Number of contacts on Twitter (Priority 9)	614	868	1,082	81	85	90
<b>Service Measure 5</b> : Number of Anti-social Behaviour incidents (Priority 4)	2,423	2,239	1,936	655	602	481
<b>Service Measure 6</b> : Number of repeat victims (Priority 4)	6	6	5	5	5	4
<b>Service Measure 7</b> : Number of referrals to the IDVA service (Priority 3)	265	344	450 (TBC)	160	200	130
<b>Service Measure 8</b> : Number of new Paws on Patrol members	100	200	236	50	53	61



