

Community Safety Committee

Tuesday, 24 September 2013 at 10:30

County Hall, County Hall, West Bridgford, Nottingham NG2 7QP

AGENDA

- | | | |
|----|--|---------|
| 1 | Minutes of the last meeting held on 23 July 2013 | 3 - 6 |
| 2 | Apologies for Absence | |
| 3 | Declarations of Interests by Members and Officers:- (see note below)
(a) Disclosable Pecuniary Interests
(b) Private Interests (pecuniary and non-pecuniary) | |
| 4 | Update on Emergency Management and Registration Services | 7 - 12 |
| 5 | Lessons arising from the explosion in Newark on 19 May 2013 | 13 - 18 |
| 6 | Update on Key Trading Standards Matters | 19 - 24 |
| 7 | Doorstep Crime Control Strategy | 25 - 30 |
| 8 | Overview presentation on the work of the County Council's Community Safety section | |
| 9 | Partnership Plus Community Safety Update 2013-14 | 31 - 36 |
| 10 | Sexual Violence and Abuse Update 2013 | 37 - 50 |
| 11 | Work Programme | 51 - 56 |

Notes

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Martin Gately (Tel. 0115 977 2826) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.

minutes

Meeting **COMMUNITY SAFETY COMMITTEE**

Date **Tuesday, 23 July 2013 at 2:00pm**

membership

Persons absent are marked with 'A'

COUNCILLORS

Glynn Gilfoyle (Chairman)
Alice Grice (Vice-Chairman)

Chris Barnfather
Richard Butler
Ian Campbell
John Clarke

Keith Longdon
Stuart Wallace
John Wilmott

OFFICERS IN ATTENDANCE

Rachel Adams	- Policy, Planning & Corporate Services
Tammy Coles	- Adult Social Care, Health & Public Protection
Vicky Cropley	- Policy, Planning & Corporate Services
Robert Fisher	- Adult Social Care, Health & Public Protection
Keith Ford	- Policy, Planning & Corporate Services
Sarah Gyles	- Adult Social Care, Health and Public Protection
Sarah Houlton	- Adult Social Care, Health and Public Protection
Chris Walker	- Policy, Planning & Corporate Services

MINUTES

The minutes of the last meeting held on 18 June 2013 were confirmed and signed by the Chairman.

APOLOGIES FOR ABSENCE

None.

The following changes in membership were reported to the meeting:-

- Councillor Richard Butler had replaced Councillor Bruce Laughton;
- Councillor Ian Campbell and replaced Councillor Darrell Pulk.

DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS

None

ORDER OF AGENDA

The Chairman agreed that the order of the agenda be amended to enable agenda item 11 – Update on Emergency Management and Registration Services to be dealt with first.

UPDATE ON EMERGENCY MANAGEMENT AND REGISTRATION SERVICES

RESOLVED 2013/034

1. That the report be noted.
2. That the proposed fees for the new Nationality Checking Service, as detailed in paragraphs 24 and 31 of the Committee report, be approved.

I PLEDGE TO KEEP ON TRACK – YOUTH CRIME PREVENTION PROGRAMME

During discussions, Members requested a list of the schools participating in the programme.

RESOLVED 2013/035

1. That the County Council with its partners continue the 'I Pledge' programme to build on the successful outcomes already achieved.
2. That the 'I Pledge' programme be funded to the sum of £25,000 from the County Council's Community Safety 2013/14 budget, for delivery to targeted primary schools and year 5 & 6 pupils in Partnership Priority Areas across the County.

TRANSFORMING REHABILITATION: POTENTIAL IMPACT

During discussions, Members requested regular updates on this issue, particularly once more details were available about the implementation of this new Government policy.

RESOLVED 2013/036

That the report be noted.

DOMESTIC VIOLENCE AND ABUSE UPDATE 2013

During discussions, Members commended the County Council officers involved in this work, whilst recognising that there was still a lot of work to be undertaken in addressing domestic violence and abuse.

RESOLVED 2013/037

1. That the report be noted.
2. That the relevant County Council officers be thanked for their work and progress made around this issue.

OVERVIEW OF TRADING STANDARDS

Sarah Houlton, Trading Standards Manager, gave a presentation on the work of the Trading Standards section, including its aims, composition, roles, remit and purpose.

During discussions, Members requested further details of the amount of money which had been recovered from convicted criminals. This information would be provided in the next Trading Standards update report to Committee.

RESOLVED 2013/038

That the presentation be noted.

UPDATE ON KEY TRADING STANDARDS MATTERS

RESOLVED 2013/039

That the contents of the report be noted.

ANNUAL REPORT ON THE LICENSING WORK CARRIED OUT BY TRADING STANDARDS

RESOLVED 2013/040

That the report be noted.

- 1) That the contents of the report, including the levels of activity, be noted.
- 2) That the fees for poisons registrations and performing animals licences, as set out in paragraph 25 of the Committee report, be noted.

CONSULTATION ON A PROPOSED NEW MODEL FOR AN ADULT COMMUNITY SUBSTANCE MISUSE TREATMENT AND RECOVERY SYSTEM

Tammy Coles, Senior Public Health Manager, gave a presentation which included the reasons for the changes, the existing system, the proposed model and the consultation process and timescales. In response to Members queries it was clarified that a further report would be brought to a future meeting of the Committee following the consultation.

RESOLVED 2013/041

That the report and presentation be noted.

WORK PROGRAMME

During discussions, Members requested an update on Neighbourhood Watch, (to include Notts Watch and Neighbourhood Alert) to a future meeting.

RESOLVED 2013/042

That the work programme be noted and updated as discussed.

The meeting closed at 4.17 pm.

CHAIRMAN

M_23July2013

24th September 2013**Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE
AND PUBLIC PROTECTION****UPDATE ON EMERGENCY MANAGEMENT AND REGISTRATION SERVICES****Purpose of the Report**

1. To provide an update on recent key activities and events in the work of the Emergency Planning Team and of Registration and Celebratory Services.

Information and Advice**Emergency Management**Summer Flooding Incidents

2. A long period of warm dry weather ended abruptly with violent thunder storms across many parts of the UK during the late afternoon of Tuesday 23 July. In Nottinghamshire, heavy rainfall caused significant surface water flooding and some fluvial flooding. The communities most severely affected were Southwell, Lowdham, Thurgarton, Hucknall, East Bridgford and Arnold. In response, the Environment Agency opened their local incident room and issued Flood Alerts for the River Erewash, River Leen and Day Brook, and the Trent Tributaries. In accordance with emergency plans, they also called a 'Flood Advisory Service' telephone conference for responding agencies.
3. The Emergency Planning Team relayed requests for sandbags and road closures, and reports of debris and fallen trees on roads across many parts of the County, but most particularly in the Newark and Sherwood area. Initial reports suggested that up to 100 properties were flooded internally in Southwell and that flooding was worse than had been seen in the summer floods of 2007. A police-led 'Tactical Coordinating Group' was convened, in accordance with Local Resilience Forum emergency plans. This involved all of the agencies that were participating in the response.
4. The emergency response continued throughout the night and Nottinghamshire Police maintained a presence in affected areas. In collaboration with Nottinghamshire County Council Social Care services, checks were carried out on known vulnerable people in areas believed to have flooded, and in Southwell there was an evacuation of vulnerable residents of Potwell Close.

5. A number of other residents in Southwell also left their properties and were able to go to alternative accommodation. Therefore a 'Rest Centre' was not required on this occasion, however an operations hub and information point for people affected by the floods was established at Southwell Town Hall.
6. The response quickly moved to a recovery phase and the County Council convened a 'Recovery Coordinating Group'. This met several times to look at issues from the affected communities and established a Recovery Strategy based on the following topics:
 - Community impact assessments
 - Creation and implementation of a Recovery Action Plan
 - Agency engagement with affected communities
 - Public information and communication through the media
 - Liaison with local Elected Members
 - Investigation of causes and lessons arising from the response.
7. During the response, the Emergency Planning Team worked closely with other County Council departments and colleagues from other agencies, including:
 - Ashfield District Council
 - British Red Cross
 - Broxtowe Borough Council
 - East Midlands Ambulance Service
 - Environment Agency
 - Gedling Borough Council
 - Newark & Sherwood District Council
 - NHS England
 - Nottingham City Council
 - Nottinghamshire Fire & Rescue Service
 - Nottinghamshire Police
 - Public Health England
 - Severn Trent Water
 - Trent Valley Internal Drainage Board
 - Western Power Distribution
8. Rushcliffe Borough Council staff attended East Bridgford Mobile Home Park regarding a landslip caused by the flooding. This required an ongoing response by the Borough Council and County Council staff from Countryside Access and Flood Risk Management.
9. Once the immediate emergency response activities were completed, the Recovery Coordinating Group turned its attention towards arranging a set of public engagement events. These will take place in various locations during September and October, with the objective of addressing community issues, and will be informed by the Community Impact Assessments. The events include:
 - Monday 23 September, Thurgarton
 - Wednesday 25 September, Southwell

- Monday 30 September, Lowdham
- Saturday 5 October, Southwell

10. The Recovery Coordinating Group is scheduled to meet again on 24 September and a multi-agency debrief meeting has been arranged to take place on 26 September.

Other Incidents

11. The emergency planning team responded to a variety of other incidents during this period. By their nature, some of these could have been serious however, on these occasions, none escalated to be a major emergency. The incidents included a freight train derailment near Stoke Bardolph, disruption of overhead power cables by a train on the East Coast Main Line, and three major fires, including a long-running incident at Worksop Recycling Centre.

Registration and Celebratory Services

Accommodation

12. Plans are now well advanced for three significant changes in registration accommodation over the coming months. In October, registration services in Newark will transfer from Baldertongate to the Gilstrap Centre situated within the curtilage of Newark Castle just off Castle Gate. Then in December services will move from the Hall in West Bridgford to two new venues. Arising from both of these moves, the registration records (from which copy certificates are produced) will transfer to the Basford Registration Office in Bulwell.

13. Building, decorating and furnishing work at the Gilstrap Centre is close to completion, and the doors will be opened to the public from Wednesday 02 October 2013. Services during the first few weeks will include birth and death registrations, including the 'Tell Us Once' service, and appointments for notices of marriage and civil partnership. Because wedding ceremonies are booked well in advance, and as a precaution in case there had been any delays in the building works, no ceremony bookings have been taken during October. Consequently, the first ceremony in the Gilstrap is currently booked for 05 November. The first Citizenship Ceremony at this venue is scheduled for 13 November.

14. The works have involved internal refurbishment and conversion of the building to create:

- A public reception and waiting area
- Three offices for registration appointments
- Two ceremony rooms (one for small ceremonies, involving just the couple and their witnesses, and the other for larger scale 'enhanced' ceremonies of up to 100 people).
- A registration service staff area

15. There is parking provision for ceremony cars to drop off and pick up the bride and groom and civil partners at the front of the building, and an area in the castle grounds at the rear for photographs.
16. The project has also included refurbishment of the existing public toilets (already located within the building) and the inclusion of two new entrances, one for the public toilets to the rear of the building and an enlarged side entrance suitable for wheelchair and double child buggy access. Original features have been retained; including a pane of glass on which the first librarian had etched his signature, which will be kept on permanent display. An existing Romanesque Arch will remain in the building and is expected to be a popular focal point for photographs. The capital and revenue costs of this project were approved earlier this year by the Property and Finance Committee.
17. Later in the year, the registration services will be vacating the Hall in West Bridgford, as leasehold of the building is set to transfer to a private company, who wish to extensively refurbish the building before welcoming registration back to the venue in 2015 or early 2016. During the period when the Hall is unavailable, day-to-day registration services will continue from three venues. Birth and death registrations already take place in an office within West Bridgford library, and this will continue. Notice appointments and administration activities will be at County Hall, and ceremonies will be hosted at Welbeck Hall under an agreement approved by the Property and Finance Committee on 09 September.
18. As a consequence of the office moves in Newark and West Bridgford, the historic registration records (from which copies of birth and other certificate are made) must be moved from their current strongrooms into alternative secure storage. In the longer term, the permanent home for these and other Nottinghamshire Registration Records will be the County Archives facilities, which is currently undergoing building work to create greater storage capacity. However, in the immediate term, the registration records from Newark and West Bridgford will be stored at the Basford Registration Office in Bulwell within existing strongrooms plus secure cabinets that will be purchased for this purpose.

Marriage (Same sex couples) Act 2013

19. The Marriages (Same Sex Couples) Bill received Royal Assent on Wednesday 17 July and became an Act of Parliament. As a consequence, from summer 2014 same-sex couples will be able to marry in a civil ceremony at a register office or approved premises or on religious premises if the religious organisation concerned is in agreement. Under the law, such marriages will be the same as marriages between a man and a woman.
20. There is provision in the legislation for a couple already in a civil partnership to convert their relationship to a marriage if they choose to do so. However, the new Act does not remove the availability of civil partnerships for same sex couples if that is their preference.
21. During the debates in the House of Lords, Peers consider the question of conscientious objection to same sex marriages and whether a registrar could

object to carrying out a same sex marriage, however Peers voted against the suggestion and the provision was not included in the Bill.

22. Under the terms of the new legislation, most religious organisations will be able to "opt in" to offering marriages if they wish to do so, however, the Church of England and Church in Wales are prohibited in law from doing so. During the passage of the Bill through Parliament, the Government recognised the level of interest in whether groups such as the humanists should be allowed to carry out marriages. As a consequence, the government has undertaken to conduct a statutory review, including a public consultation, on this topic. The outcome may be to permit organisations that are registered charities concerned with advancing or practising a non-religious belief to solemnise marriages, however it is not anticipated that this would apply to commercial organisations. A report on the outcome of this is expected to be published early in 2015.

The 'Tell Us Once' (TUO) Service

23. Thanks have been expressed on behalf of the Senior Leadership Team within the 'Tell Us Once' Delivery Partnerships Contracted Customer Services Directorate of the Department for Work and Pensions for an article Helen Scaman, Service Development Manager, contributed to for the recent national TUO Newsletter. The article concerned work in Nottinghamshire Registration Service, across a range of TUO related issues, with the aim of increasing take-up of the service while, at the same time, improving the lives of Nottinghamshire citizens. It was observed that Helen had led from the front on this and made real differences in terms of addressing operational and cultural challenges and ensuring that changes were introduced as soon as practicable. The Department for Work and Pensions noted that the article sparked interest in other parts of the Country where services are keen to understand the work in Nottinghamshire.

Statutory and Policy Implications

24. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are included in the report.

Financial Implications

25. There are no financial implications contained in this report.

RECOMMENDATION/S

- 1) It is recommended that the Community Safety Committee notes the Emergency Management Team's response to the summer flooding and other incidents and the developments in the Registration and Celebratory Service.

PAUL MCKAY

Service Director, Promoting Independence and Public Protection

For any enquiries about this report please contact:

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Constitutional Comments

26. As this report is for noting only, no constitutional comments are required.

Financial Comments (KAS 11/09/13)

27. There are no financial implications contained in this report.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All.

CS42

24th September 2013**Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE
AND PUBLIC PROTECTION****LESSONS ARISING FROM THE EXPLOSION IN NEWARK ON 19 MAY 2013****Purpose of the Report**

1. To advise the Committee of the lessons arising from the explosion that occurred on Wright Street, Newark on 19 May 2013, and the process by which these will be used to improve arrangements for future emergencies.

Information and AdviceBackground

2. As reported previously, an explosion occurred during the early evening of Sunday 19 May at a residential property on Wright Street in Newark. Tragically, two people were killed and another was seriously injured. Approximately 100 people were evacuated from their homes and a 'Place of Safety' (Rest Centre) was established at the Grove Lane Leisure Centre. A multi-agency 'Tactical Coordinating Group' was established on the morning after the explosion and meetings were called at suitable intervals throughout the following week. A telephone 'Helpline' was established for those affected, using the County Council's Customer Services Centre number. Also, an 'Information Point' was established at Charles Street Methodist Church, where representatives of the County Council and Newark & Sherwood District Council maintained a presence and provided support to residents throughout the week. Representatives of gas and electricity suppliers also attended.
3. A 'Recovery Co-ordinating Group' was established, chaired by Newark and Sherwood District Council with guidance and assistance from the County Council emergency planning team. This Group assisted the return to normality and assumed the lead role in coordinating the longer-term recovery of the community.
4. An important feature of this incident was the response of the local community. Many local people wished to help with the relief effort, and the local Methodist Church became the prime focus for this. Goods and materials, as well as money, were donated by the community and collected by the church.
5. The following analysis has been provided based on the findings of the multi-agency debriefing meeting. However, the Local Resilience Forum has not yet had

the opportunity to formally consider these findings and determine what actions are appropriate to enhance current emergency plans. These decisions will be taken through the regular mechanisms of the Forum and its subgroups.

Debriefing

6. All agencies involved in this incident undertook internal debriefing activities ahead of a multi-agency debriefing event that took place on Tuesday 16 July 2013, facilitated by an officer from the County Council's emergency planning team using recognised 'Structured Debriefing' methodology. The event included representatives from the County Council, plus Nottinghamshire Police, Nottinghamshire Fire and Rescue Service, East Midlands Ambulance Service, Newark and Sherwood District Council, Western Power Distribution, National Grid and British Red Cross.
7. The aim of the meeting was to identify lessons from the response to the explosion and the subsequent clearance and recovery operations. The event enabled participants to explore what were the most challenging aspects and the most successful aspects of response and recovery. The event went on to consider the most significant points each agency should learn from the event, and lessons that must be reflected in future planning, training, exercises and emergency response.

Challenges

8. The most challenging aspects of response and recovery in the incident were identified as:
 - Establishing information on the individual circumstances and needs of everyone affected by the explosion. Some householders left the scene and did not go to the Place of Safety, and so there were no means of communicating with them directly.
 - Working with an unstable structure that required significant immediate demolition and support work.
 - Access to the location with large vehicles. Initially, the streets in the immediate vicinity were congested with private cars which made access difficult for some emergency vehicles.
 - Mobilising local authority and other non-emergency services personnel on a Sunday evening for functions that are not served by out-of-hours duty officer systems.
 - Restoration of gas and electricity supply to nearby but unaffected properties.
9. It was noted also that the 'Fire Emergency Support Service' of the British Red Cross was activated at the beginning of the emergency but stood down when it could have been deployed to support longer term community and responder welfare.

Successes

10. The debriefing meeting identified a large number of successes, with many respondents expressing satisfaction that the response had demonstrated that effective emergency management systems are in place. Key successes were identified as follows:

- Close partnership working between responding agencies. This included all of the local agencies plus the utility companies, whose personnel joined the response from bases outside Nottinghamshire.
- The response was rapid where duty officers were available on call.
- Regular and effective multi-agency briefings at the scene during the emergency response phase.
- The operation to make structures safe.
- Multi-agency communication and work at the scene.
- Establishment, operation and location of the 'Information Point' in the Methodist Church Hall for local people to refer to.
- Availability and ease of media access to agency spokespeople at the scene.
- Positive media coverage of the emergency response and appropriate management of media messages, particularly in relation to possible causes.
- Fire and forensic investigation processes at the site of the explosion.
- Establishment and evolution of the 'Tactical Coordinating Group' and subsequent hand-over to an effective 'Recovery Coordinating Group'.
- The response of the community, and agency support for this. The role of the local Methodist Church was particularly important, and provided a focus for expressions of support from local people and businesses.
- The benefit of previous joint training was evident to responders at the scene and at the various control centres.
- County Council and District Council Elected Members expressed positive views of the response and said they felt well supported.

Significant Lessons

11. Overall, the consistent observation from debrief participants was that the emergency management arrangements currently in place are fit for purpose and had performed well. The availability of trained officers who are accustomed to multi-agency work is indispensable in events of this type. Also, where they exist, out-of-hours stand-by arrangements provide a timely response to an emergency call-out. However, the absence of formalised systems in some local authority services means that their potential contributions are either absent or delayed. Therefore, it would be of benefit if there were out-of-hours on-call systems for key services that do not currently have them.
12. Health service colleagues observed that this incident reinforced the importance of their arrangements to ensure that accurate casualty information is provided from the outset of the response.
13. Finally, it was concluded that there is likely to be benefit in undertaking further work to make information technology available in innovative ways at the scene of an incident.

Future emergency management

14. The following proposals were made for further increasing resilience to the impact of future emergencies through planning, training, exercises and emergency response and recovery arrangements.
15. In view of the recent major changes in health service structures, further joint training and awareness would be of benefit to all agencies.
16. New mechanisms will be needed if non-emergency services communication with the media and the public is to be as timely and effective in emergencies at weekends and in the evening as they are during the working week.
17. It was recognised that there is scope to make greater use still of the capacity for the voluntary sector to contribute to an emergency response. Therefore, there will be more consultation and awareness of the abilities of voluntary agencies available to be activated during an incident and participate in the recovery of affected communities.
18. Finally, addressing a topic that was already the subject of developmental work, this incident illustrated the need to be prepared to cope well with donations and offers of help come from people and organisations from near and far.

Implementation

19. The debrief report will be presented to the next meeting of the Resilience Working Group of the Nottingham and Nottinghamshire Local Resilience Forum. It is anticipated that this will lead to the formulation of recommendations and an action plan for implementation of these.
20. Within Nottinghamshire County Council, a report with proposed actions will be made to the Risk, Safety and Emergency Management Board. It is anticipated

that this too will lead to the formulation of recommendations for enhancements to County Council arrangements and an action plan for implementation of these.

Statutory and Policy Implications

21. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are included in the report.

Financial Implications

22. There are no financial implications contained in this report.

RECOMMENDATION/S

It is recommended that the Community Safety Committee:

- 1) Note the lessons arising from this incident and future plans contained in this report.
- 2) Receive a further report to consider the implementation of recommendations arising from the meetings with the Nottingham and Nottinghamshire Local Resilience Forum and the Risk Safety and Emergency Management Board.

PAUL MCKAY

Service Director, Promoting Independence and Public Protection

For any enquiries about this report please contact:

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Constitutional Comments (NAB 13/09/13)

23. The Community Safety Committee has the authority to consider the recommendations set out in this report by virtue of its terms of reference.

Financial Comments (KAS 05/09/13)

24. There are no financial implications contained within this report.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All.

CS41

24th September 2013**Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE
AND PUBLIC PROTECTION****UPDATE ON KEY TRADING STANDARDS MATTERS****Purpose of the Report**

1. To update the Committee on key Trading Standards matters.

Information and Advice

2. **Matters arising from the previous meeting** – Proceeds of Crime. In the 5 years that the Service has had a Proceeds of Crime capability, 35 cases have been submitted to the Crown Court for consideration under the Proceeds of Crime Act. Confiscation orders have been granted in 30 of the 35 cases with 3 still awaited and 2 cases where no order was granted. From these 35 cases the total benefit figure from crime has been declared at over £2.38 million. Confiscation orders were granted to a total of over £674,000 of which over £398,700 was ordered to be paid in compensation to victims. As at 05 April 2013 monies paid into the courts totalled over £345,300.
3. Neighbourhood Alert – Over 13,200 people are signed up to receive alerts from Trading Standards, of which over 8,500 have signed up for email alerts. The service has sent out 15 messages in the last 12 months and its current average usefulness rating from users is 5.36 out of 6.
4. The most common alerts sent out relate to doorstep crime, such as the rogue roofer in Broxtowe who started work on a resident's property without their consent. Other recent examples included one relating to a holiday scam where a person's email account gets hacked and a message is sent to everyone in that person's contact list claiming they have been mugged while abroad and need money sending to them to get a flight back home. The service sent another on behalf of the whole Adult Social Care, Health and Public Protection department about World Elder Abuse Awareness Day, promoting ways people can report abuse of vulnerable adults in Nottinghamshire. An alert issued jointly with Nottinghamshire police warned about a distraction burglar posing as a doorstep seller of cleaning products.
5. **Proposed legislative changes** - In August the Government began a consultation on proposed new draft Consumer Protection from Unfair Trading (Amendment) Regulations 2013, which should make it easier for victims of

misleading and aggressive trade practices to get their money back from rogue traders. The proposals include measures to give consumers:

- 90 days to cancel a contract and receive a full refund if they have been misled or bullied into agreeing it. After the 90 days consumers can still receive a proportion of their money back;
 - New rights to recover payments made to traders who mislead or bully them into paying money which was not owed;
 - The right to claim compensation for any alarm or distress caused by these practices.
6. **Supporting Vulnerable People** – the service worked with Nottinghamshire police, a legitimate trader and neighbours to protect a vulnerable elderly resident suffering from dementia. Neighbours were unhappy with one trader's work on the vulnerable lady's roof and so contacted a second trader to look at the work. The second trader discovered that the lady had been charged £650 for merely removing 4 tiles and replacing them without securing them. The second trader cancelled the cheque to the first trader on her behalf and repaired the damage for a nominal fee. Neighbours then intervened when the first trader returned and made it clear that the resident was not going to pay for unnecessary work.
 7. A police officer contacted the neighbours for details, offering support if the first trader returned. A Trading Standards officer gave advice to the neighbours and assisted them in drafting a notice to go just inside the lady's door to help her remember how to deal with doorstep callers. Door stickers were distributed to every property in the neighbourhood that did not have one displayed. The service also alerted the resident's carers.
 8. The service intervened to assist a vulnerable resident who was coerced by very high pressure sales tactics into contracting for a £12,000 bathroom they were unsure they wanted, due to an impending house move. After lengthy negotiations the trader agreed to cancel the contract. The Trading Standards officer also referred concerns about the vulnerable resident's wellbeing to the Multi Agency Safeguarding Hub.
 9. A vulnerable consumer who lives alone had paid out £9,000 for several different external repairs (roofing repairs, soffits etc.). On visiting him it became clear that he was somewhat confused as to what he had paid, what it was for, and what work he had previously had done. It seemed likely that he was a repeat victim, and that his losses totalled over £13,000. Concerned about his wellbeing the service arranged for a joint visit with a social worker who carried out a thorough assessment. Although in this instance financial restoration would seem an unlikely outcome, the intervention of Trading Standards should help prevent him falling victim to rogue traders in future.
 10. **Problem Trader intervention** – the service made contact with a trader who had apparently ceased trading but had failed to cancel consumers' standing orders, meaning consumers continued to pay for heating maintenance that was

no longer available. The trader confirmed he was no longer in business, but due to a variety of personal reasons had failed to contact his former customers or to take action to stop them making on-going payments. The service continues to liaise with the trader to ensure that no more money is taken, and as much as possible is repaid. It appears to amount to £13,000 over the last year. A Neighbourhood Alert message has been issued to warn residents about the issue.

11. **Supporting Business**- The service is supporting a Nottinghamshire based food company to initiate a recall of drinks imported from the US found to have twice the limit of benzoic acid permitted in flavoured drinks by the Food Additives Regulations 2009. Benzoic acid is a natural ingredient occurring in many foodstuffs but it has become increasingly used as a preservative. In small doses this is fine but toxicologists are concerned about the accumulative effect on people's livers and kidneys. This is why it is subject to legal controls to limit its consumption.
12. **Advice to Tour Operators** - It was brought to the attention of the service that a business in Kent providing school trip organisation services had recently gone into administration, and had not been bonded as required by the Package Travel etc. Regulations 1992. Schools that had trips organised with this business lost all monies paid and were not able to go on the trips. Due to the financial hardship and distress that this was likely to have caused the school and its pupils, it seemed appropriate to advise all known tour operators providing similar services within Nottinghamshire of their obligations under the Regulations.
13. A letter has been sent to those Nottinghamshire tour operators identified reminding them of their obligations under the bonding and repatriation provisions. These requirements are in place to ensure that if the business becomes insolvent consumers are able to recoup their money and be repatriated back to the UK.
14. **"Real Deal"** – The service are pleased to report that Mansfield District Council has recently signed up to the scheme. The Real Deal campaign is a nationwide cross sector, partnership initiative, bringing together Trading Standards services, market operators and traders, industry groups, and copyright and trademark owners, all of whom are united with a common commitment to tackling the problems of a small minority of illicit traders selling illegal products on markets. Both councils are committed to ensuring that both consumers and traders visiting the markets in Mansfield can be confident that the goods they buy are legitimate, safe and as described.
15. **Environmental Weight Restrictions and Lorry Watch** – Since the last report, the Service has conducted 17 enforcement days. On these days a total of 124 vehicles were recorded. Of those 12 have proved to have a legitimate reason to be there and 5 have received a warning. 107 vehicles are still under investigation.

16. The Service received 20 reports in a 5 week period that the restriction at Carter Lane in Mansfield was still being breached by heavy goods vehicles. All reports were weight checked and those traceable received an advisory letter. Officers visited the restriction to talk with local residents and are using targeted enforcement to tackle the problem. Consideration is being given to setting up a new Lorry Watch scheme at this location.
17. The service continues to work with local communities and respond to enquiries and complaints about restrictions when they are received. Since the last report the service has received a total of 120 Community Lorry Watch reports (other than Carter Lane). These have all been investigated and where possible, advisory letters were sent. Enforcement is targeted at those areas generating a large number of reports.
18. **Regional “Scambusters” Team** – On 12 July 2013 the team hosted a visit from Lord Toby Harris the new Chair of the National Trading Standards Board (NTSB). The key messages he delivered were his expectations of the Board to be transparent and clear in its decision making and the need for improved intelligence sharing, stronger relationships with partners and services delivered in the most effective way ensuring value for money.
19. The meeting provided the opportunity for Councillors Rhodes, Gilfoyle and Grice, managers and front line enforcement staff to discuss the challenges and opportunities of the new Consumer Landscape for local authorities and the residents of Nottinghamshire. The service was also able to highlight the successes of the team and the scale of on-going cases which cover the East Midlands and in some cases the whole of the UK. Lord Harris was supportive of the team and praised it for the work it is doing protecting consumers both regionally and nationally.
20. Following responses to the Consumer Landscape Review and the recommendations made by the National Audit Office in their June 2011 report, 'Protecting consumers – the system for enforcing Consumer Law' a review of Scambusters was commissioned by NTSB.
21. The “Scambusters Operating Model” has been subsequently developed to define what the Trading Standards Scambusters service is, what it seeks to achieve and to outline how it will operate and develop from April 2013 onwards. The key principles are to:
 - Integrate fully with their local authority Trading Standards services;
 - Develop a ‘one team’ national approach with a common philosophy, pride in the organisation and ownership in the model;
 - Develop and retain experience, learning and skills of staff in the Scambusters Teams, sharing skills where appropriate;
 - Have appropriate tasking of cases; and
 - To ensure effective monitoring of investigations, budgets and awareness of demands on resources.

22. On 15 August 2013 the team were visited by NTSB Programme Officers. The key emphasis of the visit was to support the regional teams and local authorities to maximise the benefit that is delivered from the Scambusters project. During the meeting the team were asked to demonstrate how they are progressing to meet the demands of the newly adopted Scambusters Operating model. A number of areas were assessed including financial and performance monitoring, team structure, governance, intelligence, tasking and legal proceedings.
23. The service is confident that the Team managed on behalf of the region by Nottinghamshire Trading Standards Service meets these requirements. NTSB will be publishing their report in mid- September following their visits to the 8 regional teams.
24. **Legal Action Update** - A shop owner in Mansfield Woodhouse appeared in court on the 08 August 2013 and pleaded guilty to selling 19 bottles of counterfeit vodka, one bottle of which was found to be injurious to health. Jitendra Patel was sentenced on 30 August at Mansfield Magistrates Court. Mr Patel was fined a total of £1,000 and ordered to pay £671 towards the prosecution costs.
25. Jamie Warren was sentenced at Worksop Magistrates court on 21 August for selling a variety of counterfeit clothes and footwear through the social networking site Facebook. Mr Warren, who had pleaded guilty at a previous hearing, was given a 12 month community punishment order and ordered to do 120 hours of unpaid work. The court ordered Mr Warren to pay £750 towards the prosecution costs and forfeiture of all the items seized.

Statutory and Policy Implications

26. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

27. There are no financial implications contained in this report.

RECOMMENDATION/S

- 1) It is recommended that the Community Safety Committee notes the updates from the previous meeting and the various developments in the areas of work contained in the report.

PAUL MCKAY

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Constitutional Comments

28. As the report is for noting only, no constitutional comments are required.

Financial Comments (KAS 05/09/13)

29. There are no financial implications contained within this report.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All

24th September 2013**Agenda Item: 7****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE
AND PUBLIC PROTECTION****DOORSTEP CRIME CONTROL STRATEGY****Purpose of the Report**

1. To note the progress made in delivering the doorstep crime strategy.
2. To seek approval from members to the proposed actions to deliver the Trading Standards Service's Doorstep Crime Control Strategy for 2013-14.

Information and Advice

3. **Doorstep Crime** ranges from distraction burglary to rogue traders who call at resident's homes using unscrupulous tactics (e.g. aggressive or pressure selling techniques) to sell their goods and services. Doorstep criminals are known to deliberately and repeatedly target older and vulnerable residents and to share information about particular vulnerable victims. Becoming a repeat victim of doorstep crime often has a devastating impact on a vulnerable adult's independence, confidence and health and can result in an accelerated need for social and health care. Doorstep crime is believed to be massively under-reported. Clearly given the nature and complexity of the criminality, it is very important that the service has an integrated and well thought out approach in order to have the most impact in tackling this crime. This report sets out the approach and seeks the Committee's approval of that approach.
4. The Trading Standards: Doorstep Crime Control Strategy 2013-14 outlines the Service's tactical approach to Doorstep Crime under the headings of Intelligence, Prevention and Enforcement. The control strategy is not a public document and some content must necessarily remain confidential for operational reasons. Below is a summary of some of the key actions planned for this year:

Intelligence

5. The service is aware that the complaints received from the Citizens Advice Consumer Service (CACS) only give a very narrow view of the doorstep crime being committed within the County. The service is developing a number of initiatives to raise awareness of doorstep crime amongst other agencies who

work with older and vulnerable residents and to encourage their reporting of doorstep crime intelligence. These include:

- Further developing links with police and district council community support officers to encourage their reporting of suspected doorstep crime incidents to the service.
- Working with the Multi Agency Safeguarding Hub (MASH) to raise awareness of Trading Standards work and to encourage the reporting of suspected doorstep crime and scams from colleagues working with older/vulnerable adults.
- Providing training to the County Council's contact centre staff to raise awareness of doorstep crime and the need for good quality intelligence.
- Developing staff room posters and aide memoirs for police and advice agencies to increase their doorstep crime intelligence reports to the service.

Prevention

6. A key challenge is how awareness can be raised of doorstep crime amongst older and vulnerable residents to warn them of the risks of buying on the doorstep and to empower them to say 'no' when they are approached. The service works with the media and other agencies involved with older/vulnerable residents, to continually reinforce this message, making use of all communication methods available (website blog, social media, Neighbourhood Alert etc.). This year the service hopes to develop its website blog to name rogue traders that are known to be using bogus addresses.
7. The service is developing closer links with the team in the County Council that manage Assistive Technology provision so that it can act swiftly to install devices in the homes of vulnerable residents who have been targeted by doorstep criminals. Devices such as the "Memominder" are put by the front door and if the person goes near the door they play a message pre-recorded by a family member or carer. e.g. "Don't let anyone in who you don't know."
8. For several years 'no uninvited caller' stickers have been a prevention measure used to give vulnerable people more confidence to say 'no' to uninvited callers. Since 2005 over 490,000 stickers have been widely distributed.
9. Door stickers are currently available by contacting the service by email: trading.standards@nottsc.gov.uk or by telephone: 01623 452 005. The service is able to supply limited stock to other agencies and can make the artwork available for any agencies who wish to order larger numbers for distribution. Residents can also now print off their own door sticker from the Council's website.
10. The Service will continue to evaluate the effectiveness of the stickers by getting feedback from vulnerable residents. Results from recent questionnaires

indicate 45% said that their door sticker had reduced the number of callers at the door; 27% said that their door sticker had increased their confidence in saying 'no' if they answered the door and 14% said that it had given them confidence not to answer the door to an uninvited caller. Only 8% said the sticker hadn't helped.

11. In recent years the service has worked with the police and local community representatives, such as Neighbourhood Watch, to establish 11 cold calling control zones in the County. The aim of the zones is to reduce the overall incidents of rogue trading and distraction burglary in Nottinghamshire by informing traders (via signs on lamp posts) that the residents in the zone do not want to be sold goods and services at their door.
12. A zone generally comprises of one or two residential streets where there have been incidents of doorstep crime reported, there is a concentration of vulnerable residents and where the majority of the residents consulted agree to setting up the zone. The establishment of a zone is resource intensive both in officer time involved in consulting with residents and in the costs involved in erecting the signs and producing residents' packs. This year the service aims to undertake a review of the effectiveness of the zones as a prevention measure and to explore other similar less resource intensive tactics that could potentially achieve similar outcomes.
13. Annual Trading Standards Community Event - 27 September 2013, Arrow Centre, Hucknall. This new event for volunteer/community group representatives and other related agencies will raise awareness of key issues currently impacting on local communities such as doorstep crime, rogue mobility sellers, mass marketing scams etc. The half day event will involve workshops to raise awareness of current key threats (particularly to the vulnerable) and explore how everyone can all work together to mitigate the risks. The event will also act as a first step towards the development of a network of "community champions" to support the work of the service to protect vulnerable residents.

Enforcement

14. Doorstep criminals operate across borders and employ many tactics to evade detection such as giving false names and addresses, continually changing vehicles and trading names and accepting cash only payments. In response the service is therefore continually looking to improve enforcement tactics and working collaboratively with police and other Trading Standards authorities both regionally and nationally.
15. It is proposed that this year to implement the Doorstep Crime Control Strategy the service will:
 - Be actively involved in the new regional and national tactical tasking and co-ordinating groups established by the National Trading Standards Board to combat doorstep crime and other enforcement issues that go beyond local authority boundaries.

- Work with regional colleagues to develop a database of expert witnesses to assist with doorstep crime cases.
- Share information about successful enforcement tactics with other Trading Standards authorities nationally who excel at doorstep crime enforcement.
- Continue to improve joint working with Nottinghamshire police (including police dispatcher training to raise awareness of the offences involved in doorstep crime and initiatives to improve our officers' knowledge of and access to relevant police procedures, such as identity parades and forensics).

Statutory and Policy Implications

16. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

17. There are no financial implications contained in this report.

RECOMMENDATION/S

It is recommended that the Community Safety Committee:

- 1) Notes the progress made by the Trading Standards Team in delivering the doorstep crime strategy.
- 2) Approves the actions for 2013-14 to implement the Trading Standard's Doorstep Crime Control Strategy as outlined in paragraph 5-15 of the report.

PAUL MCKAY

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Constitutional Comments (NAB 13/09/13)

18. The Community Safety Committee has the authority to consider and approve the recommendations set out in this report by virtue of its terms of reference.

Financial Comments (KAS 05/09/13)

19. There are no financial implications contained within this report.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All

24th September 2013**Agenda Item: 9****REPORT OF SERVICE DIRECTOR
POLICY, PLANNING AND CORPORATE SERVICES.****PARTNERSHIP PLUS COMMUNITY SAFETY UPDATE 2013/14****Purpose of the Report**

1. The purpose of this report is to inform Members of the Committee about the progress of community safety initiatives undertaken in the Partnership Plus Areas in Qtr 1.

Information and Advice**2. Bassetlaw, Newark and Sherwood.**

- 2.1 **Victim Support ASB Caseworker** – A year's funding has been allocated from the Police and Crime Commissioner's budget enabling the continuation of this post based on the positive achievements of the case worker who supported in excess of 50 individuals who were vulnerable victims of Anti Social Behaviour. It is anticipated that, during the whole year, the Caseworker will support at least a further 50 individuals. During the first quarter, she has worked with some 20 individual cases, and continues to work with the ASB Team to pick up referrals.
- 2.2 **Security Advice For the Elderly (SAFE) scheme** - A proportion of funding has also been allocated from the Police and Crime Commissioner's budget in ensuring the continuation of the SAFE Scheme carpenter, who last year provided support to 841 households across the Bassetlaw, Newark and Sherwood Partnership area affected by burglaries, Domestic Violence and criminal damage. Each household was helped with additional security measures and practical safety advice to prevent them from becoming repeat victims. In 2013/2014, it is anticipated that in excess of 200 victims in the Bassetlaw Partnership Plus areas will be supported by the scheme.
- 2.3 **VISPA (Volunteering in Sport and Physical Activity)** is a volunteer scheme dedicated to sports volunteering to enable volunteers to earn points, rewards and recognition for volunteering in Newark and Sherwood. Community Sports leadership training will be provided to 35 young people in the Partnership Plus area, along with training in emergency first aid and Safeguarding and Protecting Young People. This will lead to recognised leadership

qualifications, for the participants, who will then be able to support the delivery of sport and physical activity to other young people in their community.

2.4 Night Time Economy /Taxi Marshalls - Taxi Marshalls were in place in the town centre of Newark for the extremely busy weekend of the Newark Festival (Friday 14 June and Saturday 15 June 2013). They ensured crowds were dispersed safely and effectively from the town centre and their intervention prevented any tensions from developing into violence.

2.5 Street Pastors – The project is a non enforcement response to issues in the town centres often relating to alcohol misuse on Friday/Saturday evenings. Street pastors provide a voluntary service which no other services are able to offer, their presence has provided help and assistance to people in the town centres. Patrols take place on Friday and Saturday nights over the whole year. To the end of June, patrols have been taking place regularly on both of these evenings.

3. Ashfield and Mansfield.

3.1 Public perception – Raising public awareness around community safety and antisocial behaviour issues has been boosted by dedicated communications support. The service supports the Partnership Plus Areas in Ashfield and Mansfield, equating to one day per week per Community Safety Partnership, specifically to develop bespoke communications messages. Additionally, the officer also provides support to partners delivering partnership initiatives on how best to maximise communication opportunities.

3.2 Hucknall and Mansfield Street Pastors – Patrols in Mansfield take place on Saturday nights and up to the end of June 50 people have been engaged with. The Hucknall Street Pastors scheme is currently being developed with recruitment and training taking place for patrols to commence Friday evenings

3.3 The Mansfield Extended Services Strategy Team (MESS) – Funding from Mansfield Partnership Against Crime (MPAC) enabled wider circulation of the MESS guide across the Partnership Plus areas in Mansfield for the summer period. The activity guide promoted leisure activities from a range of partners and local businesses across Mansfield during the summer holidays for families and young people. The guide was also distributed through all schools in Mansfield.

3.4 Domestic Violence Medium Risk intervention Worker – The Police and Crime Commissioner has provided funding to provide a service for women experiencing domestic violence in the Mansfield and Hucknall areas. The workers, who will be based at police stations, will work with women who have been identified as medium risk through the DASH risk assessment.

4. South Nottinghamshire

4.1 Victim Support ASB Case worker – The County Council's Community Safety budget provided funding for a Victim Support ASB worker to work 2 days

week. This post was funded last year and was well evidenced with positive feedback from a number of ASB victims, one in particular supported through a court hearing.

- 4.2 We R Here** – A charitable counselling service which works with domestic violence survivors and their children. This intervention is concentrated in Netherfield Primary School which is the only primary school in the Partnership Plus area.
- 4.3 Central College Nottingham** – Partnership funding has been used for room rental in the Partnership Plus Area to carry out interviews for persons seeking help and advice around work and apprentice opportunities. This forms a small part of a greater engagement with the college working in the area around unemployment and training.

5. County wide.

- 5.1 Keep On Track** - Three new books in the award winning Keep On Track Safety Book series focusing on Safe Travel and school transition, Alcohol and Anti-social behaviour and E-Safety and Cyber-Bullying, are now free and available to download via www.lifeskills-education.co.uk website. The books are also free to loan from all County Libraries for practitioners to use with young people and for parents/ carers to read. The new books will also be given to all young people successfully participating in the '999' Challenge which is delivered by Nottinghamshire police to young people at the age of transition to secondary education. The books are also used by Nottinghamshire Fire & Rescue Service to deliver the Safety Zone project Fire Safety Set and to promote Road Safety and the Junior Road Safety Officer scheme. The books are also used as the main resource for delivering the "I Pledge to Keep on Track" Youth Crime Prevention Programme.
- 5.2 Learning About Safety by Experiencing Risk. (LASER national focus)** - The Youth Crime Prevention Advisory Group, chaired by a County Council community safety officer, will host a regional seminar on behalf of the national LASER Alliance. The group is attended by community safety and youth crime prevention practitioners, the purpose being to co-ordinate such activity, share and disseminate best practice, both locally and nationally.
- 5.3 Lifeskills-Education and D-Vibe** - As a result of a successfully evaluated pilot further funding has been obtained via Ashfield Partnership Against Crime (APAC) and the Mansfield Partnership Against Crime (MPAC) to roll-out D-Vibe online substance use survey and Lifeskills-Education programmes to four secondary schools from both Mansfield and Ashfield priority areas. The project will be managed by the County Council's Community Safety Team and administered by Lifeskills-Education Community Interest Company. The data will be collated centrally by the Strategic Analytical Unit and fed back to the Safer Nottinghamshire Board on a quarterly basis. This will hopefully provide a baseline for these priority areas so work with young people, parents and carers can be more targeted and resources used more effectively.

Statutory and Policy Implications

6. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

7. There are no financial implications attached to this report

Crime and Disorder Implications

8. Crime and disorder implications are outlined in the report

RECOMMENDATION/S

9. Members are asked to note the activity being undertaken in the Partnership Plus areas.

**Martin Done, Service Director Communications and Marketing
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Equalities Implications

10. There are no equalities implications attached to this report

Constitutional Comments

11. As this report is for noting only there are no constitutional comments required.

Financial Comments

12. There are no financial implications attached to this report.

Background Papers and Published Documents

13. Nottinghamshire County Council Strategic Assessment 2013/14
14. Nottinghamshire Community Safety Agreement Plan 2011/14
15. Nottinghamshire Police Crime and Commissioner Police and Crime Plan 2013/2018
(www.nottinghamshire.pcc.police.uk/Public-information/Police-and-Crime-Plan.aspx)

Electoral Division(s) and Member(s) Affected

16. All

24 September 2013**Agenda Item:10****REPORT OF SERVICE DIRECTOR
POLICY, PLANNING AND CORPORATE SERVICES****SEXUAL VIOLENCE AND ABUSE UPDATE 2013****Purpose of the Report**

1. To outline the key areas of work being undertaken in response to sexual violence and abuse in Nottinghamshire.
2. Provide a background to the specialist sexual abuse services available across Nottinghamshire.

Information and Advice

3. Tackling sexual abuse is a clear priority for the Safer Nottinghamshire Board (SNB) and the Nottinghamshire Police and Crime Commissioner (NPCC). This resides with the SNB Domestic and Sexual Abuse Executive Group and governance structure.
4. This paper relates to sexual abuse for adult victims. Child sexual abuse is the responsibility of the Children's Safeguarding Board. There is a cross over in young people aged fourteen and over with adult and specialised sexual abuse services.
5. The SNB has nominated John Robinson, CEO Gedling BC, to be its Domestic Violence Champion and Chair of the SNB Domestic and Sexual Abuse Executive Group. This group now encompasses sexual abuse and champions these issues.
6. Specialist support services for the victims/survivors of sexual violence are delivered by third sector organisations commissioned or grant aided by NCC and other funding bodies. There is no defined commissioning framework for sexual abuse services.
7. Work in this area is under-developed compared to Domestic Abuse. Therefore, work was initiated in April 2013 following discussion at the November 2012 Strategy Group. The piece of work was to liaise with SNB partners to scope current funding, services and work and to identify future

priorities for sexual abuse work. Any findings will be incorporated into the Domestic and Sexual Abuse Strategy for Nottinghamshire.

Definition and Volume

Definition

8. Sexual violence and abuse can be defined as any behaviour perceived to be of a sexual nature which is unwanted and takes place without consent or understanding.¹
9. Serious sexual assault includes rape or assault by penetration including attempts. Less serious sexual assaults include indecent exposure, sexual threats and unwanted touching by any person including a partner or family member (British Crime Survey 2004/5).
10. Sexual abuse and violence is known to be widely underreported nationally, with an estimate of only one in ten adult victims of serious sexual assaults reporting the incident to police.² Young women are now at the greatest risk of sexual assault, with a prevalence rate of victimisation in 2011/12 rising to 7.9%.

Table 1: Sexual Offences Reported to the Police England and Wales³

Type of Offences	Apr-02 to Mar-03	Apr-07 to Mar-08	Apr-11 to Mar-12	Apr-12 to Mar-13
Rape	12,295	12,673	16,038	16,327
Other sexual offences	44,357	39,493	36,722	37,213
Total	56, 652	52, 166	52,760	53,540

Table 2: Overall Sexual Offences Since 2009/10 in Nottinghamshire

	2009/10	2010/11	2011/12	2012/13	2012-13 % Change	2009-13 % change
Serious Sexual Offences	444	392	352	414	+17.6%	-6.8%
Other sexual offences	637	591	487	517	+6.2%	-18.8%

¹ NIDirect Government Services

² K. Smith, K.Coleman, S. Elder et al (2011) Homicides, firearm offences and intimate violence 2008/9: supplementary volume 2 to Crime in England and Wales, Home Office.

³ Data from the Office of National Statistics (2013) Crime In England and Wales Ending March 2013

11. There were 414 Serious Sexual Offences recorded in 2012/13 across Nottinghamshire. A further 517 other sexual offences were recorded. Although there has been a small increase in the number of recorded offences between 2012/13⁴, there has been a general downwards trend in offences between 2009 and 2013.
12. In 2012/13, 2.9% of serious sexual offences were repeat victimisation, with a total of 12 offences.
13. Demographic data shows that the most common age band is age 10-14 with 27% of reported offences. This also shows that 71% of reported offences are against victims aged 24 and under. 87% of serious sexual offences between 2009 and 2013 were against female victims, 12% were against male.

Table 4: Summary of Victim/Offender Relationship 2009-13

Victim/Offender Relationship Description	%
Partner (Current or Ex)	13%
Family Member	18%
Known (non family)	8%
Stranger	31%
Other	30%

14. 'Other' refers to a category not listed or to the victim/offender relationship not being recorded at the time of the incident. The data shows that overall 40% of victims knew the perpetrator in some capacity.

Performance Framework

15. The SNB has devised a performance framework to measure how successful are the various interventions and initiatives undertaken to domestic and sexual abuse. There is currently one performance measure for sexual abuse, to monitor the numbers of serious sexual offences (rape and sexual assault). Reporting levels for sexual offences are nationally recognised as being low.
16. Partners have agreed an overall aim to increase the reporting of domestic and sexual violence and abuse, but to reduce repeat victimisation. At its best, this will reduce overall crime levels because agencies can intervene sooner and implement safety measures and criminal procedures earlier.
17. In order to achieve a wider understanding of local need, a recommendation would be for three additional performance measures to be included in the framework:
- Monitor the numbers calling the 24 hour Helpline about sexual abuse.
 - Monitor the numbers calling the Rape Crisis counselling line.
 - Monitor the numbers of service users which the Independent Domestic Violence Advocates (IDVAs) support, which report sexual abuse.

⁴ The 2012/13 data is partially attributable to the rise in reporting of historical offences and changes in definitions.

Sexual Abuse Service Provision

Specialist Sexual abuse services

18. Currently, specialist sexual abuse services are provided by a range of third sector organisations. The funding for these organisations is provided by a range of agencies, including grant aid from Nottinghamshire County Council. They provide a range of services including immediate support and forensic examination after a rape, counselling, self-help groups, befriending and creative therapy. There is no commissioning framework for sexual abuse services. Sexual abuse services are also provided by the domestic abuse charities across the county, for women who are experiencing sexual abuse as part of domestic abuse.
19. The following specialist sexual abuse services operate in Nottinghamshire:
- 24 Hour Helpline for Domestic and Sexual Abuse
 - Sexual Assault Referral Centre (SARC): The Topaz Centre
 - Nottingham Rape Crisis
 - Incest and Sexual Abuse Survivors (ISAS)
 - Survivors Helping Each Other (SHE)
 - Nottingham Counselling Service Sexual Abuse Project (group counselling).
20. The current services available for victims of sexual abuse are mapped out in Appendix 1. The pathways for victims of both historical and recent sexual abuse are outlined in Appendix 2.
21. Male victims represent 12% of reported sexual abuse offences in Nottinghamshire since 2009/10 and can access counselling from ISAS, services from the SARC, Victim Support and a specialised service run by Derbyshire Rape Crisis.

Funding from Nottinghamshire County Council

22. As part of three year agreements, Grant Aid Funding has been allocated to the following organisations:

Organisation	Funding
Nottingham Rape Crisis Centre	£26,000 per annum
ISAS (Incest and Sexual Abuse Survivors)	£15,000 per annum
SHE (Survivors Helping Each Other)	£14,500 per annum

Work with Young People

23. All specialised sexual abuse services support young people aged fourteen years and over.

24. The SARC support young people aged thirteen years and over. The SARC have a dedicated Children's Support Worker supporting young people aged thirteen to twenty one years of age. The Support Worker provides short-term support and refers the victim to other appropriate agencies for on-going support.

25. The Police and Crime Commissioner has funded Teen Support Workers for young victims of domestic and sexual abuse as pilot initiatives until March 2014. The following pilots have been funded for the county:

- North Nottinghamshire, Nottinghamshire Women's Aid have been funded for the STAR Project, supporting teenagers in abusive relationships.
- Nottinghamshire Independent Domestic Abuse Service - Teen Relationship Abuse Support Worker (16 yrs – 17 yrs) for Mansfield and Ashfield.

In the City:

- Nottinghamshire Rape Crisis has been funded for a Young Person's Outreach Worker in the City.
- Women's Aid Integrated Services (WAIS) have been funded for a Teen Domestic Violence Pilot Project.

Domestic abuse services

26. Wider domestic abuse services are also provided by a range of organisations across the county. These agencies provide support to women who have experienced sexual abuse as part of domestic abuse, in a domestic relationship. The Independent Domestic Violence Advocates (IDVAs) have received sexual abuse training, particularly in dealing with sexual abuse within domestic abuse. Sexual abuse disclosures often present much later than domestic abuse, once women are already being supported by an IDVA or the wider Women's Aid services.

27. The Court IDVAs support women through the criminal process for domestic abuse cases, which also includes sexual abuse. The numbers of women known to the IDVA service and Women's Aid services who are experiencing sexual abuse within domestic abuse is not known as this data is not currently collected.

Community support for sex offenders

28. Sex offenders are managed by the Dangerous Person's Management Team within the Public Protection Unit of the Police. They are managed by officers on a geographical basis and report at agreed times. Multi-Agency Public Protection Arrangements (MAPPA) are in place for people who pose significant risk to the public.

29. There is a gap in service provision and support for sex offenders living in the community. Probation deliver a male sex offender's rehabilitation programme in prison and in the community for up to 40 men per year. The Lucy Faithful Foundation is a charity which offers service for male and female sex offenders.

It is the only major service which provides courses and community support to sex offenders. Funding for offenders to attend these courses is from Probation.

Issues Raised and Strategy Development

30. A range of stakeholders are being consulted on current sexual abuse services and priorities. The themes emerging are summarised below and will be incorporated into the Domestic and Sexual Violence Strategy and recommendations will be brought to this Committee in January 2014, and to the Safer Nottinghamshire Board for consideration.

1) Young People

31. Sexual abuse within teenage relationships is an emerging issue, with most sexual abuse services seeing an increase in the numbers of young people seeking help. The SARC have also noted an increase in the sexual abuse of teenagers as a consequence of online grooming and social networking.
32. There are current countywide gaps in service provision for young people who are victims of sexual abuse. This gap is also evident for young victims of domestic abuse. These gaps have been acknowledged by the Police and Crime Commissioner's (PCC) funding for two pilots for Teen Support Workers for young victims of domestic and sexual abuse. However, these are only pilot initiatives with short-term funding until March 2014.

2) Waiting lists and service capacity

33. Increasing numbers of victims of historical and childhood sexual abuse are disclosing abuse and seeking support from agencies. This is likely to be linked to media attention on the scale of sexual abuse nationally following high profile cases such as Jimmy Savile and Stuart Hall. Services in Nottinghamshire have reported an increase.
34. Waiting lists for counselling services are impacting on a victim's ability to access services. The issue is acknowledged by the providers and they are currently reviewing potential means to reduce waiting times. There are few interim solutions available countywide while victims are waiting for long-term counselling. The waiting lists for all agencies require consistent monitoring and a clear referral pathway to show alternative services, particularly when there are long waiting lists. Consistent provision of interim service support is required while victims wait for long-term support countywide.
35. Male victims are able to access counselling support from ISAS which has a waiting list. However, Victim Support and the SARC provide male services with no current waiting lists.

3) Partnership Working

36. Due to the variety of agencies providing sexual abuse services, partnership working is key to ensure that victims are referred to the most appropriate agencies. A clear pathway is required to support professionals.

4) Awareness raising

Public

37. It is evident that public awareness raising work for sexual abuse needs to be undertaken. The scale of the problem both nationally and locally, and low levels of reporting show that we need to give victims the confidence to report abuse and seek help.
38. Information cards have been developed specifically for Sexual Abuse in conjunction with the charity Equation (previously Nottinghamshire Domestic Violence Forum). These promote the helpline and other sexual abuse services. The cards need to be promoted more widely across the county. The 24 Hour Helpline has now been expanded to take sexual abuse calls. The Helpline number is promoted on every bus stop and timetable across Nottingham City. The county need to look at how the Helpline can be creatively promoted. For recent sexual assaults, forensic evidence needs to be gathered within 7 days of the assault for a female and 3 days for a male, in order to support a criminal prosecution. Campaigns need to encourage victims to come forward as soon as possible. A victim may report anonymously to the SARC and undergo a forensic medical examination after which evidence is stored while the individual takes the time they need to decide whether to come forward to support a prosecution. The Sexual Abuse Information Cards need to be developed to reflect this.

Professionals

39. Stakeholders reported that professionals across a wide range of services lack confidence in how to support victims when they disclose abuse. Training for professionals needs to be consistent, promoting the warning signs of abuse, the referral pathways and where staff can go to for support. We need to ensure that professionals know the referral pathways for sexual abuse and where to best signpost people to for the right support. Also, consistency in the use of routine and selective inquiry into abuse is important.
40. As a result of this identified gap, the Community Safety team are currently working with Nottinghamshire Healthcare Trust and Nottingham City Crime and Drugs Partnership to develop a training film to support front-line professionals in dealing with domestic and sexual abuse disclosures and supporting victims appropriately. This will be developed by the end of October 2013.
41. The Nottinghamshire Healthcare Trust are launching their new Domestic Violence and Abuse Strategy in October 2013, which includes a specific work stream on sexual abuse. The Community Safety team will be working closely with the Trust on this.

5) Trafficking and Sexual Exploitation

42. There are gaps in county based services which provide support to victims of trafficking and sexual exploitation. It is evident that these are still issues which are not fully understood and therefore service provision is not yet developed. Child Sexual Exploitation work is being developed through work by the Safeguarding Children's Board and the creation of a countywide Child Sexual Exploitation Group.

Risks and Issues

Service Capacity

43. The main concern is the current capacity and availability of specialised sexual abuse services, particularly regarding access to the 24 Hour Helpline and counselling services. Before any awareness raising and communications work is undertaken, the capacity of services to cope with increased demand needs to be reviewed and monitored.

Other Options Considered

Separate Sexual Abuse and Violence Strategy

44. It was explored as to whether Nottinghamshire should have a separate sexual abuse strategy or combine the Domestic and Sexual abuse agenda into one strategy for Nottinghamshire. Strategies from other county areas were researched and took different approaches to this work. All areas linked sexual and domestic abuse either through their strategy or local action plans. All stakeholders were consulted on this issue. The majority felt that domestic and sexual abuse issues were fundamentally linked and therefore a joint strategy was important. However, all stakeholders also felt that sexual abuse needs its own focus to progress work in the area. We are therefore recommending a joint strategy, with a separate work stream for sexual abuse which will be taken forward by a Sexual Abuse Task and Finish Group and action plan.

Statutory and Policy Implications

45. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

46. The Community Safety team are currently consulting with victims of sexual abuse via specialist services. We are planning to run a focus group before the end of September and also to gather questionnaires individually from service users. A summary of the findings will be produced in October 2013. The aim is to ensure that victim's views shape future service provision.

RECOMMENDATION/S

1) Members are asked to note the contents of the report and request for a further report to

come to the January 2014 Community Safety Committee, with a Domestic and Sexual Abuse Strategy and recommendations for service development, to cover the issues of:

- Young people's services
- Waiting lists and service capacity
- Partnership working
- Awareness raising – public and professionals
- Trafficking and sexual exploitation

**Martin Done, Service Director Communications and Marketing
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Constitutional Comments

As this report is for noting only no constitutional comments are required.

Background Papers and Published Documents

None

Electoral Division(s) and Member(s) Affected

All

Appendices:

Appendix 1: Map of the sexual abuse services in Nottinghamshire

Appendix 2: Pathway of services for recent and historical abuse

Appendix 1

Sexual Abuse Services in Nottinghamshire

Helpline Support

Domestic and Sexual Abuse 24 Hour Helpline
Tel: 0808 800 0340
Run by WAIS

Protection

Topaz Centre - SARC
Sexual Assault Referral Centre provides forensic medical examinations, support and crisis work 24/7.

ISVAs
Independent Sexual Violence Advisors for men and women.
Accessed from the SARC

IDVAs
Independent Domestic Violence Advocates
Run by Notts Women's Aid and WAIS to support victims of domestic abuse. Many are also victims of sexual abuse.

GUM Clinics
Genito-Urinary Medicine for sexual health support

Counseling

Nottingham Rape Crisis
Counseling Line
0115 9410440
Telephone and face-to-face counseling support for women

ISAS
Incest and Sexual Abuse Survivors
Counseling for male and female survivors of childhood sexual abuse

Nottingham Counseling Service
Sexual abuse project which provides short and long-term group counseling for women

Family Care
Counseling support for children and young people, and their families, who have been victims of sexual abuse.

Let's Talk Wellbeing
NHS Counseling Services

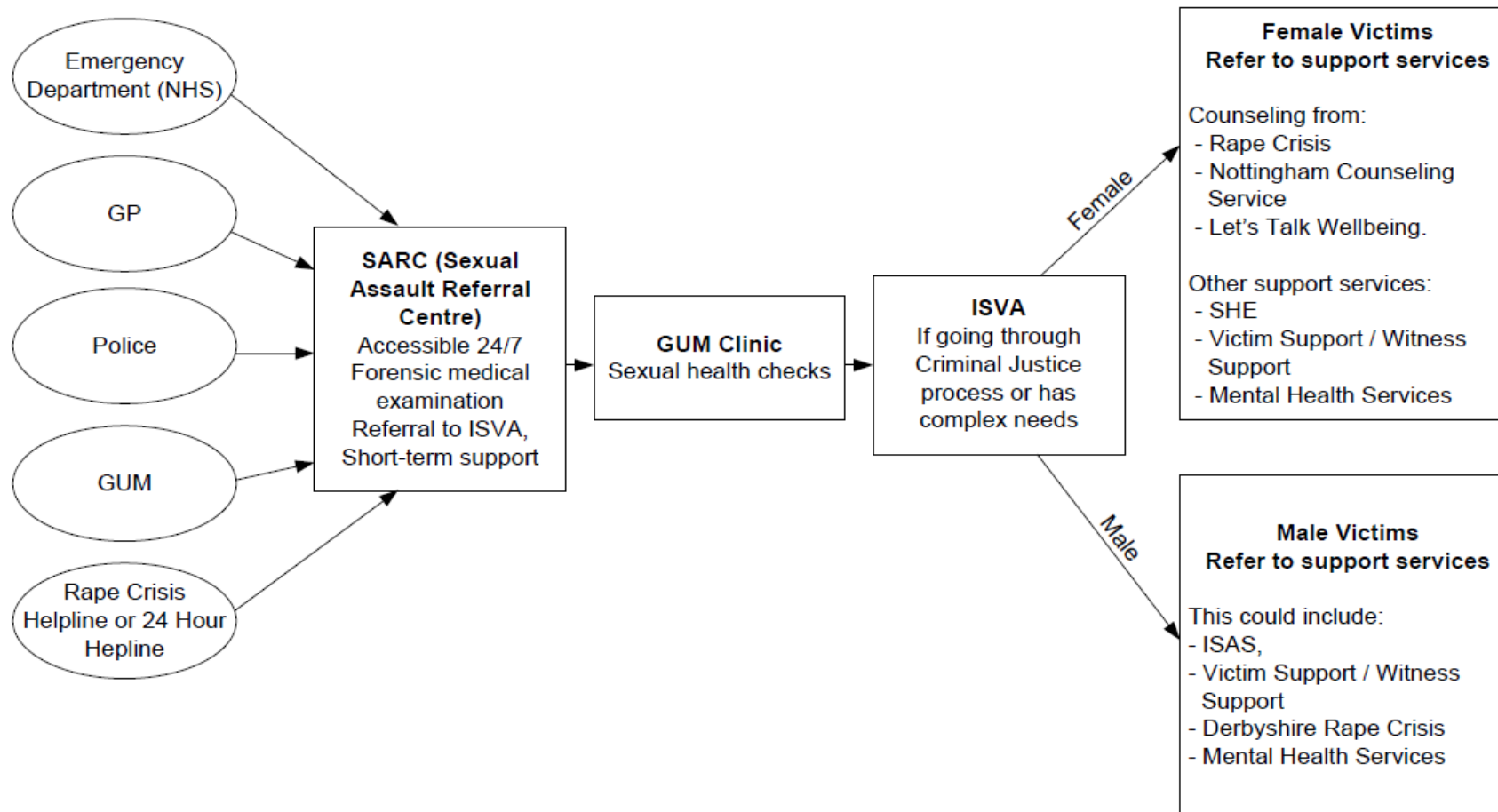
Ongoing support

SHE
Survivors Helping Each Other
Self help groups, creative therapies, befriending for women
Newark, Mansfield, Bassetlaw

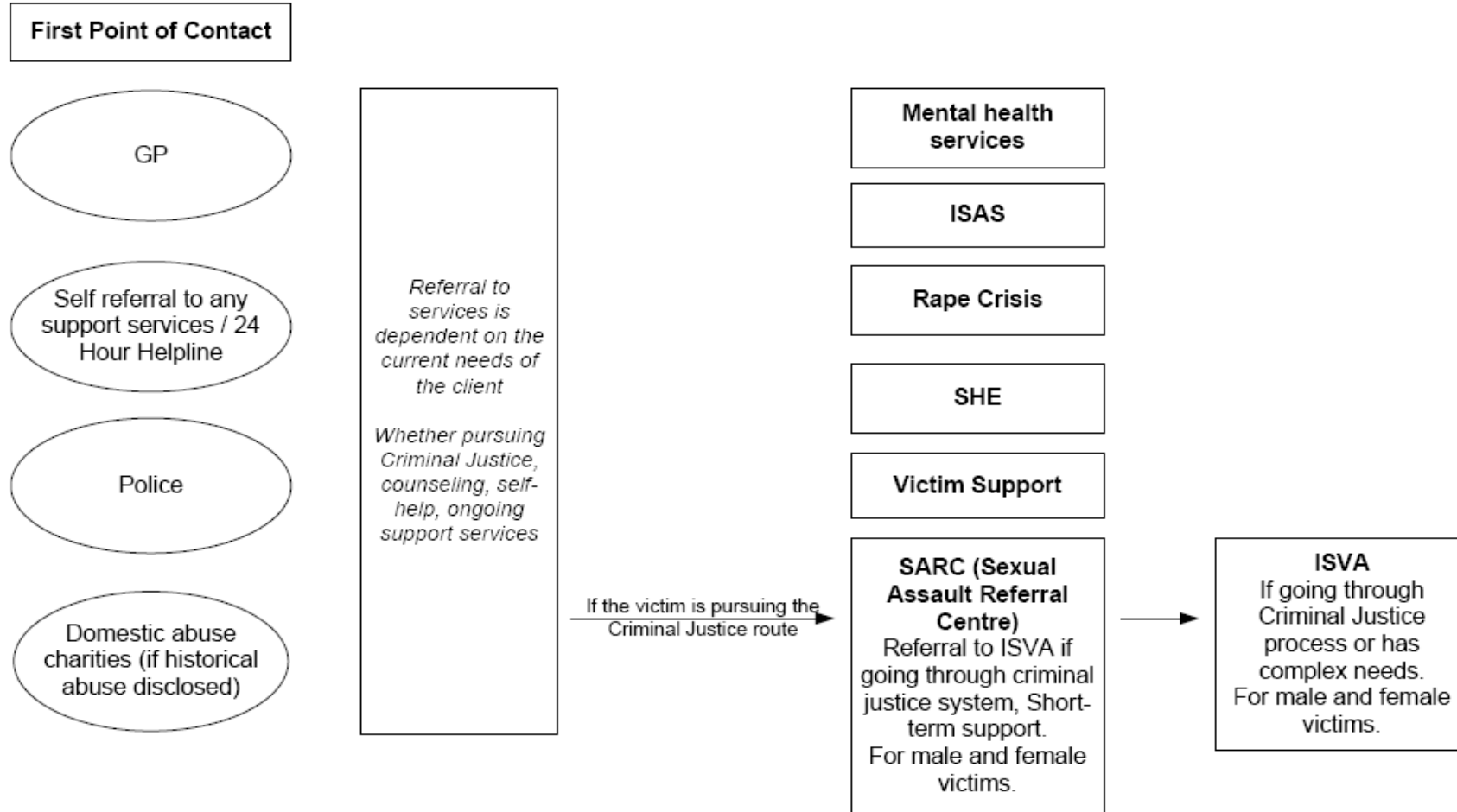
Victim Support
Volunteers trained to support victims of sexual abuse, both long and short-term. Also specialist Witness Support Service.

Appendix 2

Recent Sexual Abuse - Pathway of Services in Nottinghamshire



Historical Sexual Abuse - Pathway of Services in Nottinghamshire



24 September 2013**Agenda Item: 11****REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND
CORPORATE SERVICES****WORK PROGRAMME****Purpose of the Report**

1. To consider the Committee's proposed work programme for 2013/14.

Information and Advice

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme has been drafted in consultation with the Chairman and Vice-Chairman, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.

Other Options Considered

4. None.

Reason/s for Recommendation/s

5. To assist the committee in preparing its work programme.

Statutory and Policy Implications

6. This report has been compiled after consideration of implications in respect of finance, public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That the committee's work programme be noted, and consideration be given to any changes which the Committee wishes to make.

Jayne Francis-Ward

Corporate Director, Policy, Planning and Corporate Services

For any enquiries about this report please contact:

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Constitutional Comments (SLB)

7. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

Financial Comments (PS)

8. There are no financial implications arising directly from this report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Electoral Division(s) and Member(s) Affected

All

COMMUNITY SAFETY COMMITTEE - WORK PROGRAMME

TO BE SCHEDULED (ARISING FROM COMMITTEE ON 23 JULY 2013):-

- **Transforming Rehabilitation – further report**
- **Proposed New Model for Adult Community Substance Misuse Treatment and Recovery System – further report following consultation**
- **Neighbourhood Watch (including Notts Watch and Neighbourhood Alert)**

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>Lead Officer</u>	<u>Report Author</u>
5th November 2013			
'In Our Hands' the Holocaust Centre	Report to Members on funding for 'In Our Hands' the Holocaust Centre	Martin Done	Chris Walker
Update on key Trading Standards matters	Update on important developments in the Service	Paul McKay	Mark Walker
Update on Emergency Planning and Registration Services	Update report on key activities and events in Emergency Planning and Registration	Paul McKay	Rob Fisher
Update on Community Safety	Report outlining key issues for community safety in Nottinghamshire	Martin Done	Chris Walker
I Pledge to Keep on Track – Youth Crime Prevention Programme	Report on the evaluation of I Pledge to Keep on Track – Youth Crime Prevention Programme	Martin Done	Chris Walker
Overview presentation on Emergency Planning and Registration Services	Presentation from the Group Manager of Emergency Planning and Registration Services	Paul McKay	Rob Fisher
Emergency Planning for Winter Weather	Update report on emergency planning for winter weather	Paul McKay	Rob Fisher

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>Lead Officer</u>	<u>Report Author</u>
Medical Examiners National Consultation	To inform Members of changes regarding Medical Examiners	Paul McKay	Rob Fisher
Approved Premises – Civil Ceremonies	Report to update Members on Approved Premises for Civil Ceremonies	Paul McKay	Rob Fisher
Nottswatch update	Report to update Members on Nottswatch	Martin Done	Chris Walker
17th December 2013			
Update on key Trading Standards matters	Update on important developments in the Service	Paul McKay	Mark Walker
Update on Emergency Planning and Registration Services	Update report on key activities and events in Emergency Planning and Registration	Paul McKay	Rob Fisher
Update on Community Safety	Report outlining key issues for community safety in Nottinghamshire	Martin Done	Chris Walker
Update on Regulation of Investigatory Powers Act (RIPA)	Quarterly update report on Regulation of Investigatory Powers Act	Paul McKay	Mark Walker
Registration Service Fees 2014-2015	Review of registration service fees for 2014-2015	Paul McKay	Rob Fisher
Update on Joint Agency Vulnerable Persons Identification Project	Update on the joint project between Nottinghamshire Fire and Rescue Service and Nottinghamshire County Council	Paul McKay	Chris Walker
28th January 2014			
Update on key Trading Standards matters	Update on important developments in the Service	Paul McKay	Mark Walker
Update on Emergency Planning and Registration Services	Update report on key activities and events in Emergency Planning and Registration	Paul McKay	Rob Fisher

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>Lead Officer</u>	<u>Report Author</u>
Update on Community Safety	Report outlining key issues for community safety in Nottinghamshire	Martin Done	Chris Walker
Review of Temporary Registrar Posts	Report reviewing the temporary registrar posts	Paul McKay	Rob Fisher
Transforming Rehabilitation	Update on changes to services for offenders under the Governments Transforming Rehabilitation policy	Martine Done	Chris Walker
18th March 2014			
Update on key Trading Standards matters	Update on important developments in the Service	Paul McKay	Mark Walker
Update on Emergency Planning and Registration Services	Update report on key activities and events in Emergency Planning and Registration	Paul McKay	Rob Fisher
Update on Community Safety	Report outlining key issues for community safety in Nottinghamshire	Martin Done	Chris Walker
Update on Regulation of Investigatory Powers Act (RIPA)	Quarterly update report on Regulation of Investigatory Powers Act	Paul McKay	Mark Walker
December 2014			
Registration Service Fees 2015-2016	Review of registration service fees for 2015-2016	Paul McKay	Rob Fisher

