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Our reference:
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Date: 12 January 2012

To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Monday 23 January 2012 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

Head of Corporate Services

AGENDA

1. Apologies for absence.
2. Declarations of Interest.
3. Notes of the Meeting held on Monday 28 November 2011 (pages 1 - 3).
4. Review of the South Nottinghamshire Community Safety Partnership
The report of the Head of Community Shaping is attached (pages 4 - 7).
5. Rolling 2 Year Work Programme
The report of the Head of Partnerships and Performance is attached (pages 8 - 9).

Membership

Chairman: Councillor R Hetherington
Vice-Chairman: Councillor F A Purdue-Horan
Councillors Mrs D M Boote, R L Butler, H A Chewings, A M Dickinson,
E J Lungley, Mrs M Stockwood, T Vennett-Smith

Meeting Room Guidance

Fire Alarm - Evacuation - in the event of an alarm sounding you should evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

Toilets - Facilities, including those for the disabled, are located opposite Committee Room 2.

Mobile Phones – For the benefit of other users please ensure that your mobile phone is switched off whilst you are in the meeting.

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NOTES
OF THE MEETING OF THE
PARTNERSHIP DELIVERY GROUP
MONDAY 28 NOVEMBER 2011

Held at 7.00 pm in Committee Room 1, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors R Hetherington (Chairman), Mrs D M Boote, H A Chewings, A M Dickinson, E J Lungley, F A Purdue-Horan, Mrs M Stockwood, B Tansley (substitute for Councillor R L Butler), T Vennett-Smith

OFFICERS PRESENT:

C Bullett	Deputy Chief Executive (CB)
N Carter	Partnerships and Projects Manager
D Mitchell	Head of Partnerships and Performance
S Woltman	Customer Services Manager

APOLOGY FOR ABSENCE:

Councillor R L Butler

10. Declarations of Interest

There were none declared.

11. Notes of the Previous Meeting

The notes of the meeting held on Monday 26 September 2011 were accepted as a true record.

With regard to the Action Points Members informed officers that they had not yet received a list of contacts from Spirita. The Partnerships and Projects Manager explained that all Members requests had been passed on immediately after the meeting. It was agreed that officers would contact Spirita again.

12. Review of the Rushcliffe Community Contact Centre

The Head of Partnerships and Performance and the Customer Services Manager gave a presentation on the partnership between the Council and the Police in respect of the Rushcliffe Community Contact Centre. The Council's vision was that "Citizens will have access to public services in location and at times convenient to them by their chosen method of communication". The Partnership approach gave a face to face contact point in seven sites in the Borough.

Following a question regarding the Police's station review the Customer Services Manager explained that at present the only contact centre that had moved from a police station was the one based at Radcliffe on Trent which had now moved into St Mary's Church Hall. Due to this move the Council was now working in partnership with the Radcliffe on Trent Advice Centre. With

regards to the other 'spokes' there would be no change at Cotgrave. At Keyworth, East Leake and Ruddington officers were awaiting the outcome of the Police's review. A report was being presented to Cabinet about a potential full time customer service presence at Bingham in the new Health Centre. It was hoped that eventually the Council could have two full time 'spokes'. Following a question the Group was informed that there was a possibility of moving into the Keyworth Health Centre. In respect of Bingham, although the advisors did not deliver Town Council services at present, if the remote site was relocated to the new Health Centre this could be investigated.

Officers explained that the challenge for service delivery was to try to make as many services self-service thereby reducing the cost to the Council and allowing staff time to be diverted to more complex issues. Members were informed that 49% of face to face enquiries were in relation to Council Tax and benefits. It was noted that 83% of enquiries were resolved at the first point of contact.

The Customer Services Manager explained that the culture of customer service was constantly changing and this was embraced by the staff. Recently the cultures of the Council, Police and Spirita had been merged and this had given residents access to services for the Council, Police and Spirita in one place in a friendly atmosphere. Not to have glass screens at the Contact Centre was a visible culture change for the Police, although this was working very well. Staff also had access to all three IT systems making the process seamless for customers.

With regards to the Contact Centre the Police and the Council shared the building and the accommodation costs. Four members of staff from the Police had been integrated into the Customer Services Team and Spirita funded one post.

In relation to the management of the Partnership the Group were informed that there was a Strategic Board, which met quarterly, and an Operational Management Team that met monthly to discuss HR, IT and performance issues. Now that performance was measured by the Council the Police were now aware of the statistics for customer contact. Since the Rushcliffe Community Contact Centre had opened 80% of contact had been by telephone, this equated to 90,268. Following a question Members were informed that the Contact Centre did not take phone calls for the Police. Due to the introduction of charging for green waste in April this had increased the number of calls by 20%. Performance had been affected by this and the move however, officers were pleased to inform Members that there had been very little dissatisfaction and that performance was now on track.

The Customer Services Manager explained that the Centre provided space and support for other agencies, including Age Concern, RCVS, NHS, etc. Interview rooms are made available; information can be placed on the screens. Also the service was involved in the 'Tell Us Once' initiative, where information was shared across the County following birth or bereavement. Officers stated that they were encouraging groups to be a part of the Centre and they were working closely with Nottinghamshire County Council to see if their services could also be delivered. In fact, because of the success of the

Contact Centre the Police were now identifying ways to work with Gedling and Broxtowe Borough Councils.

Following the first six months of the operation of the Contact Centre it had been noted that there was an increase of 50% of face to face contact, and although this included visits for the Police, Council customers had stated that the location of the Centre had made services more accessible. With regards to Revenues, Planning and Strategic Housing representatives from those service areas worked at the Centre and this too was working well.

13. **Rolling 2 Year Work Programme**

The Group considered its work programme. Members were asked to submit any questions regarding the South Notts Community Safety Partnership to the Partnerships and Projects Manager by 13 January 2012.

Following a question the Deputy Chief Executive (CB) explained that there was a requirement for every area to have a Community Safety Partnership. The Chief Executive attended the Safer Nottingham Board as the Council's representative. Previously there had been separate Crime and Disorder Reduction Partnerships in the Rushcliffe, Gedling and Broxtowe areas, but about 2 years ago they were merged into one. The Partnership consisted of various bodies to tackle crime, including the Police, the Borough and County Councils, the Fire and Rescue Service, the Probation Service. The Partnership had targets to combat crime and anti-social behaviour. Often there was a geographic approach taken by all partners, known as Area Based Initiatives which included weeks of action. Officers stated that following successful action in Cotgrave the area was now lower in the County ranking of hotspots

The meeting closed at 7.50 pm.

Action Sheet

PARTNERSHIP DELIVERY GROUP - MONDAY 28 NOVEMBER 2011

Minute Number	Actions	Officer Responsible
11. Notes of the Previous Meeting	The Head of Community Shaping to contact Spririta regarding contact details.	Head of Community Shaping
12. Review of the Rushcliffe Community Contact Centre	Explore the opportunities to deliver services for parish and town councils as part of the development of the remote sites	Head of Partnerships and Performance



PARTNERSHIP DELIVERY GROUP

23 JANUARY 2012

REVIEW OF THE SOUTH NOTTINGHAMSHIRE COMMUNITY SAFETY PARTNERSHIP

4

REPORT OF THE HEAD OF COMMUNITY SHAPING

Summary

This report provides Members with an update on the performance of the Community Safety Partnership in 2011/12. At the meeting Superintendent Paul Anderson (representing the Community Safety Partnership) will provide Members with a presentation on the partnership's current performance, achievements against priorities, 2012/13 priorities and proposed changes. Members will have the opportunity to scrutinise the work of the partnership.

Recommendation

It is **RECOMMENDED** that the improvements in performance made by the South Nottinghamshire Community Safety Partnership over the past year in reductions in all crime dwelling burglaries and vehicle crime be acknowledged.

Details

Partnership Constitution

1. In 2008 the Rushcliffe Crime and Disorder Reduction Partnership (CDRP) merged with the Broxtowe and Gedling CDRPs to create the South Nottinghamshire Community Safety Partnership. The partnership includes Rushcliffe Borough Council, Nottinghamshire Police, Nottinghamshire Police Authority, Nottinghamshire County Council, Nottinghamshire Fire and Rescue service, the Primary Care Trust and a number of other non-statutory and voluntary organisations.

Priority areas for 2011-2014

2. In February 2011 the South Nottinghamshire Community Safety Partnership considered what priorities should be set for 2011/12. It was agreed that a geographical approach was a much more effective way of dealing with crime and associated/causal issues rather than a thematic approach. Whilst this approach focussed on specific locations with increased levels of crime, all crime continues to be tackled proactively by the Partnership.
3. A methodology was used to highlight the problematic ward areas in South Nottinghamshire based on the following 7 themes.
 - Serious Acquisitive Crime
 - Domestic Abuse

- Hate Crime
 - Youth Issues
 - Alcohol & Drugs
 - Anti-social behaviour
 - Violence (excluding domestic)
4. The top two ward areas for crime were identified for each of the three local authorities. In Rushcliffe the wards were identified as **Trent Bridge** and **Cotgrave**. Both areas already have a sustained approach to tackling issues of Community Safety through the Area Based Initiatives.

Performance targets for Area Based Initiatives areas and Police Authority targets

5. For each Area Based Initiative (ABI) area (Trent Bridge and Cotgrave) an action plan is in place informed by a problem profile. The Rushcliffe Local Delivery & Tasking Group delivers against these plans, monitoring progress, outputs and outcomes. The South Nottinghamshire Partnership Business Support Group will continue to monitor overall progress.
6. In Trent Bridge the area has been subject to an ABI since April 2010. The ABI group is led by a project officer from Rushcliffe Borough Council. Mainstream activity takes place on the ward area and in addition there is extra policing etc around community and sporting events. The Fire Service have committed to delivering training to all frontline staff to encourage agency referrals of people vulnerable from fire. Work has been targeted towards the significant student population residing in the Trent Bridge Ward as this group is more likely to be a victim of burglary due to insecure properties and possession of high value items. The ABI group has established links with a university in the area and to work with students to reduce the risk of being a victim of crime. Additionally the ABI group has undertaken sustained work with young people in the local area and local businesses to take a proactive approach to reducing the risk of crime.
7. In Cotgrave there has been a significant reduction in crime and anti-social behaviour. This has been achieved through a partnership approach working with young people through Positive Futures and targeting ex-offenders in the area. In addition Spirita have also played a role working within the Partnership to ensure that lettings are made sensitively in the area, wherever possible.
8. The Community Safety Partnership was set extremely challenging targets for improvements. These targets were set by the Nottinghamshire Police Authority comparing us to our nearest 'Most Similar Family Group' of local authorities. These authorities are predominantly rural and do not face the challenges posed by being in close proximity to an urban area.
9. Both Trent Bridge and Cotgrave have seen significant reductions in the levels of crime, Trent Bridge has 29% fewer crimes and Cotgrave has 22.8% fewer crimes. Cotgrave is likely to meet the targets set (-12.2% reduction or 41 fewer crimes.) The targets set for Trent Bridge will not be achieved as they required a reduction in crime by 56% (volume reduction of 340 crimes.)

10. In relation to funding, the Community Safety Partnership has received funding from the Central Government Area Based grant via Nottinghamshire County Council to work in the 15 priority Geographical areas across Nottinghamshire in 2011/12. This funding was subject to a cash reduction of 20% against the 2010/11 resource baseline. In Rushcliffe the only ward to meet the funding threshold has been Trent Bridge and has received £44,500 for the financial year 2011/12.

Rushcliffe Performance

11. In addition to the ABI areas above the South Nottinghamshire Community Safety Partnership work with all partners across the Borough towards achieving the Nottinghamshire Police Authority targets for 2011/12 for Rushcliffe which are shown in Table 1. Table 2 shows the year to date performance against our table 1 targets.

12. Table 1- Targets set for Rushcliffe

Rushcliffe	2010/11	2011/12 Target	% Reduction required
All Crime	4,834	4,083	-15.5%
Dwelling Burglary	402	329	-18.2%
Robbery	72	53	-26.4%
Auto-crime	729	539	-26.1%
*VAP with Injury	306	243	-20.6%

VAP (violence against the person)

Table 2- Performance against Targets for Rushcliffe

Crime Group	Target Reduction	Level required after 9 months	Actual after 9 months	% difference from target	Volume difference from target	Reduction Compared to December 2010
All Crime	-15.5%	3,062	3,084	0.7%	22	-18.6%
Dwelling Burglary	-18.2%	247	264	7.0%	17	-20.2%
Robbery	-26.4%	40	47	18.2%	7	-11.3%
Vehicle Crime	-26.1%	404	365	-9.7%	-39	-35.6%
*VAP with injury	-20.6%	182	166	-8.9%	-16	-32.0%

13. Significant crime reductions have been made in all crime categories across Rushcliffe with the exception of robbery. This is young people committing robbery against other young people for high value items such as iphones and ipods. This is an ongoing priority area for the partnership and continues to be tackled using a proactive approach working with young people to advise them on staying safe and to make them aware of the consequences of being involved with crime.

Police and Crime Commissioners

14. The introduction of Police and Crime Commissioners (PCC's) from 15 November 2012 will replace the Police Authority with a directly elected representative. The intention is that PCCs will work closely with their local community safety partners, holding agencies to account on behalf of their constituents as appropriate. They will also hold the Community Safety Fund.

Presentation from Superintendent Paul Anderson

15. Superintendent Paul Anderson will be making a presentation to the Partnership Delivery Group on behalf of the Community Safety Partnership which will include:
- An update on the work undertaken by the Community Safety Partnership in 2011, including the key achievements of the partnership
 - An update on the work programme and priorities for action for 2012/13
 - An update on changes to police structures (eg Basic Command Units) in Nottinghamshire and the Police Estates review impact upon Rushcliffe.

Financial Comments

In 2012/13 the Central government area based grant will be subject to a further cash reduction of 60% against the 2010/11 baseline.

If the same methodology is used in Nottinghamshire it is unlikely that Rushcliffe will receive any Area Based grant funding for the financial year 2012/13.

Section 17 Crime and Disorder Act

Section 17 is incorporated into all aspects of the work of the Community Safety Partnership.

Diversity

Equality and diversity is incorporated into all aspects of the work of the Community Safety Partnership.

Background Papers Available for Inspection: Nil

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

This report sets out a rolling work programme for the Partnership Delivery Group for 2011/12 based on the areas proposed and supported by the Group during the previous municipal year.

Recommendation

It is RECOMMENDED that the Partnership Delivery Group agrees the proposed work programme for 2011/12.

1. The work programme for the Partnership Delivery Group is developed around the corporate priorities that fall within its remit and takes into account the timing of the Group's business in the previous municipal year and any emerging issues and key policy developments that may arise.
2. The Chairman and Vice-Chairman of all four scrutiny groups meet quarterly to review and co-ordinate the overall scrutiny programme and this may result in amendments to the individual scrutiny group's programme. The most recent meeting took place on 9 December 2011 and no changes were made to the work programme.
3. As part of this agenda item Members are invited to discuss and consider potential questions they would like to raise in relation to the consideration of the Rushcliffe Sustainable Community Strategy action plan.
4. The following table sets out the proposed rolling 2 year work programme.

Date of Meeting	Item
23 January 2012	<ul style="list-style-type: none"> • South Notts Community Safety Partnership - update • 2 year rolling work programme
19 March 2012	<ul style="list-style-type: none"> • Annual Review of Scrutiny • Progress report on the Rushcliffe Sustainable Community Strategy action plans • 2 year rolling work programme, including capturing questions for the Nottinghamshire County Cricket club
3 July 2012	<ul style="list-style-type: none"> • Nottinghamshire County Cricket club – Progress on community benefits • Approve Work Programme • 2 year rolling work programme, including capturing questions for Spirita Ltd

Date of Meeting	Item
18 September 2012	<ul style="list-style-type: none"> • Annual review of partnership with Spirita Ltd • 2 year rolling work programme
27 November 2012	<ul style="list-style-type: none"> • 2 year rolling work programme, including capturing questions for the South Notts Community Safety Partnership
22 January 2013	<ul style="list-style-type: none"> • South Notts Community Safety Partnership - update • 2 year rolling work programme
19 March 2013	<ul style="list-style-type: none"> • Annual review of scrutiny • 2 year rolling work programme
July 2013	<ul style="list-style-type: none"> • Approve the work programme • 2 year rolling work programme
September 2013	<ul style="list-style-type: none"> • Annual review of partnership with Spirita Ltd • 2 year rolling work programme
November 2013	2 year rolling work programme, including capturing questions for the South Notts Community Safety Partnership

Financial Comments

No direct financial implications arise from the proposed work programme

Section 17 Crime and Disorder Act

In the delivery of its work programme the Group supports delivery of the Council's Section 17 responsibilities particularly in relation to the performance of the Council.

Diversity

The policy development role of the Group ensures that its proposed work programme supports delivery of Council's Corporate priority 6 'Meeting the Diverse needs of the Community'.

Background Papers Available for Inspection: Nil