

Agenda

CRIME & DISORDER JOINT SCRUTINY REVIEW

Date: Tuesday 3 August 2010

Time: 10.00 am

Venue: Council Chamber, Chiltern District Council

Please note that refreshments will be available before the meeting in the Members' room – opposite the Council Chamber.

Agenda Item	Time	Page No
1 WELCOME BY THE CHAIRMAN		
2 APOLOGIES/CHANGES IN MEMBERSHIP		
3 DECLARATIONS OF INTEREST		
4 MINUTES OF THE MEETING HELD ON 29 JUNE 2010 AND 6 JULY 2010 TO BE AGREED		1 - 28
5 FEEDBACK FROM INTERVIEWS WITH LOCAL AREA POLICE COMMANDERS Context:	10.05	

Throughout July, members of the joint review Task and Finish Group met with their Local Area Police Commanders to find out about their work in the various districts areas to help reduce the fear of crime.

Purpose:

The purpose of this agenda item to allow the members to report back to the Task and Finish Group the main points from their meetings with the Local Area Police Commanders.



INVESTOR IN PEOPLE



Contributors:

- Meeting with Gilbert Houalla – Local Area Police Commander Wycombe
Bill Bendyshe-Brown and Paul Rogerson
- Meeting with Ian Hunter – Local Area Police Commander Chiltern
Julie Burton and John Wertheim
- Meeting with Richard List – Local Area Police Commander Aylesbury
Brian Roberts
- Meeting with Paul Cook – Local Area Police Commander South Bucks
Alan Oxley and Trevor Egleton

6 VICTIM SUPPORT - PRESENTATION 10.45 29 - 42

Context:

Victim Support is the only independent charity for victims and witnesses of crime in England and Wales. It was set up 35 years ago and has grown to become the oldest and largest victims' organisation in the world. Every year, Victim Support contacts over 1.5 million people after a crime to offer its help.

Purpose:

For members to receive a presentation about the role and function of Victim Support in helping victims of crime. Members will be told about the physical and social repercussions on people who have been victims of crime, and the work Victim Support carries out to help and reassure them.

Contributors:

John Hayward-Cripps - Regional Manager South East
Victim Support/Witness Service

Papers:

Victim Support Corporate Plan 2009 - 2012

7 REVIEW OF KEY POINTS

Purpose:

For members to consider the points made from the meeting.

8 DATE OF NEXT MEETING

Tuesday 24 August 2010, 2.00pm – 5.00pm, Mezzanine Room 3, County Hall, Aylesbury

The purpose of this meeting will be to consider the results of the questionnaire sent to members of the Safer and Stronger Bucks Partnership Board, look at best practice from other areas discuss emerging findings from the review.

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Nazneen Ahmad on 01296 383672
Fax No 01296 382538, email: nahmad@buckscc.gov.uk*

Members

Mr W Bendyshe-Brown, Wycombe District Council	Mr B Roberts, Buckinghamshire County Council
Ms J Burton, Chiltern District Council	Mr P Rogerson, Wycombe District Council
Mr T Egleton, Buckinghamshire County Council (C)	Mr J Wertheim, Chiltern District Council
Mr A Oxley, South Bucks District Council	

Minutes

CRIME & DISORDER JOINT SCRUTINY REVIEW

**MINUTES OF THE CRIME & DISORDER JOINT SCRUTINY REVIEW HELD ON TUESDAY
29 JUNE 2010, IN MEZZANINE ROOM 2, COUNTY HALL, AYLESBURY, COMMENCING AT
10.05 AM AND CONCLUDING AT 3.20 PM.**

MEMBERS PRESENT

Mr W Bendyshe-Brown (Wycombe District Council), Ms J Burton (Chiltern District Council), Mr T Egleton (Buckinghamshire County Council) (C), Mr A Oxley (South Bucks District Council), Mr B Roberts (Buckinghamshire County Council), Mr P Rogerson (Wycombe District Council) and Mr J Wertheim (Chiltern District Council)

OFFICERS PRESENT

Ms N Ahmad, Mrs C Street and Ms S Yapp

1 WELCOME BY THE CHAIRMAN

The Chairman welcomed Members.

2 APOLOGIES FOR ABSENCE/CHANGES IN MEMBERSHIP

Apologies were received from:

Arif Hussain

3 DECLARATIONS OF INTEREST

There were no declarations of interest.

4 MINUTES OF THE MEETING HELD ON 14 MAY 2010 TO BE AGREED

The minutes from the last meeting were agreed.

5 SETTING THE SCENE

The Chairman set the background and purpose for the meeting as follows:



INVESTOR IN PEOPLE



At the joint review planning meeting on 14 May, members decided that, alongside exploring how the Safer and Stronger Bucks Partnership Board is fulfilling its crime and disorder functions, they would use as a case study for the review the following topic:

‘How are we working with partners to reduce the fear of crime and improve how we communicate messages about crime levels to residents?’

This topic has been chosen as reducing the fear of crime is a key priority in the recently agreed Safer Bucks Plan, and there continues to be disparity between falling crime rates overall in Buckinghamshire and residents’ perception about the prevalence of criminal activity in their local area.

Purpose

A number of contributors had been invited to talk to members of the task and finish group about their community safety role. They were asked to inform members about current work they are undertaking with partners which is aimed at reducing the fear of crime, and explain how their organisation communicates messages about crime rates to residents. In addition they were asked to identify where they thought improvements could be made to this, and barriers to progress.

First Contributor- Katie Galvin

Katie Galvin, Community Partnership Manager and Martin Holt, Head of Health and Housing from Chiltern District Council (CDC).

The officers explained that their work is based on the Chiltern Community Safety Partnership Plan, which is refreshed annually as a result of the data from the strategic assessment.

For 2010-11 there are 4 priorities, which are to:

- Reduce serious acquisitive crime;
- Anti Social Behaviour (ASB)
- Drug and Alcohol misuse and
- Develop effective communication and engagement with local communities to reduce the fear of crime and raise awareness and understanding of crime and ASB matters.

Examples of these are:

- Work together with Neighbourhood Action Groups (NAG’s)
- Ensure we can provide local newsletters with relevant local articles e.g. in town and parish magazines.
- Carry out community events
- Role out cop cards, which was a pilot scheme in CDC. Young people in the area get stickers from the Local Community Support Officers. This is to allow the young people to get involved, be safe and increase police involvement. The aim is to collect and count the stickers each week and the school with the most, wins. The scheme allows young people to get involved with the Police and reduce their fear of the Police. This scheme was rolled out across Bucks in 2010.
- Bluetooth messaging; this was used at the Chiltern Show. A message was sent out to everyone with a Bluetooth connection advising them, for example, to lock their car doors and remove valuables from display.

CDC through partnership funding has purchased four gazebos and each Police station has one. This is to promote ‘working together for a safer Chiltern’ and this will be used at events,

all of which are marked with the CDC and Thames Valley Police (TVP) logo. Alongside these they also have banners to encourage people to approach and talk to them. Polo shirts and fleeces have also been printed with the district council and Police logos to promote 'working together for a safer Chiltern'; and people now talk to them more. This logo is also on every dog bin and taxi sign in the district.

CDC regularly holds 'have your say' events across the District and these are publicised in popular, high footfall areas. Neighbourhood updates, and newsletters are produced and we also have postcards, 'you said, we did,' The officers found that the cards are particularly useful to prove to the public that something has been done.

'Operation Confidence,' is a joint scheme between environmental health, Community Safety and TVP. This involves door to door surveys and also ASB patrols in hotspot areas. Once the hotspots are identified, we aim to deliver diversionary activities, which have had a good impact.

Members then asked questions. The questions and answers are summarised below:

The Ringmaster messages are sent by email, this is good communication, but it is full of crime and never good news. Is it not possible to get good news?

This may come down to your local Commander. In Chiltern we have tried to change and include positive stories. For example, we recently reported how many offenders had been arrested.

You mentioned the Partnership, yourself and the Police. How do you get help from wider Partnerships? And how many people are you reaching?

We are reaching out further than just locally, this is through our CSI magazine, a monthly newsletter that is sent out to our joint action group, District Councillors, County Councillors, Town and Parish Clerks, Older People Action Groups, NAG Chairs and all neighbourhood updates produced by the Police also go out in the same way.

In relation to the second question, a monthly survey by the Police shows that only 40% of people last year thought the police and council were working well together to tackle crime and ASB. This year we have reached 80%. This is through the Police and Local Council working together well in partnership and publicising what we do.

Would people in the street know who you are?

More people would know of our existence than last year. It's important to develop an understanding of the local area and encourage people to be good neighbours to help build a sense of community. The use of volunteers to help people is important, as is bringing the elderly into the social network.

Is there anything that has been more successful than others? What feedback have you had and how do you act on it?

Ian Hunter (Local Area Police Commander for Chiltern) produces a monthly update and regularly checks the website's on 'have your say' pages. People email through their concerns and Ian Hunter replies, immediately sometimes. People are amazed to get a reply from the Chief Inspector. This will also be reported back in the CSI magazine, under the 'You Said, We Did' article. This is not always about crime but also what has been done about the fear of crime.

What are you doing to address the consistency of NAG's? For example there seems to be reduced officer support for NAG's in High Wycombe. Is this the same for Chiltern?

The NAGs all work differently and in our experience the best ones are chaired independently rather than the focus just being on the Police. We have one virtual NAG in a rural part of Chiltern, which only meets when specific issues have been identified that need to be addressed. The 'Have your say' data is also used to identify issues.

Do you use community clean up schemes in CDC?

Not on a regular basis. Chesham have had paths cleared up, this was carried out by the Probation service, through the community payback scheme and this worked well. This was part of 'Not in My Neighbourhood Week' last year.

Ian Duncan Smith has published a paper about people from broken communities, 90% of people in prison come from the bottom 10% of the community. Do you work with this group of people?

The YOS runs a Youth Inclusion Support Panel for 8-15 year olds, before they get to the final warning stage and enter the criminal justice system. The activities run for 20 weeks and work well. There is also another project we are piloting in Chesham which is run in conjunction with the County Council, secondary schools with its feeder schools. Truanting children are identified and we work with the parents of children in schools and continue with them once they go to community college.

Additionally there is a Family Intervention Project (FIP) that is just being established. It is an intensive project as someone goes round to the home and gets the child out of bed and works with them and the family all day. We only have funding for this until March.

The subject of this review is to reduce the fear of crime; do you have any projects that have a positive impact on doing that?

Projects that include community involvement, especially young people, seem to work well. The 'clean up' initiatives are a good example of this.

How do you get the message across to the older community, do you go round and discuss issues with them?

We hold a lot of talks; one for example, is crime reduction bingo. This is a good way to raise awareness of rogue traders with older people. We also give talks at the U3As .

How many issues have you had to raise with a higher authority. And how are you measuring your success?

We have not had to raise any issues, but we have got funding for Operation Guillotine, to reduce Serious Acquisitive crime. Crime levels are still falling overall in Chiltern. Monitoring is carried out through the partnership plan.

You are doing lots of good work but is the fear of crime reducing in the area?

We try to get the message across that crime is falling by stating actual numbers rather than percentages, such as having less than one burglary a day in the Chiltern area. Police Chief Inspector and CDC Comms Officer have monthly press meetings as we don't have a local radio station or local news, and the news we receive is London news. Our relationship with the press has increased as a result of these positive meetings.

There has been a 16.6% reduction in crime in CDC in the last year.

But what is happening to the perception of crime levels?

We looked at the survey results on the fear of crime in CDC and levels are improving although not keeping pace with reductions in crime levels.

How can local members help get the message across?

This could be done by members digesting the information that's relevant to their wards and using these facts to reassure the public.

Following this question members discussed the use of local newsletters such as Parish magazines in getting important messages across and were advised that there is a Community newsletter database that gives the deadline for articles to be submitted to various publications.

Do you think the fear of crime is based on high profile events?

There is a fear of crime because people do not socialise with neighbours as much as they used to and do not have a strong sense of community. People are also affected by news stories in the national and local media..

The Chairman thanked Katie Galvin and Martin Holt for attending.

Second contributor – Gillian Stimpson

The Chairman welcomed Gillian to the meeting.

Gillian Stimpson, Community Safety Manager, Wycombe District Council (WDC). Gillian gave details of her role and explained that she has been in the role for 17 years and has management responsibility for 16 members of staff. These include a Community Safety Team Leader, a Community Safety Officer, two ASB officers, and two substance misuse officers working with the BME community managed on behalf of the Bucks DAAT. Alongside this she manages the CCTV in the District and also that of South Bucks District and Beaconsfield Town Council. Gillian previously worked as a Police Officer and before coming to work in a management role at WDC.

Communication Methods

Gillian explained that WDC is keen to use a variety of communication methods such as the following:

- Currently they publish a quarterly community newsletter called CSI Wycombe, which includes Community Safety Information. It also contains a broad range of items including updates of statistics so people have the facts about crime and activities that have been carried out. This is printed and displayed in stands across the district and handed out at events. It is then distributed via email to a broad range of groups, including Members, Parish's, partners, housing links and it is also on the Council website to download.
- The Council's website pages for Community Safety are constantly updated with relevant items. For example, last week there were two new entries, one about the Wellbeing events for the elderly next week and the other about the breach of an ASBO where the individual concerned has been sent to prison.

- Last year WDC had a community safety booklet printed for free of charge, which was sent to every household in the District. This is going to be updated in early 2011 with the latest priorities and information about partnerships.
- Banners are used in Wycombe High Street to promote messages and advice. The current banner shows all the crime reductions WDC had last year, this is to emphasise just how safe Wycombe is and these are frequently changed so they become noticeable and not just part of the street furniture. Bus stop advertising is also used on occasions.
- Police Tasking meetings and the Joint Action Group (JAG) meetings take place to target communities where crimes have occurred and mini hotspots have developed. To reassure the community and to provide timely advice the partnership does a cold calling/door knocking exercise to speak to as many residents as possible. To improve this system we now have packs which have a badge with a 'sorry we missed you' message and offering them some advice if something was wrong, like a window being open or property left on display in a car.
- Joint press releases are undertaken between TVP and WDC. There are currently two press releases about ASB cases where an ASBO was gained in one case and breached in another with a prison sentence subsequently given. Updates are delivered to local communities where an ASB matter has been dealt with, to reassure them that the matter has been resolved.
- The Public Safety Team also works closely with key schools to deliver a drama project called Acting Together. The plays produced by the schools are then showcased in the Chiltern Centre.
- A 'name that TAG' project is run, as well as some graffiti projects to help improve the subway under Abbey Way to provide some graffiti panels outside St Johns Church which has recently been purchased by the District as an art centre. This type of activity is then used to issue a press release about the positive work being carried out.
- There have always been items on community safety in 'Community Voice' the WDC newsletter. This has now moved to the District and County Times, but items will continue to be published.
- A lot of joint partnership events are undertaken which aim to reduce burglaries in the Town Centre and on The Rye. There is a mobile Police Station on The Rye for the summer holiday period and partners are in attendance with badged uniforms to ensure they look part of the team.
- A partnership application for a Purple Flag Safe Town Centre at Night award is due to be submitted. If this is successful it will be used as a further communication opportunity to show how safe Wycombe is and will enhance the work being done.
- Have your Say meetings are held by the Police in the 16 neighbourhoods and Council staff attend key ones. WDC now also has four gazebos which are marked with the logo; this is to show that the Police and WDC are working together.
- The World Cup has presented an opportunity to stage further community events as a partnership and in the lead up to the event, packs have been distributed to licensees, providing advice about possible issue that may arise.

- There is due to be a Wellbeing event for the elderly in Wycombe, for which an external acting company has been booked to do some work with the attendees around distraction burglary.

Gillian said that she was fortunate to have a very creative team who always looked for a different angle or opportunity to promote the work done and reassure the community. They have a good relationship with the TVP Crime Reduction Advisor, which is a huge benefit to the partnership.

She went on to tell Members that this year the partnership won a National Community Safety Award for the work that has been done. This was based on the communication methods used and an energetic and innovative approach, demonstrating a real and perceived improvement in people's safety and wellbeing.

Members then asked questions. The questions and answers are summarised below:

Do you have an indication of what your budget is?

A lot of the work does not take much funding and you have to work with what you have got. We used to use a lot of pre-printed documents from the Home Office but this has now been archived and we are concerned about how this will impact on our funding. I have a community safety budget and look at how to best use this.

Do the Police contribute to CCTV costs?

The Police contribute where they can but they also have budget pressures and are facing further cuts.

The Acting Head of Service for Localities and Safer Communities advised that some police funds were being cut at source. It was not clear how changes to the Home Office Area Based Grant (ABG) would affect communications locally.

How are you communicating with Older People Action Groups? (OPAG's)

We don't link with them as a matter of course, but we do visit those in sheltered accommodation and advise them on the precautions they can take. There is also the Wellbeing event which is for the elderly and this is a good opportunity to convey important community safety messages, as 20 different services will be at the event .

There is a lack of support at NAG's, can you comment on this?

We have been advised that we did not need to support rural NAG's unless officer support was specifically needed as they are already well supported and have good links with Parish Council's. We are still attending Town Centre NAG's as the main issues are in the inner centres. We have to target resources where they are most needed. It was our understanding that the Police were still attending the NAGs.

Between 1 April – 8 June there has been only been 1 burglary in the outer Princes Risborough area and 7 motor vehicle thefts.

How often do you meet with other District Council's to share experiences?

We have monthly partnership meetings. We have a good relationship across the County and a cohesive approach to community safety in Bucks. There is a genuine willingness to share ideas for the good of all.

The Partnership is working and that is excellent, have you thought about seeking sponsorship?

For major events we will approach companies e.g. John Lewis. However in the future we will have to be more mindful of using sponsorship. We have been fortunate not to have done it so much yet. If the budget is cut we will have to look at it closely.

The Acting Head of Service for Localities and Safer Communities advised that local businesses were willing to work in partnership over community safety matters. This was demonstrated by the King Head Public House who were proposing to use standard rather than large glass sizes, and work taking place with a high performance car company on keeping keys safe.

Is there a difference in the perception of crime?

It varies and depends on who you ask, when you ask, and where. It also depends on ethnicity and gender. The elderly have a perceived fear that they will get mugged, but the reality is different as older people rarely get mugged, it is more young men who are the most common targets. There is this perception because if an old person is mugged the story is splashed across the papers. People need to take precautions, for example, not leaving items on display in your car.

A member commented that it was important older people had these messages but that communication methods for this group of people would need to be carefully chosen, as methods such as Twitter will not work.

An officer stated that ACORN provides profiling of people and how people want to receive information. The day of leaflet advertising has now gone, we now have to communicate in a way we have not done before.

A member reinforced the need to challenge the fear of crime; stating that we need to tell people to lock their doors and to take responsibility for keeping their belongings safe.

The Chairman thanked Gillian Stimpson for attending.

Third Contributor – David Carroll

David Carroll, Police Authority Representative.

The Chairman welcomed David Carroll to the meeting.

David thanked the Chairman for the invitation to the meeting and introduced himself. David has worked as a County Councillor for 5 years and was a magistrate for 5 years before that.

He thought the role of Police Authority Representative was not clearly defined when he had first taken up the role but now much progress had been made with improving communication between TVP and Buckinghamshire County Council. His main remit was to hold the Chief Constable to account.

He stated that a letter had been written to Theresa May asking her to explain in more detail what was expected of the role. David had made it his priority to visit the local area and find out what the issues are in terms of community safety. He had also made contact with the local MPs to build up communications.

David advised that there will be £3million reduction in TVP funding next year but on the plus side there has been a 24% reduction in crime in Bucks. His view was that this had come about because the Police Chief had strategically placed certain people in key positions to best effect.. He praised the work of the Bucks Commander who had an 'open door' policy and a willingness to engage fully both with staff and the local community.

David expressed concern that some members were of the view that there was not good Police presence at some of the NAGs and said that he would feed this information back.

He ended his presentation by stating he hoped he had made a good start to his new role and built good relationships.

Members then had a discussion and asked some questions. The discussion, questions and answers are summarised below:

A member commented that Police representation at NAG meetings was very much down to the Local Commander. He expressed his view that further work was needed on Police representation at the NAGS's and how they operated. The Acting Head of Service for Localities advised that TVP were looking to restructure at senior management level but that this could also affect the frontline service. The restructuring would not be in place until April 2011 so there would be no value in scrutiny looking at this before then.

Members discussed the fact that some of the issues raised at NAG's are minor when compared to more serious crime but they still contributed to a fear of crime. An example of this was speeding.

How do issues raised at NAGs get progressed?

If issues could not be dealt with at NAG meetings these should be progressed through to the Local Area Forums (LAFs) to be picked up by either the Local Area Co-ordinator or the Police, whichever was most relevant.

Councillors are not allowed to take Home Office restricted documents away, are these available to you?

We can use restricted Home Office documents under the Crime and Disorder Act S17, to enable us to do our job better but we cannot take these way with us – we just have sight of them.

The Chairman asked members to forward any further questions through to the Policy Officer who would pass them on to David to answer. He thanked David and said that it was very good to have a pro-active member as the Police Authority representative.

David Carroll concluded by stating that the Partnerships were working well and that he was present at the recent protest in Aylesbury which was very controlled and went very well.

6 RE-CAP OF THE MORNING SESSION

The Chairman gave an overview of the key messages from the morning, which is summarised below:

- The work being done is fantastic, but there will be budget constraints in the future which may affect this.
- The Partnerships work is seems to be locally focused and may need to be widened.

- Communication is the key thing and local media do not always seem to cooperate well. There needs to be communication with local residents to dissuade them from fear,..

An officer pointed out from the morning session that CDC and WDC do not have a local radio station, but Aylesbury does. The local news is from London or Oxford. South Bucks does not have a local paper, all the news is from Slough. Therefore, there is not a level playing field for communication.

A Member asked whether there should be a unified logo for all District Councils. Another Member said that would be a good idea and would allow for the possibility of using all the best ideas to have a common theme.

An Officer responded by saying that there is a unified theme 'Together We Can' but this has not been properly marketed, and just having a brand name is not good enough.

Fourth Contributor – Nathan March

The Chairman welcomed Nathan March to the meeting.

Nathan March introduced himself as the Community Safety Partnership Manager at South Bucks District Council. He went on to explain that there was a small team within South Bucks with himself and two other members. He himself dealt with domestic violence and the other members' dealt with Anti Social Behaviour (ASB) and Serious Acquisitive Crime.

He explained that he had previously worked as a crime reduction advisor for the Police and dealt with ASB with Aylesbury Vale District Council before then.

A lot of his time is now spent working with the following partnership meetings:

- Domestic Violence and Abuse Board
- ASB Strategy Group
- Safer Bucks Co-ordination Group
- Drug Alcohol Action Team
- Substance misuse
- Police Tasking Meetings
- Joint Action Group Meetings
- Awareness campaigns make sure that some messages are going out and if the Police are doing something with the support of the partnership a joint press release will go out.

The key is to increase the amount of messages that go out and to support partners when they have meetings with residents. It is important to get the message from the Neighbourhood watch meetings so we are aware of what can be done to support the community.

The Member's then asked questions. The questions and answers are summarised below:

Are there any awareness campaigns with the elderly and Schools?

In relation to schools we have held a joint event with CDC concerning cohesion and race and this was attended by four schools. This was a good opportunity to get messages out.

There was a project in Iver, which encouraged different ages to come together. This included a football tournament, and dancing for girls in the community centre. There is also a BMX track in Iver which attracts people from young children to adults. This was set up as Iver is an area for concern.

Many older people are linked with the neighbourhood watch and NAG's. There are regular meetings with specific groups and there are focus groups to which they give their views and opinions. The partnership is there to see what can be done, from dealing with bogus callers to ASB.

We are looking at the reduction of the fear of crime, is there any evidence that the Joint Action Group's (JAG) activities are improving the fear of crime rather than actual crime? And how do JAG's link with other meetings in relation to issues that cannot be dealt with at JAG's?

The fear of crime is difficult to tackle on an individual basis. If someone is the victim of a burglary, they will get support with security to reduce the risk of them being a victim in the future. Giving advice and reducing the risk of being a victim again does reduce the fear of crime. We also make sure we deal with graffiti and drugs appropriately.

Last year a mural was painted on a subway, which looked nice and reduced the fear of crime. Dealing with the fear of crime on a larger scale is harder and the media plays a big part in this, need to get message across to people.

How will you do this?

Monthly meetings with the Police and the media, for example reporting successful ASBO's, send out joint press releases and publishing in parish magazines.

In relation to JAG's, if there is a problem with bogus callers for example, we will tell people about the 'no door stop selling zone' and what it means. If an issue is too big for the JAG it can go to the Community Safety Partnership. If it goes to a JAG and it is a Bucks wide issue it can be looked at by the Safe Bucks Partnership.

The crime figures in South Bucks are worse, is there more pressure to deal with crime rather than reduction of the fear of crime?

Crime has to be dealt with but those successes can be used to reduce the fear of crime. It is much better to have specific stories and tell residents what has been done. Success stories will make people feel safe. More work needs to be done to reduce the fear of crime and we should not lose sight of that.

Neighbourhood watch is detailing crime and could put out positive messages, what happens in South Bucks?

We want to use neighbourhood watch for that, but also for good news and to advertise events. This can be done if the neighbourhood watch administration continue to put out messages, which should include positive messages about what people themselves can do.

We are also training officers locally to use the system so that the three different types of message can be sent regularly.

What is the scope for sharing stories?

It is different in different areas. Aylesbury have their own administrator and CDC and SBDC has an administrator. Neighbourhood watch is dealt with differently in different areas, we use the staff we already have and it is difficult to strike the right balance of sending messages out.

Do you print the CSI magazine?

Yes, that is the newsletter I discussed. At the moment it is sent out electronically to Members so we are improving.

Will you increase circulation? I live in South Bucks and I wouldn't know it's available.

We are improving it and will promote more soon. The ION Bucks website put it on their website each time we publish.

South Bucks suffer from a lot of crime from Slough; would it be better to prevent them or reassure residents?

It has to be equal and if residents listen to advice this can prevent crime, for example in relation to theft from cars. There is a good relationship between Bucks and Slough and our Police have an integrated management of offenders which increases cross border working (Integrated Offender Management).

I like the positive message you have. How successful are you with the media?

We do get articles in the paper but this is not necessarily front page. We are working on ways so that the residents do not forget that the Council and Police are working together.

There are lots of stories that we need to get into the press.

It is not the case that we do not give the information to the press, but they choose what stories go into the paper. Following a recent conference, we are now considering methods such as Twitter as a communication method.

An Officer said that, when High Wycombe won an award it was very difficult to get this publicised.

We have a village website and people read this, you need to have links to the village websites.

An officer responded saying that the Police have a tasking process and there is a JAG.

This is not very active; we take our issues to the LAF.

The JAG is a tasking group not a talking group. The JAG is somewhere where there are resources.

South Bucks had the highest serious acquisitive crime in the County. Facebook is currently a major tool, is this something you can use?

Facebook is something we have discussed, but this is not something we can do as a County and as a District we have concerns, but it will be revisited in 6 months. TVP do use Facebook to publicise ASBO's.

An officer stated that if Facebook proves to be the way to communicate and is seen as the way forward they would need to keep an eye on it.

The Chairman thanked Nathan March for attending the meeting.

Fifth Contributor - Pierre du Bois

The Chairman welcomed Pierre du Bois to the meeting.

Pierre du Bois introduced himself as the Communications Manager at Thames Valley Police and set out his background:

- Ten years media and communications experience (local radio and newspapers in Hertfordshire), four years as communications manager for Thames Valley Police
- Master's degree qualifications in media management and public relations.
- He has two part-time communications officers working for him.

Pierre then went on to discuss the overall picture of crime which he said has been falling steadily for years, as has anti-social behaviour and the public confidence in the Police/Council tackling crime has been rising steadily (71% in May, 64% average, vs less than 60% in 2008).

He said that the fear of crime matters because it affects quality of life (stress, depression, anxiety) and research shows fear is steady even when crime in an area rises. The fear of crime is affected by national events such as knife crime and also vandalism, graffiti and littering.

Academic studies have found once someone is afraid of crime, they are likely to remain afraid, whatever happens. Overall, Police work receives very favourable press but when crime occurs, it is very newsworthy and reporting is often sensational. Tabloid readers are more fearful than broadsheet readers and the media will report about crime anyhow, so we need to balance this with good news about what is being done to tackle crime.

He went on to discuss the issues which are of concern to residents and that neighbourhood surveys show this to be ASB, speeding and parking; but different demographics are worried about different things and there is an overestimation of crime levels. There seems to be a link between perception of ASB and reality.

People want to be listened to and this is done through 'we asked, you said, we did' feedback loop, 'Have your Say' and neighbourhood newsletters. There is less confidence in deprived areas and where there is more communication, there is higher confidence (Aylesbury nearly 90% have confidence, lower elsewhere). However, bad news sells, but the more residents know about what is being done, the more confident will they will have as people want to know that the particular issues for their area are being tackled.

Pierre went on to discuss how TVP communicates. He said that communication and confidence was important and TVP has a two-way approach (Have Your Say, We asked, you said, neighbourhood newsletters) and the communications team produces about 50 positive press releases in Bucks. The main focus is on saying what has been done to address priorities, for example, Facebook and Twitter pages were used to update the public on the EDL protests and this was very successful.

Police officers of all ranks are given extensive media training and act as spokespeople.

Pierre also raised concerns about the barriers to progress, such as the Police communications team which is under-resourced (witness appeals, internal communications). There are also completely insufficient communication resources in Chiltern and South Bucks District Councils which result in a fragmented media picture across the County. The Communications professionals in District and County Councils are not always part of community safety communications work.

Buckinghamshire has the fewest community safety communication resources in Thames Valley. Communications needs to be done by experts to be effective and all communication spends needs to be signed off by heads of communication to avoid waste. Elected members need to emphasise partnership working; think about blogging, Twitter, etc. Junior staff should

be allowed to act as spokespeople, not just Members. Neighbourhood watch also needs to be used as a tool for cohesion.

Pierre invited questions from the Members. The questions and answers are summarised below.

What is the source of the place survey?

It is a consultation by telephone of a random sample of 150 people and they are asked whether they think confidence levels are going up or down.

Neighbourhood Watch varies in different areas, is it a Police or Council activity?

Neighbourhood watch is jointly funded and it should be a partnership activity.

Should we switch the focus of Neighbourhood Watch from emails which warn about white vans to the success stories?

Yes, it's important that success stories are published. t.

Neighbourhood Watch has different methods for different areas, what is the best way forward?

Ian Hunter at CDC sends out monthly updates about crime and crime rates. People are increasingly using our website and use it as a tool to find out about what has happened in crime.

What is the investment in communication?

We have to think outside the box in terms of communication methods, for instance we may need to make better use of social media and the new district magazines. Our resources are restricted as we deal with all the media enquiries. If I could I would deal with public confidence more of the time.

What is the Mosaic project?

It is similar to ACORN. It divides up the UK and gives you specific information about people which can give a good indication of how to market them. For example, Mosaic can identify which groups of people are worried about burglary and show the best way to target them.

Why does TVP have one system of mapping and we have another (ACORN)?

Mosaic is the system that TVP use. In effect, the Council gets the benefit of two systems and therefore has an even better understanding of the local area.

In response to a question from a Member about his reporting structure, Pierre advised that he reported directly to Headquarters and Paul Emmings.

The Chairman thanked Pierre du Bois for his contribution.

Sixth Contributor – Stephen Czajewski

The Chairman welcomed Stephen to the meeting.

Stephen Czajewski introduced himself as the Thames Valley Probation Director.

He explained that the probation service deals with high risk cases, those who have committed serious crimes and those at high risk of offending. There are two main types of offenders that the probation service deals with which are:

- Those who are at a high risk of causing harm and the implications of the previous offences they have committed are serious.
- Those who have a high risk of re-offending and have been through court on a regular basis.

Stephen explained that one of the main roles of his team is to deal with people when they are released from prison. The probation team reports to a board and explains what will be done with the offender once they are released. For example, if the offender has serious mental health problems which have been identified before they are released, they will be entered into the mental health system. The probation service tries to minimise the likelihood of people re-offending when they are released, and identifies measures that will be taken if people do re-offend. This may involve placing the re-offender in a location away from the offending area.

A critical few offenders will be placed in a hostel. Bucks does not have any 'approved' premises so people may be located in Milton Keynes, Berkshire or Oxfordshire. One way the probation service is trying to manage the fear of crime is through the use of an integrated offender management treatment package to stop serious re-offending. Every pound spent on re-offender management saves money spent on prisons, as a constructive lifestyle reduces the risk of re-offending.

We provide constructive activities for offenders but sometimes have to provide an incentive for them to co-operate. This can include treatment or drug/alcohol groups. It can be hard to 'sell' these types of initiatives to the public, for instance there was an article recently in the paper with the headline 'Gyms for crims', but the idea behind these types of initiatives is to provide a constructive lifestyle that leads to a better way of life.

For more dangerous criminals we use Multi Agency Public Protection Arrangements (MAPPA) and these cases are reviewed on a weekly or monthly basis. The public do not see 99% of these types of cases that are managed well but the implications when it goes wrong are massive.

Members asked questions following the presentation. The questions and answers are summarised below.

How do you communicate that you are a safe pair of hands?

We are part of the Ministry of Justice and communications are issued on our behalf at a national level through the National Offender Management Service (NOMS). These describe what the probation and prison service is doing and include general statistics. In the TVP area we have one Communications Officer who does work closely with the Police and joint press releases are sometimes issued, but we don't have a big local provision.

Do many of your offenders have mental health problems?

Many people do fit into this category and we have a programme of treatment packages to help them. We provide a framework and supervise their progress but we also work closely with other treatment providers. Domestic violence is a key issue for us; we provide an assessment of these types of offenders and put together treatment plans for them. There can be 30 reported incidents of domestic violence before a case is taken to court. We work closely with the perpetrator and set out a clear structure of what is happening to their partner or ex-partner.

Members discussed the fact that much of the work carried out by the probation service was carried out in the background and the public would not be aware of the many steps being taken on their behalf to prevent further crime being committed. An officer stated that the service is not publicised because it could be counter productive for instance in terms of people knowing where women's' refuges were located. Unfortunately, people associated the probation service with 'something being wrong' in their local area.

Stephen confirmed that the services work is carried out deliberately behind the scenes because of the process they are a part of. Probation only gets involved once the offender has been through the courts.

When someone commits a crime, do you get involved by where they live or where the crime is committed?

Contact is initially made through the local court. If they are found guilty, we would send a report request to the home area and that is when they would be managed. Sexual offenders and domestic violence offenders are not necessarily returned to their home areas.

In terms of reducing the fear of crime, our biggest influence is over re-offending rates. In terms of community service, we work closely with the NAG's and provide unpaid work for free in local areas as part of the 'making good' agenda. There are sometimes difficulties with this, as the orange uniforms make people highly visible.

How much influence do you have over pre-sentencing reports?

We use the sentencing framework to identify what will be the best type of treatment for that person in prison. We respond to the court's needs, for example, we will look at the suitability for unpaid work. Each report is individual; and we appreciated that it's difficult to reassure people in the street about the fear of crime when offenders have reduced sentences and are back on the street in a relatively small timeframe.

Stephen invited Members to visit the probation service to show them how its work is carried out.

7 REVIEW OF THE KEY POINTS

Members discussed the key points of the review from the day as follows:

The Chairman stated that it was clear that communication has to be focused and tailored through various methods which should include social media techniques. Messages through Neighbourhood Watch also seemed to be an area that could be expanded, as did the use of Parish Council newsletters and websites.

There was some concern expressed that resources for communication were limited and were perhaps seen as an easy area to cut. Members were not clear about how effective messages delivered from County were, and that there could be a need for 'smarter' use of these in future. Overall – the key point was that communication seemed to be at the heart of efforts to reduce fear of crime.

The Chairman thanked all Members and closed the meeting.

8 DATE OF NEXT MEETING

6 July 2010, 3.00pm – 5.00pm, Committee Room 1, Wycombe District Council – Evidence Gathering

CHAIRMAN

Minutes

CRIME & DISORDER JOINT SCRUTINY REVIEW

MINUTES OF THE CRIME & DISORDER JOINT SCRUTINY REVIEW HELD ON TUESDAY 6 JULY 2010, IN COMMITTEE ROOM 1, WYCOMBE DISTRICT COUNCIL, COMMENCING AT 3.05 PM AND CONCLUDING AT 5.15 PM.

MEMBERS PRESENT

Mr W Bendyshe-Brown (Wycombe District Council), Mr T Egleton (Buckinghamshire County Council) (C), Mr A Oxley (South Bucks District Council), Mr B Roberts (Buckinghamshire County Council), Mr P Rogerson (Wycombe District Council) and Mr J Wertheim (Chiltern District Council)

OFFICERS PRESENT

Ms N Ahmad and Ms S Yapp

1 WELCOME BY THE CHAIRMAN

The Chairman welcomed Members to the meeting.

2 APOLOGIES / CHANGES IN MEMBERSHIP

Apologies were received from:

Julie Burton
Arif Hussain

3 DECLARATIONS OF INTEREST

There were no declarations of interest.

4 SETTING THE SCENE

The Chairman set the scene of the meeting as follows:

Background

The Chairman explained that this was the second of the evidence gathering meetings for the joint County and District crime and disorder review. The aims of the review were both to explore how the Safer and Stronger Bucks Partnership Board is fulfilling its crime and disorder



INVESTOR IN PEOPLE



functions and to improve how we work with partners to communicate messages to residents that help reduce the fear of crime.

This topic was chosen as reducing the fear of crime is a key priority in the recently agreed Safer Bucks Plan, and there continues to be disparity between falling crime rates overall in Buckinghamshire and residents' perception about the prevalence of criminal activity in their local area.

Purpose

Contributors had been invited to talk to members of the task and finish group about their community safety role. They were asked to inform members about current work they are undertaking with partners which is aimed at reducing the fear of crime, and to explain how their organisation communicates messages about crime rates etc to residents. In addition they were asked to identify where they thought improvements could be made and barriers to progress.

Time	Name	Organisation
3.10pm	Bryan Dugdale	Bucks Fire and Rescue Service
3.50pm	Paul Emmings Commander and Chairman of the Safer and Stronger Bucks Partnership Board	Thames Valley Police

First contributor – Bryan Dugdale

The Chairman welcomed Brian to the meeting.

Brian introduced himself and explained that he works for Bucks Fire and Rescue Service. He has been at Bucks for 32 years and has had varied positions. The first 20 years he spent working in High Wycombe and the last 5 years he has been in charge of the Fire Safety Partnership.

The Fire Safety Partnership is informed by an integrated risk management plan. There is a neighbourhood plan in each District. The High Wycombe neighbourhood plan, for example, has activities from neighbourhood action groups, which also serves the aim of the plan. The demographic and broad profile is supported with a locality map, and includes details of fire and risk areas.

The main service areas are:

- Prevention and detection
- Response
-

The Fire and Rescue Service has 11 significant partnerships. The Community Safety Partnership is important and one we support at District & County level.

- Demographic risk analysts
- Performance manager
- Road safety officer at County and District levels.

Initiatives carried out by Bucks Fire and Rescue are as follows:

1. The Home Safety Check Scheme started in Chiltern District Council in 2005. There have been 8,000 visits to homes and 9,000 to other agencies, for example, adult social care. The delivery of the checks is carried out by operational crews and each station has targets, High Wycombe for example, has a target of 1,300 per year.
2. There are also wide-ranging youth engagement courses that are delivered by the team which feed into different curriculum areas and include the dangers of being involved in crime. Working with youth offenders, the Police and Ambulance authorities, the courses are intensive and focus on outcomes to reduce anti-social behaviour.
3. There is also a Fire Setter Scheme for younger children up to the age of 16 and a different version for youths aged 16 to adult.
4. Community cohesion is a legislative requirement and is an important part of the work of the service; reflecting the multi-cultural population that exists in Buckinghamshire.

From September, the Service will be carrying out engagement work with the Local Area Forums (LAF's). This will involve providing them with fire data and information on risk reduction which it is hoped will feed into neighbourhood plans.

The lead authority for the reduction of crime has seen a reduction in arson in the last five years. Metal detectors are used to collect intelligence and evidence to assist in fire investigations; last years there were 1,100 such investigations.

There are reports which are generated from an information sharing hub for analysis; this data is passed on to the Joint Action Group (JAG).

In relation to Anti-Social Behaviour (ASB), BFFS has contributed to the strategy, which provides some solutions for offenders' e.g. fire setters.

The Members then asked questions. The questions and answers are summarised below.

What is demographic risk management?

We have a number of tools, such as MOASIC and ACORN, which provide comparative, demographic information about the local area. Not all serve the purpose of targeting health and safety checks where we believe they are most needed. The Vulnerable Localities Index (VLI), which was founded by the Jill Dando institute, monitors community tension and is an indicator of fire and risk which has been held up as good practice. This information is adapted for our purpose and we are confident we can identify the most at risk groups.

I am on the fire authority panel and the work is good. But in relation to the perception of crime, if you ask in the street, people wouldn't know. How do you think the partnership is dealing with perception and do you feel you are getting support?

We have come a long way in two years at District and County level because the local area agreement serves to reduce the perception of crime and the home checking scheme assists it. I support the Local Area Agreement concept and it is a shame to lose what it has given us at County and District level. Fire stations are more aware of priorities and fire drivers should know of the tensions in their area. We are supported by the community safety partnership where requested, so we are moving in the right direction.

Are people worried about arson, can you give us an indication about the fear of arson people have? Is it on a commercial or local level?

Seven to eight years ago there were a lot of abandoned cars, but there has been a change in legislation and there are less now. The scrapage scheme has also provided a stable scrap metal price to keep cars off the streets. The removal of rubbish also has a positive effects on people's perception.

What about the fear of ethnic arson?

15 months ago we had great success in an ethnic minority group (they stated they had a fear of arson.) Local leaders assured the community that the checks were valid and would be provided free of charge.

Did this alleviate the fear of crime?

I do believe the fear was alleviated and I do not detect an upsurge of fear. We also carry out a review to check this and maintain our investment in the area.

How do you alleviate fear of crime that is particularly relevant to rural areas?

At the last Buckinghamshire County Council show, there were rural safety packs provided by the partnership. The pack included information for farmers and businesses in rural areas and included a rural risk management strategy. This risk management strategy has been implemented in the Pitstone and Ivinghoe areas. This is a perception issue and is very important to monitor interest at LAF and parish meetings to raise our profile.

It is important in rural areas to know what is being done, a reduction in perception would be good, but we need more communication. Is there scope for linking your communications with partners?

We do get approached by people who want to use our marketing material and we share information with the community safety partnerships. Our communication officer is a member of County communications group. We generate press releases every week and we have lots of hits on our website.

Some young people in Princes Risborough burnt down some toilets; they were taken in and talked to about the implications of starting fires. This was successful and it would be good if more work of this nature could be carried out.

We are working with schools and have had good feedback from them that this kind of work raises self esteem in young people.

It would help young people who are on the cusp of crime. If we can have a programme of work in this area it would solve a lot of problems.

I agree; there are other courses which are based on offences. Some offenders are persuaded to attend and we have positive feedback.

In relation to health and safety checks that were carried out, there were 8,000 visits to homes in terms of adult social care. How many of the 8,000 households you dealt with were actually worried about crime?

I can get these figures and pass them on; they are available and are updated monthly.

- Action – Bryan Dugdale / Claire Street -

Does the press officer do joint press releases?

Yes, if relevant, for example if an arsonist is convicted.

We need to get positive messages out to residents, for example in parish magazines as this information would be very useful.

A lot of local people are online now, and we need to focus on using this medium too. People do not realise the range of services that Bucks Fire and Rescue provides. This is something we need to look at.

The Chairman thanked Brian for attending.

Second Contributor – Paul Emmings

The Chairman welcomed Paul Emmings to the meeting.

Paul Introduced himself as Commander and Chairman of the Safer and Stronger Bucks Partnership Board. He has been in the role since 1 April in Buckinghamshire and before this was the LPA commander for High Wycombe.

Paul handed round a diagram, which shows on a chart the targets in relation to how well Buckinghamshire County Council has performed. This is summarised below:

1. Bucks County Council is achieving exceptionally well against the 15% target.
2. In terms of reduction in crime, Aylesbury Vale didn't perform well last year but it had the best confidence of all the District areas.
3. Chiltern District Council. There have been changes in how crime is being tackled and performance has improved in line with the targets.
4. High Wycombe was the best performing for Thames Valley with 24% reduction in crime but they had the worst confidence figures. The communication partnership won a national award for the work that was done, but struggled to get the message out to the public.

A Member asked how confidence was measured. Paul advised that three different surveys were currently conducted as follows:

1. Place Survey
2. Bucks Community Safety Survey
3. Thames Valley Police (TVP) Survey each month.

Paul stated that there were costs involved with the use of surveys. The TVP monthly survey involved ringing people in the local police area and asking them questions about how safe they felt. Unfortunately people sometimes use the surveys to report other, non-crime related problems such as potholes.

Paul advised that the different areas in Buckinghamshire had various communication methods available to them. For instance, Aylesbury has a radio station, press and a pro-active LPA

commander, but in High Wycombe there is nothing, the radio has closed down. The Bucks Free Press is very web based and has a limited audience.

Paul's view was that there needs to be a different process to engage with communities and the most challenging Police areas. He stressed that it is difficult to get good news stories in, for instance, the Bucks Free Press, however he had negotiated that they receive regular updates from him..

There was lots of good work going on but this needed to be learnt from to raise the standard. Paul explained that Ian Hunter was Commander for the Chilterns Area, and he was helping to raise confidence in Bucks by the establishment of the Public Confidence Board. Confidence could be raised further by drawing together and utilising media contacts, using all agencies and getting the message out by looking at all tiers, including, NHS, Police and County level. Paul's view was that communication needs to be both internal and external; so that everyone can see what the commanders are doing each month. Additionally, people may know the challenges in their own areas, but not in others.

The Members then asked questions. The questions and answers are summarised below:

How many burglaries have there been in Bucks?

At the moment there are 5 burglaries a day, 2 cars stolen, 7 broken into and 1 robbery. There are a total of 15 offences a day in Bucks.

Members agreed that this is a great message which should be clearly communicated to residents. There seemed to be a perception that High Wycombe was not a safer area and yet crime figures did not reflect this. Paul advised that data confirmed that High Wycombe is safer than, for instance, Banbury on a Friday and Saturday night.

Members discussed the fact that the age profile in High Wycombe town seemed to be mainly students and young people and they wondered if this meant that older people might feel uncomfortable going into the town centre, particularly at night.

Paul responded that there there were issues at 2 -4am on Friday and Saturday's. This was made worse by people coming out of pubs and clubs and then getting takeaways. .

A member commented that although this might only happen on Friday and Saturdays, it would stay in their mind all week and this is what the fear of crime does.

Is there something that licensing need to address? What about licensing hours?

Paul advised that there are saturation policies that can be run, but High Wycombe does not have the associated criminality. It can be costly to manage licensing hours and more so with the longer hours. We need to try and deal with it in different ways. It is challenging and if hours are condensed it will be more manageable.

The Chairman said that this was not only in relation to town centres but also suburban streets, for example, Farnham Common brings in people from Slough. This affects the suburbs, and the town centres have this multiplied.

. Are your figures realistic? We tell people to report crime but they don't.

Paul advised that burglaries, dwelling robberies and car related crime is well reported, but the Police were not always made aware of other types of crime, such as domestic violence, from the start of this occurring.

How do you think we should get the message out to reduce the fear of crime?

You have got to make use of what you have, community messages are key. Ian Hunter has good practice in this area.

Do you meet with your colleagues and produce joint messages to help reduce the fear of crime?

Paul explained that this was not working well yet but there is a new confidence plan to pull it all together. TVP, Districts and County need to work together and focus on certain areas. There needs to be a clear communication strand that runs throughout partners.

Increasing public confidence does not reduce crime rates?

Crime rates are going down, but we need to increase public confidence further. South Bucks has spent a lot of time tackling crime and at the moment this is down 24%. Offender management is key and we have the funding for a project which is just starting for this purpose.

South Bucks crime figures are higher. What communications do you have between yourselves and Berkshire?

It is all linked in and there are meetings so that we know what is going on. Partnership working is taken forward through the Joint Action Groups.

The Acting Head of Service for Localities and Safer Communities went on to say that there the integrated offender management scheme would work in association with Slough, to our benefit.

A member stressed the need to bring all the various partnership working together and to link in the Fire Service more. He expressed the view that there are two tests for the perception of crime:

1. Are you safe in your home?
2. Are you safe in the street?

Do you agree? If the streets are safer it will bring a greater change in the perception of crime.

Paul did not agree that it was necessarily that simple as there were a number of issues that could be specific to certain areas.

What test would you apply?

Paul's view was that the tests should be: Do you feel safe? What is it driven by? What do you know and not know about crime and what do you know about nationally?

An officer contributed by saying that we need to enquire how many people are affected by knife crime and communicate messages about this. This is important because two people may have died of knife crime nationally and the subsequent media coverage makes people afraid.

The Chairman agreed that it was the national news which was creating people's fear of crime.

What would you do to get key messages across?

There should be an integrated communications structure across the County. Ideally, there needs to be increased Police resources and increased Police funding. .

The Chairman said that Paul had made the point about communication very well and the need to pool together resources, which was something the Task and Finish Group would be pushing for. He added that numbers of crime could put, for instance, in local mediums such as the parish magazine.

An Officer went on to say that the I:ON Bucks website provided a useful data source for people wanting information on crime rates.

There had not yet been a big launch on I:ON Bucks because it was a phased roll out and there was a soft launch through libraries. It was agreed that the website address would be circulated to members.

Action: Susie Yapp / Claire Street

The Chairman thanked Paul for attending.

5 REVIEW OF KEY POINTS

Following the two contributors there was a review of the key points raised in the meeting. These key points are summarised below:

- There were two tests that could be applied to the fear of crime: Do I feel safe at home and do I feel safe in the street? However, the perception about crime could be dependent on a number of factors.
- Anti Social Behaviour and burglary were two main areas that seemed to be particularly relevant to the fear of crime.
- Peoples' concerns about safety could be linked to young people i.e. groups of youths congregating together.
- One way to reduce the fear of crime is to reduce serious crime and get the message out that it is reducing across to the residents. This would be best done at a strategic level by working much closer with partnerships.
- To reduce the fear we have to improve problem areas by working together effectively (for instance by 'community clean up' projects).
- Police should bring into review licensing hours if it is a problem.

The Members all agreed that another date needed to be arranged for the Task and Finish group to meet in early August before the next meeting on 24 August 2010.

Action: Nazneen Ahmad

6 DATE OF NEXT MEETING

- The next meeting will be arranged for early August.
- Tuesday 24 August 2010, 2.00pm-5.00pm, Mezzanine Room 3 County Hall, Aylesbury.

The purpose of the 24 August meeting will be to consider the results of the questionnaire sent to members of the Safer and Stronger Bucks Partnership Board, look at best practice from other areas discuss emerging findings from the review

CHAIRMAN



2009-12...

building our future

Foreword

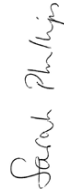
Victim Support has been through a period of huge change over the last two years with the merger into a single charity, the introduction of improved services to victims in the community and the rollout of new management systems.

By any stretch of the imagination that is a great achievement, particularly as we did not lose sight of our purpose of supporting victims and witnesses. In 2008 we supported over 1.5 million victims and witnesses with no drop in services. We should all be proud of our achievement and relish the opportunities that lie ahead as the national charity for victims and witnesses.

It is a testament to the dedication of all our staff and volunteers that this unsettling period of transition has been achieved. It is a truism that change is never-ending. So, for the next three years we will need to build on the recent momentum and continue to improve the organisation and the services it delivers. This corporate plan sets out some of the big themes for the next three years.

Much of the recent change has been the result of a successful working partnership with our principal funder, the Office for Criminal Justice Reform (OCJR). We look forward to continuing that good relationship and developing relationships with a wide range of partners.

As we write this plan the economic outlook is more uncertain than for many years. Victim Support is not immune from that: it makes fundraising harder and it is likely to lead to a greater demand for our services. These next few years will be challenging and we will all need to work together to modernise the organisation still further and hold firm to our purpose of supporting victims and witnesses of crime. Reassuringly we go into this period of uncertainty in a stronger and fitter shape, ready to face the challenges ahead.



Sarah Phillips OBE DL
Chairman of the Board of Trustees



Gillian Guy
Chief Executive



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The role

of Victim Support

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In our annual plan for 2008-9 we set out the role of the newly-merged Victim Support.

Vision

Victim Support strives for a safe and just society in which we all work to reduce the effects of crime and harmful behaviour.

Mission

We will promote the interests of and provide services to support victims and witnesses through our volunteers and staff, through partnerships and referral to relevant help and information. We will ensure consistent standards and value diversity and will be recognised as the national leader in our field.

This continues.

Ambition

It is our clear ambition to be:

- the national leader in delivering and sourcing the best quality services to victims and witnesses
- a national voice for victims and witnesses – a force for change.

Values

Our values are clear and unequivocal:

Respect

- treat others fairly, demonstrate trust, transparency and honesty
- value and acknowledge every person and the contribution they can make.

Diversity

- celebrate and embrace the differences and potential of all members of society
- make inclusiveness part of everything we do and everything we communicate
- make all our services accessible, relevant and inclusive.

Vibrancy and innovation

- have energy, passion and enthusiasm
- make Victim Support 'the place to be' – exciting and attractive
- be innovative, create ground-breaking solutions and services
- stay ahead of the game
- be agile and creative
- be adaptable and mobilised
- take risks, but manage them.

Commitment and integrity

- know yourself, know Victim Support
- be true to yourself and to our cause
- put principles before profit or profile
- keep your personal and Victim Support identities in harmony
- have clarity of purpose throughout the organisation
- demonstrate honesty, openness and fairness.

Quality and continuous improvement

- achieve the best in everything we do – always for the benefit of victims and witnesses
- be clear about minimum standards
- be driven by quality and continuously seek improvements
- monitor and measure.

Progress

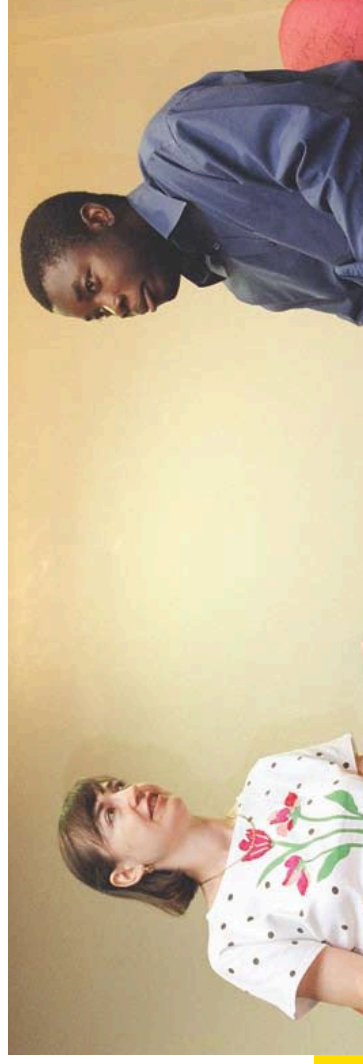
on 2008-9 annual plan

For 2008-9 we set ourselves three high-level priorities:

- to successfully complete the merger of all Victim Support charities across England and Wales – completed on 11 July 2008
- to integrate all functions of the merged charities and create an effective, efficient, well-run national charity – on track
- to roll out Victim Support Plus (VS+) services across England and Wales – completed November 2008.

Some of the other key achievements from 2008-9 include

- introduction of the new Agresso financial management system
- implementation of a new performance management and data collection system
- development of a new national website for launch in the summer of 2009
- raising of our national voice through campaigning work on the Coroners and Justice Bill
- launch of our first national employee opinion survey
- relocation of the National Centre to time and budget.



Planning

assumptions for the next three years

Victim Support is a demand-led service provider: our services are available to everyone and the call for our services is dependent on the level of crime and referrals from the police.

Planning for the future can therefore be difficult. Below are the main planning assumptions we are using over the next three years.

Call for our service

Most of the victims we support are referred to us by the police after a crime has been reported. Referral rates have risen steadily over the past ten years, from about 1.1m a year to the current 1.5m a year. Referral rates have tended to increase as areas have introduced the Victim Support Plus business model. We also get self-referrals and are keen to reach out more to those victims of crime who do not wish to report their crime to the police.

As we go to press, the economy is slowing down, which usually leads to an increase in crime, particularly high-volume property crime. All this means that we are likely to see a continuing increase in referrals. Over the next three years we need to become smarter in the way we manage resources so that we can continue to deliver the same high level of service to more people.

Staff and volunteers

We employ some 1,650 people across the organisation. With the exception of those at the National Centre, all were transferred into the single charity on their existing terms and conditions on the usual TUPE basis. Work is under way to design and adopt standard terms and conditions during the period covered by this plan.

Volunteers are central to Victim Support: they are the public face of the services we deliver and provide a valuable way of linking the victim or witness back to the community that has harmed them.

Recruiting and retaining volunteers has become increasingly difficult across all the voluntary sector. We have seen reductions in the numbers of volunteers in our victim service and increases in our Witness Service. We now have a total of 7,000 volunteers, but that tells us little about the amount of volunteer time that we have available to deliver our services.



For the next three years we will therefore develop and implement a volunteering strategy which sets out the different roles of staff and volunteers in the single charity and defines how much volunteer capacity we need (in terms of time) rather than the number of volunteers. This will allow us to match national demand to capacity, rather than simply focusing on the total number of volunteers. We will also focus more on volunteer training and quality assurance so that we can demonstrate the quality of the work that we do with victims and witnesses.

Financial resources

Most of our income, about 75%, comes from the OCJR, part of the Ministry of Justice, to support our core service to victims and witnesses. This is a long-standing arrangement and reflects Victim Support's position as the Government's main supplier of support services to victims and witnesses. The rest of our income we raise mainly from donations and local government income.

In 2008-9 the OCJR grant totalled £37m, of which £7m came from the victim's surcharge levied by the courts on offenders who are fined. We are planning on the basis that these figures remain constant for the next three years, in line with the Government requirement for 3% efficiency savings each year.

To deliver these savings we will develop and implement an efficiency plan so that savings are delivered in a consistent and co-ordinated way across the organisation – and so that savings are clearly identified.

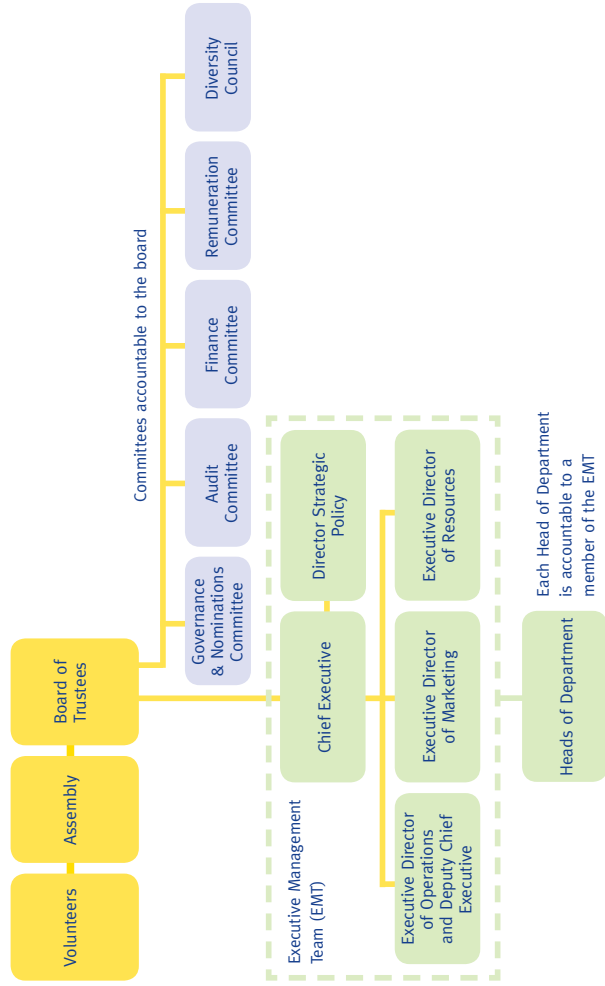
Allied to this we will develop and implement an ambitious fundraising strategy to increase the proportion of non-OCJR income and expand the scale and quality of the services we provide. We will also continue to lobby Government for increased investment to reflect the growth in demand for our services, the likely increase in crime during a recession and to allow us to deliver a better quality service. All this will be challenging in the economic climate as we go to press.

Our main financial assumptions for the next three years are shown below:

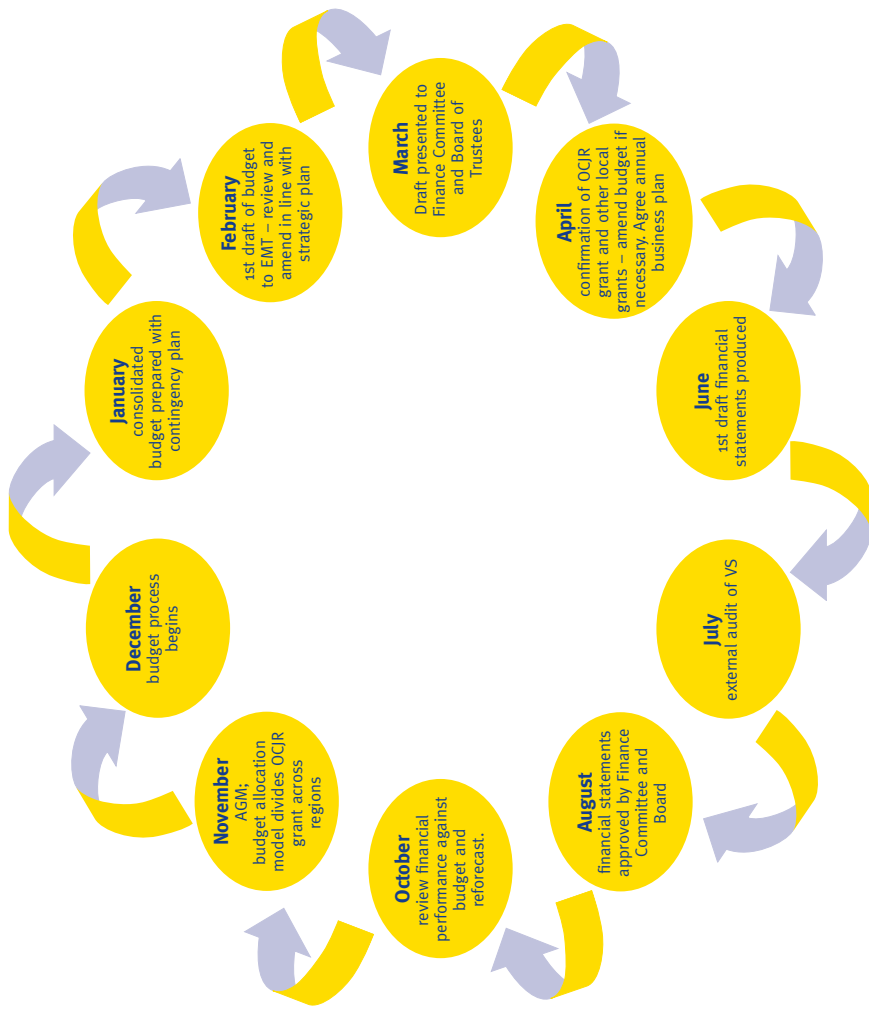
	2009/10 £000s	2010/11 £000s	2011/12 £000s
OCJR grants	37,000	38,000	38,000
Other grants	8,518	8,944	9,391
Donations and activities to generate grants	1,722	2,583	2,712
Investment income	150	225	300
TOTAL INCOME	47,390	49,752	50,403
Governance costs	286	277	269
Administration and management	9,410	7,999	6,799
Policy and public education	900	1,200	1,200
Service delivery to victims and witnesses	37,554	39,056	40,618
Commissioned services	750	1,750	1,750
TOTAL EXPENDITURE	48,900	50,282	50,636
Net incoming/(outgoing) resources	(1,510)	(530)	(233)
Transfers from/(to) reserves	1,510	530	233
Incoming/outgoing resources after transfers	0	0	0

Victim Support's governance

To accompany the merger into a single charity we have implemented a new governance structure to strengthen the role of the Board of Trustees, to increase management of our finances and performance, and to maintain representation from across the organisation in our decision-making.



To support the new governance structure we have also introduced a new annual business planning process to harmonise our annual planning cycle:



Priorities

for the next three years

We are focusing on three headline priorities for the organisation. The thread that runs through all of them is delivering high-quality services to victims and witnesses, combined with building on the new foundations we have laid for the organisation. We want to offer improved services to more people, while making sure that the long-term stability of the organisation is in place. We will also significantly expand our work on being a national voice for victims, representing their views and needs.

Our three priorities are:

Excellence

- to be the national leader in delivering and sourcing the best quality services to victims and witnesses.

Development

- to provide those quality services to more victims and witnesses, and develop new services.

Leadership

- to be a national voice for victims and witnesses: a force for change.

We deal with each of these in more detail in the following sections.

Excellence

Excellence: to be the national leader in delivering and sourcing the best quality services to victims and witnesses

Our services to victims and witnesses

The core of our business is delivering support services to victims and witnesses to a consistent, high-quality standard. Merging into a single charity has given us the foundation for greater consistency. During the last two years we have, in partnership with the OCJR, piloted and rolled out a new approach to delivering tailored support to victims – Victim Support Plus.

Victim Support Plus provides a faster, more effective and more tailored service to victims. We now aim to contact everyone by phone within 48 hours of getting their details from the police. We then carry out a structured needs assessment to agree a package of support, tailored to the victim's particular needs. That can include everything from emotional support given by one of our volunteers to practical support with putting right the effects of the crime, for example replacing locks and doors in a burglary. We are now routinely following up our support to check the service provided and learn how to improve it further.

<p>We want to build on that success over the next three years by bringing greater consistency and quality to all our services through:</p> <ul style="list-style-type: none"> ● working with the police to reduce the differences in the proportion of victims of crime that they refer to us – so more victims benefit from our services ● maximising the benefits from the Victim Support Plus model in all areas – so we can be sure that we are delivering our services consistently everywhere ● introducing new key performance indicators on the consistency, speed, quality and user satisfaction with our services – so we can demonstrate the value of what we do. 	<p>it operates with – Her Majesty's Courts Service and the Witness Care Units.</p> <p>We will move towards linking all parts of the organisation with a single business model for how we deliver services, supported by secure transfer of case information and continuity of service – so that the public sees a more seamless approach.</p> <p>We will modernise and enhance the Victim Supportline so that it is integral to the business model and is a leader in the field of providing phone-based support.</p>	<p>different roles of staff and volunteers and match volunteer capacity and skills more closely to the needs of the organisation. We will support that strategy with a new key performance indicator on volunteer capacity.</p> <p>We will continue to embed the benefits of moving to a single charity. For example, we will:</p> <ul style="list-style-type: none"> ● implement a new training strategy to ensure consistent, high-quality training for all our staff and volunteers. ● move towards achieving Investors in People accreditation for the whole organisation. 	<p>the benefits of these systems through better management of our finances and performance, and greater clarity on the costs and benefits to victims and witnesses of our services. This will also allow us to better match our fundraising to the level of service we want to provide.</p>
<p>We will continue the modernisation of our services that we started in our victim work. During 2008-9 we began a review of the Witness Service to look at how we could develop its service, bring greater consistency to it and integrate it more closely with our victim services. Over the next three years we will develop a way forward for the Witness Service, taking account of the other agencies that</p>	<p>All of our services depend on our pool of volunteers. As in the rest of the voluntary sector, it has become increasingly difficult to recruit and retain volunteers in sufficient numbers and with the right skills. With that in mind we will, over the next three years, develop and implement a new volunteering strategy with the aim of delivering improved services and making Victim Support a leader in the field of volunteering. It will bring clarity to the</p>	<p>To support the delivery of our front-line services to victims and witnesses, we will continue the modernisation of the infrastructure that we began with the merger into a single charity.</p> <p>During 2008-9 we introduced new systems for finance, performance management and a single database for Victim Support Plus. Over the next three years we will realise</p>	<p>As we go to press, the economic situation is much tougher than in recent years. Fundraising is likely to become harder and public spending might become tighter. We therefore need to plan to live within our means – and be ready to make savings if necessary, while trying to maintain service standards. We will also implement a new budget allocation model so that our resources are distributed more fairly across the organisation, with a stronger link to the workload.</p> <p>We will therefore introduce a detailed efficiency plan to ensure that not only are we constantly improving our efficiency, but that we are doing so in a rational, planned and consistent way that protects the services we provide. We will support this</p>

with new key performance indicators on reducing the costs of referrals year-on-year and growing our income (particularly our non-OCJR income).

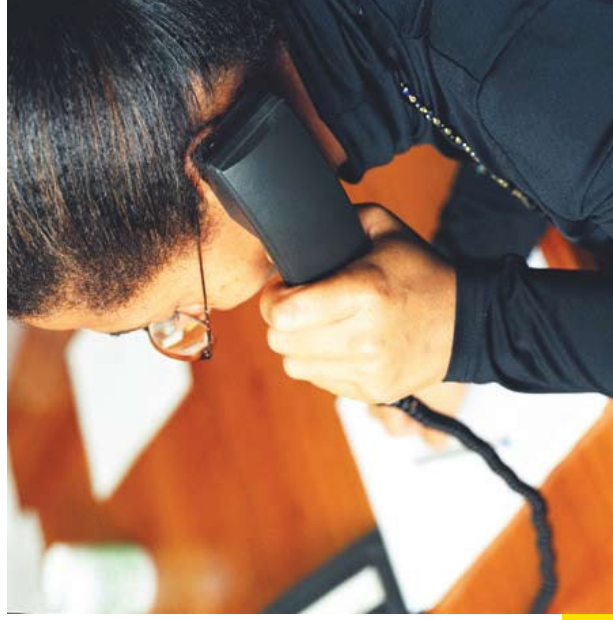
Our partners

Victim Support does not – and cannot – operate in isolation. We have to work closely with other agencies in the criminal justice system, with government and with other parts of the voluntary sector. We will continue to work closely with our current partners and affiliated organisations.

Over the next three years we will grow and develop our partnerships so that:

- we are working with other voluntary sector organisations who share our goals, so that our voice is heard more loudly in Government and the media
- we are seen as a player of equal weight in the criminal justice system, allowing us to make sure that the needs of victims and witnesses are not overlooked

- we use our new position as a national charity for victims and witnesses to lead the agenda on improving services for victims and witnesses
- we act as the universal entry point for support and that we are confident in referring victims to the best-equipped organisation, whether or not that is Victim Support.



Development

Development: to provide those quality services to more victims and witnesses, and develop new services

No organisation can survive without growth and development. Victim Support itself has grown from its small, local beginnings into the national charity for victims and witnesses. Over the next three years we must continue that spirit of growth and development.

The tougher economic outlook means that we need to be rigorous in planning growth and development. When we are developing new services or initiatives we must be able to show not just the benefit but also how we will fund them, whether that is through new funding or efficiencies elsewhere. Being more business-like in our planning and use of resources is not an alternative to being a charity – the two should go hand in hand.

Our services

We want to build on our current range of services by increasing our expertise in the following areas:

- homicide
- hate crime
- domestic violence
- knife and gun crime
- supporting vulnerable and intimidated victims
- supporting young victims.

Linked to this, we will become much more responsive to emerging crime problems (such as fraud and internet crime) so that we are ready to be part of the solution and provide support to victims.

We also need to plan ahead for our role in major events, such as the 2012 Olympics, and in major civil emergencies such as terrorism. Such events are a significant challenge for Victim Support, but we need to be ready to play a full and high-quality

role – with clarity about what that role consists of.

Our resources

We have already touched on some of the resource challenges that we face for the next few years. As a single charity we need to take charge of our own resourcing and actively grow it. While we have a substantial financial relationship with the OCJR we need to bolster our wider financial position.

Fundraising needs to become embedded across the organisation so that we maximise our income and minimise our reliance on a small number of funding sources. We will therefore develop and implement a challenging fundraising strategy for the entire organisation which will aim to:

- grow both our total and non-OCJR income year-on-year in real terms so as to reduce our reliance on a small number of major funders
- benchmark our fundraising against similar-sized organisations

- make better use of the fundraising skills of trustees, staff and volunteers
- use a wider range of fundraising techniques than currently, for example building up a large supporter base with the general public
- grow our contractual income for specific services
- link fundraising into our wider marketing and communications strategy
- clarify our relationship with and approach to local, regional and national fundraising.

Our profile

As a single charity we now have the opportunity to really raise the profile of Victim Support and increase the public's understanding of our work. This is an essential part of enabling victims and witnesses to have confidence in our services. It is also central to our fundraising work.

We will therefore develop and implement a communications and marketing strategy to raise our profile, and increase public awareness and understanding of Victim Support and its work.

Leadership

Leadership: to be a national voice for victims and witnesses (a force for change)

Part of our ambition is to be a national voice for victims and witnesses and a force for change. Our move to a single charity gives us the ability to put flesh on the bones of the ambition and strengthen our voice. In doing this we will take account of the shifting landscape on representing victims' views, particularly the Government's Victims' Advisory Panel, the Victims' Champion and the proposed Commissioner for Victims and Witnesses.

- campaign more visibly for improvements to the experience of victims and witnesses, based on the real evidence that we gather from the consultation events. We will begin with campaigns on the Coroners and Justice Bill, fraud and young victims of crime
- use our national status to speak with authority as a national voice of victims and witnesses
- become the first port of call for information on victims and witnesses for the media and other opinion-formers.

To develop this we will over the next three years:

- roll out across the country a new network of regular consultation events with the users of our services so that we gather their views on our work. This will also allow us to hear their experiences of other local criminal justice agencies and their views on major national proposals and initiatives to do with victims and witnesses

We will also develop a high-profile network of supporters and ambassadors of Victim Support. Their role will be to help promote our work, raise our profile, bring in funding and, most importantly of all, highlight the needs of victims and witnesses to a larger audience.

Key performance indicators

for 2009-10

Indicator 1:

Quality and consistency of service

Quality measured by:

- For our victim work:
- 100% of referrals attempted to be contacted by telephone
 - minimum of 50% of referrals should be successfully contacted by telephone and a needs assessment carried out within 48 hours of receiving the referral
 - 65% of referrals should be successfully contacted by telephone and a needs assessment carried out
 - contact at least 10% of victims supported to quality control the service.

For the Witness Service, to increase year-on-year:

- the number of pre-trial visits that take place before the day of the trial
- the number of defence witnesses supported
- the number of vulnerable and intimidated witnesses supported.

Consistency measured by:

- maintaining and seeking to increase year-on-year victim satisfaction with the service provided by Victim Support Plus and the Witness Service (both services measured separately)

Indicator 2:

Development

Measured by:

- increasing year-on-year total victim referrals and as a proportion of BCS crime
- increasing year-on-year total witness referrals and as a proportion of total witnesses.

Indicator 3

Cost of service

Measured by:

- cost per referral (across both services combined) falling year-on-year in real terms with both services showing a downwards trend.

Indicator 5

Volunteer capacity

Measured by:

- total volunteer capacity year-on-year, measured by volunteer time and training to an appropriate level.

Indicator 6

Public awareness

Measured by:

- increasing the proportion of the general public that have heard of Victim Support and its work.

Indicator 7

Voice for victims and witnesses

Measured by:

- number of victims and witnesses that Victim Support consults on its service and wider policy issues at regular intervals, with that number growing year-on-year.



**Victim Support is the national charity
for people affected by crime**

**President: HRH The Princess Royal
Chairman: Sarah Phillips
Chief Executive: Gillian Guy**

Registered office:

Hallam House, 56-60 Hallam Street,
London W1W 6JL

Tel: 020 7268 0200

www.victimsupport.org

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