

PUBLIC PROTECTION



Community Safety

ANNUAL REPORT 2015/16



Community Safety

SERVICE VISION

Lead in the coordination and delivery of safer, stronger and resilient communities through effective, sustainable partnership working.

SERVICE OBJECTIVES

The Community Safety Unit provides leadership, co-ordination and delivery of stronger and safer communities in Kent by;

- Supporting the statutory functions of the Kent Community Safety Partnership and work with partners to address community safety issues across the county both strategically and operationally.
- Delivery of the Community Warden Service which is a major front-line resource working together with Kent Police and other partner agencies to tackle anti-social behaviour, to assist in the prevention and reduction of crime; and provide reassurance and support to vulnerable people in our communities.
- Providing guidance and enhancing relationships with partners across the county, including regular engagement with the Police and Crime Commissioner, local Community Safety Partnerships and Safeguarding Boards, through the integrated multi-agency Kent Community Safety Team (KCST).
- Effective delivery of key strategies and work streams including the Kent Community Safety Agreement, statutory Domestic Homicide Reviews, Anti-Social Behaviour and the PREVENT agenda.

“ I CANNOT THANK YOU ENOUGH FOR ALL THE SUPPORT YOU HAVE GIVEN TO OUR CUSTOMERS AND THIS VULNERABLE LADY....YOU HAVE PROVIDED A QUALITY SERVICE.”

KELLY PENDERGAST, DEPARTMENT OF WORK AND PENSIONS



Safe and strong communities, protecting the vulnerable, partnership working, resilient

2 COMMUNITY SAFETY INFORMATION SESSIONS

68 PEOPLE ATTENDED

12 COMMUNITY SAFETY RELATED TOPICS

18 SPEAKERS

239 people attended 6 E-Safety workshops
 50 people attended 2 E-Safety 'Train the Trainer' courses
 4 Domestic Homicide Reviews commissioned
 2 Domestic Homicide Reviews published
 287 people attended 3 Domestic Homicide Review Lessons Learnt Seminars

160 attendees at the Community Safety Dementia Conference
 Over 8,800 people used Kent and Medway Domestic Abuse Services Website - July to Dec 2015
 Over 2,100 visitors to Domestic Abuse One Stop Shops - July 2015 to March 2016
 40 Compliments

“ I THINK YOU GO ABOVE AND BEYOND THE CALL OF DUTY AND I REALLY DO APPRECIATE YOUR SUPPORT ”

KELLY PENDERGAST, DEPARTMENT OF WORK AND PENSIONS



SAFER COMMUNITIES PORTAL

- OVER 80 DOCUMENTS ADDED
- 115 KEY PROFESSIONALS SIGNED UP

COMMUNITY WARDENS-

Safety equipment given to the public at over 3,000 activities

Presentation and projects to over 69,000 people

Over 23,000 activities carried out

Over 25,000 Community Safety agreement priority activities supported

Over 2,000 scam victims visited as part of the 'Stop the Scammers' initiative

Saving victims an estimated £350,000

2015/16 Successes

1. COMMUNITY SAFETY AGREEMENT (CSA) 2014-2017 REFRESH

The Kent CSA is a statutory document which outlines the key community safety priorities and cross-cutting themes for the county. It aims to develop a coordinated multi-agency approach to both strategic planning and delivery of outcomes. The latest refresh of the CSA now includes Safeguarding and Serious and Organised Crime as priorities reflecting the changing community safety landscape incorporating emerging issues and new legislation.

2. E-SAFETY AWARENESS

Following the successful 2014 Community Safety Conference on 'E' safety, there was demand for additional e-safety workshops for partners. There have been 6 awareness raising workshops with over 300 delegates and two train the trainer sessions with 50 delegates delivered by KCCs Education Safeguarding Advisor (Online Safety) to a variety of partner agencies.

3. COMMUNITY SAFETY INFORMATION SESSIONS

The CSU coordinates regular Community Safety Information Sessions to disseminate countywide community safety information to partner agencies from across Kent. There were two sessions held over 2015/16 with 18 people speaking about a variety of Community Safety topics to 68 attendees from partner agencies.

4. SAFER COMMUNITIES PORTAL

The Community Safety Unit supports community safety professionals including local CSPs through the provision and management of an information portal. The Safer Communities Portal provides access to guidance and

reports in relation to a number of multi-agency groups as well as data and information which can be used to support the annual strategic assessment process. Over 80 documents have been added and 115 key professionals are signed up.

5. SAFETY IN ACTION

'Safety in Action' is an interactive event for Year 6 children from all primary schools in Ashford to learn about some of the dangers they may face as they become more independent and prepare for transition to secondary school. It is supported by many partner organisations and the Community Wardens gave presentations on Personal and mobile phone safety and assisted Kent Police with E Safety presentations.

Safety in action reached over 1,200 children from 36 of Ashford's primary schools. Comments from pupils and teachers: "I thought safety in action was amazing. I learnt so much and now I know how to stay more safe!" "I know it has been worthwhile as the children are talking about aspects of it a week later between themselves, and many have commented on the more memorable aspects being likely to stay with them forever."

6. ROAD SAFETY INITIATIVE (CANTERBURY AND SWALE)

Following numerous complaints to various agencies relating to unsafe parking practices during school drop off and collection times, the Canterbury and Swale Community Wardens visited certain schools within Canterbury and Swale Districts to promote responsible parking and deliver road safety messages to local primary school pupils.

We worked in partnership to promote the "Think, Park Smart" initiative and "Responsible Parenting / Responsible parking" initiative using literature and school banners etc. This included "walking bus" information as well as school pledges. The impact was good and issues have improved, however this will require regular visible presence at the schools to reiterate the messages.

7. PROTECTING THE VULNERABLE

A Warden was approached by a resident complaining about an overhanging hedge obstructing a footpath. After making enquiries, it was discovered that the resident was receiving treatment for cancer making her unable to carry out maintenance tasks. The Warden put an article in the Parish magazine asking for help and as a result, a couple of people came forward and managed to complete the tasks, including hedge cutting.

8. DROP IN CENTRE FOR PEOPLE WITH LEARNING DISABILITIES

People with disabilities and learning difficulties in an area of Dover did not have anywhere to go in the evening to meet other people with similar problems. The local Wardens created a drop-in centre so people could meet and they successfully engaged with the support workers from the local day centre to attend to help the vulnerable and give advice where needed.

Kent Community Safety Team

KEYWORDS

Community safety, Partnership working, Public protection

TARGET GROUPS

All Kent residents

CONTEXT / BACKGROUND

In 2015, a co-located, multi-agency team was established, comprising of community safety staff from Kent Police, Kent Fire and Rescue and KCC. The Kent Community Safety Team (KCST) was developed in conjunction with both county and district partners with the aim to deliver community safety work collaboratively, giving increased value for money for all three partners through sharing resources, expertise and reducing duplication.

DESCRIPTION OF THE PROJECT/ACTIVITY

The partners within the KCST have a strong history of collaboration and joint working via the statutory Kent Community Safety Partnership as well as working with District Community Safety Partnerships and Community Safety Units. This work is encapsulated in the 'Kent Community Safety Agreement' which sets out how partners work together to address the key community safety priorities for the County. Other areas of work identified for joint working include

“SINCE WORKING IN SUTTON VALENCE FOR THE LAST YEAR I HAVE RECEIVED NO NUISANCE YOUTH CALLS OR HAD ANY COMPLAINTS, I STRONGLY BELIEVE THAT THE WORK YOU ARE DOING AT THE YOUTH CLUB IS THE REASON FOR THIS.”

ED MONEY, KENT POLICE

youth education programmes, domestic homicide reviews, community safety campaigns, workshops/conferences and partnership support at district and county level.

RESULTS/SUCCESSES

Since establishment, collaborative work is progressing including delivery of the annual community safety conference in November 2015 on Dementia which was very successful. There were a number of speakers including those living with dementia, their carers and professionals with over 160 delegates. Since the conference, over 150 delegates have signed up to become dementia friends, awareness sessions to over 50 Community Wardens have taken place and better information sharing arrangements are in place to assist in locating missing people with dementia.

Also, the KCST organised and hosted a Serious and Organised Crime (SOC) workshop that was attended by over 30 practitioners from across the county to raise awareness of SOC, local profiles and also what partners can do to help tackle the issues using some example case studies. The feedback from the workshop is being formulated into an action plan for county-wide work tackling serious and organised crime.

CONTACT FOR MORE INFORMATION

Shafick Peerbux

Head of Community Safety

03000 413431

Shafick.peerbux@kent.gov.uk



Community Wardens Transformation

KEYWORDS

Community engagement, Quality of life, Community safety, Supporting independent living

TARGET GROUPS

Residents, Businesses and Visitors to Kent

CONTEXT / BACKGROUND

A public consultation on proposed changes to the Community Wardens Service was conducted in November 2014 with a view to making proposed savings (£1.28m) in the 2015/16 fiscal year.

The results of the public consultation demonstrated significant public and Parish Council support for the service and placed significant emphasis on a number of key messages, not least the importance of their role being community based.

DESCRIPTION OF THE PROJECT/ACTIVITY

In January 2015, Cabinet agreed upon a service redesign of the Community Warden Service, retaining an establishment of 70 uniformed staff that continue to be firmly community based and with a revised savings target of £700k.

“ IN MY OPINION THE WARDEN HAS GONE ABOVE AND BEYOND ANY EXPECTATION AND HIS ASSISTANCE AND ABILITY TO WORK AS A TEAM WITH THE POLICE AND HOUSING HAS BEEN CRITICAL IN PROVIDING AN EXCELLENT SERVICE TO BOTH VICTIMS AND THE LOCAL COMMUNITY. I AM CONVINCED THAT THE RESPONSE ON FRIDAY WAS PIVOTAL IN NO REPORTED ISSUES OVER THE WEEKEND. ”

SIMON, KENT POLICE SERGEANT

The public consultation prompted proposals for a volunteer Warden scheme, particularly from parish councils who also stated that they would be willing to engage further in developing this model. .

RESULTS/SUCCESSSES

In order to preserve frontline staffing, a significant restructure and realignment of the service was undertaken which successfully achieved the £700k savings target. The service is now overseen by a single Unit Manager supported operationally by two Area Managers (responsible for 6 districts) with 6 Team Leaders who have a maximum of 12 Wardens (depending upon the area), to deploy across their two districts.

The Community Safety Unit have worked with the Kent Association of Local Councils (KALC), to which over 90% of parish councils in Kent belong to develop a pilot scheme to use volunteers to complement and support the Community Warden Service. Following a comprehensive advertising and recruitment campaign throughout January and February 2016 and subsequent interviews, eight volunteer Wardens have been selected and deployed across five parishes and two town council areas, following completion of their training in March 2016.

CONTACT FOR MORE INFORMATION

Shafick Peerbux

Head of Community Safety

03000 413431

Shafick.peerbux@kent.gov.uk



Stop the scammers

KEYWORDS

Community engagement, Quality of life, Community safety, Partnership working, Supporting independent living, Protecting the vulnerable

TARGET GROUPS

Residents of Kent

CONTEXT / BACKGROUND

KCC Community Wardens in conjunction with Trading Standards have been working closely with chronic scam victims to educate and advise them about different types of scams (particularly postal scams) and to empower victims to stop sending money to scammers and enable the vulnerable to live independently in their homes.

DESCRIPTION OF THE PROJECT/ACTIVITY

Trading Standards signed up to the National Scams Hub which gave them access to a list of known scam victims which is then checked against the Social Services data to make sure we have a complete picture of the victim. The Community Wardens then make 'welfare checks' to the scam victims giving them advice and raising their awareness using the Stop the Scammers pack. Community Wardens have also supported victims with visits to the bank to

“THE WARDENS SERVICE CERTAINLY SHONE ON THE DAY AND THAT WOULD HAVE BEEN NOTED BY OUR DIVERSE COMMUNITY MEMBERS AND LEADERS”

JOHN, KENT POLICE COMMUNITY LIAISON OFFICER

try and protect their account from scammers and secure refunds where possible.

RESULTS/SUCCESSES

Community Wardens have visited and assisted over 2,000 scam victims who have suffered an estimated loss of £350,000.

After a Community Warden got involved in one particular case, the scam victim's health improved from the reduction in stress and he felt better able to recognise scams in future. So much so that he was determined to help raise awareness about scams and help prevent others from becoming victims of such crime by doing radio and television interviews and is always on the lookout for other local victims who may benefit from assistance from the Community Warden.

CONTACT FOR MORE INFORMATION

Shafick Peerbux

Head of Community Safety

03000 413431

Shafick.peerbux@kent.gov.uk



“...A HUGE THANK YOU TO OUR COMMUNITY WARDENS WHO WORK AS PART OF OUR TEAM...THEY DESERVE RECOGNITION FOR THEIR HARD WORK AND COMMITMENT AND FOR THE HUGE CONTRIBUTION THEY MAKE TO THE SUCCESS OF OUR STREET WEEKS AND THE SWALE BRIDGE PARTNERSHIP . THEY ARE BOTH A HUGE CREDIT TO KENT COUNTY COUNCIL.”

DEBRA FORSTER, COMMUNITY ENGAGEMENT ADVISER

“ THANKS TO THE WARDEN’S EFFORTS IN LIAISON WITH DBC HOUSING DEPT. MICHAEL HAS BEEN GIVEN TEMPORARY SHELTERED ACCOMMODATION IN DARTFORD UNTIL SOMETHING PERMANENT CAN BE FOUND FOR HIM. HE IS NOW SAFE AND SETTLED. CHRISTINE IS TO BE COMMENDED FOR HER EFFORTS ON MICHAEL’S BEHALF.”

PAUL WINCHESTER, STONE BAPTIST CHURCH

“ IT WAS AMAZING THEY SHOULD DO MORE OF SAFETY IN ACTION AS IT IS BRILLIANT.”

SAFETY IN ACTION - YR6 PUPIL



BUDGET / INCOME

GROSS EXPENDITURE

£2,353,700

INCOME

£68,800

NET EXPENDITURE

£2,284,900

Domestic Homicide Reviews and Lessons Learnt Seminars

KEYWORDS

Partnership working, Community safety

TARGET GROUPS

Community Safety Professionals

CONTEXT / BACKGROUND

Domestic Homicide Reviews (DHRs) are a statutory process, examining the actions of agencies in the lives of those affected in domestic homicides, whether victim, perpetrator or other family members.

The Kent Community Safety Partnership commissions DHRs on behalf of the county's Community Safety Partnerships (CSPs) and when several DHRs have been published then the Community Safety Unit holds a series of "Lessons Learnt Seminars".

These seminars aim to ensure that the advice and information originating from the DHRs are disseminated to those frontline professionals who are in the best position to recognise those in danger of domestic abuse, and therefore may be able to prevent future domestic homicides. The seminars provide an arena to address the areas where agencies must improve and to share those instances where best practice has been identified.

They allow for full and frank discussion amongst a variety of people from different agencies and for

information to be further shared by attendees with the agencies they represent.

DESCRIPTION OF THE PROJECT/ACTIVITY

- Three lessons learnt seminars held around the county
- 287 professionals attended
- Three cases discussed; speakers ranged from independent chairs that carried out the reviews, to professionals from the various agencies involved.

VERY POSITIVE FEEDBACK WAS RECEIVED:

- "...very useful and would love to attend again"
- "...very inspiring and prompted me to consider areas of development due to the real case studies which helps humanise the processes we follow."
- "It also assists us in providing training as we can give a rationale to staff for changing their practice – based on real life outcomes"
- "The more we know about these cases, the easier it would be to identify where there needs to be more proactive work being done."
- "...the best way of learning from real cases and preventing future cases"

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Head of Community Safety

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