

# Public Document Pack



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

## Borough of Telford and Wrekin

### Communities Scrutiny Committee

Tuesday 11 October 2022

6.00 pm

The Telford Room, Addenbrooke House, Ironmasters Way, Telford, TF3  
4NT

---

**Democratic Services:** Kieran Robinson 01952 382061

**Media Enquiries:** Corporate Communications 01952 382406

---

**Committee Members:** Councillors C R Turley (Chair), S Bentley, E J Carter, V J Holt,  
T L B Janke, J Loveridge and B J Thompson

---

	<b>Agenda</b>	<b>Page</b>
1.0	Apologies for Absence	
2.0	Declarations of Interest	
3.0	Minutes of the Previous Meeting	3 - 6
4.0	Work Programme Review	
5.0	Trading Standards Overview	7 - 14
	To receive an overview of Trading Standards. The Director: Neighbourhood & Enforcement Service will attend for this item.	
6.0	Safer Stronger Communities Update	15 - 22
	To receive an update on Safer Stronger Communities. The Director: Neighbourhood & Enforcement Services will attend for this item.	
7.0	Chair's Update	

This page is intentionally left blank

## **COMMUNITIES SCRUTINY COMMITTEE**

### **Minutes of a meeting of the Communities Scrutiny Committee held on Tuesday, 28 June 2022 at 6.00 pm in Addenbrooke House, Ironmasters Way, Telford, TF3 4NT**

**Present:** Councillors V J Holt, T L B Janke, J Loveridge, B J Thompson and C R Turley (Chair)

**In Attendance:** A Brookes (Service Delivery Manager: Highways, Engineering & Project Delivery), K Fisher (Lead Lawyer: Children & Adults), D Sargeant (Director: Neighbourhood & Enforcement Services), and, (S Yarnall (Democracy Officer (Scrutiny))

#### **COMSC47 Apologies for Absence**

Cllr E Carter

#### **COMSC48 Declarations of Interest**

None.

#### **COMSC49 Minutes of the Previous Meeting**

**RESOLVED** – that the minutes of the meeting held on 12 April 2022 be confirmed and signed by the chair.

#### **COMSC50 Terms of Reference 2022/2023**

The Lead Lawyer: Children & Adult, presented the Terms of Reference for the municipal year 2022/2023 to the Committee. Members heard that this was part of the constitution that was approved at Full Council on 3 March 2022.

**RESOLVED** - that the amended Terms of Reference set out at Appendix A be approved.

#### **COMSC51 Work Programme 2022/2023**

The Lead Lawyer: Children & Adult, presented the Communities Scrutiny Committee Work Programme 2022/23.

The Committee heard that the work programme had been presented at Scrutiny Management Board and Scrutiny Assembly. It was discussed that the items have been suggested from Councillors, Cabinet and Senior Management Team. The Lead Lawyer: Children & Adults mentioned that discussions over the work programme will be continued during keeping in touch meetings with the Chair. Members were informed that the document

presented was a working document and any alterations would be communicated to Members.

**RESOLVED - the work programme for the 2022/2023 municipal year was to be approved.**

### **COMSC52 Highways Update**

The Director: Neighbourhood & Enforcement Services, and the Service Delivery Manager: Highways, Engineer & Project Delivery provided a brief overview of the Highways update presentation and the information presented to members in the update report. It was explained that the information in the presentation was an overview of the work done up to the time of the meeting.

The Service Delivery Manager: Highways, Engineering & Project Delivery explained that the team were responsible for, namely, highway maintenance and strategic planning and network maintenance. The team's policy management for highways set out the vision for both the team and for the local Authority. The vision was to keep Telford Moving through the delivery of safe and accessible highways for residents as well as promoting new jobs, technology and promoting Telford as an innovative town.

Members heard that the grant funding for Highways Maintenance from Government income streams had been reduced in recent years. However, the partnership with Balfour Beatty since 2018 has had continued significant benefits. The benefits included, getting things right on the first time, social value, and innovation. The Service Delivery Manager: Highways, Engineering & Project Delivery explained that there had been improvement to communication and engagement with the public.

Members heard that highways maintenance and improvements are funded through Council capital investment and grant allocations from the Department for Transport. Since 2019 there had been £27 million from Council Capital Investment, £21 million in Government grants and a further investment of over £50 million was expected by the end of 2023/24. Since 2020/2021, Government grants have been reduced by 21%. Members were informed that Cabinet Member Cllr Carter, and then Cabinet Member Cllr Wright, wrote to the Transport Secretary and the Government for more funding. In April of this year a response received outlined a three year settlement but at a lower level of grant funding.

The Service Delivery Manager: Highways, Engineering & Project Delivery explained to the Committee that social value was a key element of the highways partnership with Balfour Beatty and that this commitment will continue for the duration of the team's partnership. Some examples were given such as the creation of the Town Park Veterans Trail, donation of 15 laptops to Home Start as well as improved access to facilities like Donnington Boxing Club.

The Service Delivery Manager: Highways, Engineering & Project Delivery explained to Members that since 2019 there have been over 800 improvement schemes delivered and 12,000 potholes repaired. It was quoted that 96% of maintenance works were completed on time, including maintenance on drainage and other essential highways maintenance. The team along with Balfour Beatty take a risk based approach to the maintenance of highways. Assessing the need for the work and the impact on residents to prioritise what required more urgent maintenance work. The Committee were informed that from public satisfaction surveys, the highways maintenance teams have received good feedback and scored highly. The Service Delivery Manager: Highways, Engineering & Project Delivery summarised that the team gritted the streets 50 times due to a milder winter, there were 6,000 reactive jobs and 115 emergencies that were attended. These jobs included both in and out of hour repairs and maintenance with a team being available 24/7 for emergencies.

Members heard that innovation and new technology was a key element for the team's Highways Asset Management Policy and Strategy. The team has developed new ways of working and brought innovative approaches that were regularly being explored. The teams are now using electric or low emission plants and equipment for their work and are using a new approach to gully cleansing with the use of sustainable materials. A new communications strategy was highlighting the sustainable work of the team.

The team were the first in the UK to use an electric 3.5 tonne flatbed vehicle for their work, as well as using hydrogen powered alternative vehicles for sustainability. The Committee were informed that this was to be rolled out long term. There was a need to look at the benefits for sustainable fuel and use existing data to support this. It was heard that this data would explore how efficient these fuels were as well as their sustainability. This of course, was to work towards the Council's carbon neutrality goal.

The Service Delivery Manager: Highways, Engineering & Project Delivery discussed a pre-scheme communication strategy with signage and social media posts to alert members of the public of upcoming maintenance. It was explained that six weeks prior to any highways maintenance, Councillors, Town and Parish councils are notified of the upcoming work. They also received a follow-up with a more detailed email of what the work was and what it entailed.

It was also explained that on the Telford & Wrekin website, information can be found on upcoming road works. Additionally, members of the public can follow the Telford Highways Twitter account for live updates. Members heard that the team are always looking for new and innovative approaches to improve their communication and engagement with the public. An example was the AA42 scheme. It was explained that the scheme was a massive investment for the highways team and that they worked with Balfour Beatty to deliver a targeted communication. It was noted that they engaged with over 44,000 people to answer questions and explain any reasons for delays.

Finally, Members heard about the National Highways and Transport Survey. The National survey was sent to a random sample of residents within the Borough. In the 2021 survey, there were 11 local authorities involved with a sample of 3,000 residents from the Borough alone. The Committee heard that the survey seeks feedback on a number of subject areas including, but not limited to, accessibility; cycling and walking; highway congestion; highway maintenance; and, road safety. The Service Delivery Manager: Highways, Engineering & Project Delivery said that Telford and Wrekin Council's overall ranking was first in the West Midlands and second nationally. Members heard that the 2022 National Highways and Transport Survey were expected in October.

After the presentation, members discussed and expressed their pleasure in the work conducted by the Highways Maintenance team especially the timely fashion they have reacted to jobs, despite limited funding. Members unanimously supported the recommendations from the report:

**Resolved -**

- 1. That Communities Scrutiny Committee note the progress that has been made in the delivery and maintenance of our highway network.**
- 2. The Communities Scrutiny Committee note the budget pressures for highway maintenance resulting from a reduction in Government grants.**
- 3. The Communities Scrutiny Committee endorse the improvements being brought forward in engaging with residents and businesses while offering areas for further consideration.**
- 4. The Communities Scrutiny Committee endorse the steps being taken to improve sustainability within the highways service and offer areas for further review.**

**COMSC53 Chair's Update**

Members will be kept up to date with developments for the scrutiny committee by the Democratic Services officer.

That the next meeting of the committee is on the 14th September 2022.

The meeting ended at 6.24 pm

**Chairman:** .....

**Date:** Wednesday, 14 September 2022



## Borough of Telford and Wrekin

### Communities Scrutiny Committee

11 October 2022

### Trading Standards Overview

---

<b>Cabinet Member:</b>	Cllr Richard Overton - Deputy Leader and Cabinet Member: Housing, Enforcement and Transport
<b>Lead Director:</b>	Dean Sargeant - Director: Neighbourhood & Enforcement
<b>Service Area:</b>	Neighbourhood & Enforcement Services
<b>Report Author:</b>	Anita Hunt – Public Protection Group Manager
<b>Officer Contact Details:</b>	<b>Tel:</b> 01952 380733 <b>Email:</b> anita.hunt@telford.gov.uk
<b>Wards Affected:</b>	All
<b>Key Decision:</b>	Not Key Decision
<b>Forward Plan:</b>	Not Applicable
<b>Report considered by:</b>	N/A

---

#### 1.0 Recommendations for decision

Members are asked:

- 1.1 To endorse the approach adopted by the Trading Standards in the previous twelve months.
- 1.2 To agree and approve identified priorities and areas of focus for the year ahead and suggest any areas of focus for further consideration.

#### 2.0 Purpose of Report

- 2.1 The purpose of this report is to provide Communities Scrutiny Committee on the remit and activities undertaken by the councils Trading Standards team during the last 12 months.
- 2.2 The report seeks approval of the current priorities and areas of focus for the coming year while giving opportunity for Committee to suggest areas for further consideration.

### **3.0 Background**

3.1 Telford & Wrekin Council has a statutory responsibility to provide a Trading Standards Service; as part of the council's wider enforcement activity, the trading standards team undertakes enforcement of a wide variety of consumer protection legislation to protect and support our residents, businesses as well as those who visit the borough.

3.2 Trading Standards covers a wide remit covering over 200 pieces of legislation including:

- Weights and Measures
- Consumer and construction product safety
- Counterfeit and illicit goods
- Sale of age restricted products
- Rogue traders and doorstep crime
- Proceeds of Crime and Money Laundering
- Scams
- Fair Trading – misleading descriptions of goods and services
- Estate Agency and letting agents in relation to property descriptions, tenants fees and deposits
- Animal Health & Welfare, disease control, illegal imports and animal feed
- Licensing of fireworks storage and safety

3.3 Activity and areas of focus is based on intelligence through evaluation of information from many sources. This can include complaints from members of the public, businesses, regulators, intelligence reports, projects and analysis of current trade practices. In some cases this is supported by information from local, regional and national regulatory teams and partners.

3.4 This approach allows the team to focus resources on activities that pose a risk to residents that has the potential to have detrimental effects on either their finances, health and wellbeing. It also helps to ensure that our local businesses can trade fairly by tackling rogue traders.

3.5 During the last 12 months, the team received over 2,500 contacts from Citizens Advice Consumer Service (CACS) who provide consumer advice on faulty goods and services. Over 500 of these contacts are referrals regarding complaints that may have breached criminal laws. Common themes are identified which informs priorities and enables Trading Standards to focus on tackling specific businesses or identified trading practices affecting our communities.

- 3.6 Earlier this year, the Council secured a successful prosecution following an investigation into the trade practices of a local seller of puppies. The seller was fined £25,000 by the Crown Court and ordered to pay a proceeds of crime confiscation order of £50,000, for breaching consumer protection regulations.
- 3.7 Working with internal and external partners, the Council continues to support and actively engage in '*Multi Agency Targeted Enforcement*' activity (MATES) across a wide variety of settings, including serious and organised crime.
- 3.8 During the last 12 months, Trading Standards have led 7 operations working with West Mercia Police to tackle the illicit tobacco trade, unsafe and illegal vaping products, age restricted products including knives and vapes and investigations relating to the motor trade.



- 3.9 Such operations has resulted in 30,000 cigarettes and over 16kg of illicit/counterfeit tobacco products being seized from premises with operations continuing over the next 12 months. Recent targeted operations on illegal vaping products resulted in 1500 being seized with some containing over 4 times the amount of nicotine permitted.
- 3.10 In addition, a large separate operation has been completed on a retail business selling counterfeit clothing and footwear with over 500 items seized.
- 3.11 These operations have removed £70,000 of illegal goods/products from the borough and resulted in one business losing its alcohol licence as a result.
- 3.12 To protect the health and wellbeing of children and young people while creating safer neighbourhoods, regular test purchases are carried out with recent exercised

including purchase of knives (as part of a national campaign) as well as vaping products.

- 3.13 During the last 12 months, the team received over 50 complaints from residents about door step cold calling. These contacts were about home improvement work being carried out on properties that was unsafe or extremely poor work, excessively overpriced and in some cases traders demanding money for work that had not been done.
- 3.14 To assist residents in choosing a reputable trader, the Council operates a trader scheme called Trading Standards Accredited <https://www.tsaccredited.co.uk/>. This scheme has been in operation 2007 and has 66 members in a variety of home improvement services. Traders sign up to a code of practice and agree to provide written quotes for a fair price, not engage in high pressing selling or cold calling, carry out the work with professional care and skill and in a reasonable time. Work continues to promote this service to both residents and businesses.
- 3.15 Trading Standards work in partnership with the National Trading Standards Scams team who are set up disrupt the operations of mass marketing and mail scams. This work helps educate our residents to be savvy when it comes to responding to unsolicited scam mail and alerts them to current scams. In April 2021, Action Fraud reported that more than £2.3bn was lost in a year on scams. This was an increase of 33% on the previous year.
- 3.16 In September 2021, the council secured funding to work on identifying and supporting scam victims in the borough. This 6 month programme included:
- Advice provided to 30 residents on how to protect themselves against scams while offering face to face support.
  - A workable referral process, which includes other council services and the police, to support scam victims was developed.
  - A written resource pack sent to all local community groups & libraries providing advice on the types of scams residents may come across and how they can keep themselves safe.
- 3.17 The Council recognise the need to engage with residents to provide preventative information and advice. This ensures residents are empowered to make informed decisions when it comes to purchasing goods and services. The use of social media enables the council to reach a large number of residents, and businesses, providing information on latest scams, posting safety alerts on products and informing them on the work undertaken to protect them.

3.18 Building on work undertaken in 2021, the priority areas of work for the next 12 months include:

- Illegal and counterfeit tobacco and vaping products
- Consumer and construction product safety
- Door step crime, rogue traders and scams
- False and misleading trading practices
- Animal health & welfare, disease control and animal feeds
- 'Back to basics' projects – goods sold by weights and measures.

3.19 These priorities are constantly reviewed and take into account emerging issues such as rise in food and fuel prices and utility bills. Therefore, projects that focus on ensuring our residents 'get what they pay for' are important particularly against a backdrop of the national cost of living crisis.

3.20 The changing consumer landscape over the last 10 years has proved challenging for Trading Standards. The increased digital nature of consumer markets has changed the way consumers buy goods and services. While this has opened up opportunities it has increased the risk for our residents as sellers can hide their identity and whereabouts more easily.

3.21 The increased digital presence through mobile phones, email, web browsing and social media accounts has made it easier for fraudsters and scammers to operate. The pandemic has strengthened this digital market place and opened up more avenues for scams and rogue practices.

#### **4.0 Summary of main proposals**

4.1 This report outlines the work and successes of the Trading Standards team in the last 12 months to support and protect residents, businesses and visitors to the borough. Communities Scrutiny Committee is asked to endorse the intelligence led approach taken in delivery of Trading Standards as part of the council's priority to Protect, Care and Invest.

4.2 In setting out the data and intelligence led approach, Communities Scrutiny Committee is asked to endorse identified priorities and areas of focus for the year ahead while suggesting areas of focus for further consideration.

#### **5.0 Alternative Options**

5.1 Telford & Wrekin Council has a statutory duty to enforce consumer and business protection legislation. This report provides an overview of the activity undertaken in the last 12 months to protect residents, business and visitors to the borough and fulfilling the statutory duty.

## **6.0 Key Risks**

- 6.1 As outlined above, the Council has a statutory duty to enforce consumer and business protection legislation. The areas of priority identified within this report have been developed based on current data and intelligence to protect residents, businesses and visitors.
- 6.2 These priorities may evolve in response to new data/intelligence or other factors such as the cost of living crisis. The team will adjust focus accordingly in order to ensure its duties are fulfilled.

## **7.0 Council Priorities**

- 7.1 Trading Standards activities support the following council priorities:
- Every child, young person and adult lives well in their community
  - Everyone benefits from a thriving economy
  - All neighbourhoods are a great place to live
  - Our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency
  - A community-focused, innovative council providing efficient, effective and quality services.

## **8.0 Financial Implications**

- 8.1 The Trading Standards function is delivered within existing budgets with opportunities for external funding sought wherever possible.

## **9.0 Legal Implications**

- 9.1 The Council has a number of statutory duties with regard to consumer and business protection legislation with the responsibility to enforce under numerous pieces of legislation. Enforcement powers are delegated under the scheme of delegation detailed within the Council's Constitution and then further delegated to officers, as appropriate, in order that statutory obligations are met.
- 9.2 Specialist legal advice is sought in relation to any investigations carried out and subsequent legal proceedings. The council aims to recover all costs associated with criminal investigations and where appropriate consider Proceeds of Crime confiscations.

## **10.0 Ward Implications**

10.1 Trading Standards is borough wide and therefore impacts on all wards.

## **11.0 Health, Social and Economic Implications**

11.1 Trading Standards impacts on the health and wellbeing of our residents. Key work around tackling illegal and counterfeit tobacco and ensuring that our young people do not access restricted products, such as vapes, cigarettes and alcohol, contributes to the council's wider public health and wellbeing strategy. Doorstep crime and rogue trading activity has a significant impact on our resident's health and financial situation. If left unregulated it can cause significant long term effects on resident's confidence and independence, resulting in more pressure on adult social care services. This work also contributes to protecting the economic interests of our legitimate businesses.

11.2 The cost of living rise is a real issue for our residents. Ensuring that our residents are getting what they pay is for when buying basic food and petrol is important to protect them from short weight or measures.

## **12.0 Equality and Diversity Implications**

12.1 The majority of doorstep crime and scams victims are older people. Social isolation, health and mobility issues increase their likelihood of becoming repeat victims of crime. Therefore, Trading Standards work around disrupting and offering real time advice is vital to ensure our residents are supported.

## **13.0 Climate Change and Environmental Implications**

13.1 Trading Standards has an impact on both climate and environmental matters through enforces legislation on essential packaging, green and energy efficiency claims and energy performance of commercial buildings.

## **14.0 Background Papers**

- 1 Building Safer, Stronger Neighbourhoods through the appropriate use of our enforcement powers – 19 May 2022 Cabinet report

## **15.0 Appendices**

None

## 16.0 Report Sign Off

<b>Signed off by</b>	<b>Date sent</b>	<b>Date signed off</b>	<b>Initials</b>
Director	05/09/2022	07/09/2022	DRS
Legal	07/09/2022	09/09/2022	SH
Finance	07/09/2022	08/09/2022	PT



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

## Borough of Telford and Wrekin

### Communities Scrutiny Committee

11 October 2022

### Building Safer and Stronger Communities

---

<b>Cabinet Member:</b>	Cllr Paul Watling - Cabinet Member: Safer and Stronger Communities
<b>Lead Director:</b>	Dean Sargeant – Director: Neighbourhood & Enforcement Services
<b>Service Area:</b>	Neighbourhood & Enforcement Services
<b>Report Author:</b>	Jas Bedesha – Service Delivery Manager: Safer & Stronger Communities
<b>Officer Contact: Details:</b>	<b>Tel:</b> 01952 382101 <b>Email:</b> <a href="mailto:jas.bedesha@telford.gov.uk">jas.bedesha@telford.gov.uk</a>
<b>Wards Affected:</b>	Sutton Hill & Woodside, Dawley Bank & Malinslee, Dawley & Aqueduct, Donnington, Hadley & Leegomery, The Nedge, Haygate, College & Arleston, Oakengates & Ketley Bank, Ketley & Overdale, St Georges & Priorslee, Wrockwardine Wood & Trench
<b>Key Decision:</b>	Not Key Decision
<b>Forward Plan:</b>	N/A
<b>Report considered by:</b>	SMT - 23 August 2022

---

#### 1.0 Recommendations for decision:

- 1.1 It is recommended that Communities Scrutiny Committee endorse the approach taken in delivering the Building Safer and Stronger Communities investment to date and offer areas for further consideration.

## Building Safer and Stronger Communities

- 1.2 It is recommended that Communities Scrutiny Committee note the proactive approach to promoting and communicating the Building Safer and Stronger Communities Programme and offer suggestion for further consideration.
- 1.3 It is recommended that Communities Scrutiny Committee note the continued roll out of this investment and the programme going forward.

### **2.0 Purpose of Report**

- 2.1 This report provides an update on the £2.5m Building Safer, Stronger Communities programme following the previous report to Committee on 15 February 2022.
- 2.2 Delivery is well underway across 10 of the 12 priority areas; this report provides Communities Scrutiny Committee with opportunity to review progress made to date while providing feedback for further consideration as the programme continues to evolve.

### **3.0 Background**

- 3.1 As the Council, we are on residents' side and will work with partners, including West Mercia Police, to focus on small pockets of the borough that will make all areas even safer.
- 3.2 The primary aim of the £2.5m Building Safer, Stronger Communities investment is to protect vulnerable children, young people and adults most at risk of being exploited and becoming the victims and/or perpetrators of crime while addressing crime in the most vulnerable areas of the borough.
- 3.3 The investment is shaped by the Building Safer, Stronger Communities Delivery Plan that identifies six priorities comprising:
  - Education & Skills
  - Housing Standards
  - Crime Reduction
  - Environmental Crime & Anti-Social Behaviour
  - Community Resilience
  - Health Inequalities (linked to the Health Inequalities Plan)
- 3.4 The Building Safer, Stronger Communities programme builds on the £980,000 Safer Streets funding that has been delivered in Brookside (£550,000), Sutton Hill (£430,000) and College & Arleston (£490,000) currently underway.
- 3.5 To ensure its success, the Council has appointed a dedicated team of Neighbourhood Co-ordination Officers that engage with ward members, the local community, partners and service areas across the council. This programme will benefit the whole borough with primary areas of focus including:

## Building Safer and Stronger Communities

- Sutton Hill & Woodside
- Dawley Bank & Malinslee
- Dawley & Aqueduct
- Donnington
- Hadley & Leegomery
- The Nedge
- Haygate
- College & Arleston
- Oakengates & Ketley Bank
- Ketley & Overdale
- St Georges & Priorslee
- Wrockwardine Wood & Trench

3.6 Each area identified for targeted intervention, has a localised Neighbourhood Action Plan (NAP); this action plan highlights local issues of priority/focus that will require delivery from various service areas with co-ordination led by the Neighbourhood Co-ordinators. The plans are based on various data sets and include local intelligence gained from ward members, Police SNT and other stakeholders. These plans are complemented by community engagement as outlined in this report.

### 4.0 Summary of main proposals

#### Progress to date

- 4.1 Neighbourhood Action Plans have been developed for all areas, with the exception of Oakengates & Ketley Bank, Wrockwardine Wood & Trench that is currently in development and in line with the delivery plan.
- 4.2 The local community is at the centre of this investment to ensure coproduction of the action plans. The investment has seen nine public engagement events take place since April 2021. The events both launch the project and inform residents of the emerging action plans while seeking their views around what they think should be prioritised, whether there is anything missing and whether they want to get involved moving forward. The remaining launch events will be completed in the autumn.
- 4.3 The engagement events have been well received; this has provided opportunity to promote a range of services/support from across the Council and partnering organisations. Through these launch and other engagement events the team of Neighbourhood Coordinators have spoken with more than 1,500 residents. Analysis of feedback has been undertaken with the priority actions added to the Neighbourhood Action Plans. The main concerns raised typically include:
- Crime and antisocial behaviour, including CCTV, neighbourhood watch and increased police presence;
  - Vehicular issues, including parking, speeding and traffic management;

## Building Safer and Stronger Communities

- Litter and cleanliness, including bin location, frequency of emptying and fly-tipping;
- 4.4 Local 'pop-up' style events continue to be undertaken in areas where the programme has been launched. As well as gathering feedback from local residents, the engagement events have enabled services working in a locality to build relationships.
- 4.5 The team are currently developing an engagement programme to revisit areas where delivery is underway to gauge if residents feel differently about their local area as a result of this investment.
- 4.6 Public Health funding has secured high-level intervention services from the St Giles Trust to target youth crime and violence that has been evidenced in South Telford. The St Giles Trust is an established provider of delivering services to young people who have been affected by youth violence, offending and all forms of exploitation. Caseworkers with lived experiences empower a targeted cohort of young people to reject an ongoing cycle of violence and further contact with the criminal justice system by working cohesively with the police and professionals to establish key partnerships in supporting our most vulnerable young people. 891 students have had direct delivery of sessions in schools, and there has been one to one contact with 376 young people.
- 4.7 A night-time economy multi-agency sub group has been created to focus on opportunities that will further enhance safety for the night time economy. Following a survey of over 800 women and girls in May 2021, with a follow up survey being planned, all areas of concern that have been identified for action have been captured in the neighbourhood action plans.
- 4.8 In response to the 2021 survey, a taxi CCTV pilot project is underway with the aim of installing 20 cameras in Telford & Wrekin licensed vehicles from September 2022. This trial will look at feedback from passengers and taxi drivers on the benefits of CCTV. The council will also commence the introduction of a Licensing, Security and Vulnerability Initiative (LSAVI) project with our licensed premises. Supported by the council, this self-assessment tool aims to improve the venue's safety and security. A series of successful bi-stander training sessions have been delivered with 1,800 frontline workers going through the programme; further sessions are planned for this coming year as well as looking at options to tackle perpetrators.
- 4.9 Significant work is underway to tackle poor landlords across the priority areas where this has been raised as a concern. Over 162 property inspections have taken place that seek to improve housing standards and support tenants.
- 4.10 Quarterly Crime Reduction meetings with partners and community members are held to identify long term issues and implement ideas to resolve them. Examples include:

## Building Safer and Stronger Communities

- Ward members and Parish Councillors having easy access to frontline police for their concerns, and formal mechanisms in place to feedback actions
- Joint working in Donnington, for problematic drinkers, including involvement of STaRS, and a wider knowledge of this service shared with the group
- St Matthews / Glebelands (Donnington)– There have been extra foot patrols in areas and this seems to have had a positive effect
- Littering especially outside of the Co-Op on the parade in Donnington, a notice could be given just to the Co-Op if this continues

4.11 The media campaign for the programme has been vast covering the following platforms to reach a range of audiences, online, in print and in person;

- Facebook, Instagram, Twitter, NextDoor
- BBC Radio Shropshire – live broadcasts from roadshows
- National & local press
- TWC Newsroom
- Direct email: Shaun's News and What's On contacts
- Direct mail

To date there has been 17 media releases, reached 80,000 residents with social content, and sent 18,000 letters direct to homes.

4.12 A comprehensive set of performance metrics have been developed to monitor and evaluate the success of this programme which include:

- Levels of recorded crime
- Levels of anti-social behaviour
- Fly tipping
- Not in Education, Employment, or Training (NEET) data
- House in Multiple Occupation (HMO) mapping
- Unemployment levels
- Police confidence
- Perception of safety

Linked to the merging performance dashboard, a summary of key deliverables to date include:

- Installation of 3 new CCTV cameras in Donnington that has reduced fly tipping in a hot spot area by 64%
- Enhanced daily presence in Sutton Hill by both Neighbourhood Enforcement and ASB Teams focussing on the Hub on the Hill, shops and MUGA that has reduced fly tipping and increased resident confidence to report crime

## Building Safer and Stronger Communities

- Malinslee & Dawley Bank has seen an 8.7% reduction in ASB noise reports and a 17.5% reduction in fly tipping reports
- The Nedge has seen a 14.3% reduction in ASB noise reports and a 1.1% reduction in fly tipping reports
- Woodside has seen a 37.2% reduction in ASB noise reports and a 6.1% reduction in fly tipping reports

4.13 Results from Brookside Safer Streets 1 project shows an overall decline in crime by 15% in 12 months.

### **5.0 Key Risks**

5.1 Cost of living crisis increasing crime rates (theft) as neighbourhoods continue to move away from lockdown and into pre-pandemic routines. Along with the Cost of Living Crisis, there is a risk that crime levels, particularly acquisitive crime will increase despite the efforts of the programme.

5.2 Discussions are underway with the police to develop strategies that mitigate the risk to a potential increase in crime. It is key to ensure that correct links are made with internal and external partners/teams, Affordable Warmth, Benefits, are available to ensure that where there is a need for financial assistance, vulnerable communities are signposted to key partners such as Citizens Advice and other support agencies.

### **6.0 Council Priorities**

6.1 The Building Safer Stronger Communities investment supports the following Council priorities:

- Every child, young person and adult lives well in their community.
- Everyone benefits from a thriving economy.
- All neighbourhoods are a great place to live
- Our natural environment is protected, and the Council has a leading role in addressing the climate emergency.
- A community-focussed, innovative council providing efficient, effective and quality services.

### **7.0 Financial Implications**

7.1 The Council has allocated £2m for this investment with the Police Crime Commissioner contributing £500,000 making total funding of £2.5million available.

7.2 A further £980,000 in total has been invested in Brookside and Sutton Hill through the Safer Streets Programme 1 & 2. Following a successful Safer Streets 4 bid, a further £490,000 of funding will be invested in College ward starting in September 2022.

7.3

## Building Safer and Stronger Communities

To date a total of approx. £1.8m has been secured in match funding against £2.5m investment programme, taking the overall planned investment to £4.3m.

- £1.5 million from the Home Office towards Safer Streets Programme
- £170k from Public Health to support vulnerable children and young people
- smaller contributions from Town and Parish Councils to pump prime local projects

### **8.0 Legal and HR Implications**

8.1 There are no direct legal implications arising from this report. The Council has power to act and is required to undertake certain statutory duties in relation to crime and anti-social behaviour (ASB). The approach detailed within this report provides a framework of support for tackling instances of crime and ABS.

### **9.0 Ward Implications**

9.1 The Building Safer, Stronger Communities programme is focussed on priority locations that have been identified through various datasets and intelligence.

### **10.0 Health, Social and Economic Implications**

10.1 The programme will seek to address issues of social deprivation that will create opportunities to improve the quality of life and overall wellbeing for all communities within the Borough, building resilient communities. The programme has started to support tenants and address poorly maintained private sector rented housing, ASB and crime and supporting community groups to develop local services that support the physical and mental health as outlined in this report.

### **11.0 Equality and Diversity Implications**

11.1 Telford & Wrekin Council works to Protect, Care and Invest in our services and our communities, and this programme sets out our commitment to equality and diversity both as a large local employer and as a provider and commissioner of services. This means working to ensure that Telford & Wrekin is free from discrimination but also doing everything we can to positively promote equality and diversity across our Borough.

### **12.0 Climate Change and Environmental Implications**

12.1 The programme aims to raise awareness to the council's recycling schemes and managing household waste. It seeks to achieve greater community input in celebrating and nurturing our green spaces, by encouraging community gardening groups and educating young children by creating nature trails and supporting schools with developing further community orchards across the 'Borough'.

### **13.0 Background Papers**

## Building Safer and Stronger Communities

1. Building Safer, Stronger Neighbourhoods through the appropriate use of our enforcement powers – Cabinet 19 May 2022
2. Building Safer and Stronger Communities – Communities Scrutiny 15 February 2022

### 14.0 Appendices

None

### 15.0 Report Sign Off

<b>Signed off by</b>	<b>Date sent</b>	<b>Date signed off</b>	<b>Initials</b>
Director	30/08/2022	07/09/2022	DS
Finance	12/08/2022	19/09/2022	MB
Legal	23/09/2022	29/09/2022	SH