

TELFORD & WREKIN COUNCIL

COMMITTEE AND DATE; COMMUNITIES SCRUTINY 15 FEBRUARY 2022

TITLE: BUILDING SAFER, STRONGER COMMUNITIES

REPORT OF THE DIRECTOR: NEIGHBOURHOOD AND ENFORCEMENT SERVICES

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1 According to data, Telford is the safest major town in Shropshire and among the top 10 nationally where 76 per cent of people feel safe in their homes*.
- 1.2 As Council, we are not satisfied with this figure and want residents to know we are on their side to do more and will work with partners, including West Mercia Police, to focus on small pockets of the borough that will make all areas even safer.
- 1.3 This report provides an update on the £2.5m Telford & Wrekin Building Safer, Stronger Communities programme that aims to tackle the root causes of crime, anti-social behaviour while reducing the fear of crime. Underpinning this investment is the overarching Building Safer, Stronger Communities Delivery Plan. The Plan brings together teams from across the Council and partners provide a comprehensive list of actions intended to build safer and stronger communities across the borough.
- 1.4 The primary aim of the Building Safer, Stronger Communities Delivery Plan 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.
- 1.5 The Building Safer, Stronger Communities Delivery Plan identifies priorities of focus including:
- Education & Skills
 - Housing Standards
 - Crime Reduction
 - Environmental Crime & Anti-Social Behaviour
 - Community Resilience
 - Health Inequalities (linked to the Health Inequalities Plan)
- 1.6 A Building Safer, Stronger Communities Partnership has been established to lead on this investment; this group reports directly to the Community Safety Partnership and Place Board.

*Source - <https://crimerate.co.uk/shropshire/telford>

2. RECOMMENDATIONS

- 2.1 That Communities Committee endorse the approach for the Telford & Wrekin Safer, Stronger Communities programme as outlined in this report.
- 2.2 That Communities Committee consider the approach taken to develop Neighbourhood Action Plans and any interventions that could be taken into account going forward.
- 2.3 That Communities Committee note the planned roll out of this investment programme in 2022 and the community engagement both planned and taken to date.

3. IMPACT OF ACTION

3. Background

3.1 The Safer, Stronger Communities programme builds on the £980,000 Safer Streets funding that has been delivered in Brookside (£550,000) and that currently underway in Sutton Hill (£430,000). Furthermore, it complements investment into CCTV infrastructure as part of the borough wide investment and Community Action Teams (CAT's).

3.2 The £2.5m investment includes £500,000 contribution from the Police and Crime Commissioner. It formally started in April 2021 however, it is envisaged that engagement and monitoring will extend beyond the initial delivery programme with social regeneration continuing well into future years. To ensure the success of the programme, the Council has appointed a team of Neighbourhood Co-ordination Officers that engage with ward members, the local community and partners. Based on data and intelligence, the areas of focus include:

- 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

3.3 Each area identified for targeted intervention, has (and will have) a localised Neighbourhood Action Plan (NAP); this action plan will highlight 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 below.

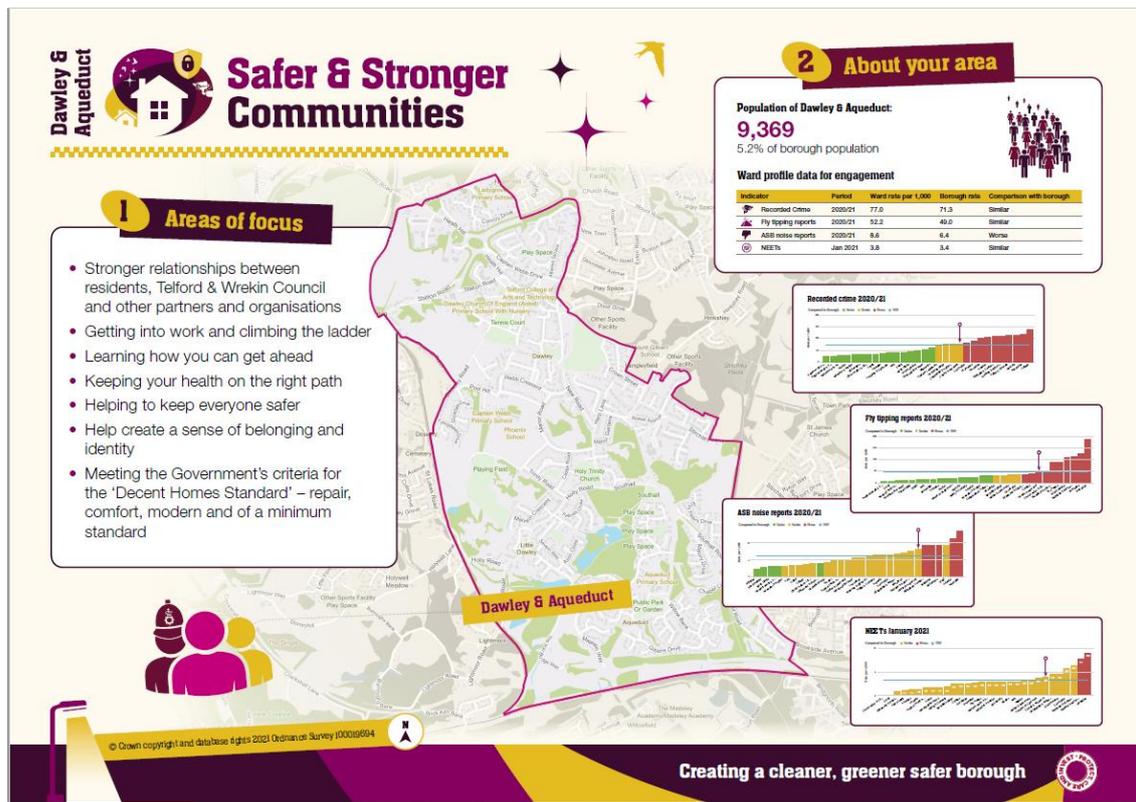
Progress to date

3.4 Neighbourhood Action Plans have been developed for Sutton Hill & Woodside, Dawley Bank & Malinslee, Dawley & Aqueduct and Donnington. Action Plans for The Nedge, Ketley and Overdale are currently in development.

3.5 The local community is at the centre of this investment to ensure coproduction of the action plans. This investment has seen four public engagement events

take place in Sutton Hill, Woodside, Dawley & Aqueduct and Donnington. The events both launched the project and informed residents of the emerging action plans while seeking views around what should be prioritised, whether there is anything missing and whether residents want to get involved moving forward.

- 3.6 Over 15,000 letters were sent to every household in the investment areas alongside promotion via social media, gov delivery emails and through local partner networks.



Information displayed at engagement events

- 3.7 The engagement events were well received and provided opportunity to promote a range of services/support from across the Council and partnering organisations including:

- Community Services – volunteering and support to set up community groups;
- Housing – both Council teams and Registered Social Landlords
- Customer services;
- Enforcement (housing and neighbourhood services);
- Job box and Learn Telford;
- Adult & Children's Services;
- West Mercia Police;
- Citizen's Advice Bureau;
- Shropshire Fire & Rescue;
- Energize;

- Parents Opening Doors (PODs);
- Telford Mind;
- Town & Parish Councils;
- Hub on the Hill;
- Donnington Community Hub;
- Climb Children's Society;

3.8 More than 190 people attended the events with residents who were unable to attend in person able to give feedback online. In total, 172 feedback cards were completed that equates to 516 specific comments. Analysis of feedback has been undertaken with the main issues raised added to the Neighbourhood Action Plans. The main concerns raised include:

- Crime and antisocial behaviour, including CCTV, neighbourhood watch and police presence;
- Vehicular issues, including parking, speeding and traffic management;
- Litter and cleanliness, including bin location, frequency of emptying and fly-tipping;

3.9 The teams are currently planning the next round of events throughout 2022 for the remaining areas that will include The Nedge, College, Haygate & Arleston, Hadley & Leegomery, Oakengates & Ketley, Bank, Overdale & Ketley, and St Georges, Priorslee, Wrockwardine Wood & Trench.

3.10 Delivery to date in relation to the Neighbourhood Action Plans has included:

- Donnington
 - Upgrade and installation of new CCTV
 - Multi-agency partnership meetings established
 - Community Orchard & Gardening Group,
 - Resurfacing of the access road at Donnington Sports & Social Club
 - Resurfacing of Cordingley Way footways
- Sutton Hill
 - Upgrade and installation of new CCTV
 - Multi-agency partnership meetings established
 - Youth engagement meeting held to discuss issues directly with young people
 - Provision of free transport to T54 for five new starters seeking employment
 - Extensive housing inspections along with landlord and tenant engagement
 - Support with affordable warmth
- Woodside
 - Installation of CCTV in primary locations
 - Making changes youth club, set up with local residents to target 13+ for activities
 - Installation of pedestrian barriers on Park Lane to enhance safety

- Dawley & Aqueduct
 - Property closure notice served
 - Engagement with schools to develop youth activities
 - Deployment of CCTV
 - Community garden project
- Malinslee & Dawley Bank
 - Installation of CCTV
 - Review of street lighting in key locations

3.11 A common theme across the Borough has been the provision of lack of youth activities; this programme has started to scope out levels of intervention in each ward for supporting services for children and young people.

Performance monitoring

3.12 A series of performance metrics and locality profiles have been developed to monitor the success of this programme; the programme level metrics are regularly monitored and each Neighbourhood Action Plan has a series of local performance measures to monitor the impact of the investment locally. Locality Profiles and regular performance updates to the Partnership will also contain comparisons between localities to understand inequalities. Performance Measures include:

- Levels of recorded crime
- Levels of ASB
- Fly tipping
- NEET data
- School Exclusions
- HMO mapping
- Unemployment levels

3.13 It is recognised that the above data sets will use numerical data to track/monitor trends and impact of this investment. For the 'stronger' element of this investment, the performance data will be complemented through supporting narrative.

4 IMPACT ASSESSMENT – ADDITIONAL INFORMATION

5 PREVIOUS MINUTES

18 February 2021 Cabinet meeting

6 BACKGROUND PAPERS

Telford & Wrekin Safer Communities Programme, Cabinet 18 February 2021

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