



**Telford & Wrekin**  
Co-operative Council

**Protect, care and invest  
to create a better borough**

# **Borough of Telford and Wrekin**

## **Communities Scrutiny Committee**

**14 September 2022**

### **Building Safer and Stronger Communities**

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<b>Cabinet Member:</b>	<b>Cllr Paul Watling, Cabinet Member for Safer and Stronger Communities</b>
<b>Lead Director:</b>	<b>Dean Sargeant, Director Neighbourhood &amp; Enforcement Services</b>
<b>Service Area:</b>	<b>Neighbourhood &amp; Enforcement Services</b>
<b>Report Author:</b>	<b>Jas Bedesha – Service Delivery Manager – Safer &amp; Stronger Communities</b>
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<b>Wards Affected:</b>	<b>Sutton Hill &amp; Woodside Dawley Bank &amp; Malinslee Dawley &amp; Aqueduct Donnington Hadley &amp; Leegomery The Nedge Haygate College &amp; Arleston Oakengates &amp; Ketley Bank Ketley &amp; Overdale St Georges &amp; Priorslee Wrockwardine Wood &amp; Trench</b>
<b>Key Decision:</b>	<b>No</b>
<b>Forward Plan:</b>	<b>N/A</b>
<b>Report considered by:</b>	<b>SMT 23 August 2022</b>

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## Building Safer and Stronger Communities

### **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.
- 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.

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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:

- 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.

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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;
- 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.

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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:

- 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:

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- 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
- 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.

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- 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 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 The Council is under a number of statutory duties with regard to crime and ASB. The recommendations in this report are one way in which the local authority can firstly identify and then consider how to tackle these issues. Ongoing legal advice will be provided, where necessary, as the programme progresses.

### **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

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supporting schools with developing further community orchards across the 'Borough'.

### 13.0 Background Papers

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

Signed off by	Date sent	Date signed off	Initials
Director	30/08/2022	07/09/2022	DS
Finance	12/08/2022	19/09/2022	MB