

SOUTH GLOUCESTERSHIRE

SAFER AND STRONGER COMMUNITIES STRATEGIC PARTNERSHIP

ANNUAL REPORT 2014/15



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INTRODUCTION FROM THE CHAIR OF THE SAFER AND STRONGER COMMUNITIES STRATEGIC PARTNERSHIP

Welcome to the latest annual report from the Safer and Stronger Communities Strategic Partnership – the Community Safety Partnership for South Gloucestershire. In this report you will find a full description of the Strategic Partnership’s activities and achievements over the last year.

Many of the organisations that make up the Safer and Stronger Communities Strategic Partnership have faced major challenges during 2014/15. We are all aware of the impact of spending reductions on the public sector, as a result of which organisations are having to be much clearer about the benefits of their actions, and to direct their available resources and attention on the areas where it will do the most good.

This prioritisation applies to the Strategic Partnership as much as it does to the individual organisations represented on the Partnership. Looking back over the past year it is noticeable that its activity has been focused firmly on actions to deliver its strategic objectives, and the partnership itself has had less time to explore topics which are interesting, but are outside its core purpose.

That purpose itself is increasingly changing as a result of legislative changes (such as Domestic Homicide Reviews and the Community Trigger for Anti-Social Behaviour). These changes are placing greater operational responsibilities on Community Safety Partnerships, at a time when all funding for them has been withdrawn by the Home Office.

In order to balance these demands the Partnership will need to maintain its high level focus, but to do that within the agreed strategic context of the Safer and Stronger Communities Partnership Strategy, annual assessment of Crime and Disorder, and the performance monitoring cycle which is embedded within the Partnership’s annual workplan.

Councillor Heather Goddard
Chair, Safer and Stronger Communities Strategic Partnership

PARTNERSHIP FRAMEWORK

1 Purpose and Aims of the Partnership

- 1.1 As its primary purpose, to establish a strategic direction; co-ordinate and help deliver actions that support the development of safer and stronger communities within South Gloucestershire.
- 1.2 To exercise the functions of the statutory Community Safety Partnership for South Gloucestershire.
- 1.3 In particular, to encourage, support and propose actions that will help achieve the agreed aims set out in the South Gloucestershire Community Strategy, namely:-
 - (i) To reduce crime, the harm caused by illegal drugs and alcohol and to reassure the public, reducing the fear of crime and anti-social behaviour and improve safety in homes and public spaces.
 - (ii) To empower local people to have a greater voice and influence over local decision-making and the delivery of services by increasing the strength, capacity and engagement of local communities to create local solutions.
 - (iii) To improve the quality of life for people in existing and new communities in greatest need through targeted service delivery.

2 Terms of Reference

- 2.1 To promote and guide work that supports the development of sustainable safer and stronger communities.
- 2.2 To oversee, co-ordinate, inform and influence the development of policies, strategies and action plans relating to all of the work of the Partnership.
- 2.3 To secure, on behalf of the Local Strategic Partnership, the implementation of those aspects of the Sustainable Community Strategy that relate to 'Our Communities'.
- 2.4 To monitor progress of the Partnership and its strategies and action plans and ensure equality of opportunity has been addressed on a 6 monthly basis.
- 2.5 To ensure effective liaison and working with other strategic partnerships to achieve shared or related objectives, including making links with sub-regional partnerships.
- 2.6 To be responsible for securing co-ordination between partner agencies and resolution of potential disputes regarding the various strategies, funding and service delivery issues, to enable objectives to be secured.
- 2.7 To promote an understanding of the contribution and responsibilities of individual organisations, based on the shared commitments and aims of the Partnership.
- 2.8 To make recommendations to the Local Strategic Partnership, the Council and other partner organisations on matters relating to the achievement of Community Strategy objectives.
- 2.9 To deliver statutory obligations by forging a constructive partnership which assists in tackling the complex issues associated with crime, disorder, drug and alcohol misuse and influencing change.
- 2.10 To consider the outcome of significant inspections and reviews and advise on necessary changes to policy, strategy and action plans.

- 2.11 To develop and maintain links with community groups and to value the views expressed by voluntary, community and business interests.
- 2.12 To receive; comment upon; and recommend key strategies and policies.

3 Legal Status and Decision-Making

- 3.1 When acting in its Community Safety Partnership capacity, the Partnership is exercising its statutory functions under the Crime and Disorder Act 1998 and the Police Reform Act 2002. The Partnership may make formal decisions to discharge its statutory Community Safety Partnership functions.
- 3.2 The Partnership shall not make executive decisions or exercise executive authority over constituent partner organisations. Neither may the Partnership or any Partnership Sub -Group have the power to make decisions that bind member organisations.
- 3.3 Proposals for the allocation of external funds held in the role of CSP will be made by the Senior Officer Group, for approval by the Strategic Partnership on at least an annual basis.
- 3.4 The Partnership may make recommendations to the South Gloucestershire Local Strategic Partnership, or where executive decisions are needed, to the Council or partner organisation that has responsibility for the function or activity concerned.

4. Membership of the Partnership

- 4.1 The following organisations have formal spaces on the Strategic Partnership.

Avon and Somerset Police	• 1 member
Avon Fire and Rescue Service	• 1 member
Avon Local Councils Association	• 1 member
Business sector	• 1 member
Clinical Commissioning Group.	• 1 member
CVS South Gloucestershire	• 1 Member
Faith and Belief Forum	• 1 member
National Probation service	• 1 member
Over 50s Forum	• 1 member
Police and Crime Commissioner	• 1 member
Priority Neighbourhoods Partnership Networks	• 1 member
Public Health	• 1 member
Registered Social Landlords	• 1 member
Safer Stronger Community Groups	• 2 members (one from unparished area)
South Gloucestershire Council	• 3 (elected) Members
South Gloucestershire Equalities Forum	• 1 member
Victim Support	• 1 member
BGSW Community Rehabilitation Company	• 1 member

- 4.2 The Partnership shall have the power to co-opt other members as appropriate, eg to represent young people or older people's organisations.
- 4.3 Each member of the Partnership shall nominate a Deputy who will attend in their absence.

- 4.4 Officers from organisations represented on the Partnership will be available to offer support and give guidance and advice as required.

5 Life of the Partnership

- 5.1 The partnership shall be subject to review if there is no longer a legal requirement to have a Community Safety Partnership.

6 Convening and Conducting Meetings

- 6.1 The Partnership shall meet at least 4 times a year with additional meetings to be arranged as agreed by Members.
- 6.2 The Chair and Vice Chair will be elected by the Partnership and serve for one year. For the purpose of electing a chair and vice-chair, each partner representative has a vote, the outcome being achieved by simple majority of those present at the meeting.
- 6.3 Partnership meetings shall have a quorum of a minimum of a third of partner organisations being represented.
- 6.4 The Partnership should aim to reach its conclusions by consensus. Conclusions reached are not binding on partner organisations in respect of their own executive functions and responsibilities. Conclusions will be referred to the relevant partner organisations for consideration and decision. Outcomes will be reported back to the Partnership.
- 6.5 Secretariat and legal support will be provided by South Gloucestershire Council Legal and Democratic Services, to include:-
- Co-ordination of agenda preparation
 - Convening of meetings
 - Publication and circulation of agendas and supporting papers at least five clear (working) days prior to a meeting
 - Taking of minutes
 - Procedural and legal advice
 - Monitoring and progressing actions agreed by the Partnership.
- 6.6 Partners shall have the right to submit agenda items as long as they are received at least seven working days prior to the despatch of the agenda.
- 6.7 Meetings will be open to the public and the agenda and minutes of meetings will be published.

7 Partnership Relationships and Linkages

- 7.1 The South Gloucestershire Safer and Stronger Communities Partnership is responsible to the South Gloucestershire Local Strategic Partnership. Subject to the Local Strategic Partnership's agreement, the Safer and Stronger Communities Partnership will have primary responsibility for representing the views of the LSP on issues within the Safer and Stronger Communities Partnership's terms of reference.
- 7.2 The Partnership will ensure that it supports work towards the related outcomes of any themes in the Sustainable Communities Strategy.

8 Probity and Accountability

- 8.1 The Partnership will meet in public, with the same opportunities for public participation as apply to Council meetings generally. Meeting arrangements and

agendas will be published so that the public may be aware of the Partnership's activities and the opportunities to engage with them.

8.2 In the interests of transparency and to ensure probity and public confidence in partnership working, all partner representatives at partnership meetings are expected to commit to the seven principles of public life set out in the first report of the Committee on Standards in Public Life as required by the Localism Act 2011 as follows:

- Selflessness
- Honesty
- Integrity
- Accountability
- Openness
- Leadership
- Objectivity

and to abide by the Members' Code of Conduct of South Gloucestershire Council as amended from time to time

8.3 Partners who consider that they have an interest to declare are asked to: a) State the item number in which they have an interest, b) The nature of the interest, c) Whether the interest is a disclosable pecuniary interest, non-disclosable pecuniary interest or non-pecuniary interest. Any partner who is unsure about the above should seek advice from South Gloucestershire Council's Monitoring Officer prior to the meeting in order to expedite matters at the meeting itself.

9 Scrutiny of Partnership

9.1 The activities of the Partnership will be subject to scrutiny by the relevant committee of South Gloucestershire Council. This is currently the Communities Committee. Scrutiny will be conducted in accord with the Protocol jointly agreed between the Strategic Partnership and the Communities Committee.

9.2 As a minimum, an annual report of the Partnership (to all partner organisations) will provide a basic opportunity for the scrutiny of partnership work to take place. However, individual overview and scrutiny committees may wish to pursue additional and specific areas of scrutiny as they consider appropriate.

10 Risk Management

10.1 Good risk management is integral to the delivery of successful partnership working. The Partnership will be guided by and take account of the document "Guidance for Managing Risk and Opportunities in Partnership" in developing aims and objectives and in all its activities.

PARTNERSHIP MEETINGS 2014/15

Date of the Partnership Meeting	Links to Agenda Papers
6 June 2014	http://council.southglos.gov.uk/ieListDocuments.aspx?CId=185&MId=5944&Ver=4
5 September 2014	http://council.southglos.gov.uk/ieListDocuments.aspx?CId=185&MId=6827&Ver=4
5 December 2014	http://council.southglos.gov.uk/ieListDocuments.aspx?CId=185&MId=6828&Ver=4
20 March 2015	http://council.southglos.gov.uk/ieListDocuments.aspx?CId=185&MId=6829&Ver=4

- Minutes of the meeting held on 20th March 2015 can be found at <http://council.southglos.gov.uk/ieListDocuments.aspx?CId=185&MId=6830&Ver=4>

PERFORMANCE RESULTS 2014/15

PERFORMANCE INDICATORS

The results below cover performance against target in 2014/15 for all strategic measures set by the Safer & Stronger Communities Strategic Partnership.

Legend

- ✓ = Target achieved
- ✘ = Target not achieved
- ? = Results not yet available

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
BE SAFE				
<i>Aim:</i> Our aim is quite simply put – To reduce the level of crime, particularly those crimes that have the most impact on communities and victims, whilst keeping the victim at the heart of the justice system by listening and responding to their needs.				
Overall Crime				
Total crimes per 1,000 population	41.0 offences	45.8 offences	✘	<p>Following on from an HMIC inspection more low-level violent offences which do not result in injury are now being recorded across Avon & Somerset. In addition one of the PCC's priorities for the year is to increase the reporting of domestic and serious sexual offences, and we are performing very well for this indicator with over 500 cases more case reported than in 2013/14. The increase in recorded crime may not therefore reflect an increase in incidents.</p> <p>The rise of 4.2% in South Gloucestershire compares to an increase over the same period across Avon and Somerset of 1.6%; and across England and Wales of 2.5%. Nonetheless the South Gloucestershire rate of 46 crimes per 1000 population remains significantly lower that the Avon & Somerset rate of 60 offences per 1000 population.</p>

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
Anti-Social Behaviour				
% residents who think anti-social behaviour is a problem in their local area	7%	6%	✓	The final result shows a one percentage point reduction compared to the previous two years.
Number of criminal damage offences per 1,000 population	6.5	7.6	✗	The end of year result is very slightly (10 offences) lower than the 2013/14 result, but the targeted reduction has not been achieved. The level of criminal damage has in effect become static. This comes at the end of several years of marked decreases in offending so it is inevitable that this reduction trend would slow at some point.
Number of deliberate secondary fires	313	195	✓	The final result compares favourably with both the target (313) and with result in 2013/14 (215).
Victim satisfaction with handling of ASB cases	84.3%	81.9%	✗	There were a number of major challenges during the year including changes to the Police Operating model; the implementation of new tools and powers; introduction of the Lighthouse service, and major staff shortages in the Council's ASB team. Although the target was not achieved, the final result represents a significant improvement on the 2013/14 result (78.8%).
% ASB cases fully resolved	44%	59.3%	✓	The implementation of an IMPACT Offender Model for ASB has demonstrated the benefits of focusing resource and effort into targeting the most prolific offenders, to reduce levels of ASB through a consistent approach.

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
Domestic and Sexual Violence				
Reported cases of domestic and serious sexual violence	≥2,988	3,499	✓	<p>The Strategic Partnership set an ambition of achieving an increase in reporting to 2016/17 for this indicator, in support of the PCCs priority.</p> <p>This is a 17% increase on 2013/14 and represents good performance. However this success has contributed to a rise in violence with injury reporting and overall crime levels, for which we are now off target.</p>
Repeat incidents of domestic violence following a Multi-Agency Risk Assessment Conference	28%-40%	29.8%	✓	<p>Performance for this indicator continues to be good, and is in the lower range of the target band recommended by Coordinated Action Against Domestic Abuse – the national steering group for domestic abuse work.</p> <p>However the increased numbers of cases being reported, and considered for MARAC, is placing increased strain on capacity.</p>
Burglaries				
Number of dwelling burglaries per 1,000 population	2.27	2.53	✗	<p>There were 680 domestic burglary offences in the 12 months to March 2015. This is 48 more offences than were seen in 2013/14 (632 offences) and represents a 7.6% increase in offending.</p> <p>We are recording an average rate of dwelling burglaries compared to our most similar family group.</p>

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
Number of non-dwelling burglaries per 1,000 population	3.18	3.57	x	<p>There were 961 non-domestic burglary offences in 2014/15. This is 75 more offences than were seen in the previous year (886 offences) and represents a 8.5% increase in offending.</p> <p>We are recording average levels of non-dwelling burglaries compared to our most similar family.</p>
Targeting offenders				
Serious acquisitive crime per 1,000 population	6.10	6.55	x	<p>There were 1,763 serious acquisitive crime offences in 2014/15. This is 76 fewer offences than were seen in the previous year (1,839 offences) and represents a 4.1% decrease in offending. However the reduction target was not achieved.</p> <p>Our rate of offending is slightly below the average for our most similar family.</p> <p>There are currently no major issues within this basket of crimes; vehicle crime does not appear to be a big problem at the moment though dwelling and non-dwelling burglaries have remained broadly static. Our focus is on offences which have the biggest impact on victims, for example robbery and street muggings.</p>
Violence with injury per 1,000 population	3.30	3.51	x	<p>We have recorded 945 violence with injury offences over the year, representing a 1.2% increase on 2013/14 when we recorded 934 offences.</p> <p>The number of offences per 1,000 population has been reduced by 0.2 percentage points compared to the rolling 12 month average at end quarter 2.</p> <p>The number of violence with injury offences is in the lowest quartile compared to our most similar family group.</p>

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
Reducing Drug or Alcohol Dependency				
Number of drug users recorded in effective treatment	680	Result not available.	?	The National Drug Treatment Management System has been suspended by the Government since January 2015. The system is now on a phased return, but in recognition of the volume of data that needs to be validated, and the additional security measures put in place by the Public Health England (PHE), service providers have been given until end of July 2015 to upload their data. This means that the final results will not be validated for reporting to the Strategic Partnership until October 2015.
Treatment Outcome Profile compliance across all providers required to complete TOPS.	80%	Result not available	?	
People successfully exiting treatment for alcohol misuse	Set baseline	Result not available.	?	
Young people in a structured treatment programme for drug problems	N/A	101	?	The National Treatment Agency set no target for this indicator.
Alcohol-related hospital admissions	Set baseline	2010.4	?	In 2013/14 there were 2010.4 persons per 100,000 admitted to hospital for an alcohol-related condition (this is a provisional result which is subject to revision), an increase of 6.24% on the previous year.
Hot Spots				
Level of priority crime in Kingswood.	976 offences	972 offences	✓	The continued focus of Kingswood has had a positive impact, with an 8.2% reduction in personal priority crimes since 2012/13 and a decrease of 3.7% in the last year.

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
Young People and Crime				
Number of first time entrants to the youth offending system.	160	100	✓	The number continues to be reduced but is still slightly above regional and national averages (as are all 5 YOS in the whole Avon & Somerset Force area).
Levels of reoffending of those in the youth offending system	30%	30%	✓	Performance has stabilised and is now below both local and national averages.
% 10-17 year olds who have not had any contact with the criminal justice system	≥98.37%	99%	✓	Despite public concerns over the behaviour of young people, only 1% came into contact with the criminal justice system during 2014/15.
FEEL SAFE				
Aim: To improve public confidence and reduce the fear of crime				
% residents who agree police and other public services are successfully dealing with ASB and crime	37.7%	30.3%	✗	After a number of years of improvement, this result showed a sharp drop from the previous year's figure of 37.7%
% residents feeling safe outside in their local area	74%	79%	✓	The constituent figures for residents feeling safe after dark improved by 9 percentage points; and in the day by 1.7 percentage points.
PROMOTING EQUALITY AND IMPROVING COHESION				
Aim: To improve cohesion in our local communities by helping vulnerable people through financial advice and support; tackling inequality based on race, religion, age, gender, sex or sexuality; and by bringing people and communities together				
% residents who think there is a problem with people not treating each other with respect and consideration	15.1%	9.5%	✓	This result represents a considerable improvement on the 2013/14 figure of 15.1%

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
% residents believing people from different backgrounds get on well together	51.9%	64.4%	✓	This result represents a considerable improvement on the 2013/14 figure of 51.9%
PRIORITY NEIGHBOURHOODS				
Aim: To reduce the number of criteria in which priority neighbourhoods are listed amongst the 20% most deprived neighbourhoods in England as measured by criteria within the national Indices of Multiple Deprivation.				
Number of Neighbourhoods in the worst 20% nationally as measured through the IMD	0	Not yet available	N/A	It is anticipated IMD will next be published in late 2015.
Number of single criteria in which PN LSOAs that are in the worst 20% nationally	26	Not yet available	N/A	It is anticipated IMD will next be published in late 2015.
ENGAGING COMMUNITIES IN DECISION MAKING				
Aim: To increase the extent to which local people understand and influence decisions in their locality.				
% of people who feel they can influence decisions in their locality	21.9%	17%	✗	After a number of years of improvement, this result showed a sharp drop from the previous year's figure of 21.9%
VOLUNTARY ORGANISATIONS, COMMUNITY GROUPS AND SOCIAL ENTERPRISES				
Aim: To build strong voluntary organisations, community groups and social enterprises by stimulating the sector and strengthening resilience and robustness.				
% of funding for voluntary and community sector organisations obtained from non-Council sources	Not yet available	Not yet available	?	Result is still yet to be received.
Investment made by the public sector in grants and contracts with voluntary organisations, community groups and social enterprises	≥£9,742,950	Not yet available	?	Result is still yet to be received

Indicator	2014/15 Target	2014/15 Result	Target achieved?	Comments
An increased awareness of the COMPACT is reported by VCSE groups	≥55%	54%	X	Although the result represents a 1% reduction since 2013/14 the sample size this year was 41 respondents, so the change is not statistically significant. In broad terms we can say that performance has remained unchanged.
An increased awareness of the COMPACT is reported by public sector signatories to the COMPACT	Set baseline	85%	N/A	This result will be used as a benchmark for future monitoring and action planning.

ANTI-SOCIAL BEHAVIOUR COMMUNITY TRIGGER APPLICATIONS

Application	Date Application Received	Trigger Activated?	Date Review Completed	Applicant Appeal?	Comments
CT1	26/10/2014	Yes	22/12/2014	No	The incidents reported did not strictly meet the Community Trigger threshold. Nonetheless, given the previous history (the case is already known to the Community safety Partnership) a review was carried out. Further action was taken and the case continues to be closely monitored..
CT2	17/11/2014	No	08/12/2014	No	The application concerned noise emanating from a neighbouring property from occupant walking about and closing doors. It did not meet the Community Trigger threshold for number of incidents, or for Anti-Social behaviour. Case was dealt with through other service providers.

PROJECTS SUPPORTED THROUGH COMMUNITY SAFETY GRANT

Independent ASB Support Service

South Gloucestershire Community Safety Grant 2014/15

Victim Support £38,655

Description: Dedicated caseworker and volunteers assessing and supporting the needs of high risk victims of ASB

Summary	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
% of High Risk victims at reduced risk	0.0	0.0	0.0	0.0	0.0	85.0%	0.0	
% feeling their needs have been met	0.0	0.0	0.0	0.0	0.0	85.0%	0.0	
% reporting improved health and wellbeing	0.0	0.0	0.0	0.0	0.0	85.0%	0.0	
% feeling satisfied with the service they received	0.0	0.0	0.0	0.0	0.0	85.0%	0.0	
% feeling satisfied with Police / Local Authority	0.0	0.0	0.0	0.0	0.0	75.0%	0.0	

Activity	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
New referrals	21	20	13	10	64		64	
- Self-referrals	5	1	1	2	9		9	
Referrals assessed as high risk	21	20	2	5	48		48	

Outcomes	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
Vicims supported	21	27	4	9	61	130	61	
Cases closed / Exit surveys completed	0	14	4	3	21			
- Number feeling their needs have been met	ongoing	ongoing	ongoing	ongoing				
- Number reporting improved health and wellbeing	ongoing	ongoing	ongoing	ongoing				
- Number feeling satisfied with the service they received	ongoing	ongoing	ongoing	ongoing				
- Number feeling satisfied with Police / Local Authority	ongoing	ongoing	ongoing	ongoing				
- Number at reduced risk	ongoing	ongoing	ongoing	ongoing				

Other Key Deliverables	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
Volunteers recruited and trained	5	11	0	0	16	6	32	
Focus groups with communities at risk	0	0	0	0	0	2	0	

Quarter 1 Commentary

ASB caseworker recruited and in post since 6th May 2014 and actively taking referrals since 27th May 2014. Although very much in its infancy, the project is making excellent progress and obtaining successful outcomes. Good links and working relationships have been formed with other key agencies and the caseworker has already attended Safer Stronger Community Group meetings in the 3 priority areas. Other meetings attended include a Working Together steering group, police tasking meeting and various meetings with referral agencies to promote awareness of the service.

The success of the promotion of the project is evidenced by the high rate of self-referrals, five from the total 21. There were also four additional referrals which were found to be outside the scope of the project, which also reflects the extent to which the project has been promoted to residents and agencies. The breakdown of the 21 referral sources are listed below:

- Housing Associations - 6
- Self-referrals - 5
- Police - 4
- Council - 3
- Victim Support - 2
- other (local councillor) - 1
(4 not in scope)

An additional eight volunteers will be trained to support ASB victims on the 12th July 2014 and recruitment is currently underway to select a new intake of volunteers for our September training course.

Arrangements with local venues to provide outreach locations are almost complete in the Abbottswood and Kingswood areas and the caseworker is also attending meetings focused on issues such as mental health which may make individuals more susceptible to ASB. Successful outcomes and practical support for victims of ASB to date include food vouchers, advocacy, assistance with relaxation techniques, personal and window alarms and provision of ear plugs to two victims who are experiencing nuisance noise levels. Of particular note is the impact that fixing a victim's car door lock will have, enabling them to secure their car whilst they wait for the emergency move they have been granted.

Quarter 2 Commentary

Despite changes in the provision of ASB service across the sector we have been able to maintain a high level of referral into the project due to the mixed referral sources. We are confident that future changes in referral pathways will only benefit the project and victims of ASB. Following liaison with the Lighthouse we have agreed the referral route in to the project and are fortunate that the ASB lead is also the Area Manager for BANES and South Gloucestershire, enabling a cohesive approach for referrals via the police more generally.

The breakdown of referrals for this quarter is as follows:

- Housing associations: 2
- Self-referrals: 1
- Police: 1
- Council: 12
- Victim Support: 4
- Other: 1

Arrangements for outreach have been successfully secured in both Yate and Kingswood. The caseworker has worked closely with South Gloucestershire Council to create a flyer advertising the service specifically for the Abbotswood outreach, delivered to local residents via a leaflet drop. Kingswood outreach is located at the Kingsmeadow Community Flat, embedded within the community and offering a truly local response to issues in that area.

The current caseworker has reduced their working to two days, and by using these days and some unspent salary funds in the budget we have secured a further caseworker to work full time. This will give the project 7 days of caseworker resource from Monday to Friday. The new caseworker is coming to us from a PCSO role in BANES and as such provides the project with a wealth of experience in dealing with victims of ASB, alongside an understanding of the police perspective and processes. This will ensure that the project has the resilience to meet all targets during the next two quarters.

Quarter 3 Commentary

There has been a significant drop in referrals since the introduction of the police lighthouse, not only directly to the caseworker but also in to South Gloucestershire Council's anti-social behaviour team, which has had a knock on effect in reducing caseworker referrals directly from the council. Referrals have also dropped due to the seasonal nature of ASB. The referral pathway in from the lighthouse does not currently appear to be working. A recent case of ASB on Hunter's Way, Yate had multiple victim's requiring support yet no referrals were received by either South Gloucestershire Council's ASB team or our caseworker via the current lighthouse referral route. This problem is currently being addressed by senior police and council staff and we are monitoring this closely. Victim Support now has a Senior Service Delivery Manager focused on ASB across Avon and Somerset to ensure that victims do not fall through gaps whilst new processes are embedded. We feel confident that as a result of this the referrals to the project will increase once the teething problems around these referral pathways are addressed.

The breakdown of referrals for this quarter are as follows:

- Housing associations: 3
- Self-referrals: 1
- Police: 4
- Council: 1
- Victim Support: 4

Outreach locations have been set up at St. Nicholas's Community Centre in Abbotswood and Filton Library as confidential drop-in centres for victims of ASB to come and seek advice. This has been advertised in local businesses in Filton and Abbotswood.

The new full time case worker has a wealth of experience and is familiar with both police and council practices around ASB. She has seamlessly assimilated within the team at South Gloucestershire Council and is working closely with them to ensure that current referral issues are addressed and vulnerable victims who may not meet the current lighthouse threshold for 'enhanced care' are still being offered appropriate support if required. The current joined up working approach of the caseworker has produced some excellent case resolutions which may not have been achieved without the caseworker's involvement. A recent example involved her working with a female who was going through a breakdown due to the behaviour of a neighbour. Joint working with Merlin Housing helped to facilitate the offending family being moved.

Quarter 4 Commentary

Referrals from the Lighthouse picked up significantly in Q4 and resulted in support being provided to Vulnerable, Intimidated and/or Persistently targeted ASB victims within South Glos.

Self referrals and other agency referrals were lower than previous quarters.

Towards the end of quarter (beginning of March) it was highlighted to Victim Support that there were performance issues with the Victim Support staff member based in South Glos council ASB team. These issues were impacting on the number of victims being supported and the quality of the support.

We began a programme of performance management with the aim of improving these issues as soon as possible. Targets included visiting other agencies to promote the service, contacting the local Lighthouse team to encourage higher levels of referrals and developing closer working relationships with colleagues in South Glos council.

As these issues came to light in the final month of this quarter the impact cannot be seen in the above statistics. We continue to prioritise developing the ASB service we are able to provide in South Glos and are confident that statistics, outcomes and other key deliverables will continue to improve as a result.

Although these issues caused some challenges in the project and ultimately some disappointing results there have been some positive outcomes and lessons learnt:

- Having been through a period of consultation and staff change which took a great deal of focus and staff time we recognise the importance of prioritising this service and keeping a closer eye on the day to day running, including numbers of referrals, waiting lists and partnership work with other organisations.
- Addressing the concerns raised by South Glos council has helped cultivate a strong working relationship between the Service Manager within Victim Support and the South Glos ASB & Community Safety Team Leader, helping to ensure any further issues are identified and resolved early

During quarter 4 we identified the need for more volunteers to be trained in ASB and the impact it has on individuals and communities. We therefore organised a further ASB training course for 16 participants to be held in Q1, 2015/16.

Description: Outreach work aimed at young people at risk of committing ASB in the Abbotswood and Doddington areas of Yate, and in Filton

Summary	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
Youth-related crime - Yate						(-10%)	
Youth-related crime - Kingswood & Filton						(-10%)	
% displaying positive change in attitudes/behaviour	80%	228%			149%		

Yate: Activity	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
Outreach youth work sessions	26	28			54	80	54
Young people worked with	67	87			154	100	154
Diversions activities	1	1			2	2	2

Filton: Activity	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
Outreach youth work sessions	0	14			14	70	14
Young people worked with	0	42			42	100	42
Diversions activities	0	1			1	2	1

Outcomes (Periodic review)	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
Young people consulted	47	39			86		
- No. displaying positive change in behaviour/attitudes	39	89			128		

Quarter 1 Commentary

The work in Yate and Dodington has been going well. We have worked with a range of young people across the age range and have made significant impact on attitudes and behaviours.

The work in Filton has not yet started as there have been difficulties in recruiting staff. We now have staff in place to deliver in the next quarter and these figures will improve and we will catch up on our targets.

Quarter 2 Commentary

The work has been very effective during the summer months. We have seen plenty of young people and they have been in regular contact with the project. Many of the young people are displaying improvements in their behaviour and the general level of behaviour in the streets and parks has been good. There has however, been a marked increase in the use of Nitrous Oxide by the young people in Yate and work has been done with them to try to overcome this. Work is starting to have an impact in Filton and improvements in behaviour have also been witnessed there. Staffing the Filton sessions is an ongoing problem as we have been unable to attract long term staff and are using whichever existing staff are willing to deliver sessions. We delivered one major diversionary activity which was a trip to Rush skate park in Stroud. This was a very successful event, which was well attended and enjoyed by all who took part.

Description: Programmes of groupwork to support women who have experienced or are experiencing domestic abuse in Kingswood and Patchway

Summary	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
% Referrals engaging	113%	104%	71%	104%	96%	50%	96%	
% Successful completions	82%	100%	36%	92%	66%		66%	
% reporting positive outcomes	93%	100%	100%	100%	97%	90%	97%	
% reporting improved health and wellbeing	93%	100%	100%	100%	97%		97%	
% reporting improved feelings of safety	100%	100%	100%	100%	100%		100%	
% reporting increased self-confidence	93%	100%	89%	100%	95%		95%	
% rebuilding networks of support	64%	100%	100%	100%	87%		87%	
% experiencing repeat victimisation	1%	0%	0%	0%	0%		0%	

Activity	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
New referrals	62	46	77	48	233	n/a	233	
Vicims supported / engaging	70	48	55	50	223	48	223	

Outcomes	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
Unsuccessful completions / unplanned exits	3	0	16	1	20		20	
Successful completions / Exit surveys completed	14	4	9	11	38		38	
- Number reporting positive outcomes	13	4	9	11	37	42	37	
- Number reporting improved health and wellbeing	13	4	9	11	37	48	37	
- Number reporting improved feelings of safety	14	4	9	11	38	48	38	
- Number reporting increased self-confidence	13	4	8	11	36	48	36	
- Number rebuilding networks of support	9	4	9	11	33	48	33	

Clients reporting repeat victimisation	1	0	0	0	1.	n/a		
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Quarter 1 Commentary

As this is a rolling programme, we may receive referrals in one quarter but the service user starts the programme in a next, this also means there will be service users who complete in different quarters to when they started the course. Please also note that lots of service users drop out suddenly only to return a week or even up to 6 months later. Service User Feedback: "The Freedom Programme has given me more confidence and self esteem", "I feel the support has enabled me to see past my situation to a brighter future", "Its hard to admit you have been in a bad place, but I see it is not my fault", "The group was wonderful! The two Sue's were so supportive, and I hope one day to be able to support others", "I have attempted the course 3x but only just completed it, I felt ready at last, I have learnt lots and this course is so valuable".

Quarter 2 Commentary

During the 2nd quarter numbers will be low as the group is run term time only so during part of July and all of August there were no groups running due to the school summer holiday. This also means that in September most of our attendee's were new! which in turns means we would receive a lot less exit surveys. We have had an increase in children using the creche facilities, which has in turn led to some difficulties in ensuring we have adequate and safe creche staff cover we currently rely on one paid staff member and a volunteer to run the creche. We are in the process of recruiting for more creche workers as this vital support service enables women to attend the group. Service User Feedback: "Thank you for all your support and helping me through some tough times", "I was recommended to come on this programme 2 years ago when first split up with my husband. I didn't feel strong enough to then, but I feel much better now and want to understand why I put up with so much for so long, thank you", "the first few meetings were very hard admitting that you have been in a such a bad place, but the group has been wonderful", "If it wasn't for this programme I would still be with my perpetrator, I have opened my eye's".

Quarter 3 Commentary

As expected the numbers during this quarter have increased and due to the high level of referrals, we would hope to see even greater attendance during the next quarter. Also as expected during the winter months the drop out levels go up, but this number is always shifting due the nature of a rolling programme, where service users can leave for weeks at a time and then return to the programme due to personal reasons. We have again suffered from issues around our crèche services cover, and have had to use agency cover at a higher cost to insure children are properly supervised. Service User Feedback - "Its stopped my guilt, helped me to understand and recognise what was going on", "helped me to stay focused, get myself sorted and empowered and confident", "given me knowledge, understanding and confidence".

Quarter 4 Commentary

Again as expected referrals and attendance have levelled out due to more women engaging and understanding Survive, the programme and how it runs filters down. Most of these referrals we would hope to see until the May half term and then to be completed ready for the summer holidays. Again we have had staff crèche issues and have had to employ agency workers to cover this vital service. Service User Feedback - " My confidence is growing, I'm starting to value myself", "then I started the Freedom Programme, Wow, I realised how much I'd put up with", "I have the knowledge, and that is so powerful", "when he would play tricks on me and the children, I know how bad that is now, how it made us feel and we don't deserve that".

Description: Structured 1:1 programme for perpetrators of domestic violence with substance misuse problems in South Gloucestershire

Summary	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
% Referrals engaged	N/a	60%	66.67%	52.6%	59.8%		59.8%
Mid-programme: % reduced frequency of DV (self reported)	N/a	100%	100%	100%	100%		100%
Mid-programme: % reduced severity of DV (self reported)	N/a	100%	100%	100%	100%		100%
Mid-programme: % reduced drug/alcohol use	N/a	100%	100%	88.9%	96.3%		96.3%
% Successful completions	N/a	100%	100%	80%	93.3%		93.3%
% reduced frequency of DV	N/a	100%	100%	100%	100%		100%
% reduced severity of DV	N/a	100%	100%	100%	100%		100%
% reduced drug/alcohol use	N/a	100%	100%	80%	93.3%		93.3%
Activity	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
New referrals	0	5	3	19	27		27
- Self referrals	0	4	2	11	17		17
New commencements	0	3	2	10	15	25	15
Current caseload	0	3	3	4	10		10
Outcomes	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result
Number assessed mid-programme	0	2	5	8	15		15
- No. reporting reduction in frequency of DV perpetration	0	2	5	8	15		15
- No. reporting reduction in severity of DV perpetration	0	2	5	8	15		15
- Number reporting reduction in drug / alcohol use	0	2	5	6	13		13
Unsuccessful completions	N/a	0	0	2	2		2
Successful completions / Exit surveys completed	N/a	1	2	8	11		11
- No. reporting reduction in frequency of DV perpetration	N/a	1	2	8	11		11
- No. reporting reduction in severity of DV perpetration	N/a	1	2	8	11		11
- Number reporting reduction in drug / alcohol use	N/a	1	2	6	9		9

Quarter 1 Commentary

It has taken longer than anticipated for the RSVP Project to go live. This is primarily because it took longer than was envisaged to recruit a staff member to the RSVP Project Worker post. DHI have now been successful in recruiting to the post and the staff member concerned started in post on 02/06/14. Following recruitment, the successful candidate has undertaken a period of induction and training, which has been led by the DHI Team Leader currently responsible for DHI's RSVP Project in BANES. A piece of work has also been undertaken to further develop the course materials which will be used for the RSVP Project. This work has now been completed and there is now a comprehensive RSVP client workbook, which will be used throughout the programme. A period of promotional activity has also taken place, whereby the Project has been promoted with potential partner agencies. This includes the other providers of drug and alcohol and domestic violence services in South Glos. Survive have agreed to a formal partnership, whereby they will offer support the victims of any perpetrators engaging with RSVP.

Quarter 2 Commentary

Following the initial delay in getting the RSVP project running, as mentioned in the Quarter 1 commentary, we began seeing clients referred to the service in July 2014. We have met with Survive on several occasions and Probation, and have also provided information to South Glos Social Care, to encourage referrals, but none have been forthcoming, apart from one from a Child Protection Conference attended by a member of DHI staff. Further networking meetings were planned for the third quarter, again to encourage referrals. Five clients had been referred to the Project by the end of September, of which three had begun to engage with the work, and two declined to get involved. One has successfully completed the programme, and reported a far greater insight into his previous abusive behaviour. His partner reported progress in their relationship. Further work is ongoing to identify service users from our own caseload who have acknowledged incidents where they have been involved in domestic abuse.

Quarter 3 Commentary

A further three clients were referred to the Programme in the third quarter, two of whom commenced sessions and the third opted to defer starting until he had worked through some other urgent issues. We have remained in contact with him and it is likely he will start the programme in the fourth quarter, as will one of the referrals from the second quarter. Two clients had successfully completed the programme by the end of December, one of whom reported reduced substance use and the other who reported continued abstinence, and a marked change in his attitudes towards relationships, etc. During the quarter, further contact was made with other agencies (eg Children's Services, the Patchway Hub, etc), and this generated one referral by the end of December, with the expectation of further referrals in the fourth quarter.

Quarter 4 Commentary

As noted at the end of the third quarter, momentum was increasing, and we experienced an increase in the number of referrals, including external referrals, in the fourth quarter. Regrettably, without funding available to continue the service, we were not able to commence work with service users referred shortly before the conclusion of the project. The total number of referrals received over the period from July 2014 to the end of March 2015 was 19, of which 10 actually commenced working with the programme; 1 was from outside the area; 3 did not initially wish to commence the programme, following contact with them, although 2 subsequently changed their minds but were unable to commence, due to the ending of funding; and a further 5 could not commence, due to the date on which referrals were received, as we would not have been able to complete the work with them. Of the 10 clients who commenced the programme, 8 successfully completed it, and 2 dropped out in the early stages of the programme. All who completed the programme reported a reduction in their domestic abuse tendencies in terms of severity and frequency, although regrettably, 1 did get involved in a domestic abuse incident several weeks after completing the programme, which contributed to the ending of his relationship.

Description: Social Enterprise which develops core work skills amongst people with a history of drug/alcohol dependency and offending

Summary	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
Retention rate	5	10	8	4	100%		100%	
Successful completion rate	n/a	2	1	3	20%		20%	
% feeling more confident and less isolated	100%	100%	n/a	75%	100%		100%	
% with greater skills and capacity for sustainable living	100%	100%	n/a	75%	100%		100%	
% maintaining their recovery and not re-offending	100%	100%	n/a	75%	100%		100%	

Outcomes	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
Number of people supported (commencements)	5	5	8	4	22	18	22	
Unsuccessful completions	0	0	n/a	n/a	0		0	
Successful completions / Exit surveys completed	0	2	1	3	6		6	
- No. feeling more confident and less isolated	5	5	1	3	14		14	
- No. with greater skills and capacity for sustainable living	5	5	1	3	14		14	
- No. re-offending / relapsing during following 12 months	5	5	0	0	10		10	

Number of residents surveyed / consulted	5	5	6	4	20		20	
- No. feeling less fearful and more empowered	1	5	4	4	14		14	

Other Key Deliverables	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
No. entering FT or PT employment	2	0	0	0	2		2	

Quarter 1 Commentary

5 members with re-offending backgrounds have started the Time to Recover Programme with great success thus far. Within three months all 5 are still on the program and are showing increased feelings of confidence and life skills. None have re-offended thus far and none have relapsed. Self evaluations have also shown a decrease in feelings of isolation and fear as well as an improvement in social function (with family, friends and the community.) All 5 plan to remain on the programme at the moment therefore there have not been any exit surveys completed at the present time. We plan to incorporate another 4 to 5 new members in the 2nd quarter and are currently in the assessment process.

Quarter 2 Commentary

We had a total of 7 new assessments for the period with 5 new members starting on the Time to Recover programme all with great success. None has re-offended thus far and none has relapsed. Of the initial 5 members engaged in Q1, 2 have gone into full time employment whilst the other 3 are now senior peers and are actively engaged in working and training the new crew. All members are actively engaging with the local community at Staple Hill and we are seeing a lot of people's perceptions changing regarding members of the project. Our interaction with the community has also shown reduced levels of anxiety and more acceptance of who we are and what we are trying to achieve, especially with the aged members of the community. We are working with Kingswood Job Centre on referrals. We have also been in contact with the IMPACT Team. We are hoping very shortly to set up Bristol City College at the Workplace covering an NVQ in volunteering. We hope to get around 8 our our members on this course. Also working in partnership with HMP Eastwood Park regarding providing external mentors to help and support women still in the prison.

Quarter 3 Commentary

In Q3 we start to see some final figures about the true outcomes from the Q1 and Q2 of the Time To Recover Programme since it has taken an average of 6 months for participants to complete the programme and then a few weeks to complete and enter data from exit surveys and monitoring forms. Of the initial 10 members admitted into the programme in the first 2 quarters, 8 have successfully completed the programme, 1 is still currently engaged in the programme and 1 has relapsed and is no longer participating. Unfortunately we are unable to monitor that individual at this point and therefore unable to accurately state if their relapse and subsequent departure from the programme has led to re-offending. However we continue to attempt to communicate with the individual and are ready to facilitate their re-entry into the programme if they so choose. Of the 8 individuals who have completed the programme 2 have moved onto full time employment which was an unforeseen outcome of which we are very proud. In Q3 we had a total of 10 assessments which resulted in 8 new members starting the programme. We have already reached our target goal of 18 members supported overall on the programme and intent to involve even more in Q4. We see an increase in confidence and skills from all participants who engage and complete the programme as well as maintained recovery and no re-offending. We are continuing to collaborate with external organisations such as Bristol City College and the Job Centre, to name a few, in order to provide our members with more opportunities and experiences. Residents in the community are showing more and more support for our cause and we have seen an increase in goods donated as well as very positive feedback through word of mouth and our social media networks.

Quarter 4 Commentary

In Q4 we had 6 new assessments and 4 individuals started on the programme. At the end of three months 3 have completed the programme successfully. The 4th is still with the programme but due to scheduling issues has not yet been able to attend enough session in order to complete the required monitoring forms yet. We have exceeded our initial target of 18 beneficiaries - the final total at end of quarter 4 is 22. We feel that this project has been tremendously successful and we intend to continue to create stronger links with organisations in the area such as the Kingswood Job Centre, the IMPACT Team, Bristol City College and HMP Eastwood Park. We will also be using the success of this project to hopefully secure more funding in the future.

Description: Single service for victims of hate crimes tailored to the needs of individual communities.

NB: In order to provide comprehensive results, the following includes details of race-based hate crime work which is separately funded by South Gloucestershire Council.

Summary	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
New Referrals	30	37	27	21	115	x (+30)	115	
% Repeat referrals	0%	0%	0%	0%	0%		0%	
% High risk cases mitigated within 2 weeks		100%			100%			
% Successful Completions (cases closed)	60%	50%	21%	25%	32%		32%	
% victims very / fairly satisfied with overall service			0%	100%	100%	90%	100%	
% agencies feeling better equipped to tackle hate crime		100%	N/A	N/A	100%		100%	

Referral profile (new referrals)	Q1	Q2	Q3	Q4	Year to Date	Aim	2014/15 Result	
Race hate crime referrals	19	25	21	10	75		75	
Faith hate crime referrals	0	0	1	1	2		2	
Homophobic hate crime referrals	8	3	0	2	13		13	
Disablist hate crime referrals	3	8	3	3	17		17	
Gender / transphobic based hate crime referrals	0	1	0	1	2		2	
Other hate crime referrals	0	0	2	4	6		6	
Total referrals to service	30	37	27	21	115		115	

Self-referrals	9	14	5	10	38		38	
Third party referrals (including police)	21	23	16	11	71		71	

Repeat referrals	0	0	0	0	0		0	
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Outcomes (Cases)	Q1	Q2	Q3	Q4
Cases opened	16	18	2	13
Current caseload (live cases)	14	16	25	39
High risk cases reviewed after 2 weeks	0	4	2	2
- Number remaining high risk	0	0	2	0

Cases closed	5	6	14	16
Victims surveyed (30% of all cases closed)	5	5	6	5
- Successful Outcomes (?)	3	3	3	4
- Number reporting improved feelings of safety	2	3	4	5
- Number reporting increased confidence in agencies	4	3	4	4
- Number reporting increased satisfaction with agencies	0	0	2	2
- Number reporting increased satisfaction with police	6	0	0	1
- Number reporting reduced victimisation	0	1	2	4

Victims surveyed			4	5
- Victims very / fairly satisfied with overall service	2	4	0	5

Agencies surveyed		5	0	0
- Number feeling better equipped to tackle hate crime		5	0	0

Other Key Deliverables	Q1	Q2	Q3	Q4
Training for voluntary and statutory agencies (recipients)	2	5	1	0
Hate crime awareness raising events	1	5	1	2
1:1 Awareness raising sessions (young people)	0	5	0	0
School interventions? Not in bid			0	0

Year to Date	Aim
49	
39	
2	
2	

41	
25	12
13	
14	
15	
4	
7	
7	

2014/15 Result	
49	
39	
2	
2	

41	
25	
13	
14	
15	
4	
7	
7	

Year to Date	Aim
8	
9	
5	

2014/15 Result	
8	
9	
5	

Quarter 1 Commentary

SGC Q1 Commentary

A busy quarter as evidenced by our attendance at:

- 3 April Hate Crime & ASB Partnership
- 7 April RJ at UWE
- 23 April Disability Equality Network
- 29 April Meeting with CYPs staff re culturally driven effects of a DV cases on a young person
- 5 May Hate Crime Champions meeting
- 12 May Equalities Conference
- 14 May IAG
- 20 May Disability Equality Network
- 21 May Hate Crime Steering Group
- 22 May Vulnerable Victims Panel
- 3 June Safe Places meeting at SGC
- 4 June Information talk to Milestones Trust
- 9 June Patchway Hate Crime Group
- 12 June Equalities Forum
- 17 June Victim Core Group
- 19 June Southern Brooks meeting
- 23 June Disability Equality Network
- 26 June Meadows Primary School: multi strand awareness sessions
- 30 June Cadbury Heath Primary School cultural awareness work

We received a total of 5 client evaluation forms in the quarter, 2 for race cases and 3 non race . The evaluation data we have included in the monitoring from is for all 5 cases rather than the 30% specified. These comments were written by clients in the free format section of the evaluation forms:

“Went from very upset and stressed and having to move to feeling happy and comfortable in own flat.”

“I am very happy with the support.”

“Special thanks to Alex, pleasantly surprised by care and understanding, dealt with quickly.”

“Thank you for follow up calls and referrals.”

Quarter 2 Commentary

As in previous quarters we analysed all the Service User Satisfaction Questionnaires received - 5- rather than do a 30% sample.

We had a busy quarter as shown by:

10 July Attendance at NCS summer programme re,UWE Freshers' Week
12/13 July Patchway Festival
15 July Victim Core Group
16 July RJ meeting at Avon & Somerset Constabulary HQ
18 July Meeting with Equalities Officer at UWE re training to be sdelivered
22 July South Glos Equalities Forum
24 July ASB & Hate Crime Delivery Group
29 July UWE training
5 August South Gloucestershire Disability Equality Network[SGDEN]
7 August UWE training
12 August Victim Core Group
2 September Talk to Yate Peer Group support
2 September IAG
3 September IAG
4 September YOT training
9 September Victim Core Group
10 September SGDEN AGM
11 September Patchway Hate Crime meeting
12 September FUWE Freshers Fair
15 Talk at a Knightstone Care Home
16 September Freshers Fair
22 September meeting with LAPC Chief Inspector Ellis re a serious case
23 September meeting with Robert Walsh re Prevent in South Gloucestershire
24 September CAB training
30 September Talk to a Siston residents'group

Quarter 3 Commentary

South Gloucestershire Activities were:

- 1 October Councillor training
- 7 October Equality Forum
- 7 October Victim Core Group
- 4 November Victim Core Group
- 4 November Disability Equality Network
- 21 November Disability Equality Network Employment Conference
- 27 November VCSE Conference
- 2 December Victim Core Group
- 3 December IAG
- 5 December Safer Stronger Partnership
- 9 December Equality Forum

Note: in Outcomes monitoring, rather than use a 30% sample of cases closed we used all 6 closed in the quarter

Quarter 4 Commentary

Note: our Victims Surveyed data is based on all 5 closed cases for which we received completed Service User Satisfaction Questionnaires

- 12 January Dementia Alliance Launch
- 12 January Disability Equality Network
- 20 January IAG
- 21 VCS Leaders' Board
- 27 Victims Core Group
- 10 February Disability Equality Network
- 24 February Victims Core Group
- 24 February South Gloucestershire Equalities Forum
- 26 February meeting with D Freeman
- 26 February Engage Festival planning meeting
- 4 March Patchway Communities Against Hate event planning meeting
- 17 March Patchway Communities Against Hate
- 24 March Victim Core Group
- 26 March UWE Anti Abuse and Hate Crime Day

RISK REGISTER 2015/16

Low Risk	I	1 – 3
Medium Risk	L	4 - 6
High Risk	S	7 - 9

Impact * Likelihood = Risk score

Ref	The Risk <i>What can happen and how it can happen</i>	Consequences/Benefits	Inherent Risk			Mitigating Actions/Opportunities	Further Action Required	Risk Owner	Review Date
			I	L	S				
STRATEGIC PLANNING - Risks associated with the particular nature of the Partnership and Division									
S1	Inadequate engagement of statutory partners <i>Triggered by:</i> <ul style="list-style-type: none"> Conflicting priorities Lack of resources National restructuring of statutory partners 	<ul style="list-style-type: none"> Breach of the Crime & Disorder Act 1998/ Police Reform Act 2004 Inability to achieve priorities Non-compliance with National Standards 	3	4 3	3 9	<ul style="list-style-type: none"> Roles and responsibilities clearly defined in the Terms of Reference and Partnership Plan 	<ul style="list-style-type: none"> On-going monitoring of partner involvement. 	Chair of Strategic Partnership	Annual
	Inadequate engagement of non-statutory partners <i>Triggered by:</i> <ul style="list-style-type: none"> National priorities conflicting with local priorities Lack of implementation of Compact 	<ul style="list-style-type: none"> Disengagement by VCS Non compliance with National Standards Non compliance with government requirement to involve Reduction in service provision 	1	2	2	<ul style="list-style-type: none"> Periodic review of Compact Guidelines 	<ul style="list-style-type: none"> Ensuring voluntary and community sector are aware of pressures and timescales often imposed by external forces on consultation exercises On-going monitoring of partner involvement. 	Chair of Strategic Partnership	Annual

Ref	The Risk <i>What can happen and how it can happen</i>	Consequences/Benefits	Inherent Risk			Mitigating Actions/Opportunities	Further Action Required	Risk Owner	Review Date
			I	L	S				
S2	Ineffective Partnership Function/Performance <i>Triggered by:</i> <ul style="list-style-type: none"> Lack of processes Lack of skilled and knowledgeable staff No review process 	<ul style="list-style-type: none"> Unskilled and incompetent members of the partnership Lack of appropriate representation at senior level Failure to foster respect and trust amongst partners Ineffective decision making process 	2	1	2	<ul style="list-style-type: none"> National Standards implemented Governance structure Ability to identify and review performance. Annual review of effectiveness as part of annual report. Induction for new members Safer and Stronger Communities Partnership Strategy refreshed 	<ul style="list-style-type: none"> Ongoing monitoring of partner involvement. 	Chair of Strategic Partnership	Annual
S3	Mishandling and/or mismanagement of information <i>Triggered by:</i> <ul style="list-style-type: none"> Inappropriate behaviour by Partnership representative Partner giving message without prior consultation 	<ul style="list-style-type: none"> Loss of reputation Loss of public confidence Split partnership 	3	1	3	<ul style="list-style-type: none"> Close working relationship between Marketing/ Communication Officers of each partner All key staff to receive specific Media training 	<ul style="list-style-type: none"> CSP Communications Strategy to be refreshed and agreed by partners (Police now leading this work) 	Police	Annual

Ref	The Risk <i>What can happen and how it can happen</i>	Consequences/Benefits	Inherent Risk			Mitigating Actions/Opportunities	Further Action Required	Risk Owner	Review Date
PERFORMANCE AND DELIVERY – Risks related to standards and provision of service									
P1	Non-supply of depersonalised data <i>Triggered by:</i> <ul style="list-style-type: none"> Misunderstanding of the Data Protection Act Partner's staff unwilling to co-operate Not aware of the requirements under S.115 of the Crime & Disorder Act 1998 and the Police and Justice Act 2006. Changes in IT make exchange of data physically impossible regardless of willingness to do so. 	<ul style="list-style-type: none"> Inability of CSP to carry out statutory Strategic Assessment Non-compliance with S.115 of the Crime & Disorder Act 1998 Information Officers unable to provide statistical information and analysis Operational Case Review Panels unable to make decisions through lack of information 	3	3	9	<ul style="list-style-type: none"> Crime & Disorder Act 1998 requires data to be shared to prevent or solve a crime or criminal act National Standards set statutory duty to provide information as set out in the Police and Justice Act 2006. Mandatory minimum datasets identified Information Sharing Protocol reviewed in conjunction with Avon & Somerset Criminal Justice Board Partnership has signed up to new Information Sharing Agreement 	<ul style="list-style-type: none"> Ongoing monitoring Implementation of access to depersonalised Police data for SGC data officer 	Performance Mgt & Business Support Team Leader	Dec-2014 Ongoing
P2	Partners ability to provide quality data <i>Triggered by:</i> <ul style="list-style-type: none"> Non-collection of minimum data set 	<ul style="list-style-type: none"> Risk that relevant intelligence will be missed 	3	1	3	<ul style="list-style-type: none"> National Standards identify minimum data sets to be provided 	<ul style="list-style-type: none"> Ensure partners know the minimum data sets required and timescales for provision 	Performance Mgt & Business Support Team Leader	Quarterly

Ref	The Risk <i>What can happen and how it can happen</i>	Consequences/Benefits	Inherent Risk			Mitigating Actions/Opportunities	Further Action Required	Risk Owner	Review Date
			3	2	6				
P3	<p>Partners non-allocation of resources</p> <p><i>Triggered by:</i></p> <ul style="list-style-type: none"> Capacity in conflict with priorities 	<ul style="list-style-type: none"> Reduced resources would limit sustainability of services, projects or initiatives Adverse impact on partnership's reputation – partnership working; public perception 	3	2	6	<ul style="list-style-type: none"> Partnership Plan includes statement of partners resource allocation 	<ul style="list-style-type: none"> Allocation of joint funds continues to be agreed by Partnership 	Chair of Strategic Partnership	Annual
P4	<p>Changes in organisation function and responsibility reduce performance and effectiveness of service provision</p> <p><i>Triggered by:</i></p> <p>National restructure of Probation functions</p>	<ul style="list-style-type: none"> The new structure will see the creation of two Probation Services operating within the South Gloucestershire LA. The higher risk cases to be managed by a National Probation Service operating from a reduced number of Offices and the Lower risk cases by a Private company delivering to the old Avon & Somerset, Gloucestershire and Wiltshire areas on a payment by results model Quality of delivery from single provider is unknown, as are the contract priorities and the criteria on which performance will be judged. 	3	3 2	9 6	<ul style="list-style-type: none"> Continue Seek to engage with new provider at both operational and strategic levels. 	<ul style="list-style-type: none"> Strategic Partnership to be briefed when future arrangements certain. 	Chair of Strategic Partnership	March 2014

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		<ul style="list-style-type: none"> Some individuals may slip through the net preventing reduction in future offending behaviour. Failure of provider to adequately engage with local providers leading to inappropriate delivery. 							
P5	<p>Mismatched demands placed on Community Safety Partnerships</p> <p><i>Partnership operates at a strategic rather than operational level. Increasingly, the Government is placing more operational responsibility – such as the commissioning and overview of Domestic Homicide Reviews – on Community Safety Partnerships, which are inconsistent with this approach to their work.</i></p>	<ul style="list-style-type: none"> Members of the Partnership required to carry out roles they are not trained or equipped to do. Possible negative impact on individuals Possible negative impact on actions and decisions of the Partnership 	3	3	9	<ul style="list-style-type: none"> Monitor impact Ensure Members of Partnership have opportunity to alert someone to any personal concerns Secure support on individual case basis if and when required. 	<ul style="list-style-type: none"> Establish where resources to meet any needs would come from. 	Chair of Strategic Partnership	March 2015 Annual

Ref	The Risk <i>What can happen and how it can happen</i>	Consequences/Benefits	Inherent Risk			Mitigating Actions/Opportunities	Further Action Required	Risk Owner	Review Date
LEGAL – Risks related to possible breaches of legislation									
L1	Failure to meet statutory requirements of relevant legislation (Crime & Disorder Act 1998, Police Reform Act 2002, Police & Justice Act 2006, etc) <i>Triggered by:</i> <ul style="list-style-type: none"> Loss of knowledgeable partners Loss of key management Perverse decisions by the Strategic Partnership 	<ul style="list-style-type: none"> Home Office intervention Loss of reputation 	3	1	3	<ul style="list-style-type: none"> Induction Guide for new partners Induction event for new partners Annual Partnership Plan clarifies requirements and operating arrangements. 	<ul style="list-style-type: none"> Review of roles and responsibilities to ensure compliance Review and briefing paper on all new relevant legislation for partners to be produced when required 	Chair of Strategic Partnership	Annual
RESOURCES – Risks associated with financial planning and control; internal and external funds; personnel									
R1	Reduced funding <i>Triggered by:</i> <ul style="list-style-type: none"> Sustainability of funding from the Home Office Insufficient allocation of funds from the Local Authority Grant Reduced core funding from South Gloucestershire Council. 	<ul style="list-style-type: none"> Staff cuts could result in serious impacts to service delivery Reduced funding would limit sustainability of services, projects or initiatives Adverse impact on reputation – partnership working; public perception Inability to deliver key aspects of agenda, e.g. ASB, Alcohol Services 	3	3	9	<ul style="list-style-type: none"> Annual Strategic Assessment indicates trends and priorities Performance reports to Strategic Partnership Strategic Partnership to scrutinise and challenge clearly identify priorities Partnership representative on LSP to champion Community Safety spend Joint consideration of potential reductions to 		Head of Safe and Strong Communities Deputy District Comman'r	Six-monthly Annual

Ref	The Risk <i>What can happen and how it can happen</i>	Consequences/Benefits	Inherent Risk			Mitigating Actions/Opportunities	Further Action Required	Risk Owner	Review Date
						understand impact of individual organisations changes and mitigate impact on other partners and service			
R2	<p>Unfunded statutory obligations: <i>Triggered by: New obligations imposed by HM Government such as Domestic Homicide Review</i></p>	<ul style="list-style-type: none"> The Strategic Partnership has had statutory obligations such as funding Domestic Homicide Reviews placed on it but no longer has any funding of its own. External (Govt) funding has been passed to the PCC and the Partnership therefore has no funding of its own. Unless funding is secured for individual cases the Strategic Partnership will be unable to meet legal requirements. 	3	3	9		<ul style="list-style-type: none"> Agree protocol between statutory Responsible Authorities for split of costs 	Chair of Strategic Partnership	Annual

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R3	Contracts/Commissioning price <i>Triggered by: Incompetence Poorly priced work</i>	<ul style="list-style-type: none"> Financial loss Potential deficit Damage to reputation 	3	1	3	<ul style="list-style-type: none"> Ensure compliance with commissioning organisation's procurement and contracting procedures and processes Formal decision making route agreed by the Strategic Partnership. Effective scrutiny of performance by services commissioned 	<ul style="list-style-type: none"> Proper costing of proposed services or interventions undertaken 	Head of Safe and Strong Communities & SSCSP	Ongoing
PERSONNEL									
Pe1	Inappropriate personnel recruited <i>Triggered by: Not following recruitment procedures Job Description/Person Description not including DANOS/SJNOS</i>	<ul style="list-style-type: none"> Inability to provide services Under-performing staff 	3	1	3	<ul style="list-style-type: none"> Managed within each employing organisation's management procedures 	<ul style="list-style-type: none"> Managed within each employing organisation's management procedures 	SOG	Ongoing

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Pe2	<p>Loss of key staff <i>Triggered by:</i></p> <ul style="list-style-type: none"> • <i>Short-term contracts</i> • <i>Relocation</i> • <i>Reorganisation</i> • <i>Uncertainty over future of posts</i> • <i>Reduced public sector finance</i> 	<ul style="list-style-type: none"> • Continuity of service lost with direct impact on key areas of work • Loss of local knowledge and understanding • Loss of expertise, networking/ partnership working skills 	3	3	9	<ul style="list-style-type: none"> • Recruitment and retention strategy includes modernised recruitment processes; internal Resourcing; acting ups; job redesign; flexible employee specifications; flexible working; career grades; pay reviews, trainee schemes • Contingency arrangements include use of specialist agency, agency staff and interim managers. • Division restructured • Key posts mainstreamed • Review job descriptions • Review/modernisation of working practices to allow home working where and when appropriate • Staff development and succession planning/ development 	<ul style="list-style-type: none"> • Managed within each employing organisation's management procedures 	SOG	Ongoing