

## **Community Safety – Yeovil One Team**

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### **Purpose of the Report**

To summarise the work of the 'Yeovil One Team' and the development of this multi-agency initiative, drawn together, to protect and improve the quality of life for people living, working or visiting Yeovil.

### **Public Interest**

This report provides an outline of the multi-agency team that come together to collaboratively tackle issues that can have a detrimental effect on the wellbeing of persons in Yeovil. Members work together on issues that single agencies have been unable to deal with successfully, not looking to replace or duplicate resources the team look to add value to the outcomes through close partnership working at a local level, and solve problems. By sharing resources, knowledge, skill and intelligence the team look to find sustainable solutions to long standing or existing and emerging issues.

### **Recommendation**

That the report be considered and noted.

### **Background**

Early in 2014 Yeovil Central Ward was identified by analysis, from the Avon and Somerset Constabulary Operating Model, to have the highest demand for policing services across Somerset East Policing Area. In addition to this, Yeovil Central ward was in the top half of the deprivation indices across the South West. Other agencies also identified Yeovil as having issues that are not so apparent in other communities within South Somerset.

It was found that one third of the top demand locations for the South Somerset policing area are within the Yeovil Central ward and have the potential to negatively affect the quality of life for residence, the experience for visitors and shoppers and people enjoying the Night Time Economy in Yeovil town.

The multiplicity of agencies, partnership arrangements, responsibilities and individual teams involved in delivering services in Yeovil Central mean that there is no single detailed overview of the pull on services, or effective overview on how partners are tackling the core reasons for the demand for services.

While crime rates, in recent years, have dropped considerably in Yeovil Central they are again starting to increase. The beat continues to have relatively high rates of crime and anti-social behaviour.

Analysis of demand show police resources are increasingly pulled towards dealing with consequences of possible earlier failures, in care, service access, community resilience, vulnerability of victims, drugs and alcohol abuse, shoplifting, missing people, and mental health.

Building on the existing resources and structures the multi-agency team was pulled together in June 2014 with an overarching aim of the Yeovil One Team to develop an integrated model of neighbourhood service delivery to reduce demand and prevent crime and disorder within the Yeovil Central Beat:

- Using shared intelligence and knowledge base to develop a single vision and plan to tackle the causes of crime, anti-social behaviour and deprivation in Yeovil Central Ward.
- Align frontline staff from different services in a single, dedicated team and hub, building capacity to deliver improvements for the community.
- Reduce crime, anti-social behaviour and fear of crime, and proactively tackle associated causes and cycles of local deprivation.
- Provide additional support for victims of Domestic Abuse that sit below MARAC interventions, and repeat victims of crime.
- Target the cause of top demand locations, offenders and victims.
- Build community resilience and increases early intervention to reduce overall demands and cost of delivering public services in Yeovil.

Measurement of success was to be through the level of reported crime which was expected to reduce and the lowering of demand from the identified top demand locations. Additional measures continue to be developed to reflect the various agencies input.

### **Yeovil One Team**

The Operational Group first met in September 2014 and has maintained weekly meetings ever since. Currently led and chaired by Police Sargent Claire Leonard.

The Tactical Group (Management) was formed in January 2015 and has maintained Monthly meetings to support and direct operations. Cllr Tony Lock is the lead and Chair of the Group.

The Tactical Group has an overview of the team and give a steer to the operations adding additional expertise at a management level and maintain direct interaction with the operational team. This structure of meetings is working and will continue for the foreseeable future.

Over the time the group has gained members, improved communication and awareness of services available in the area.

The types of services operating within Yeovil One include:

- Police services
- Licensing
- Yeovil Crime Reduction Partnership
- Radio Link
- Community Safety
- Housing Providers and Services
- Environmental Protection
- Community Development
- Regeneration
- Street Scene
- Car Parks
- Fire & Rescue
- Trading Standards
- Town Council
- Drug and Alcohol services
- Education
- CCTV
- Business
- Mental Health Services
- Yeovil District Hospital
- Citizens Advice
- Family support services

- Third Sector

Other agencies, teams and services are called on and are invited to meetings to help with specialisms within their area of expertise.

## **Delivery**

The One Team is able to assist in a wide ranging mix of issues within the community brought forward by any of the partners. Some of which are listed:

- Targeted Response to Anti-Social Behaviour
- Burglary Reduction
- Vulnerable and repeat victims
- Retail Theft
- Regeneration
- Domestic Violence
- Drugs Abuse and Legal Highs
- Safeguarding the vulnerable
- Youth Diversion
- Employment
- Training/Education
- Money Management
- Environment
- Tenant Management
- Communication
- Information sharing
- Crime Reduction and prevention
- Reduce calls on service

The weekly operational meetings continue to be held at the Yeovil Fire Station, being able to provide a suitably sized meeting space. Informal meetings in the form of 'task and finish' groups and communication between agency staff happens as and when required to deal with issues or take initiatives forward with feed back to the weekly group and in turn to the Monthly Tactical group. Each meeting is recorded against a pre-arranged agenda by the administrator Charley Dawes. External funding has been allocated for the temporary administrator's position to be funded until the end of 2018.

It is not the One Team's place to monitor the day to day on-going work of the agencies that make up Yeovil One but assist with issues that have not been satisfactorily dealt with through problem solving and use of resources.

The operational team have achieved a great deal in the year with some examples being identified below:

- Continuing to reduce call on services
- Prolific offenders offered co-ordinated services and or enforcement
- Licensing Enforcement and preventative interventions
- Removal of persistent drinkers and beggars from town centre
- Design and distribution of leaflet to offer help
- Dealing with persistent nuisance youths
- Improving landlord interventions
- Developed theft prevention protocol with shops and stores
- Set up visible deterrents in town centre and beyond
- Working closely with housing providers with difficult clients

- Opened communication channels
- Improved partnership working
- Interventions with supply of controlled substances
- Improved co-ordination and use of the public CCTV system and radio link
- Secured additional funding
- Maintained crime figures at the same level as previous year
- Continue to reduced reported shoplifting in Yeovil
- Obtained civil injunctions on prolific offenders
- Set up a temporary winter night shelter

## **Project Vision**

The Yeovil One Team strap line 'Working together to improve neighbourhood Community Safety' represents an overall vision and mission of the team which is:

**Through co-ordinated delivery, protect and improve the quality of life of people living, working, or visiting the Yeovil One Area.**

Through this co-ordinated delivery we are able to tackle issues that act as indicators to depravity, including:

- Crime
- Anti-social Behaviour
- Unemployment
- Poor Health and Substance misuse
- Low income
- Poor education, training or skills
- Limited access to services
- Poor living environment
- Lack of confidence or self-esteem.

The main objective of the team is:

**Develop and maintain a One Team collaborative approach to service delivery in the Yeovil One area, achieving improved outcomes and reduction in service demand.**

Statutory agencies, community, voluntary services, charities and communities themselves have a role to play in tackling deprivation. Yeovil One is not looking to replace or duplicate this work but to add value to the outcomes through the sharing of information, knowledge skills, and resources to problem solve issues and find sustainable long term solutions.

## **Project Approach**

Yeovil One integrated model of neighbourhood service delivery seeks to establish and deliver through four main principals.

- **Use shared intelligence and knowledge** – to pool information and deal with problematic issues through early and effective interventions.
- **Deliver key community priorities**, including a reduction in crime, ASB, fear of crime and proactively tackle associated causes and cycles of deprivation.
- **Empower the community** to enable local residents, workers, community groups and visitors to gain in confidence to take a more proactive role in helping to inform/manage service delivery within their areas and build resilience.

- **Align frontline staff** from different agencies – into a co-ordinated one team for the public sector and voluntary/community sector to work together, which aims to deliver improved outcomes for individuals, families and the local area, as well as significant efficiencies and cost savings to the public sector purse.

## **Governance Structure**

Yeovil One has an Operational Group and is supported by a local Tactical Group which oversees the activity and defines direction and focus. The strategic lead currently sits with the Safer Somerset Partnership.

## **Key Performance Indicators**

There are a number of Performance indicators that have been measured through 2017, in part, as justification of the financial contribution by the Police Crime Commissioner through the Safer Somerset Partnership of £6000, Fire Service £3370 and SSDC £3830

The Key Performance indicators achieved can be seen as:

### **1). The Yeovil One Team measured progress through recorded crime figures and interventions delivered.**

Overall crime figures for the area of operation as recorded by Police.UK show a similar figure to the previous year where upon a reduction of 10% was achieved.

### **2). Yeovil One facilitated meetings to look at issues where individual agencies have not been able to solve an issue by developing a multi-agency response and/or calling on other services as required.**

12 Tactical and 50 Operational meetings achieved in the year.

### **3). Extending geographical coverage of the Yeovil One Team.**

Part of the Yeovil Area East Ward is now being covered and other areas where it is thought that a joint partnership approach will be beneficial.

### **4). It is the intention of the group to extend the operational area still further.**

Partners agreed the Yeovil One Team will identify priorities to concentrate effort if required in and around anywhere in Yeovil.

### **5). Develop an internet based communication tool by building on existing structures so that members are able to update and access up to date information.**

Yeovil Crime Reduction Team maintains and operates an intranet communication secure system that has been identified as a valuable tool for Yeovil One Partners to tap into. A formal agreement is in place and all partners have access to the system which has seen improved use and input.

### **6). Develop administration systems to record activity, track progress and evaluate actions.**

The original dedicated administration support service is now funded to support the operational and Tactical Group teams until the end of 2018.

Further, more coordinated, Indicators will be considered for development and monitoring when identified through the Safer Somerset Partnership who are dedicating a resource to Somerset One Teams.

## **Finance**

During 2016 Yeovil One benefitted from a financial contribution of more than £13,000. This money has been fully allocated on projects and administration services.

There is anticipation that further funding, for the 2017/18 financial year and thereafter to maintain the support structure and fund further resources, be sought.

If unsuccessful the group would still be able to continue operationally but with much restricted activity.

## **Partnerships Links**

Yeovil One is made up of partners delivering services locally, across Somerset and beyond. The Team have cognisance of the wider partnership arena and strategies for tackling issues within the County. As part of the governance arrangements, Yeovil One has a link into the Safer Somerset Partnership and will seek to report any activity which is having a positive or negative impact on outcomes in relation to those areas of business.

Yeovil One will also seek to influence its members to report back to their agencies and report to other service providers or relevant groups within their area of activity.

## **Sustainability**

It is seen that this type of close, local partnership working should continue. To this end the Tactical group wish to see Yeovil One continue and wish to facilitate the delivery through to at least 2020.

It is thought that over a sustained period of time, real, measurable and sustained outcomes will deliver tremendous benefits to the community and partners alike.

## **Consultations**

Yeovil One will seek to use organised events and initiatives to consult with the public in reference to issues and planning activities. This may involve partners attending pre-arranged events or possibly organising specific activities such as the recent 'Night of Action' giving advice and guidance to the night time economy.

## **Marketing and Public Relations**

It is not the intention of Yeovil One to be seen as a branding of services or develop into a recognised formal partnership but to maintain and facilitate partners working together with shared aims and activities.

The Yeovil One logo is used to identify activity and documents related to the team's activity rather than a brand that needs to be recognised by the community. It is seen that each individual agency will maintain its own communication and access points for the community.

Any press release, PR submissions or other media communications put forward by Yeovil One for distribution will be passed to the Tactical Group Chair for authorisation and possibly be reviewed by the corporate relations team at South Somerset district Council.

When a partner releases information to the media, where Yeovil One has had some direct involvement, it is requested that Yeovil One be identified and receives a mention.

## **Legal Considerations**

To facilitate effective collaborative working, all agencies involved are required to share information and intelligence in accordance with the legislative framework. The local data sharing agreement is in place and is signed by any person wishing to be involved in activity or receive information about Yeovil One operations.

Yeovil One is a collaborative approach to working and has no formal legal identity. Finance is held on behalf of the team by South Somerset District Council. Following the Tactical Groups authorisation to spend or allocate finance the existing South Somerset District Council finance procedures are followed.

## **Forward Planning**

Given that Yeovil One is to continue, at least, through to 2020 there is a need for the Tactical Group to carry out continual planning to identify the best way forward and look at the ongoing funding, management, and resource requirements.

Key Performance indicators (KPIs), on which to monitor progress include.

- Crime and ASB Yeovil Central
- Crime and ASB Yeovil Outer
- Crime and ASB Yeovil Combined
- Crime and ASB Yeovil East
- Crime and ASB Yeovil One (New) Area
- Public CCTV Activity
- Top Reported Incident Locations
- Yeovil Crime Reduction (through KPIs)
- Operational Activity
- Operational Resources and Membership
- Funding.

The Tactical Group continue to build on the already identified positive nature of Yeovil One which includes:

- Timely action
- Swift response
- Sharing information
- Working with partners to solve problems
- Knowing the person to contact
- Debating issues
- Different capabilities can be combined to reach a solution
- Problem Solving
- Reactive and Proactive
- Can do attitude wanting to solve problems.
- improved positive outcomes

## **Financial Implications**

There are no direct financial implications as operations are using existing resources and budgets. There may be a need in the future for the Yeovil One Team to seek funding for resources or operational imperatives and would therefore place bids to receptive organisations.

## **Corporate Priority Implications**

The Council plan states:

Vision – South Somerset: a place where business flourish, communities are safe, vibrant and healthy; where residents enjoy good housing and cultural, leisure and sporting activities.

Target support to areas of need.

Help keep our communities safe.

Some areas of Yeovil are in the 20% most deprived in the county.

## **Carbon Emissions & Adapting to Climate Change Implications (NI188)**

There is little implication to carbon emissions.

## **Equality and Diversity Implications**

There are no implications for equality and diversity.

## **Background Papers:**

None identified