



SELECT (CRIME AND DISORDER) COMMITTEE

Wednesday, 15 January 2020 at 6.30pm
Belle Vue Square, Broughton Road, Skipton

Committee Members: The Chairman (Councillor Staveley) and Councillors Brown, Harbron, Hull, Jaquin, Mercer, Metcalfe, Moorby, Pighills, Shuttleworth, Solloway and Sutcliffe.

AGENDA

1. **Apologies for absence** – To receive any apologies for absence.
2. **Minutes** – To confirm the minutes of the meeting held on 26 June 2019.
3. **Public Participation** – In the event that questions are received, the Chairman will conduct the public participation session for a period of up to fifteen minutes. Where questions are asked, one related supplementary question may be permitted at the Chairman's discretion.
4. **Declarations of Interest** – All Members are invited to declare at this point any interests they have on items appearing on this agenda, including the nature of those interests and whether they wish to apply the exception below.

Note: Declarations should be in the form of either:

- a “**disclosable pecuniary interest**” under Appendix A to the Code of Conduct, in which case the Member must leave the meeting room; or
- an “**other interest**” under Appendix B of the Code. For these interests, the Member may stay in the meeting room, although they must leave if membership of the organisation results in a conflict of interest.

Exception: Where a member of the public has a right to speak at a meeting, a Member who has a disclosable pecuniary interest or an other interest and must leave the room, has the same rights and may make representations, answer questions or give evidence, but at the conclusion of that, must then leave the room and not take part in the discussion or vote.

5. **Road Safety Overview** – The Road Safety Team Leader, North Yorkshire County Council, to deliver a presentation highlighting work undertaken to improve road safety across the Craven area.
6. **Local Policing – Local crime overview and priorities** – Report of Inspector Lorraine Crossman-Smith, North Yorkshire Police

Purpose of item – To provide an update on local policing in the Craven area.

7. Community Safety Partnership – Report of the Chief Executive

Purpose of item – To provide an update about the work of the Community Safety Partnership in the Craven area.

8. Date of Next Meeting – Select (Crime and Disorder) Committee – Wednesday, 24 June 2020 at 6.30pm.

9. Any other items which the Chairman decides are urgent in accordance with Section 100B(4) of the Local Government Act, 1972.

Agenda Contact Officer:

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SELECT (CRIME AND DISORDER) COMMITTEE

26 June 2019

Present –The Chairman (Councillor Staveley) and Councillors Brown, Hull, Jaquin, Metcalfe, Moorby, Pighills, Shuttleworth and Solloway.

Officers – Democratic Services Manager and Community Safety Co-ordinator.

Also present – Inspector Lorraine Crossman-Smith and Sergeant Stuart Grainger.

Confirmation of Minutes –

The minutes of the Select (Crime and Disorder) Committee meeting held on 12 December 2018 were confirmed as a correct record and signed by the Chairman.

Public Participation –

There were no members of the public in attendance.

Declarations of Interest –

Councillor Andrew Brown advised that he was a Governor at Craven College.

Start: 6.30pm

Finish: 8.55pm

Minutes for Report

OS.429

Community Safety

The Community Safety Co-ordinator presented an update on the work of the North Yorkshire Community Safety Partnership and Craven's Community Safety Hub.

The key points of discussion were:

- Confirmation that there had been no reported issues associated with the review of Public Space Protection Orders (PSPOs). Work was ongoing to monitor locations for any breaches.
- An update on future planned work, particularly work with schools to raise awareness about the dangers of drugs.
- An acknowledgement that an incorrect version of the report had been submitted. The Community Safety Co-ordinator undertook to provide Members of Select (Crime and Disorder) Committee with a correct version of the report.

Resolved – That a correct version of the report on Community Safety is forwarded to all Members of Select (Crime and Disorder) Committee.

OS.430

Local Policing – Local Crime Overview and Priorities

Inspector Crossman-Smith presented an update on local policing within the Craven District. Sergeant Stuart Grainger was also in attendance to provide an overview about the role of the Rural Task Force.

Sergeant Stuart Grainger provided a PowerPoint presentation on Rural and Wildlife Crime in North Yorkshire.

The main areas of discussion were:

- Concern about the responsiveness of the 101 non-emergency service.
- The positive use of social media by local communities to share intelligence and address key issues.
- The need for improvements to information and data presented to Select (Crime and Disorder) Committee. A number of possible improvements were to be considered and reported back to the next Select (Crime and Disorder) Committee meeting in December.
- Concern that the penalties for Rural and Wildlife Crime were not severe enough and were in need of review.
- A request that further information about key initiatives and contact details is provided to all Members of Select (Crime and Disorder) Committee.

On behalf of the Select (Crime and Disorder) Committee, the Chair thanked Inspector Lorraine Crossman-Smith and Sergeant Stuart Grainger for their attendance at the meeting.

Resolved – That further information about key initiatives and contact details is provided to all Members of Select (Crime and Disorder) Committee.

OS.431

North Yorkshire Police, Fire and Crime Panel

The Panel Secretariat of the North Yorkshire Police, Fire and Crime Panel submitted a report which provided an overview of the key Panel business around its policing, crime and fire and rescue service scrutiny remit over recent months.

The following representatives attended the meeting and responded to Members' questions and comments:

- County Councillor Carl Les, Chair of North Yorkshire Police, Fire and Crime Panel
- Councillor Richard Foster, Craven District Council representative on the North Yorkshire Police, Fire and Crime Panel.

County Councillor Les provided a summary of the following key areas:

- Scrutiny of the Police and Crime Plan 2017-21
- Draft Fire and Rescue Plan 2019/21
- 101 non-emergency service
- Policing and Fire Council Tax Precepts 2019/20
- HMI reports 2017/18
- Reforms to the police complaints system
- Transform 2020.

The main points of discussion were:

- Clarification sought about the level of police precept that goes towards the police pension fund. It was advised that this matter had also been raised with Julian Smith MP. The Chair of North Yorkshire Police, Fire and Crime Panel undertook to provide Select (Crime and Disorder) Committee with details of the response when available.
- Clarification sought in relation to domestic violence figures for North Yorkshire and York, and what was being done to tackle domestic abuse.
- Whether the Police, Fire and Crime Commissioner (PFCC) was satisfied that the full implications of the lessons from the Grenfell Tower inquiry had been absorbed by the Fire Service locally.
- An update on The One Public Estate programme delivered in partnership by the Local Government Association (LGA) and the Office of Government Property (OGP). In particular,

what plans had the Police, Fire and Crime Commissioner (PFCC) to combine premises, what savings will be made, and do these plans include the One Public Estate initiative. Members highlighted the need to consider joint working and explore opportunities to deliver economies of scale. Linked to this, Members asked whether the Police, Fire and Crime Commissioner (PFCC) has had discussions with Craven District Council (CDC) and North Yorkshire County Council (NYCC).

- Greater resources needed to develop the 101 non-emergency service. Also, what steps were being taken to ensure that the 101 non-emergency service continued to improve.
- The need to review protocols associated with road closures on the A65. Members also identified a need for partners to work more closely together in addressing issues. It was advised that this issue was principally an operational decision about how North Yorkshire Police (NYP) worked with local partners and it was recommended that it be raised directly with North Yorkshire Police (NYP) to identify a solution.

On behalf of the Select (Crime and Disorder) Committee, the Chair thanked County Councillor Les and Councillor Foster for their attendance at the meeting.

Resolved –

- (a) That the contents of the report and appendix to the report is noted.
- (b) That the above key issues are presented to the next meeting of the North Yorkshire Police, Fire and Crime Panel on 18 July 2019.

(Councillor Moorby left the meeting at 8.10pm and Councillor Metcalfe at 8.30pm during the consideration of this item.)

OS.432 **Consultation on the Draft Priorities for the North Yorkshire Fire and Rescue Plan 2019/21**

The Democratic Services Manager submitted a report which presented an update on consultation on draft priorities for the North Yorkshire Fire and Rescue Plan 2019/21.

A copy of the consultation document was appended to the report for Members' information.

Members expressed concern that the consultation document contained too much jargon and needed to include more practical examples in each of the sections.

Resolved –

- (a) That Members are asked to submit their views on the above consultation by responding to the Democratic Services Manager by Monday, 1 July 2019.
- (b) That following the above deadline, the Select (Crime and Disorder) Committee's formal response is submitted to the Police, Fire and Crime Commissioner.

OS.433 **Feedback on Yorkshire Ambulance Service**

The Democratic Services Manager submitted a report which presented an update on a request received from the Care Quality Commission (CQC), which sought feedback about the services provided by Yorkshire Ambulance Service (YAS).

The key points of discussion were:

- Concern about poor response times, which was putting lives at risk.
- The need to develop a more co-ordinated system.

- A request that the Select (Crime and Disorder) Committee is provided with key performance information and data every six months to help better understand the key challenges facing the service

Resolved – That the Select (Crime and Disorder) Committee is provided with key performance information and data every six months to help better understand the key challenges facing the service.

OS.434

Date and Time of Next Meeting

- Select (Crime and Disorder) Committee – Wednesday, 11 December 2019 at 6.30pm

Chairman.

Report for the Select (Crime and Disorder) Committee - January 2020

Policing in Craven has had an exciting but challenging year.

Community Safety Hub

There have been significant changes without our shared Community Safety Hub. We now have a Sergeant (manager), three Police Constables and two Police Community Support Officers (PCSO), dedicated to the work of the Hub which is now located in the Council offices at Belle Vue Square.

We have introduced a new role as a trial for the force, with a Child Sexual Exploitation/Child Criminal Exploitation PCSO who started work in November last year. This role is part of our commitment to Craven’s Multi-Agency Child Exploitation (MACE) which meets monthly and is chaired by Children and Young Peoples Services at County Hall, Northallerton, designed to safeguard those at risk and target those who exploit younger people.

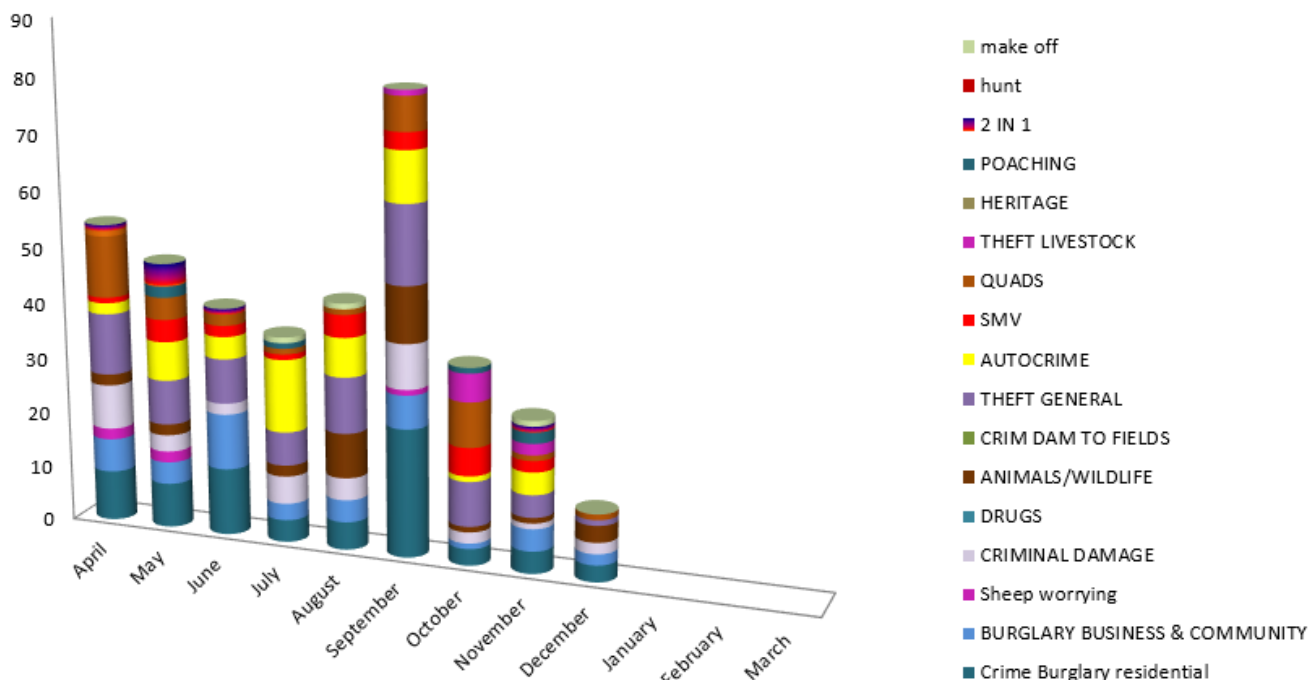
Rural Crime

The Rural Task Force maintain running logs for all rural crime across the force. As shown below there has been a significant improvement in the volume, most noticeably with residential burglaries.

Our Wharfedale Rural Watch continues to thrive. The members were responsible for a recent stop on 31st December, supported by local officers, which resulted in the recovery of four stolen quad bikes from Richmondshire. A fantastic result and I believe testament to the real difference the group is making. The Settle Watch is still in the final stages of police vetting and soon to have their launch night.

Craven Statistics (December covers until 26/12 i.e. missing 5 days)

Craven Stats



Staffing

We have a number of officers and PCSOs who will be joining the Craven team this year within both Response and Neighbourhood. We have two transferee Constables from other forces joining us this month, with a projected 7 students constables for the first half of this year. There will be some changes in beat managers, predominantly in Skipton, which will be fully communicated once confirmed. We are also looking to welcome 3 new PCSOs as replacements.

General Crime figures

We have seen an increase in overall recorded crime, this is predominantly in the violence against the person category. Some of the increase will be due to the changes in crime recording. Of note Burglaries have shown a 14% decrease (2018-2019).

Fraud has shown the greatest increase from 10 recorded offences to 108. Fraud is a national challenge which presents a real challenge to local officers. We work hard with the Force co-ordinator conducting visits and talks throughout Craven to raise awareness and reduce the risk of repeat victimisation.

Nexus figures 2019 (01/07/2019-31/12/2019)

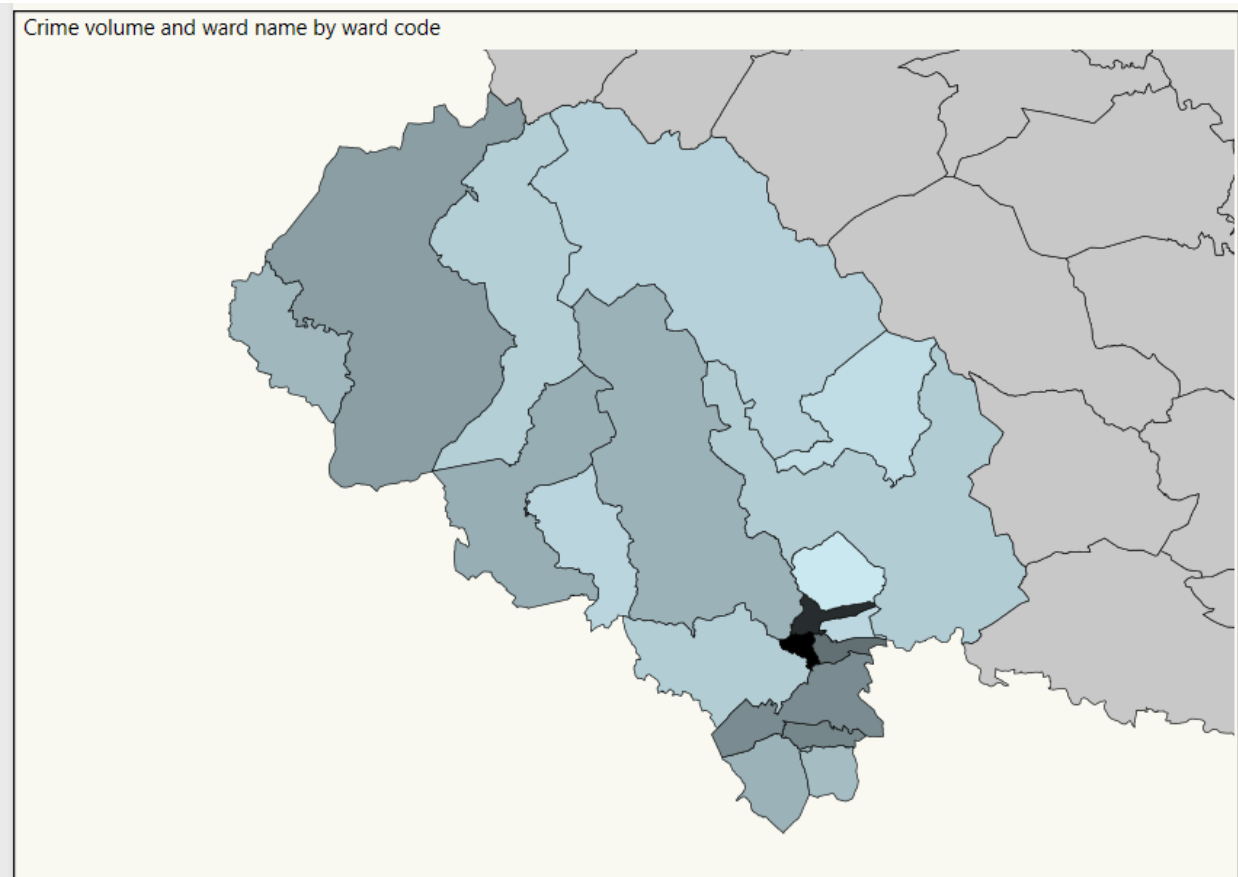
Council ward	Count	%
Skipton West	195	16.22%
Skipton North	160	13.31%
Skipton South	107	8.90%
Glusburn	89	7.40%
Aire Valley with Lothersdale	85	7.07%
Ingleton and Clapham	71	5.91%
Settle and Ribblesbanks	58	4.83%
Cowling	55	4.58%
Gargrave and Malhamdale	55	4.58%
Bentham	51	4.24%
Sutton-in-Craven	47	3.91%
Barden Fell	35	2.91%
West Craven	34	2.83%
Penyghent	32	2.66%
Upper Wharfedale	31	2.58%
Hellifield and Long Preston	28	2.33%
Skipton East	26	2.16%
Grassington	22	1.83%
Embsay-with-Eastby	13	1.08%
Unallocated	8	0.67%
Total	1202	100.00%

Crime	Count	%
Violence Against The Person	336	27.95%
Theft	252	20.97%
Burglary	159	13.23%
Arson & Criminal Damage	108	8.99%
Fraud	108	8.99%
Vehicle Offences	98	8.15%
Public Order Offences	60	4.99%
Drug Offences	33	2.75%
Sexual Offences	30	2.50%
Misc Crimes Against Society	13	1.08%
Possession Of Weapons	3	0.25%
Robbery	2	0.17%
Total	1202	100.00%

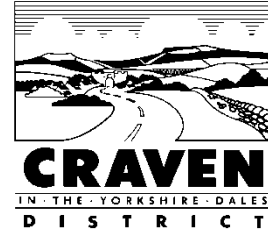
Nexus crime figures 2018 (01/07/2018-31/12/2018)

Council ward	Count	%
Skipton West	196	18.00%
Skipton North	154	14.14%
Glusburn	92	8.45%
Skipton South	90	8.26%
Settle and Ribblesbanks	79	7.25%
Aire Valley with Lothersdale	68	6.24%
Ingleton and Clapham	56	5.14%
Bentham	55	5.05%
Sutton-in-Craven	54	4.96%
Gargrave and Malhamdale	41	3.76%
West Craven	30	2.75%
Cowling	28	2.57%
Barden Fell	27	2.48%
Penyghent	27	2.48%
Skipton East	25	2.30%
Hellifield and Long Preston	20	1.84%
Grassington	17	1.56%
Upper Wharfedale	17	1.56%
Embsay-with-Eastby	12	1.10%
Unallocated	1	0.09%
Total	1089	100.00%

Crime	Count	%
Violence Against The Person	278	25.53%
Theft	251	23.05%
Burglary	185	16.99%
Arson & Criminal Damage	130	11.94%
Vehicle Offences	91	8.36%
Public Order Offences	43	3.95%
Sexual Offences	40	3.67%
Drug Offences	28	2.57%
Misc Crimes Against Society	26	2.39%
Fraud	10	0.92%
Possession Of Weapons	4	0.37%
Robbery	3	0.28%
Total	1089	100.00%



Select (Crime and Disorder) Committee



15 January 2020

Community Safety Partnership

Report of the Chief Executive

Ward(s) affected: All

1. **Purpose of Report** – To provide an update about the work of the North Yorkshire Community Safety Partnership and the Community Safety Hub within Craven District and North Yorkshire.
2. **Recommendations** – Members are invited to note the contents of the report.

Background

North Yorkshire remains the safest place in England despite official figures showing a 13% increase in recorded crime. This was confirmed in the Office of National Statistics (ONS) “Crime in England and Wales year ending September 2018” published January 2019. It shows there were a total of 42,279 crimes in North Yorkshire during the 12 month period, giving a crime rate of 51.6 per 1,000 of the population. However it is still the lowest crime rate in England with the national average standing at 85.7.

Further NYP figures will be given Insp Crossman-Smith.

3. **North Yorkshire Community Safety Partnership (NYCSP)**

In 2014 it was agreed to establish a single Community Safety Partnership now known as North Yorkshire Community Safety Partnership (NYCSP).

The NYCSP strategy and delivery plan 2019-2022 identifies a number of main priority areas for delivery as follows:

- Partnership development
- Community Safety Hubs
- Domestic Abuse (including scoping Sexual Violence and Trauma)
- Serious and Organised Crime (early intervention and prevention)
- Hate Crime and Community Cohesion.

Tackling anti-social behaviour and crime and disorder remain as statutory functions along with reducing re-offending and is the focus of a lot of work within the Community Safety Hub.

A development day is being planned for Feb 2020 to look at the how to align county wide priority areas of delivery alongside the work of each district community safety hub.

1. Craven Community Safety Hub

The Craven Community Safety Hub was relaunched in Summer 2019 and the staffing resources reviewed. The team is now made up of:

1 NYP Sergeant
4 NYP PCs
2 NYP PCSOs
1 CDC Community Safety Officer
1 North Yorkshire Fire and Rescue Service admin officer.

From December 2019 the hub is now co located in the Council office at Belle Vue Square. It was recognised that being located at Skipton Police Station could be seen as a barrier for other agencies.

Some members of the team are allocated a 'specialism' where they will have a specific responsibility and focus for. This includes mental health, child sexual exploitation, child criminal exploitation and a subject matter expert (this involves liaising with community and voluntary agencies in the district e.g. North Yorkshire Horizons).

There is now more of a focus on prevention and early intervention utilising a multi-agency approach. There is a multi-agency group that meets monthly with partners from:

- North Yorkshire Police
- Craven District Council
- Yorkshire Housing
- Bradford District Care Trust
- North Yorkshire Fire and Rescue Service
- Foundation Housing
- NYCC – Social Care (Adults and Children)
- NY Horizons
- Horton Housing
- NYCC Early Help (prevention)
- Stone Water Housing
- Sanctuary Housing
- Accent Housing
- The Craven Centre – Community Mental Health Team.

Internal CDC Tactical Group

We are about to set up a tactical group looking at cases which overlap between council services. For example environmental services, licensing, housing options and revenues and benefits.

Orcuma

A North Yorkshire wide case management system was launched in April 2019 and all the work of the community safety hub is now managed via this system. Funded by the Office of the Police, Crime and Fire Commissioner it can give an overview of the work of Community Safety Hubs across the whole of North Yorkshire.

Typically the Community Safety Hub has 25-30 ongoing cases at any one time. An overview of the number of cases dealt with by the hub since the system was launched in April can be found in Appendix A. To give an insight into the complex nature of some of the cases the hub deals with some anonymised 'case studies' have been prepared that can be found in Appendix B.

Key Performance markers for Community Safety Officer over last 6 months

2 x CPW's issued

7 x ABC's issued

1 x Mediation referral.

2 x pending CBO's.

5 x fire proof letter boxes allocated (where threat of arson is a factor).

2 x referrals to Living Well.

1 x referral to SELFA (resilience program)

1 x referral to Embrace, Child Victims of Crime charity

14 x referrals to Food Bank

Public Space Protection Orders (PSPO)

The PSPO for Coach Street car park expired in Oct 2019 having run its maximum 3 year period. There have been no reported breaches in the past 12 months. The order was a success in so far as it prevented the ASB that was occurring at that location and there was no obvious displacement caused. The location will continue to be monitored and if incidents start to be reported again a further order may be considered.

The PSPO in the High Street car park is still having a positive impact, we have had only 3 reports over the past 12 months but these have been around vehicle activity exiting the designated area outside of the car park. This order is in place until Nov 2020. Officers have reinforced the message regarding the order to drivers that do not know it is in place (most recently December 2019).

Target Hardening Funding

Funding allocated for 2019-20 from OPFCC is £1,986.82. This funding is to be used for target hardening initiatives and/or Comms for the district dependant on the need and demand identified locally. So far we have purchased 100 'know your smells' drugs cards to be used in schools in proactive drug awareness and prevention sessions. Highlighted as an issue among secondary schools the sessions will be carried out by the school liaison officer (NYP).

As part of ongoing public awareness and elderly residents telling us they feel unsafe and a target for purse thieves, we purchased lanyards and bells to prevent purse dipping and defender cards to combat the misuse of contactless function on debit cards. These were distributed at a number of dementia cafés and focus groups attended by local residents throughout the year.

In conjunction with two rural watch schemes we have running in Craven, we are about to purchase a number of dash cams for keys members that go out regularly to help identify suspicious vehicles and/or individuals. Craven has seen an increase in quad bike thefts and other crimes in rurally isolated farms and villages.

We have also purchased additional licences for officers using Orcuma. We only get 4 allocated per annum.

2. Community Cohesion

Good links have been made with Community Groups in the Broughton Road area and a multi-agency piece of work has just been launched with support from North Yorkshire Police to look at how better we can work with the wider local community to address issues they have identified.

A successful Great Get Together picnic was held in Aireville Park in June 2019 that involved a number of different community groups and clubs. Plans to hold another similar event are being worked on for 2020.

3. Scam Awareness Sessions

Over the last year CDC has linked with Natwest Bank's local community banker to deliver a number of Scam Awareness Sessions across the district to raise awareness of steps residents can take to protect themselves from various types of fraud. To date 8 sessions have been held with 94 people attending the sessions and we have received some excellent feedback from the sessions.

4. Future Focus Areas:

- **Domestic Abuse**

In the last year there has been two Domestic Homicide Reviews conducted in North Yorkshire with an action plan developed for each one. The recommendations from the reviews will be implemented over the next year. Training for officers is also planned for 2020 to assist in identifying future work and lessons learned.

- **PREVENT Agenda**

The Counter Terrorism Local Profile for North Yorkshire has identified the threat of extreme right wing as the biggest concern for North Yorkshire. Training will be offered to all front line staff throughout 2020. From a workshop to be held in January, feedback from our local multi agency working group will be fed back with any identified concerns specific for Craven.

4. **Financial and Value for Money (VFM) implications** – All activities are contained within allocated budgets.
5. **Legal Implications** – None.
6. **Contribution to Council Priorities** – Promoting Community Safety in the District, by contributing directly to Craven District Council's priority of Resilient Communities, by making Craven's public spaces cleaner, safer and greener. This work also supports North Yorkshire County Council's and the PFCC's wider crime reduction initiatives.
7. **Risk Management** – N/A
8. **Equality Analysis** – N/A.
9. **Consultations with Others** – North Yorkshire Police, and the Community Safety Hub.
10. **Access to Information : Background Documents** – None
11. **Author of the Report** – Stacey Reffin, Community Safety Officer, Craven District Council. 01756 706291. sreffin@cravendc.gov.uk

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

Appendices –

Appendix A – Community Safety Hub Cases – examples of Interventions used
Appendix B – Case Study Examples

Appendix A

	<u>Intervention 1</u>	<u>Intervention 2</u>	<u>Intervention 3</u>	<u>Current status / Outcome</u>
Case 1	SELFA referral	ABC		Closed
Case 2	NPT	CAWN		Closed
Case 3	Foundation MH	Project Nova	Injunction	Moved out of area
Case 4	ABC	ABC extention	House move	Open
Case 5	NPT	ABC	MACE	Open
Case 6	Children's social care	ABC	SELFA referral	Open
Case 7	Site visit	letter	site re-visit	Closed
Case 8	MH referral	Living well referral		Closed
Case 9	NPT	ABC		Open
Case 10	NPT	ABC	MACE	Open
Case 11	NPT	Injunction	CBO	Open
Case 12	GP	Living well referral		Closed
Case 13	Housing support	Debt management	Child Victims of Crime charity	Closed
Case 14	Housing support	Food bank	Volunteering opportunity	Open
Case 15	MH referral - refused			Open
Case 16	MH referral	GP		Closed
Case 17	MARAC	Food bank	DA officer dealing	Closed
Case 18	Housing options	ABC		Open
Case 19	Adult social care	Food bank		Open
Case 20	ABC	NY Horizons		Open
Case 21	ABC	NYFRS Life Course		Closed
Case 22	Warning letter	2nd warning letter	ABC	Open
Case 23	Early Help	CAMHS	ABC	Open
Case 24	GP	Mental health referral		Open
Case 25	First response	Mental health referral	ABC	Open
Case 26	First response	ABC		Open
Case 27	Foundation MH	Housing options		
Case 28	CAWN	Injunction		Open
Case 29	CAWN	2nd CAWN	Social care	Open
Case 30	ABC	GP	YJS	Open
Case 31	LA intervention	letter		Open
Case 32	Early Help			Open

Case 33	MAPS	LA Intervention	Site visit	Open
Case 34	MAPS	Housing		Open
Case 35	IDAS			Closed
Case 36	ABC	Injunction	HMP	Open
Case 37	ABC	Warning letter	ABC extension	Open
Case 38	LA intervention	Site visit		Open
Case 39	MACE	Hand in hand referral		Closed
Case 40	Housing options	Hand in hand referral		Open
Case 41	Housing options	Site visit	2nd Site visit	Moved out of area

Key to Abbreviations

NPT - Neighbourhood Policing Team

ABC - Acceptable Behaviour Contract

MH Referral - mental health services

MAPS - Multi Agency Problem Solving Group

CAWN - Child abduction warning notice

MARAC - Multi Agency Risk Assessment Conference (domestic abuse)

IDAS - Independent Domestic Abuse Service

YJS - Youth Justice Service

CBO - Criminal Behaviour Order

Examples of Effective Community Safety Hub Involvement

Case Study One

Issue

An individual living alone in a rural community who was on the verge of a mental health crisis. They were becoming very paranoid and had become convinced that the community were plotting against her. This resulted in a number of altercations between them and people living in the area. The police received a number of calls from both the individual and the community expressing concern for both the welfare of the individual and the safety of those nearby due to the continued outbursts as a result the individual was referred to the Community Safety Hub.

Approach

There was an initial home joint visit by NYP and CDC. This had to be repeated a number of times in order to gain access to the address and have a calm conversation with the person and it was clear that further support should be offered.

With the agreement of the individual a referral was made to the NYCC's Living Well service to provide support for self-motivation and accessing local services.

During the initial conversation the individual disclosed their mental health was near crisis and they didn't feel like the medication was right. Contact was made with their GP to share this information and a home visit from the GP was also arranged.

The Community Safety Hub also conducted a crime prevention survey of the home address and as a result the individual decided to have some CCTV installed.

Outcome

The calls made to police and services from the individual and the community reduced significantly however there were still a small amount of incidents reported from the local community stating that they had been verbally confronted in an aggressive way.

These reports instigated another Community safety hub visit and an Acceptable Behaviour Contract (ABC) was agreed with manageable conditions which were also agreed with the individual.

Since the intervention there have been no further calls from the individual or the community in relation to this issue.

A review of the ABC was made which consists of a revisit to the home address and the feedback was positive. The individual is happy at home and no longer on the verge of mental health crisis.

Case Study Two

Issue

A back injury in the workplace has left an individual unable to work and they started to struggle financially with their bills and rent. They were living alone with a parent. The individual felt disgruntled with their former employer and a legal claim against their employer was turned down. The individual then unsuccessfully tried to claim benefits from the DWP. Struggling with back pain the individual felt let down by the systems they felt were there to help. This resulted in them making a number of angry and threatening calls and messages to a number of services and agencies which resulted in a call to the police with concerns about the welfare of the individual and the Community Safety Hub became involved.

Approach

A full interview was conducted by police officers from within the Community Safety Hub around criminal offences however the interview also focused on the issues affecting the person in an attempt to get to the root cause of the anger.

With consent from the individual contact was made with the parent living at the same address. It was clear that this was having a detrimental impact on the household. They were struggling to pay bills and an ISA policy had been cashed to pay the rent.

The community safety hub contacted the Foodbank and arranged for food parcels for them which went some way to gaining the trust of the individual concerned.

The community safety hub contacted the GP to discuss the individual. This was a difficult situation because the individual had become abusive and aggressive with the GP surgery and as a result they were not able to see them at the surgery or visit at home due to the perceived risk to staff and other patients. This was a difficult cycle to break as the individual was angry because they could not get an appointment and an appointment could not be given because they were angry! A specialist appointment was eventually made for an explorative scan. Following this a diagnosis was made and a treatment plan agreed.

This individual was still struggling to see the progress being made and did continue to make a couple of angry calls to agencies although vastly reduced from the initial presentation.

Community Safety Hub also made a referral to NYCC's Living Well Service. A referral was also made to CDC's housing team for support with financial hardship and the paying of rent.

A multi agency meeting was held with the individual which included: Craven District Council Revenue and Benefits service, CDC community safety, job centre, NYP and the social prescriber attached to the individual's GP

Practice. This meeting reviewed the situation and help was then provided for the correct applications to be submitted for benefits.

Outcome

There are now arrangements in place for the GP to see this individual outside of the surgery so that they can effectively receive treatment safely.

Arrangements have also been made for the individual to do some voluntary work in an area of interest to them.

The individual has been signposted to support and there have not been any further reports of abusive calls.

Case Study Three

Issue

A mother with 5 young children in an abusive relationship managed to leave the home address with her children after being subject to a horrific assault which meant they were now classed as homeless.

Approach

The Community Safety Hub liaised with the housing team and helped to secure emergency temporary accommodation initially and then further long term accommodation. As this was in the run up to Xmas temporary accommodation was crowded and it was a very difficult time for the family. The Community Safety Hub arranged for Christmas food parcels for the family along with a number of presents/gifts for them all. They also arranged for the children to attend a Tepee Christmas event provided by the charity Embrace Child Victims of Crime.

Outcome

The Community Safety Hub continues to support the family. The family are now housed in suitable long term accommodation in an area where they can start to rebuilding their lives.