



## **WOKINGHAM BOROUGH COUNCIL**

A Meeting of the **COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE** will be held in the Council Chamber - Civic Offices, Shute End, Wokingham RG40 1BN **MONDAY 21 JUNE 2021 AT 7.00 PM**

Susan Parsonage  
Chief Executive  
Published on 11 June 2021

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

**Note:** Although non-Committee Members and members of the public are entitled to attend the meeting in person, space is very limited due to the ongoing Coronavirus pandemic. You can however participate in this meeting virtually, in line with the Council’s Constitution. If you wish to participate either in person or virtually via Microsoft Teams please contact Democratic Services. The meeting can also be watched live using the following link:  
<https://youtu.be/f5nScf2YySo>

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# WOKINGHAM BOROUGH COUNCIL

## Our Vision

***A great place to live, learn, work and grow and a great place to do business***

### Enriching Lives

- Champion outstanding education and enable our children and young people to achieve their full potential, regardless of their background.
- Support our residents to lead happy, healthy lives and provide access to good leisure facilities to complement an active lifestyle.
- Engage and involve our communities through arts and culture and create a sense of identity which people feel part of.
- Support growth in our local economy and help to build business.

### Safe, Strong, Communities

- Protect and safeguard our children, young and vulnerable people.
- Offer quality care and support, at the right time, to prevent the need for long term care.
- Nurture communities and help them to thrive.
- Ensure our borough and communities remain safe for all.

### A Clean and Green Borough

- Do all we can to become carbon neutral and sustainable for the future.
- Protect our borough, keep it clean and enhance our green areas.
- Reduce our waste, improve biodiversity and increase recycling.
- Connect our parks and open spaces with green cycleways.

### Right Homes, Right Places

- Offer quality, affordable, sustainable homes fit for the future.
- Build our fair share of housing with the right infrastructure to support and enable our borough to grow.
- Protect our unique places and preserve our natural environment.
- Help with your housing needs and support people to live independently in their own homes.

### Keeping the Borough Moving

- Maintain and improve our roads, footpaths and cycleways.
- Tackle traffic congestion, minimise delays and disruptions.
- Enable safe and sustainable travel around the borough with good transport infrastructure.
- Promote healthy alternative travel options and support our partners to offer affordable, accessible public transport with good network links.

### Changing the Way We Work for You

- Be relentlessly customer focussed.
- Work with our partners to provide efficient, effective, joined up services which are focussed around you.
- Communicate better with you, owning issues, updating on progress and responding appropriately as well as promoting what is happening in our Borough.
- Drive innovative digital ways of working that will connect our communities, businesses and customers to our services in a way that suits their needs.

## MEMBERSHIP OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

### Councillors

Guy Grandison (Chairman)	Alison Swaddle (Vice-Chairman)	Sam Akhtar
Shirley Boyt	Anne Chadwick	Phil Cunnington
Paul Fishwick	Clive Jones	

### Substitutes

Rachel Burgess	Pauline Helliard-Symons	Norman Jorgensen
Rebecca Margetts	Barrie Patman	Jackie Rance
Rachelle Shepherd-DuBey	Caroline Smith	

ITEM NO.	WARD	SUBJECT	PAGE NO.
7.		<b>APOLOGIES</b> To receive any apologies for absence.	
8.		<b>MINUTES OF PREVIOUS MEETING</b> To confirm the Minutes of the meeting held on 24 May 2021	5 - 10
9.		<b>DECLARATION OF INTEREST</b> To receive any declarations of interest.	
10.		<b>PUBLIC QUESTION TIME</b> To answer any public questions  A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.  The Council welcomes questions from members of the public about the work of this committee.  Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to <a href="http://www.wokingham.gov.uk/publicquestions">www.wokingham.gov.uk/publicquestions</a>	
11.		<b>MEMBER QUESTION TIME</b> To answer any member questions.	
12.	None Specific	<b>COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT</b> To review the Community Safety Partnership Annual Report	11 - 36

<b>13.</b>	None Specific	<b>COMMUNITIES, INSIGHT, AND CHANGE DIRECTORATE PRIORITIES</b> To consider the priority list from the Communities, Insight, and Change Directorate	<b>37 - 42</b>
<b>14.</b>	None Specific	<b>PLANNING APPLICATION CONSULTATION - COMMITTEE REQUEST</b> To consider information regarding how the Council publicises and consults on planning applications	<b>43 - 46</b>
<b>15.</b>	None Specific	<b>COVID-19 - BUSINESS &amp; ECONOMIC DEVELOPMENT RECOVERY UPDATE</b> To consider an update on the Borough's ongoing Business and Economic Development recovery as a result of the Covid-19 pandemic	<b>To Follow</b>
<b>16.</b>	None Specific	<b>COMMITTEE WORK PROGRAMME/MEETING SCHEDULE</b> To consider the Committee work programme and list of upcoming meetings	<b>47 - 48</b>

**Any other items which the Chairman decides are urgent**

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading

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## **MINUTES OF A MEETING OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 24 MAY 2021 FROM 7.00 PM TO 9.10 PM**

### **Committee Members Present**

Councillors: Guy Grandison (Chairman), Alison Swaddle (Vice-Chairman), Sam Akhtar, Shirley Boyt, Anne Chadwick, Phil Cunningham, Paul Fishwick and Clive Jones

### **Executive Members in Attendance**

Councillors: Parry Batth, Pauline Jorgensen and John Kaiser

### **Officers Present**

Neil Carr (Democratic & Electoral Services Specialist) and Callum Wernham (Democratic and Electoral Services Specialist)

### **1. APOLOGIES**

There were no apologies for absence.

### **2. MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting of the Committee held on 29 March 2021 were confirmed as a correct record and signed by the Chairman.

### **3. DECLARATION OF INTEREST**

There were no declarations of interest.

### **4. PUBLIC QUESTION TIME**

There were no public questions.

### **5. MEMBER QUESTION TIME**

There were no Member questions.

### **6. WORK PROGRAMME 2021/22**

The Committee considered a report, set out in agenda pages 11 to 28, which set out the provisional Committee work programme for the year ahead and service priority lists from the Resources & Assets and Place & Growth Directorates.

John Kaiser (Executive Member for Finance and Housing), Parry Batth (Executive Member for Environment and Leisure) and Pauline Jorgensen (Executive Member for Highways and Transport) attended the meeting to provide service overviews and to answer Member questions.

John Kaiser stated that the Local Plan Update was ongoing, with a consultation due to go live in July or August of this year and the plan to be finalised by Christmas of 2021. There was an original commitment to deliver 1000 homes over 4 years via Wokingham Borough Council (WBC) owned housing companies. This strategy was now more ambitious, and included offering affordable rents rates of between 40 and 50 percent market rate, which was well below the normal rate of 80 percent of market rates offered across the country. In addition, 40 percent of all homes delivered in the Borough would be affordable, and WBC was exploring options to purchase S106 homes to enable them to be offered as affordable rent or shared ownership.

Parry Bath stated that the emerging revised Leisure Strategy was entering a consultation period, which would allow residents to have a say on what leisure offerings they wanted to see in the Borough going forwards. The Carnival Hub redevelopment was also underway, which would host both a brand new leisure centre and a library facility. Parry added that the Cantley park renovation was well underway, with a number of 3G pitches and cricket pitches ready to come online shortly, amongst a number of major improvements across the site. Consultations were underway with a developer in Arborfield to discuss whether the facilities in Arborfield Green could be turned into cricket pitches which would be approved by the English Cricket Board. 3G pitches were under construction at a number of sites across the Borough, including in Arborfield.

Pauline Jorgensen stated that the Highways programme would see a three-pronged approach in the coming year. Firstly, there would be major road programmes and road improvement programmes taking place across the Wokingham Borough. The second priority was related to drainage, including provision of additional SUDs across the Borough and a flood mitigation scheme on a section of the River Loddon. The third approach would be in relation to sustainable travel improvements, which would include improvements to cycling and walking infrastructure, a bus service improvement strategy and a low carbon travel strategy. Other priorities within the Service included improvements to parking services, which would include a parking strategy pilot in Twyford and the development of a Borough wide parking management plan.

During the ensuing discussions, Members raised the following points and queries:

- What were the approximate housing stock numbers owned by WBC? Executive Member response – There were approximately 2700 properties owned by WBC, however there were not many larger 4-bedroom property social homes.
- Where did upgrading WBC housing stock to achieve carbon neutrality sit within the Council's housing strategy plan? Executive Member response – Newly built homes would conform to standards, and WBC would work with residents wherever possible to facilitate these upgrades to existing homes. The most important priority was to ensure that homeless people were housed in good quality accommodation.
- What was the status of the self-building initiative? Executive Member response – This initiative had not been a great success to date, and the issue had been in finding a good partner to run the scheme with. The initiative was progressing, however not at any great rate.
- If the Local Plan Update dropped back by a month or two, would WBC still maintain a 5 year land supply? Executive Member response – WBC had an excellent track record of defending planning appeals, and hired the best barrister possible to facilitate this. WBC still had a Local Plan, and although older it still stood the Borough in good stead and it would be difficult for an Inspector to argue otherwise considering the national picture.
- Did WBC have a plan for where the 1000 Council developed homes would be placed within the Borough? Executive Member response – There was a list of 1352 homes within the programme, which would be used to progress the plan moving forwards.

- Were there any plans to develop a pool at the Ryeish Green Sports Hub? Executive Member response – If the community wanted a pool and there was sufficient demand for such a facility then this could be considered.
- How well advertised was the revised Leisure Strategy and associated consultation? Executive Member response – It had been well advertised on the WBC website, social media channels and in local newspapers. On suggestion from the Committee, the Executive Member agreed to push for the revised strategy and consultation to feature in the next edition of the Borough News.
- How was WBC's leisure provider, Places for People, coping in relation to the ongoing Covid-19 pandemic? Executive Member response – WBC were supporting Places for People via provision of loss of income. Since reopening, our leisure facilities had coped well and were continuing to offer a great range of services for residents.
- When was it anticipated that the planning application would come forward for the proposed in-Borough crematorium? Executive Member response – This was still in the discussion and planning stage, however a planning application was anticipated for later in the year.
- What measures might be included within the Bus Service Improvement Plan? Executive Member response – There was a new Government announcement regarding bus partnerships, which would allow Local Authorities to partner with bus providers to improve local services. This was in very early stages, and more details would follow in time.
- Were there any updates relating to the flood alleviation scheme on the River Loddon? Executive Member response – Works relating to culverts had been completed, and flood monitoring of flow through those culverts and others would be put in place, which would allow action to be taken if needed. Officers could provide more detail regarding the flood alleviation scheme if required.
- Were the park and rides due to open in the order of Thames Valley Park, Winnersh Triangle and then Coppid Beech? Executive Member response – The Thames Valley park and ride had been affected by Covid-19 as all of the offices had been essentially closed. Works were beginning at both the Winnersh Triangle and Coppid Beech sites.
- Was there any strategy to get more residents to use train services? Executive Member response – The development of the Winnersh Triangle park and ride would promote increased train usage. Other opportunities needed to be explored, in addition to the creation of better pedestrian and cyclist infrastructure to and from railway stations.
- Why had the Low Emissions Transport Strategy been renamed to the Low Carbon Transport Strategy? Executive Member response – This was most likely an error, and would be changed back to its original name.
- Was there the potential for a partnership between WBC, Reading Borough Council and Bracknell Council in relation to Reading Buses? Executive Member response – A partnership had previously been suggested, and WBC would keep pushing to have a more active role and therefore have more influence over Reading Buses in order to protect residents of the Borough. Conversations had taken place with the new Managing Director about a closer working relationship.

- When would the active travel funding bid be finalised and chosen? Executive Member response – This was imminent, a consultation and evaluation of the three options had been carried out and a decision would be made very soon. All three options would go forward at some point in the future.
- Was there anything in the works for safer walking routes to and from school, to encourage sustainable travel for school children? Executive Member response – Safe crossing points were installed as part of new development costs. The LCWIP would be used to fill in the missing links to ensure safe walking routes for children to and from school.
- Were there any plans for additional motorcycle parking at Earley station? Executive Member response – This was a very small site, and suggestions from local Members and residents were welcome as to how this might be accommodated.
- What were the plans to provide a greater electric vehicle charging network? Executive Member response – In London, power from street lights was used to facilitate electric vehicle charging. LED lights had been moved to the interior of pavements for safety reasons which inhibited this strategy. There was an options consultation which was due to go live in October to gather opinions for the best way forward.
- Were there any plans to create more parking permit schemes for residential areas? Executive Member response – In general, residents were keen to have parking permit schemes until they were required to pay for them. The Service was happy to consult on specific roads, however these schemes sometimes moved the problem to other areas.
- Would the Borough Wide Parking Management plan come to Overview and Scrutiny prior to going out for consultation? Executive Member response – The Service would be happy to accommodate this. It was important to note that this could not really progress until the Borough was in a more normal state post pandemic. An update in December 2021 or January 2022 would be reasonable.
- Had there been any changes to the business and economic recovery plan? Executive Member response – A more detailed update would be provided to the June Committee meeting.
- Were there plans to regenerate the other Town centres? Executive Member response – Interest rates remained low and WBC were looking to invest where possible. Progress would be much further ahead if it had not been for the pandemic. It was hoped that the money generated from the Wokingham Town Centre regeneration could be used to invest in the other town centres within the Borough.
- Had options such as ping-pong parlours been considered for vacant shops in Wokingham, which would make use of empty space and develop interest in the sport? Executive Member response – This was a good idea, however Wokingham Town Centre was not in a position to offer this as there were no shops which were at risk of being empty for a long period of time.
- What was the Borough's position in terms of vacant office buildings? Executive Member response – There had been a lot of conversion to residential space in central



Wokingham, which had been good in some cases and bad in others. As a Council, WBC was fortunate to be in the retail sector and not so much in the office space sector. The Arborfield garrison had seen large amounts of business rates replaced by Council Tax over its redevelopment.

- Was there an update regarding the homeless accommodation strategy? Executive Member response – This would be more challenging going forwards, however the Housing Revenue Account could be used to assist. This was a complex area, and WBC was very hopeful not to lose any ground in this cause.

The Committee went on to discuss their work programme for their upcoming meetings.

It was agreed that the June Committee would consider the Community Safety Partnership, and update regarding business and economic recovery in the Borough as a result of the pandemic, an update regarding how WBC advertises planning applications, and a list of Service priorities from the Communities, Insight and Change Directorate.

It was agreed that an extraordinary meeting be arranged for the end of July, to consider the exit plan for the Public Protection Partnership and Building Control Solutions.

It was agreed that the September meeting receive an update on library provision and best practice, and a potential update on the implementation of the Arts and Culture strategy.

It was agreed that an update regarding the Borough Wide Parking Management Plan be considered by the Committee in January 2021.

It was agreed that an update regarding Flood Risk Management and an update from the Royal Berkshire Fire and Rescue Service be considered in March 2021.

A number of other issues were discussed by the Committee, including the Sports and Leisure Strategy, the Bus Improvement Strategy, Broadband provision, the creation of a task and finish group regarding overgrown pavements, and Burial Ground Provision. It was agreed that these items and others discussed on the night be scheduled directly with the Directorates input to an appropriate meeting of the Committee.

The Committee, including the Chairman of Health Overview & Scrutiny, agreed to send work programme item 13 (public toilet provision) to the Health Overview & Scrutiny Committee.

**RESOLVED** That:

- 1) John Kaiser, Parry Batth, and Pauline Jorgensen be thanked for attending the Committee;
- 2) The Low Carbon Transport Strategy revert to be named the Low Emissions Transport Strategy;
- 3) The Executive Member for Environment and Leisure look to advertise the revised Leisure Strategy and associated consultation in the Borough News;
- 4) The format of inviting Executive Members to the first meetings of the municipal year be continued in future;

- 5) The June Committee would consider the Community Safety Partnership, and update regarding business and economic recovery in the Borough as a result of the pandemic, an update regarding how WBC advertises planning applications, and a list of Service priorities from the Communities, Insight and Change Directorate;
- 6) An extraordinary meeting be arranged for the end of July, to consider the exit plan for the Public Protection Partnership and Building Control Solutions;
- 7) The September meeting receive an update on library provision and best practice, and a potential update on the implementation of the Arts and Culture strategy;
- 8) An update regarding the Borough Wide Parking Management Plan be considered by the Committee in January 2021;
- 9) An update regarding Flood Risk Management and an update from the Royal Berkshire Fire and Rescue Service be considered in March 2021;
- 10) Other items of business discussed on the night be scheduled for an appropriate meeting following direct discussions between officers, the Directorates and the Chairman.

<b>TITLE</b>	<b>Community Safety Partnership Annual Report 2020/21</b>
<b>FOR CONSIDERATION BY</b>	Community and Corporate Overview and Scrutiny Committee on 21 June 2021
<b>WARD</b>	None Specific
<b>LEAD OFFICER</b>	Director, Communities, Insight and Change - Keeley Clements

## **OUTCOME / BENEFITS TO THE COMMUNITY**

The work of the Community Safety Partnership contributes to the council's corporate delivery plan objective: **Building Safe and Strong Communities.**

As part of the Community Safety Partnerships (CSPs) statutory duty they must prepare and implement a partnership strategy that sets out how the CSP plans to work in partnership to reduce crime, substance misuse and anti-social behaviour (ASB) within their areas.

The Crime and Disorder Act (1998) as amended by the Police and Social Responsibility Act (2011) also requires that Community Safety strategies are informed by a strategic assessment which comprises of local data aiming to provide a comprehensive picture of crime and disorder related need in their area. Strategic assessments comprise of data and information from all the CSP partners including; Police, Local Authority, Public Health, the Community Rehabilitation Company (CRC) and National Probation Services (NPS) and Fire and Rescue. There is also a duty for the partnership to mainstream actions to reduce crime within their local areas.

The Wokingham Community Safety Partnership (CSP) is made up of the following partner agencies:

- Wokingham Borough Council
- Thames Valley Police
- Berkshire Fire & Rescue Service
- Thames Valley Police and Crime Commissioner
- Berkshire West Clinical Commissioning Group
- Berkshire Healthcare Trust
- Wokingham Youth Offending Services
- National Probation Service

## **RECOMMENDATION**

To note the report and key achievements and performance of the Wokingham Community Safety Partnership over 2020-2021.

## SUMMARY OF REPORT

Despite a challenging 12 months in light of the pandemic, the partnership has made good progress in several key priority areas including.

- Completing a comprehensive strategic assessment which has looked at detail at a full range of partnership data and performance to inform a new 3 year Community Safety Strategy.
- Drafted and consulted on a new 3 year Community Safety Partnership Strategy 2021-2024.
- Undertaken a wide reaching domestic abuse needs assessment, which has informed the commissioning of a new local domestic abuse service.
- Commissioned a new 5 year Domestic Abuse Service and contract.
- Commissioned a new Substance Misuse Service for adults and young people.
- Completed a review of local Prevent and Channel arrangement to ensure they are compliant with new guidance and regulation.
- Reviewed the local approach to problem solving and anti-social behaviour, including securing resources.
- Set up an exploitation and violence reduction board in compliance with the Governments Serious Violence Strategy.
- Set up a Local Domestic Abuse Partnership Board in line with the DA Act 2021 requirements.

### **Crime Performance**

As of the year ending 1<sup>st</sup> April - 31<sup>st</sup> March 2021 Wokingham Borough has seen a **-9.9% reduction in All Crime** offences, 6792 compared with 7537 for the same period the previous year. In line with this several categories of crime have seen a reduction in incidents, including burglary, vehicle crime and drugs possession offences.

### **Covid19 Impact on Crime and Disorder**

During the first lockdown the partnership saw a sharp increase in relation to anti-social behaviour (ASB) incidents were mainly focused in and around residential properties of all types of tenor including, social and private housing. With residents spending a greater time at home heightening their awareness of issues, coupled with lower tolerance levels and lifestyle clashes resulted in large increases in residents contacting the councils ASB team. This is reflected in the performance figures in table 1.1 below.

As restrictions eased the focus of ASB incidents switched from residential properties to parks and green spaces across the borough. Issues included non-covid compliance, BBQ's and fire setting, drinking, anti-social parking, and young people jumping into lakes and rivers.

Car meets in council car parks and public spaces has also been highlighted as concern.

Safety and concerns in relation to domestic abuse victims and their ability to safely access help and support were also highlighted throughout the whole pandemic. As a result, the community safety team lead a tri-borough operational based response with the local service providers and key stakeholders to adapt services for victims.

## **Background**

As part of the Community Safety Partnerships (CSPs) statutory duty they must prepare and implement a partnership strategy that sets out how the CSP plans to work in partnership to reduce crime, substance misuse and anti-social behaviour (ASB) within their areas.

The Crime and Disorder Act (1998) as amended by the Police and Social Responsibility Act (2011) also requires that Community Safety strategies are informed by a strategic assessment which comprises of local data aiming to provide a comprehensive picture of crime and disorder related need in their area. Strategic assessments comprise of data and information from all the CSP partners including Police, Local Authority, Public Health, the Community Rehabilitation Company (CRC) and National Probation Services (NPS) and Fire and Rescue. There is also a duty for the partnership to mainstream actions to reduce crime within their local areas.

The Wokingham Community Safety Partnership (CSP) is made up of the following partner agencies:

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- Thames Valley Police and Crime Commissioner
- Berkshire West Clinical Commissioning Group
- Berkshire Healthcare Trust
- Wokingham Youth Offending Services
- National Probation Service

## **2020-2021 Performance Summary**

This year the Community Safety Partnership Board continued to be Chaired by Superintendent Felicity Parker. A new work programme was supported and driven by the Community Safety Partnership Manager. This report provides an overview of the progress against the current partnership strategy and priorities, which came to an end on the 31<sup>st</sup> of March 2021 and were extended for a three month period whilst a new partnership strategy is agreed and put in place by June 2021.

The last twelve months have been a very busy and challenging period for the partnership. Despite this the community safety team have continued make progress on a number of different workstreams. The team have:

- Delivered a needs assessment of local domestic abuse services, recruited a Domestic Abuse Co-ordinator post, increased the local domestic abuse contract provision and successfully procured a new DA service.
- The team have undertaken and completed a health check for all the related delivery and subgroups and related action plans, including a review of the function and membership of the borough's anti-social behaviour panel.
- Commissioned a review of Prevent and Channel groups and appointed a new Prevent Board Chair.
- Formulated a draft Hate Crime action plan.

- Delivered several training workshops including multi agency crime and anti-social behaviour legislation and powers training, domestic abuse training and prevent safeguarding training.
- Drafted and consulted on a new 3 year partnership strategy 2021-2024.
- Commissioned and implemented a new substance misuse service for adults and young people.

An independent Strategic Assessment was commissioned in Summer 2020, which brings together a large and extensive range of partnership data and performance information.

This assessment process was concluded in December 2020 and underpins the process of informing a new three year strategy. To inform and shape the partnerships thinking and objectives, a draft strategy spanning 2021 – 2024, detailing the strategic focus for the partnerships work was widely consulted on during the early part of 2021. It is anticipated that the new strategy will be agreed and in place and published by the end of June 2021.

As part of the recommendations for 2021/22 Wokingham Borough Council Chief Executive Officer, Susan Parsonage will chair the Community Safety Partnership Board going forward.

## Analysis of Issues

### Crime Performance table 1.1 for March 2020- 1<sup>st</sup> April 2021

Crime Type	Apr 2019 Mar 2020	April 2020 Mar 2021	% Change	Change Actual
<b>All Crime (excl. fraud)</b>	<b>7537</b>	<b>6,792</b>	<b>-10%</b>	<b>-745</b> ↓
Residential Burglary – Dwelling	285	124	-56%	-161 ↓
Burglary – Sheds/Garages	137	146	+7%	+9 ↑
Violence with injury	687	617	-10%	-70 ↓
Domestic Abuse Recorded Incidents	1216	1,124	-7.6%	-92 ↓
Domestic Abuse non recorded Incidents	1,140	1,035	-9.2%	-105 □↓
Drugs offences Possession*	204	190	-7%	-14 ↓
Criminal Damage	972	757	-22%	-215 ↓
Robbery of Personal Property	58	40	-32%	-18 ↓
Anti-Social Behaviour (WBC housing only)	160	235	+47%	+75 □↑
Anti- Social Behaviour (other)	TBC	TBC	TBC	TBC*
Theft of Vehicle	204	156	-24%	-48 ↓

Theft from Vehicle	518	336	-35%	-182	↓
Racially or Religiously Aggravated crime	76	92	+21%	+16	↑

### **Crime Performance Summary**

For the year ending 1<sup>st</sup> April 2020 - 31<sup>st</sup> March 2021 Wokingham has seen as **-9.9% reduction in All Crime** offences, 6792 compared with 7537 for the same period the year before. The table below provides a detailed breakdown of offences and categories. Of note:

**Burglary Residential** has **reduced** across the borough by -56.5%, this equates to 124 offences this year compared with 285 last year. This can mainly be attributed to lockdown with a large increase in the number of people working from home or generally required to spend more time at home. This in turn has resulted in a lack of opportunity for criminals to access residential homes. This trend is in line with the national and the Thames Valley picture. There has been a **small increase** in **Burglary Sheds and Garages** +6.6%, this is 146 offences compared with 137 last year. The increase in these offences may be mainly connected to the lack of opportunity to commit residential burglary. Therefore increased a shift in focus by offenders targetting sheds, garages and home offices, for items such as bicycles and garden equipment and tools.

**Theft of and Theft from Vehicle Offences have both reduced by -23.5%** 156 this year compared with 204 last year and -35.1%, 336 this year vs 518 last year.

**Bike Theft has also decreased -33.8%** 149 incidents this year compared with 225 last year. This too is largely also mainly attributed due to the impact of lockdown and people not commuting to work and or using bikes for leisure purpose and therefore offenders have less opportunity to commit bike theft.

**Robbery of Personal Property is down -31%** 40 offences this year compared to 58, the local numbers of these types of offences are low. The local context for this offence, is mainly around young people committing peer on peer robbery's. The pandemic and related lockdown has resulted in restricting a number of regular activities including attending school and gathering in public places. As a result the ability and opportunity for young people to gather in groups in parks and green spaces was reduced. This together with more police activity to tackle individual offenders has impacted these figures. This trend is in line with the national and Thames Valley picture.

**\*Anti Social Behaviour incidents have increased**, however at the time of writing the incident figures that were available were only in relation to ASB incidents recorded by WBC Housing. Due to a technical issue with new systems installation, Thames Valley Police ASB figures were not available. In addition to these figures accurate recording of borough wide ASB issues is being developed further by the community safety team as this has been identified as a gap area in the strategic assessment.

**Hate Crime (racially or religiously aggravated crimes)** offences have seen an **increase** across the borough with the main category seeing a rise being *Racist Incidents* which have seen a +31.6% increase this is 154 offences compared to 117 last year. More work to understand these is underway, including the implementation of a local hate crime action plan.

**Domestic Abuse has seen a decrease** and shows a decrease of -7.6% or 1124 vs 1216 last year. This may be explained by the fact that victims have reported that they have found it more difficult to come forward to report and or seek help as a result of lockdown and being at home with their abuser.

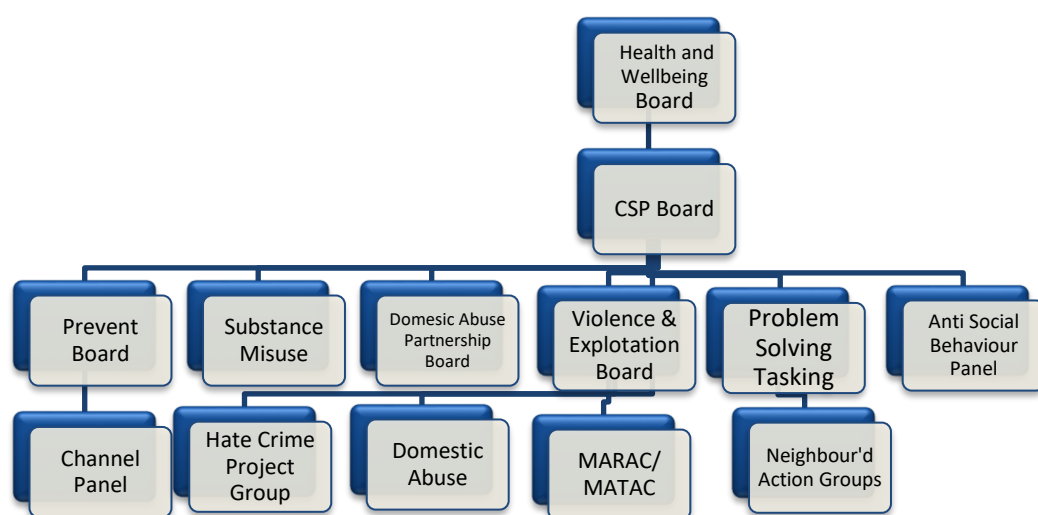
### **Wokingham Multi Agency Risk Assessment Conference (MARAC) Cases**

	Cases	Repeat Cases	Percentage Repeat Cases
April 18 to Mar 19	66	19	29%
April 19 to Mar 20	128	34	27%
April 20 to Mar 21	136	51	38%

**Multi Agency Risk Assessment Conference (MARAC)** The table above shows a breakdown of MARAC cases. A total of 136 cases were heard at the Wokingham MARAC. 51 of these cases had been brought to the conference before in the last 12 months, this equates to a repeat rate of 38% compared to 27% the year before. Some of this increase can be attributed to the standard MARAC process around cases. More work is underway to understand this increase and what actions may be put in place to address it.

### **Partnership Governance and Structure**

The current governance structure and delivery groups for the Wokingham Community Safety Partnership are set out below.



### **Community Safety Partnership Subgroups**

#### **Problem Solving Tasking Group (PSTG)**

**Chair:** Police Inspector

**Deputy Chair:** Wokingham Community Safety Manager



**Frequency:** Every 6 weeks for 1.5hrs

**Membership:** SMART drug and alcohol services, public protection partnership, police, children's social care, fire service, Wokingham town council, WBC community development and Involve Community Services. Reading football club.

**Overview:** Key priorities are location based problem solving across the borough. Group has dealt with several location based issues including: Bigshotte Park, Carnival Pool Car Park, Elms Field, graffiti, across Wokingham Town Centre over Christmas, car meets, and anti-social vehicle use in Carnival Pool Car Park. The group has shared intelligence, information and data to decide on the best problem-solving approach to deal with issues. The group has delivered practical crime reduction measures such as ring doorbells, no cold calling zones and communication and awareness campaigns on a range of subjects including burglary and vehicle crime.

### **Anti- Social Behaviour Panel**

**Chair:** Wokingham Borough Council Anti-Social Behaviour Officer

**Deputy Chair:** Wokingham Community Safety Manager

**Frequency:** Every 6 weeks for 1.5- 2hours

**Membership:** Registered social landlords, WBC community development, WBC housing, police, adult social care, children's social care and Reading football club.

**Overview:** Multi agency panel meets to discuss medium and high level anti-social behaviour issues across the borough. During the past 12 months the group has discussed 20 medium to high level anti-social behaviour cases in relation to private or housing association properties. This does not include cases that involve serious ASB in council tenancies. Outcomes have included the securing of a criminal behaviour order (CBO), investigative interviews, warning letters, issuing of acceptable behaviour contacts, multi-agency interventions including referrals on to mental health services and assisting with tenancy checks, warnings, and notices. Multi-agency training on tools and powers has also been delivered to approximately 25 professionals.

### **Domestic Abuse Partnership Board**

**Chair:** Assistant Director Neighbourhoods and Communities

**Deputy Chair:** TBC

**Frequency:** bimonthly moving to quarterly for 1.5- 2 hours.

**Membership:** Wokingham borough council, representative from victims of domestic abuse service, representative from children of domestic abuse victims, charities and other voluntary organisations that work with victims of domestic abuse, health care, policing or criminal justice and housing services.

**Overview:** Key priorities for the group are to support Wokingham Borough Council in meeting its duty under Part 4 of the Domestic Abuse Act. The board is working together to support, advise and work in partnership with Wokingham Borough Council to ensure victims of domestic abuse have access to adequate and appropriate support within safe accommodation services. The group is working to improve outcomes for victims of domestic abuse, including children, through a strategic approach to identify and address gaps in support within safe accommodation services.

### **Domestic Abuse**

**Chair:** Assistant Director Safeguarding and Quality Assurance

**Deputy Chair:** Wokingham Community Safety Manager

**Frequency:** Four times a year for 1.5-2hrs

**Membership:** Berkshire Women's Aid, housing, adult social care, children's social care, Kaleidoscopic and citizens advice service.

**Overview:** Key priorities include the review and implementation of Domestic Homicide Review (DHR) recommendations, reviewing domestic abuse training and communications.

The group oversees the operational delivery of; support services for the victims of domestic abuse (DA) including specialist one to one support and advice, support for children living with domestic abuse delivered in schools, Choices group work which is a six week programme to provide women with a better understanding of domestic abuse. Communications campaigns throughout the year including co-ordinating local delivery of the national 16 days of action. Increasing awareness and education of local help and support options especially throughout the pandemic. Reviewing the recommendations of the local DHR's. Reviewing and coordinating local training offer for professionals. Considering and planning for the implications of the DA bill.

### **MARAC and MATAC**

**Chair:** Thames Valley Police

**Deputy Chair** N/A

**Frequency:** Every month

**Membership:** Children and adult social care, Berkshire Womens Aid, housing, schools, probation and Thames valley police.

**Overview:** Multi Agency Risk Assessment Conference (MARAC) are a meeting where serious and cases that are graded high risk are reviewed. Multiagency Tasking and Co-ordination (MATAC) is a meeting focussing on repeat domestic abuse victims and perpetrators. High risk cases are referred to Independent Domestic Violence Advisors (IDVA's) for guidance and support and support outcomes and reviewed.

### **Substance Misuse**

**Chair:** Strategy and Commissioning lead for Substance Misuse

**Deputy Chair:** Wokingham Community Safety Manager

**Frequency:** Every quarter for 1.5-2hrs

**Membership:** Cranston drug and alcohol services, community safety manager, anti-social behaviour officer, Wokingham borough council housing, adult social care, children's social care, and citizens advice service.

**Overview:** Key priorities include to review local drug and alcohol trends, develop and implement and training and communications campaigns. For key local stakeholders to network, share good practice.

The substance misuse group considered key substance misuse data and information from the local service provider including information on cannabis alcohol and tobacco as well as key treatment information on Class A and B drug use locally. The group also considered information from a local needs assessment of substance misuse which informed the new substance misuse contract. The group also has oversight of the delivery of the Community Alcohol Project (CAP) in Woodley which is being led by Trading Standards.

### **Prevent Board**

**Chair:** Assistant Director for Adult Social Care,

**Deputy Chair:** N/A

**Frequency:** Every Quarter for 1.5hrs

**Membership;** counter terrorism police south east, Thames valley police, CCG and health safeguarding leads, adult social care, children's social care, and education safeguarding leads.

**Overview:** Key priorities include the delivery and review of the Wokingham Prevent Action plan and ensuring that the local authority is undertaking its statutory duties as set out by the Counter Terrorism and Securities Act 2014. The Prevent Board has strategic oversight of the Borough's delivery of the duties set out in the Counter Terrorism and Securities Act 2014. This includes compliance and delivery of Prevent training delivery across a range of partner public sector organisations, IT and venue hire policies. Community engagement and development activities and raising awareness of the Prevent programme across communities and professionals including information on how to raise concerns and where to go for further information.

### **Channel Panel**

**Chair:** Assistant Director Children Services

**Deputy Chair:** Safeguarding lead Adults

**Frequency:** Every month for 1.5hrs

**Membership:** CCG and health safeguarding leads, education safeguarding leads, and counter terrorism prevent officers, adult social care, children's social care, and community engagement officers.

**Overview** The panel only meet if there are cases to discuss or once every quarter to discuss good practice and shared learning. Currently the panel is meeting once a month. Key priorities are to discuss referrals made to the multi-agency panel, to safeguard individuals at risk of racialisation.

### **Hate Crime Task and Finish Group**

**Chair:** Community Safety Manager

**Frequency:** Quarterly

**Membership:** WBC localities and engagement lead, community safety manager, Thames valley police and WBC localities officer.

**Overview** – This is a task and finish group meeting bimonthly to develop, implement and deliver a Hate Crime Action plan for Wokingham Borough. This is a newly formed task and finish group further meetings are planned to meet four to six times a year to develop and deliver the Borough response to Hate Crime.

### **Serious Violence & Exploitation Board**

**Chair:** Local Police Area Commander and Assistant Director Children's

**Deputy Chair:** N/A

**Frequency:** Every 6 weeks for 1.5hrs initially then every quarter.

**Membership:** Thames, valley police, VRU unit representatives, WBC, children and adults social care, probation, health, mental health services, education, youth offending services, public protection, voluntary and charity sector.

**Overview:** To work collaboratively to provide a whole systems response to the issue of serious violence in communities including that which occurs within the context of the criminal and sexual exploitation of children and young people. Working to increase

active participation across agencies and communities to fully understand and prevent individuals of all ages from becoming involved in and impacted by serious violence.

### **Delivery of the Partnerships Priorities**

The current 4 priorities came to an end on the 31<sup>st</sup> of March 2021 (extended to 1<sup>st</sup> June 2021). Progress against these is detailed below.

1. Priority One - Addressing Violence against Women and Girls (VAWG)
2. Priority Two - Tackling Anti-Social Behaviour, Harmful Misuse and Organised Crime
3. Priority Three - Reduce and prevent exploitation and address the needs of vulnerable victims and offenders
4. Priority Four - Empower and enable the resilience of local communities

### **Priority One - Addressing Violence against Women and Girls (VAWG)**

Domestic Abuse (DA) continues to be a priority area for the CSP as the number of incidents increase both nationally and locally. As public awareness of DA increases together with training for front line staff both across Thames Valley Police and social care professionals, support for victims seeking help and advice is vital. For Wokingham this is provided in several ways:

Wokingham's main DA provider in 2020-21 was Berkshire Women's Aid (BWA). BWA were commissioned to provide a range of services for people affected by domestic violence. This includes outreach services, a family support programme, one to one support for victims, and a helpline and refuge provision. BWA worked closely with Children's Services to ensure that children who are identified as being at risk of domestic violence have the necessary support they require. During 2020-21 the total number of referrals into the service was 292 (compared with 304 19/20) this was an overall reduction of 4%.

The main source of referrals was self-referring clients who made up 37% of all referrals with Children's Social Care (22%) and MARAC (15%) representing the other main sources. In total there were 453 children recorded as coming into contact with the service. Of the 90 clients who provided feedback 88% reported feeling safer and 90% of clients with children felt they had been supported to improve the safety of their children.

The current contract for the DA service is due to come to an end on 1<sup>st</sup> July 2021, a full commissioning and procurement process was undertaken during the course of 2020/21 and the new commissioned provider for (2021-2026) is Cranston. The mobilisation of the new contract is currently underway, and service will continue to provide a 24/7 helpline, outreach and Independent Domestic Abuse Advocates, refuge accommodation, support for children and young people and help for those who want to change their abusive behaviour.

### **Multi-Agency Tasking and Co-ordination (MATAC)**

Medium and low risk repeat DA offenders are now reviewed at the MATAC based on a model adopted from Northumberland where they have seen a 60% reduction in repeat domestic abuse incidents. Identified perpetrators are referred into the MATAC process

where key partners agree a bespoke set of interventions. This can include targeting and disrupting perpetrators and or supporting them to address their behaviour. programme to educate the educators. The partnership commissioned the Hampton Trust were to deliver training educating key staff on how to point perpetrators to the services that are designed to break the cycle of abusive behaviour. Training was delivered by way of three half-day sessions for two cohorts of 15 delegates. A total of 30 people were trained to deliver Domestic Abuse Routine Enquiry perpetrator intervention.

MARAC (Multi Agency Risk Assessment Conference) meetings are Chaired by the police and ensure that identified high risk cases can be discussed, supported and referred to appropriate support. For April 2020 – March 2021 MARAC cases have totalled 136 compared with 128 for the same period last year, 38% of these were repeat cases, compared to 26% for the same period last year. Safelives suggest that the expected level of repeat cases for an established MARAC to be in the range of 28- 40% with a 'repeat' being defined as ANY instance of abuse between the same victim and perpetrator (s) within 12 months of the last referral to MARAC. A review was undertaken to determine if there were any underlying reasons for the increased repeat rate.

### **Domestic Homicide Reviews**

Community Safety Partnerships are responsible for undertaking DHR's where the death of a person aged 16 or over has, or appears to have resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.

A review panel consisting of multi-agency members from statutory representatives and voluntary agencies led by an independent chair is commissioned to undertake the DHR. The panel reviews each agencies involvement in the case and makes recommendations to improve responses in the future. It will also consider information from the victims' friends, family and work colleagues.

A domestic homicide review (DHR) was commissioned by the partnership, the corresponding report and action plan are in the final stages of completion and are due to be signed off by the partnership imminently. The report and action plan makes recommendations for agencies involved with the case. Once agreed by the partnership the report will be submitted to the Home Office in line with the process and procedure for all DHR's.

The Domestic Abuse Act received Royal Assent on 29<sup>th</sup> April 2021. Key measures include as part of the new duties:

- Establishing the Domestic Abuse Commissioner as a statutory office holder.
- Creating a statutory definition of Domestic Abuse.
- Provision for a new Domestic Abuse Protection Notice and DA Protection Orders.

The Act also placed a duty (Part 4 of the Act) on local authorities in England to provide support to victims of domestic abuse and their children in refuges and other safe accommodation. Strengthening and building on recommendations made as part of a local domestic abuse needs assessment. Which was undertaken to inform our local domestic abuse commissioned service, delivered earlier in the year. The partnership has started work on a local housing needs assessment and the establishment of a local Domestic Abuse Partnership Board (DAPB).

## **Next steps and future developments**

- Tackling domestic abuse (DA) remains a priority for the Community Safety Partnership
- Domestic Abuse Partnership Board will implement the new duties under the Domestic Abuse Act 2021.
- Continue to develop new training for front-line staff to increase knowledge and awareness.
- Produce a domestic abuse strategy including communications campaign to reach all sections of the community.
- Improve knowledge and awareness of domestic abuse amongst young people
- Deliver training and support to DA perpetrators to address reoffending
- Continue to learn from the recommendations of local and national domestic homicide reviews and ensure they are embedded into local practice
- Ensure appropriate DA service provision is in place borough wide.

## **Priority Two -Tackling Anti-Social Behaviour, Harmful Misuse and Organised Crime**

This priority seeks to reduce the harm to individuals and the wider community caused by these inter-linked issues. Incidents of anti-social behaviour continue to be of concern across the Borough. The CSP's Problem Solving Tasking (PSTG) and Anti-Social Behaviour (ASB) Panel subgroups apply a multi-agency problem solving approach to tackling issues of concerns. The groups address both hotspot based location issues and individuals through case management approach.

The ASB panel has discussed 20 medium to high level anti-social behaviour cases in relation to private or housing association properties. Outcomes have included the securing of a criminal behaviour order (CBO), investigative interviews, warning letters, issuing of acceptable behaviour contacts, multi-agency interventions including referrals on to mental health services and assisting with tenancy checks, warnings and notices.

The ASB panel have also organised multi-agency training on tools and powers, which was delivered to approximately 25 front line professionals. In addition the panel has considered two Community Triggers (ASB Case Reviews) that are deemed to have met the threshold for a trigger. As a result, partners have met to agree action plans to resolve the reported issues.

Nationally and locally, the rates of serious organised crime; specifically county line dealing (CDL's) continues to be of concern. Wokingham has low levels of these incidents compared to other areas within Thames Valley. However, whilst numbers are low the police and the council are still working hard to make Wokingham Borough a hostile place for drug lines to infiltrate and prosper.

### **Kicks Project**

The CSP funded the KICKS project, a project run by Reading Football Club; the aim of the work is to engage hard to reach young people aged 11-19 years, all sessions are free. By giving young people information, raise participant's awareness about how to keep themselves safe within the community and try to help them make informed choices now and later in life.

Despite the challenges of the pandemic there was an increase in the number of sessions offered this was mainly down to the project being able to offer virtual sessions. Throughout lockdown an extensive virtual Kicks offer was made with projects such as 'Royals Cast Chat' and a Kicks session through Facebook Live. As a comparison, there were 198 sessions held in the entirety of last year and this year there has been 239 sessions held. The average number of attending for sessions being restricted has resulted in a reduction from 25 last year down to 5.5 this year. The number of hours delivered last year was just over 300 with the number for this year standing at 290

During the 'Royals Cast Chat' session Kicks have also been monitoring young people's mental wellbeing. As part of the session coaches have been completing the Warwick Edinburgh mental wellbeing scale with young people completing the scale each time they engage with a member of staff from Kicks. The project also continues to work directly with Children Social Care and the Youth Offending Team as well as the ASB panel to help support individuals, by taking referrals from the team to offer direct one to one support. The project is also part of the Problem Tasking Solving Group offering diversionary support where appropriate.

### **Positive Pathways**

The partnership funded this Reading Football Club project delivered in 4 Wokingham schools. Pupils in years 6, 7 and 8 who may be involved in or at a higher risk of offending and risky behaviours, who would positively engage in the scheme are referred by the school. A baseline of their behaviour is taken and recorded at the entry point. An exit review plan tracks progress of each individual 3, 6 and 12 months after the programme. In addition to the work done as part of the programme, engaged young people can be sign-posted to other programmes offered by Reading FC Community Trust or elsewhere for more and or different support.

### **Duke of Edinburgh Award**

This project was delivered in partnership with St Crispin's School. Equipment for the scheme was funded by the community safety partnership to cover 10 pupils identified at risk of becoming NEET (not in education, employment and training). Despite Covid restrictions 3 units (physical, skills and voluntary) were completed and the equipment will continue to benefit multiply student cohorts both next school year and for several years to come. This year the programme has benefited two cohorts of 12 students, a year 9 and year 7 group of students, 24 young people in total.

### **Youth Offending Service (YOS)**

A boxing project to help develop skills for non-violent resolution were implemented by the youth offending service. The main aim of this project was to reduce the number of young people carrying weapons. In addition to these twenty sessions for up to 10 young people were organised by YOS at the Oaks Centre Climbing Facility. As a result, 4 young people are working towards National Indoor Climbing Achievement Scheme (NICAS) accreditation on a 12-week course.

### **Substance Misuse**

Sadly, recorded substance misuse particularly drug misuse, is increasing in Wokingham. This is particularly true among young people, research shows that there is associated link and risk for Child Criminal Exploitation, where substance misuse is a factor. A third of the young people in treatment for substance misuse also have the wider vulnerabilities such as self-harm as well as being involved in offending and anti-social behaviour.

### Numbers for the last three years:



Cannabis remains the main substance of concern for by younger people in the borough. Harmful level of alcohol use also remain a key concern for the adult population of Wokingham.

### **Next steps and future developments**

- Anti-social behaviour remains a priority issue for Community Safety Partnership.
- Increase the ASB resource and ensure that staffing and capacity levels are adequate to respond to concerns.
- Refine victim risk assessments, case management and incident recording.
- Review the use of available powers including Public Space Protection Orders.
- To develop closer working with local housing associations.
- To continue to deliver training for key officers with respect to the ASB powers.
- Work with schools to identify those children on the cusp of exclusion providing additional support through diversionary activities and intensive mentoring.
- To review the membership and key deliverables of the substance misuse subgroup.

### **Priority Three - Reduce and prevent exploitation and address the needs of vulnerable victims and offenders**

The Police and Crime Commissioner (PCC) recognised that vulnerability of both victims and offenders has an impact on demand for police and other emergency services. Supporting victims, particularly repeat victims of crime will improve their resilience. Supporting vulnerable offenders will decrease their level of offending. This will have a positive impact on crime rates, but most importantly ensure people have access to services which will improve the quality of their lives.

Violent crime and Public Order have seen some of the largest increases in recorded offences recent years. We have also seen an increase in the numbers of young victims and suspects of these crimes. However, the number and percentage of youth suspects that receive a formal outcome has decreased. Youth Offending Teams are highlighting that this may be directly impacting on the ability for the Youth Offending Service to intervene and assist. Therefore, a review of how early intervention and prevention is being delivered locally has been undertaken.

### **Vulnerable Offenders**

Like victims, national figures show that offenders are more likely to have greater support needs than the general population. Offender needs are wide-ranging and complex, particularly for youth offenders, with specific focus on relationships, these factors are likely to result in multiple agencies being involved in supporting individuals. Offenders have higher than average levels of substance misuse, physical and mental health needs. This group is also more likely to have lower rates of engagement in education



employment and training. Work with offenders through referral programmes linked to the National Probation Service and CRC as well as programmes for offenders linked to domestic abuse continues to take place locally. Offender interventions maintain a holistic approach that take account of an offender's individual situation, including sharing information between agencies to offer the best possible outcome.

### **Child Exploitation and Missing Process (EMRAC) Case Conference**

The CSP continues to be an active member of Wokingham EMRAC where children of concern or at risk of being exploited (sexually or criminally) are discussed. The aim of EMRAC work is to improve the multi-agency response to ensure that timely, robust plans are in place and that they are monitored and followed through to improve the life chances/experience for the child.

### **Youth Offending Services Awareness Campaign**

The CSP funded an education and awareness campaign on County Lines, Sexual & Criminal Exploitation, Missing and contextual safeguarding. Flyers were printed and distributed amongst pupils of secondary schools. Work with the Town Councils has started and equipment purchased for pop-up stalls. However, this work has largely been delayed due to covid restrictions.

### **Next steps & future developments**

- Protecting the vulnerable and tackling exploitation to remain a priority
- Develop and embed the work of the Serious Violence and Exploitation Board created to tackle knife crime and exploitation including county drug line.
- Increase the number of practitioners trained to recognise the signs of exploitation and how to refer for support
- Ensure that communities are equipped to recognise and report issues of concern including exploitation
- Ensure that individuals who are vulnerable to exploitation are provided with information, support and help
- Use a toolkit of civil powers, for example, community protection notices, premises closure orders, and injunctions to protect the vulnerable.

### **Priority Four - Empower and enable the resilience of local communities**

The focus of this priority is the relationship with the wider Wokingham community. In addition to reducing crime, disorder, substance misuse and anti- social behaviour, Central government guidance states community safety strategies should work to reduce the fear of crime, improve community cohesion, build the relationship with the voluntary and community sector and support community engagement.

The CSP have over the recent months reviewed how it engages with local neighbourhoods including its work with the Neighbourhood Action Groups (NAGs). Localities Officers attend Borough wide NAG meetings and make monthly contact with each town and parish council as a means of keeping in touch on local issues.

Regular updates on the priorities for each NAG are provided and considered at every problem solving tasking group to ensure that the concerns from across the borough are considered.

The CSP has a duty to convene a local Prevent Board to undertake the duties set out in the Counter Terrorism and Security Act 2015. Wokingham's Board continues to meet every quarter to discuss strategic issues and ensure that the local action plan is on track against targets. Wokingham Channel Panel consisting of multi- agency operational partners who convene to discuss individual cases that require a safeguarding response continues to operate monthly.

#### **Next steps & future developments:**

- We will ensure that the partnership has a robust and clear approach to listening, monitoring and responding to issues and concerns at a local neighbourhood level.
- We will support Neighbourhood and Resident Action Groups to improve communication and engagement with residents.
- Support NAG's in each of the ASB & Crime Hotspot areas to ensure that concerns are listened and responded to and residents receive regular updates on actions.
- To ensure that the Wokingham Prevent Board continues to deliver the local action plan.
- To ensure Channel Panel continues to operate as required and is adequately resourced.

#### **Covid19 Crime and Disorder Impact and Response**

The impact of the pandemic has been felt across all aspects of the partnerships work. During the first lockdown we rapidly saw a heightened awareness of the impact restrictions on domestic abuse victims. Evidence from Europe and other counties help us formulate our national and local approach in implementing several measures. This ensured that help was continued to be offered by services, now adapted to the landscape in which we found ourselves. Data and evidence also suggested that once lockdown measures were relaxed there a spike in the number of reported incidents and victims coming forward seeking help should be expected.

Locally we moved to a weekly multi agency meeting with our local service provider Berkshire Women's Aid (BWA), Thames Valley Police (MARAC Chair), Berkshire West Clinical Commissioning Group Safeguarding Lead. This allowed for services on the ground to plan for an increased demand with our local service provider who have redeployed internal staff in readiness. In addition to this:

- We have ramped up our local communications campaign with information being sent out on all media platforms giving victims information about how and who to make contact with.
- In partnership with Thames Valley Police we rolled out DA awareness training for supermarket staff on indicators of DA and information about our local service provider to distribute at till points in supermarkets.
- Work was also being undertaken with local pharmacies on providing a safe space for victims to make phone calls and disclosures.
- Front line WBC staff including social work professionals and housing have received up to date webinar based training on safety planning and keeping victims practically safe during lockdown (safety planning).

- WBC Housing Team fitted out temporary accommodation in anticipation of victims making approaches for emergency housing in the forthcoming weeks and months.

### **Anti-Social Behaviour (ASB)**

During the first lockdown we saw a sharp increase in relations to ASB in and around residential properties. Incidents included reports of noise nuisance, loud parties or BBQ's, covid breaches, gatherings, drinking and drug taking and domestic disturbances. Large numbers of people nationally and locally had either been furloughed or were working from home. Residents were spending a greater time at home which heighten their awareness coupled with low tolerance levels, all resulted in large increases in residents contacting the councils ASB team.

This was further complicated by a limited or lack of response from Housing Associations and other agencies. Who themselves were struggling to with staffing levels and other priorities. As restrictions eased the focus of ASB incidents switched from residential properties to parks and green spaces across the borough. Issues included non-covid, BBQ's and fire setting, drinking, anti-social parking, and young people jumping into lakes and rivers.

A multi- agency partnership approach was taken to tackle issues including property visits, warning letters, interviews, target hardening and enforcement action.

Car meets is another issue that has increased across the borough during the pandemic. Which resulted in car parks experiencing issue relating to organised car meets. These have been of concern due to the related noise nuisance and impact on local residents. A serious of joint responses from the council and Thames Valley Police has seen these decrease over recent months.

### **Wokingham Borough Council Community Safety Team.**

The Wokingham Community Safety Team is made up of:

- 1 x FTE Community Safety Manager
- 1 x FTE Anti-Social Behaviour Officer
- 0.5 X FTE Domestic Abuse Co-ordinator
- 0.5 X FTE Business Support Officer

Anticipated additional roles for 2021/2022

- 1 x FTE Community Safety Officer
- 1 x FTE Serious Violence & Exploitation Officer

### **Funding**

The Community Safety Partnership is funded by the Police & Crime Commissioner (PCC). The funding in 2019/20 was £104,205 to develop interventions to reduce crime, substance misuse and ASB within the locality. This funding is monitored on a regular basis, to ensure that funds are spent in line with Home Office finance rules. The CSP will consider how to allocate funds when to ensure the best value for money and provide the best outcomes to the priority areas of work and evidence the impact of this work. The award to CSP in 2021/22 is £103,138.

## FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

*The Council faces severe funding pressures, particularly in the face of the COVID-19 crisis. It is therefore imperative that Council resources are focused on the vulnerable and on its highest priorities.*

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	N/A	N/A	
Next Financial Year (Year 2)	N/A	N/A	
Following Financial Year (Year 3)	N/A	N/A	

<b>Other financial information relevant to the Recommendation/Decision</b>
N/A

<b>Cross-Council Implications</b>
N/A

<b>Public Sector Equality Duty</b>
Not required as there are no policy changes or decisions requested.

<b>Reasons for considering the report in Part 2</b>
N/A

<b>List of Background Papers</b>
Draft Community Safety Strategy 2021-24.

<b>Contact</b> Narinder Brar	<b>Service</b> Customer and Localities
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## **Draft Wokingham Community Safety Strategy** **2021-2024**

This draft strategy outlines the Wokingham Community Safety Partnership's priorities for 2021- 2024. It is based on an independent local Strategic Assessment of crime, disorder, anti-social behaviour, drug and alcohol misuse and other data. It is informed by national and local policies including the Wokingham Community Vision, the Corporate Delivery Plan 2020-2024 and the Police and Criminal Justice Plan 2012-2024 (*Thames Valley Crime and Police Commissioner*)

The Wokingham Community Safety Partnership (CSP) is made up of the following partner agencies:

- Wokingham Borough Council
- Thames Valley Police
- Berkshire Fire & Rescue Service
- Thames Valley Police and Crime Commissioner
- Berkshire West Clinical Commissioning Group
- Berkshire Healthcare Trust
- Wokingham Youth Offending Services
- National Probation Service

In addition to these members, the partnership works with other agencies that support the delivery of reducing crime and disorder locally such as Trading Standards, Housing Associations, third sector agencies including, Involve Community Services, Citizen Advice Bureau (CAB), Berkshire Women's Aid and Cranston Drug and Alcohol Service.

The Partnership operates in a complex network of boards and strategies to deliver a range of priorities that span several different but interconnected workstreams. This includes the Wokingham Wellbeing Board the Adult Safeguarding Board, West of Berkshire Safeguarding Children's Board, Wokingham Children and Young People's Partnership and the Thames Valley Criminal Justice Board.

It will continue to work closely with these boards, ensuring that the intricate relationships continue to compliment individual respective delivery plans and outcomes including reducing reoffending. The Partnership will also ensure that it uses every available opportunity to reduce crime and disorder in the design and delivery of public spaces, town planning and housing infrastructure.

The Community Safety Partnership recognises that Wokingham is a safe Borough to live and visit. When comparing recorded crime to other areas of the Thames Valley and its most similar family areas, it has some of the lowest levels of recorded crime. The partnerships vision is to **Build Safe and Strong Communities in Wokingham**, this underpins the focus and the priorities of our work.

As part of the process of setting out the draft priorities in this strategy the partnership has undertaken wide consultation, with both residents and key stakeholders. The

results of the feedback have been analysed and informed the priorities set out in this 3 year plan. A summary of results can be found at the end of this strategy.

The Partnerships three strategic themes represent our overarching work, whilst the specific priorities are areas we will endeavour to concentrate on in more detail.

## **Proposed Draft Priorities 2021-2024**

### **Strategic Themes**

**Listening to the needs and concerns of local residents and taking action – We will ensure** that the partnership has a robust and clear approach to listening, monitoring and responding to issues and concerns at a local neighbourhood level. The partnership wants to ensure that we place communities and neighbourhoods at the heart of our approach. We understand that many issues of local concern require a multi-strand approach involving several partner agencies. We will therefore take a problem-solving approach to help communities and businesses to address behaviours and incidents and crimes. This includes burglary, vehicle crime and anti-social behaviour as well as other key issues that affect local communities including unauthorised encampments, and rural crime concerns. We will support Neighbourhood and Resident Action Groups (NAGS) to improve communication and engagement with residents.

**Intervening early and preventing issues escalating – we will ensure all residents especially** children and young adults have access to a range of support services and information. This will help to ensure that issues are dealt with at the earliest opportunity using a range of measures and interventions to stop them escalating. We know that intervening early can help us catch young people before they go down the wrong path, encouraging them to make positive choices. Therefore, we fully recognise the importance of early intervention to tackle the root causes and provide young people with the skills and resilience to lead productive lives free from being drawn into anti-social behaviour, substance misuse, crime and exploitation including serious violent and knife crime. We will provide targeted activity through the Supporting Families Initiative (formerly Troubled Families) working with partner agencies to support young people on the periphery of offending. This will include a diversionary activities and mentoring offer that will underpin the partnerships work and delivery of the governments Violence Reduction Strategy. Where there is a need, we will take adequate and proportionate action including enforcement steps to address issues and protect communities.

**Working together to protect vulnerable residents – We will ensure** that all victims and the vulnerable have the access to help, information, and advice they need. This includes victims experiencing domestic abuse, anti-social behaviour, hate crime, vulnerable residents at risk of being drawn into exploitation and racialisation, and residents targeted by specific crime types including fraud. Through the Integrated Early Help Service we will provide support to families, children, young people and their carers to protect them from and give them the skills to prevent them becoming victims.

As a partnership we will ensure that services and information reach all sections of the community, especially those that may have additional barriers to accessing help such as ethnic minority groups and residents with protected characteristics. We recognise

the wider social and economic factors influencing criminality, including those linked to housing, education and health. Vulnerable people and how we provide a range of assistance for a cross section of communities is a priority for several boards. Including, featuring as a priority for the refreshed Wokingham Wellbeing Board Strategy. The partnership will work in close alliance to compliment this workstream.

Furthermore, as a partnership we understand and recognise the benefits of physical and emotional wellbeing, especially those gained through health and leisure opportunities. Not only because they have a role to play in helping to keep residents healthy, but also in helping individuals make overall positive lifestyle choices. To assist some of the most vulnerable of our residents the Council's leisure services team has enabled access to leisure facilities including swimming and gym membership free of charge to a wide range of vulnerable groups. In addition, the leisure services team will continue to deliver targeted programmes that address social isolation and health inequalities for those facing additional barriers to access and participation. This includes ensuring the new 3G pitch at Cantley and state of the art Boxing Hub facility coming online during summer 2021, will be available to targeted young people in order to bolster our diversionary activities offer.

### **Specific Aims**

#### **1) Work with communities to deal with crime and anti-social behaviour hotspots**

Our aim is to:

- listen to communities at a neighbourhood level to identify crime and disorder hotspots to improve safety in areas using a multi-agency problem solving approach.

**We will achieve this by:**

- exploring and investigating hotspots identified in the Strategic Assessment
- monitoring the number of cases referred and resolved by the partnership problem-solving groups.
- We will review enhanced policing, security presence and situational measures in hot-spots.
- We will review the toolkit of available enforcement interventions including Protection Orders (PSPOs)

#### **2) Reduce the harm caused by domestic abuse**

Our aim is to:

- prevent and intervene at the earliest stage possible.
- reduce the risk of people becoming repeat victims of domestic abuse
- reduce the harm caused to children and young people affected by domestic abuse

**We will achieve this by:**

- monitoring the number of victims referred to specialist services and responding to emerging issues.
- Working in partnership to promote opportunities for perpetrators to change their behaviour.
- continuing to deliver appropriate interventions and specialist support for children and young people affected by domestic abuse including development of a Healthy Relationships programme.
- increasing the number of practitioners trained to recognise domestic abuse and how to refer to support services.

- increase community awareness and messages through communications campaigns

### **3) Reduce incidents of serious violence and knife crime**

Our aims are to:

- understand the risks around knife crime, reduce the harm it causes and reduce knife crime incidents, particularly those linked to public spaces, gangs and county lines drug dealing.

**We will achieve this by:**

- educating young people and promoting awareness of violence prevention
- reducing crimes of serious violence and knife crimes in the borough.
- working with our partners to adopt a long term, preventative public health approach to serious violence and harm.

### **4) Tackle exploitation of children, young people and vulnerable adults**

Our aims are to:

- utilise the use of criminal and civil powers to protect victims
- ensure that victims have the right level of information, help and support
- ensure that communities are equipped to recognise and report issues of concern including exploitation

**We will achieve this by:**

- monitoring the use of civil powers, for example, community protection notices, premises closure orders, and injunctions.
- increasing the number of practitioners trained to recognise the signs of exploitation and how to refer for support

### **5) Reduce incidents of residential burglary and theft from vehicles**

Our aim is to:

- make Wokingham Borough a hostile place for burglars and vehicle thieves to operate by encouraging community resilience and pursuing offenders

**We will achieve this by:**

- tackling organised criminals by working in partnership
- multi agency problem solve to reduce crimes
- reducing crimes of thefts from vehicles
- reducing crimes of residential burglary
- increasing the number of crime prevention messages to the community
- supporting residents through a range of schemes including; Neighbourhood Watch, Adopt a Street and Living Streets Audits

### **How will we delivery our priorities?**

#### **1. Work with communities to deal with crime and anti-social behaviour hotspots**

The partnership will intervene at the earliest possible stage to reduce issues escalating. It will engage with community and neighbourhood groups, and encourage a growth in community resilience. We will listen to concerns of local residents and respond appropriately utilising the multi-agency problem solving and anti-social behaviour panel. We will use restorative justice and community/group activity where appropriate.



To tackle some of the root causes of criminal behaviours the partnership will continue to work with different agencies including mental health, drug & alcohol and floating support services to implement a multi-agency and problem solving approach to tackle anti-social behaviour hotspots and help people maintain their accommodation where it may be at risk.

## **2. Reduce the harm caused by domestic abuse**

The partnership will support those impacted by domestic abuse, tackling perpetrators, raising awareness and educating people around healthy relationships and personal safety. The partnership will continue to focus on Domestic Abuse (DA) as the request for assistance from victims has seen an increase in demand locally. The community safety team will develop a violence against women and girls (VAWG) strategy, which will ensure that the partnership has a co-ordinated response in implementing the Domestic Abuse Act 2021. We will support and contribute to Multi Agency Risk Assessment Conference (MARAC) - meetings to review serious cases and Multiagency Tasking and Co-ordination (MATAC) - focussing on repeat domestic abuse victims and perpetrators. High risk cases will continue to be referred to Independent Domestic Violence Advisors (IDVA's) for guidance and support. The council's team will work with the police and the Home Security Scheme to protect those at risk by target hardening.

The council will tackle perpetrators by taking possession action against council tenancies where appropriate and will liaise with the police to prosecute offenders to keep families safe. We will also ensure that access to help to address offending behaviour is available for perpetrators.

The council has appointed a Domestic Abuse Co-ordinator, to champion good practice locally. Training will be given to front line staff and to council contractors who deal council tenancies. Through the Early Help Hub we will offer 'Reducing parental Conflict Training'.

The partnership will support DA awareness week in November 2021 and will continue to raise awareness locally as well as throughout the course of the year of the issue. Furthermore, we will ensure that we are ready for the implementation of the new Domestic Abuse Bill expected to become law in 2021. Work on a local housing-based support assessment is already underway to underpin a accommodation based support strategy. Further work will include the completion of the domestic abuse housing accreditation programme (DAHA). Which ensures that support linked to housing is consistent and in line with national good practice models and practice. The Partnership will implement a 'Healthy Relationships' course to Year 8 & 9 pupils for those schools who have requested it. It educates young people on the key elements of a healthy relationship and how to recognise a relationship which is toxic.

The partnership will continue to implement recommendations from Domestic Homicide Reviews (DHR).

### **3. Reduce incidents of serious violence and knife crime**

The partnership will continue to support the work of the Thames Valley Violence Reduction Unit and implement a local response to the Serious Violence Strategy whose aims include the reduction in the number of people carrying and using knives, early intervention to stop people becoming involved in gangs, support for those already involved in serious violence and robust enforcement where necessary. Through the Youth Offending Service (YOS) we will run restorative justice workshops. The Public Protection Partnership will be undertaking more test purchasing on knives and warning businesses that it is illegal to sell knives to anyone under the age of 18. We will deliver new knife crime workshops working with local young people who may be at risk of committing violent crime including identified specific young people who need support to stop them becoming involved in serious crime.

### **4. Tackle exploitation of children, young people and vulnerable adults**

The partnership will continue to work together closely to safeguard vulnerable members of our community. We will ensure that education and awareness about exploitation and the signs are provided to communities, young people and professionals. We will ensure that individuals who are vulnerable to exploitation are provided with information, support and help. We will utilise the child missing and at risk of exploitation (EMRAC) process to protect and safeguard young people from exploitation. The partnership is keen to ensure that we are live to issues and concerns in relation to tackling exploitation, especially county drugs lines (CDL's). Cases can be complex and multi-faceted requiring a sensitive and joined up approach ranging from support to enforcement. However, where deemed necessary we will advocate the use of criminal and civil powers including community protection notices, premises closure orders, and injunctions to intervene. We will also work to ensure that practitioners and communities are equipped and trained to recognise and report issues of concern and who to refer individuals on to for support.

### **5. Reduce crimes of residential burglary and theft from vehicles**

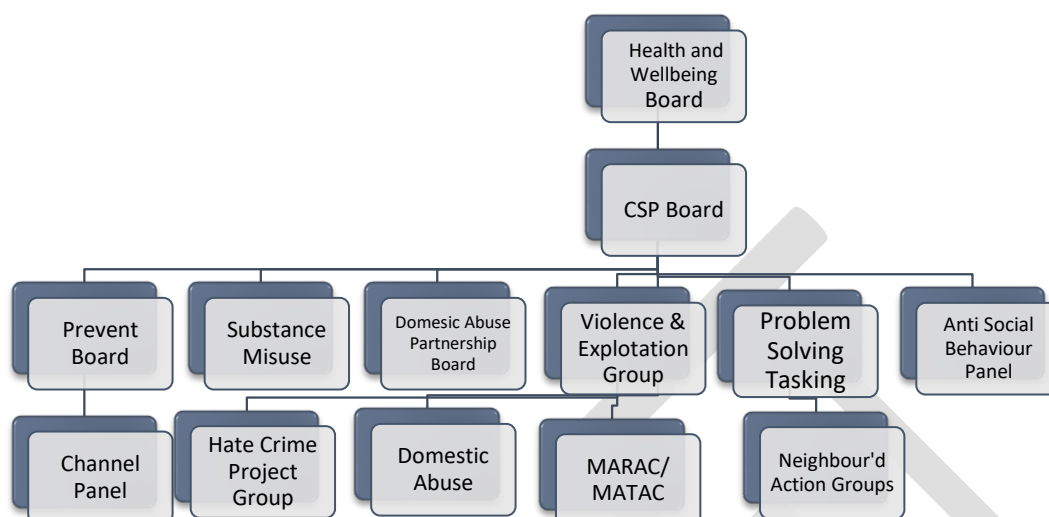
Thames Valley Police is the lead agency that has the duty to hold offenders to account and reduce burglaries and theft from motor vehicles. Other partners will complement their activities by working in partnership to provide effective community messaging to educate residents of how to better protect their property and prevent crime, and target harden hot spots. The partnership will work to target organised criminals when they are operating in the Wokingham Borough to commit burglaries and theft from vehicles by making the borough a hostile place for criminals to operate.

### **Covid19**

The partnership recognises that Covid19 has produced an exceptional set of circumstances and challenges. It has also resulted in dramatically changing and unusual trends. Notable trends have included a fall in burglary and vehicle crime offences and a rise in domestic violence and anti-social behaviour in residential estates and parks and green spaces. Therefore, we will keep a watchful eye on emerging issues and remain flexible in our approach and respond accordingly.

## **Community Safety Partnership Governance & Delivery Groups**

The work of the partnership is driven by a number of multi-agency groups the governance structure and delivery groups for the Wokingham Community Safety Partnership (CSP) are set out below.



## **Summary of Consultation Results**

This strategy was widely consulted upon with residents and key stakeholders. The consultation process was undertaken through a web-based survey for a period of one month. Draft priorities were presented as part of the information with additional free text boxes provided for responders to articulate their suggestions and opinions at each stage. There were 134 respondents to the survey. The consultation results provide a strong endorsement of the draft priorities and as a result no significant changes are proposed.

In response to whether the Strategic and Specific aims addressed the most important issues 88% of respondents agreed or strongly agreed. The highest support for any aim was Anti-Social Behaviour (ASB) at 96% and the lowest was Exploitation at 85%. Other priorities suggested were speeding vehicles and noise nuisance. There was recognition and concern that resources to deliver were limited, reducing and likely to reduce further.

Respondents shared concerns about increasing crime levels, increasing anti-social behaviour (ASB), a reduction in visible policing and reporting mechanisms for communicating with residents. Anti-social behaviour was the highest concern relating mainly to gathering groups of young people in parks.

Bigshotte Park is mentioned most often as an area experiencing anti-social behaviour and specific suggestions to resolve this problem from respondents include a Public Space Protection Order and re-deployable CCTV. Other locations featured were Wokingham Town, Sindlesham, Baker Crescent and Sol Joel Skate Park.

Some respondents asked for a better dialogue on local concerns with a suggestion that Neighbourhood Action Groups should be re-introduced. There were also calls for better incident/crime reporting mechanisms and there was frustration that there was no feedback following a report.

### **Wokingham Community Safety Team**

For more information contact the Wokingham Community Safety Team on <https://www.wokingham.gov.uk/community-and-safety/community-safety/community-safety-partnership/>

Last updated 28.05.2021v6  
Review Date April 2022.

DRAFT

## CIC O&S Priorities 2021/2022

DIGITAL & CHANGE		
Topic	Actions & aims	Priorities (1-6) 1. Enriching lives 2. Safe, Strong Communities 3. A Clean and Green Borough 4. Right Homes, Right Places 5. Keeping the Borough Moving 6. Changing the way we work for you
TECHNOLOGY  37	<b>Aim to maintain and protect IT estate resilience, developing IT capability to support services across key customer touchpoints, to improve customer experiences and outcomes and ensure corporate priorities and strategies are delivered</b> <ul style="list-style-type: none"> <li>Maintain Council's systems &amp; application estate to make sure they remain within supported versions</li> <li>Introduce a corporate reporting system providing a data analysis framework</li> <li>Develop flexible management of the Council's technology infrastructure so that it scales with demand &amp; promotes security</li> <li>Continue rationalising the Council's systems and applications to optimise efficiency and reduce infrastructure required to host the Council's technological footprint</li> <li>Maintain our PSN status through our programme of annual penetration testing for security purposes</li> <li>Continue to embed best practice by following the ITIL framework, completing SOCITM benchmarking and developing a robust Governance framework to inform procurement of technology to make sure security standards are maintained</li> <li>Make sure environmental impact is factored into all procurement activity for new technology</li> <li>Looks after our workforce's digital wellbeing and skills by embedding a community of super users across the Council for all critical applications</li> </ul>	1, 2, 3, 4, 5, 6
DIGITAL	<b>Aim to build mechanisms to capture the 'voice of the customer' so customer needs are at the centre of digital development and prioritisation</b> <ul style="list-style-type: none"> <li>Identify and prioritise key areas of digital service provision to improve or develop to underpin a roadmap for improvement</li> <li>Review Content Management System to drive the signposting and content of the corporate website</li> <li>Work in partnership with the suppliers of our third party online portal services to develop a roadmap for improvement focusing on a consistent and easy to use experience from these portals</li> </ul>	1, 2, 3, 4, 5, 6
PMO / Project Delivery	<b>Aim to Embed the Project Delivery Framework methodology and templates across the Council to drive consistency of project delivery</b> <ul style="list-style-type: none"> <li>Develop benefits measurement system to measure effectiveness of transformation programmes</li> <li>Develop the PMO remit, function and resources to support project delivery and reporting across the Council</li> <li>Maintain a transported Change Portfolio Roadmap including priority delivery schedule</li> <li>Work with Corporate Leadership Team and Directorate Leadership Teams to make sure the Change Portfolio Roadmap supports and connects with priority areas of the Council for transformation</li> </ul>	6
CHANGE	<b>Aim to launch the Business Change Strategy and Embedding the Change Framework to ensure our methodology is robust and fit for our organisational development</b> <ul style="list-style-type: none"> <li>Mobilise the Transformation Gateway to ensure the right specialism's are involved at the right time to yield the best outcomes</li> <li>Develop the Graduate Academy at WBC with collaboration from the LGA</li> <li>Lead on a Berkshire wide LA Change Network to share best practice ideas and examples that we can use in our own organisation</li> </ul>	6

## CIC O&S Priorities 2021/2022

STRATEGY & INSIGHT	<b>Aim to drive the Corporate Delivery plan to ensure our 6 key themes/objectives, have clearly defined service goals, with essential policies and plans in place for achieving those goals underpinned with measurable KPIs; and lead on key Corporate cross-council projects.</b> <ul style="list-style-type: none"> <li>• Pan organisation strategy mapping - ensure there is alignment across the organisation of the corporate delivery plan</li> <li>• Insight Strategy – develop and set out an insight strategy to enable WBC to be an insight and data led organisation</li> <li>• Equality, diversity and inclusion programme – delivery of the equality action plan that sets out to reduce inequality within the community</li> <li>• Poverty Programme - develop a strategy and plan to reduce poverty within Wokingham Borough</li> <li>• Covid Recovery Programme – delivery of the Covid Recovery action plan</li> <li>• Corporate performance reporting quarterly and annually – Report to go to Overview and Scrutiny that is continuously improved and enhanced on each occasion</li> </ul>	1, 2, 3, 4, 5, 6
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CUSTOMER DELIVERY		
Topic	Actions & aims	Priorities (1-6) 1. Enriching lives 2. Safe, Strong Communities 3. A Clean and Green Borough 4. Right Homes, Right Places 5. Keeping the Borough Moving 6. Changing the way we work for you
1st time tracking of Customer satisfaction via GovMetrics. Feedback to be used to improve services/proposition	<b>Aim is to capture customer feedback and insight, across key customer touchpoints, to inform decision making about services and improve customer experiences.</b> <ul style="list-style-type: none"> <li>• Phased implementation of Gov Metric software to capture feedback across key touchpoints – face, phone, email, online</li> <li>• Take remedial action immediately where we can – ‘quick wins’</li> <li>• Monthly reporting on what our customers are telling us, identifying correlations between feedback and demand</li> <li>• Creation of a product roadmap for Gov Metrics, maximising usage across the organisation too gather further insight, and as a result product VFM</li> </ul>	6
Creation of a CX Working Group with cross directorate representation	<b>Aim is to address root causes and reengineer Customer Journeys to fix Customer pain points and improve overall satisfaction and experience, when interacting with us.</b> <ul style="list-style-type: none"> <li>• Review monthly reporting on what our customers are telling us in order to prioritise S/M/L term improvements to drive positive CX outcomes, and better management of demand</li> <li>• Within directorates, lead on CX improvement plan and raising awareness and understanding of the important of CX</li> <li>• Creation and launch of a Customer Charter</li> <li>• Drive design, proof of concept and launch of a CX Learning programme for the organisation</li> </ul>	6

## CIC O&S Priorities 2021/2022

Creation of a Complaints Focus Group with cross directorate representation	<b>Aim to embed a group wide cultural change to complaint handling, that results in increased ownership for complaints and a Customer 1<sup>st</sup> mindset that can be tracked to evidence the change.</b> <ul style="list-style-type: none"> <li>Produce quarterly complaints reports, giving root cause and insight to complaints received</li> <li>Take action within directorates to address repeat root causes for complaints</li> <li>Re write and rebrand complaints policy under 'voice of the customer'</li> <li>Design a new online complaints form, making it easier for customers to express dissatisfaction</li> <li>Improve the recording of complaints by raising awareness across the organisation</li> <li>Upgrade the complaints CRM system, making it easier to record and track complaints corporately</li> <li>Explore our 'organisational tone' when responding to complaints, and lead on the implementation of training across the organisation</li> </ul>	6
Lead and embed Equalities in all that we do - Listen and learn from our communities and use this to deliver services that work well for everyone	<b>Aim to improve the collection of data, publishing it in a transparent manner and acting on this information to improve the way we work, and use feedback from residents to identify barriers to equality of opportunity, and continuously improve our approach and learn from mistakes</b> <ul style="list-style-type: none"> <li>Review &amp; identify any potential areas of change to improve our Equality Monitoring form and practices</li> <li>Introduce equality monitoring into our complaints process and when gathering customer feedback and deploy a feedback system that enables this information to be used to shape service delivery</li> </ul>	6 – but cuts across all priorities

### HUMAN RESOURCES

Topic	Actions & aims	Priorities (1-6) 1. Enriching lives 2. Safe, Strong Communities 3. A Clean and Green Borough 4. Right Homes, Right Places 5. Keeping the Borough Moving 6. Changing the way we work for you
Equality	<b>Aim to Lead and embed Equalities in all that we do</b> <ul style="list-style-type: none"> <li>Participate &amp; lead in Council wide Equality initiatives</li> <li>Colleague Engagement Survey – specific equality question set with focused survey later in year</li> </ul>	6
Strategy	<b>Aim to Increase &amp; optimise people performance across WBC</b> <ul style="list-style-type: none"> <li>Review and update People Strategy</li> <li>Develop Learning Strategy - Provision of core and additional learning opportunities</li> </ul>	6

## CIC O&S Priorities 2021/2022

Covid	<b>Aim to support continued delivery of covid related response services</b> <ul style="list-style-type: none"> <li>Continued colleague wellbeing support/resources</li> <li>Roadmap for return to offices / place of work</li> <li>Help determine Impact on colleagues in relation to new ways of working post covid (Workplace Re-imagined)</li> </ul>	2,6
HR Data and insight	<b>Aim to improve data and insight at colleague level</b> <ul style="list-style-type: none"> <li>Re-configuration of BWO in providing single source of data as corner stone to improved self-service processes and procedures.</li> </ul>	6
Performance Management	<b>Aim to lead on establishment of performance management culture with tools, training and support in place.</b> <ul style="list-style-type: none"> <li>Launching &amp; embedding new Behaviours Framework (What &amp; How)</li> </ul>	6
Change Programmes, Restructures and TUPE	<ul style="list-style-type: none"> <li>Supporting organisational change and transfers in and out of WBC (BAU)</li> </ul>	

CEM		
Topic	Actions & aims	Priorities (1-6)
40		1. Enriching lives 2. Safe, Strong Communities 3. A Clean and Green Borough 4. Right Homes, Right Places 5. Keeping the Borough Moving 6. Changing the way we work for you
Engagement	<b>Aim to lead on the way we engage and consult residents in order to improve decision making, service provision and WBC reputation</b> <ul style="list-style-type: none"> <li>Launch new engagement platform as part of drive to improve the way we consult and engage with residents on decisions and service delivery</li> </ul>	6
Marketing	<b>Aim to refocus CEM activity to more proactively promote WBC activities</b> <ul style="list-style-type: none"> <li>Introduce marketing techniques such as segmentation and targeting</li> <li>Develop marketing strategies for specific WBC services in order to drive up usage and pre-empt negative media coverage and social comment</li> </ul>	6
Reach	<b>Aim to further develop reach and effectiveness of WBC marketing and engagement</b> <ul style="list-style-type: none"> <li>Increase range of e-newsletter provided and number of residents signed-up while maintaining open rates</li> <li>Increase understanding of customers in order to target with WBC marketing</li> </ul>	6
Internal	<b>Aim to maintain the improvements brought to internal communications during Covid-19</b>	6



## CIC O&S Priorities 2021/2022

	<ul style="list-style-type: none"> <li>• Develop internal communication and engagement strategy</li> <li>• Increase understanding of WBC Vision, Priorities and Values among staff</li> <li>• Help drive up staff satisfaction rates through timely and two way engagement</li> </ul>	
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Topic	Actions & aims	Priorities (1-6) 1. Enriching lives 2. Safe, Strong Communities 3. A Clean and Green Borough 4. Right Homes, Right Places 5. Keeping the Borough Moving 6. Changing the way we work for you
Community Safety  41	<b>Aim to relentlessly implement the Domestic Abuse Act</b> <ul style="list-style-type: none"> <li>• Embedding work of sub groups of Community Safety Partnership, including embedding work of Violence Reduction, Domestic Abuse forum</li> <li>• Mobilising new domestic abuse contractor to ensure contract delivery and therefore the right outcomes for residents.</li> <li>• Develop an anti-social behaviour strategy in consultation with key stakeholders, including our towns and parishes, Thames Valley Police and our residents</li> </ul>	1, 2, 6
Social Housing	<b>Aim to maintain housing stock, keep our tenants safe and aim to be relentlessly customer focussed, aiming to increase customer satisfaction to 90%</b> <ul style="list-style-type: none"> <li>• Assisting and supporting tenants as we come out of Covid</li> <li>• Supporting and rehousing c30 rough sleepers due to the end of the 'All in' Policy and lifting of landlord eviction ban</li> <li>• Preparing for additional homelessness in borough due to end of eviction ban</li> <li>• Continue to implement the councils HRA rent policy</li> <li>• Maintain gas servicing and decent homes at 100%</li> <li>• Undertaking stock condition survey and tenant audit</li> <li>• Delivery of replacement and additional homes at Grovelands</li> <li>• Strategic use of Housing Revenue Account borrowing headroom, linked to 145 project, update business plan to reflect borrowing appetite</li> </ul>	2, 4
Communities	<b>Aim to support communities to be clean and safe and to support residents to lead self-sustaining lifestyles</b> <ul style="list-style-type: none"> <li>• Delivering the Councils Covid Contain response</li> <li>• Enhancing the Council's relationships with the Town and Parish Council's</li> </ul>	1, 2, 6

## CIC O&S Priorities 2021/2022

	<ul style="list-style-type: none"> <li>• Supporting residents in key areas of need</li> <li>• Continue the successful Adopt a Street programme</li> <li>• Investigate and enforcement of fly-tipping</li> </ul>	
Libraries	<b>Aim to review and enhance our library proposition to support our wider community and the Arts &amp; Culture agenda</b> <ul style="list-style-type: none"> <li>• New main library within Wokingham as part of the Carnival Hub</li> <li>• Relocate Twyford library into the Old Polehampton Boys School</li> <li>• Open new library facility within Shinfield Community Centre</li> <li>• Continue to deliver enhanced online library offer</li> <li>• Deliver 1,000 library events throughout the year</li> <li>• Restore library services after Covid restrictions</li> </ul>	1, 2, 6

# Agenda Item 14.

<b>TITLE</b>	<b>Planning Application Consultation – Committee Request</b>
<b>FOR CONSIDERATION BY</b>	Community and Corporate Overview and Scrutiny Committee on 21 June 2021
<b>WARD</b>	None Specific;
<b>LEAD OFFICER</b>	Director, Place and Growth - Steve Moore

<b>OUTCOME / BENEFITS TO THE COMMUNITY</b>  Public engagement in the planning process is in accordance with national requirements and the Council's adopted Statement of Community Involvement
<b>RECOMMENDATION</b>  That the Council's procedure in relation to publicity for planning applications be noted.
<b>SUMMARY OF REPORT</b>  The report summarises the national requirements for publicity for planning application and those set out in the Statement of Community Involvement.

## Background

Overview and Scrutiny Committee have requested a briefing note to explain how the Council carries out publicity for planning applications. The requirements are set out in the Council's adopted Statement of Community Involvement and the national planning regulations.

## Analysis of Issues

### Statement of Community Involvement (SCI)

A Statement of Community Involvement (SCI) sets out how the Council will involve the community, residents, businesses and others during the preparation of planning policy and the consideration of planning applications. Councils are legally<sup>1</sup> required to produce a SCI and make it available on their website for the public to access.

The Council's latest SCI was adopted in March 2019 following a public consultation from November to December 2018. The SCI sets out the Council's approach to community engagement and detail on the methods of consultation the Council will use in the preparation of the following:

- Local plans
- Supplementary Planning Documents
- Neighbourhood Development Plans
- Planning applications

[The SCI](#) can be downloaded from the council's website. Further supporting documents including the statement of consultation for the SCI and the adoption statement can also be found [on the website](#).

### Approach to publicity for planning applications

The requirements for publicity for planning applications is set out in Article 13 of the Town and Country Planning (Development Management Procedure) (England) Order 2010.

With regards to neighbour notification for small scale applications the requirements are:

(5) (a) By site display in at least one place on or near the land to which the application relates for not less than 21 days, OR

(b) by serving notice on any adjoining owner or occupier.

And,

(7) Publishing the details of the application on a website maintained by the Local Planning Authority.

Adjoining owner or occupier is defined as: "any owner or occupier of land adjoining the land to which the application relates".

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<sup>1</sup> Contained within [Section 18 of the Planning and Compulsory Purchase Act 2004](#)

As identified in the SCI the Council has opted to write to adjoining landowners, and this means those neighbours who share a boundary with the application site.

In the last year, some 26,000 neighbour notification letters were sent.

In addition to the above, the Council also sends a site notice with a request that it be displayed, voluntary.

Everyone is welcome to comment on planning applications, residents do not need to have received a notification letter in order to comment.

There are further requirements for other types of planning application, for example, site notices and newspaper notices are also required for major planning applications (i.e. those applications which propose 10 or more houses or where the site area is 1 hectare or more).

In addition to the above, Article 16 of the order sets out the requirements for consultation on applications for example with: Town and Parish Councils, the Environment Agency, Historic England.

The Development Management Team carries out publicity and consultation as required by the Order and the Statement of Community Involvement.

## **FINANCIAL IMPLICATIONS OF THE RECOMMENDATION**

***The Council faces severe funding pressures, particularly in the face of the COVID-19 crisis. It is therefore imperative that Council resources are focused on the vulnerable and on its highest priorities.***

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	N/A	N/A	N/A
Next Financial Year (Year 2)	N/A	N/A	N/A
Following Financial Year (Year 3)	N/A	N/A	N/A

<b>Other financial information relevant to the Recommendation/Decision</b>
None

<b>Cross-Council Implications</b>
N/A

<b>Public Sector Equality Duty</b>
This report is for information purposes only.

<b>Reasons for considering the report in Part 2</b>
N/A

<b>List of Background Papers</b>
Statement of Community Involvement

<b>Contact</b> Marcia Head, Clare Thurston	<b>Service</b> Delivery and Infrastructure
<b>Telephone No</b> 0118 974 6000	<b>Email</b> marcia.head@wokingham.gov.uk, clare.thurston@wokingham.gov.uk

## **Community and Corporate Overview and Scrutiny Committee Work Programme 2021/22**

1.	Scrutinising the development of the Council's Budget for 2022/23
2.	Reviewing the work of the Community Safety Partnership, the effectiveness of local policing and fire and rescue services
3.	Exercising the Council's flood risk management responsibilities by monitoring flood risk activities and partnership working with Towns and Parishes
4.	Reviewing the Assets Review Programme and the operation of the Council's Property Portfolio Investment Fund
5.	Reviewing the effectiveness of the Council's partnerships with Town and Parish Councils and the voluntary sector, including WBC's protocol and performance in responding to any issues raised
6.	Reviewing whether Sports & Leisure facilities meet the needs of local residents
7.	Scrutinising burial capacity across the Borough and the Council's plans to ensure adequate future capacity
8.	Reviewing library provision across the Borough including how best practice could be adopted
9.	Scrutinising service and policy developments relating to the Council's public facing services and its in-house support services
10.	Reviewing highways and transport issues including highways contracts, customer service, civil parking enforcement, car parking, parking on blind spots and bends, Bus Strategy and cycling infrastructure
11.	Reviewing the Council's Arts and Culture Strategy as it is implemented
12.	Reviewing what is being done to ensure that every resident had the best access to high speed broadband
13.	Scrutinising the Council's Housing Services to ensure that the needs of local residents and communities are being met
14.	Scrutinising the operation and performance of the Council-owned companies and shared service arrangements
15.	Scrutinising how WBC responds to complaints related to overgrown pavements
16.	Reviewing how the Council communicates and engages with residents
17.	Appointing Task and Finish Groups as appropriate

### **Dates of Future Committee Meetings**

- **21 July 2021 7.00pm (Extraordinary)**

Items scheduled: PPP and Building Control Solutions exit plan update; Briefing regarding the running of the May 2021 elections

- **1 Sep 2021 7.00 pm**

Items Scheduled: Library provision update (provisional); Broadband provision update (provisional). Updates to be confirmed verbally at Committee.

- **6 Oct 2021 7.00 pm**

Items scheduled: Medium Term Financial Plan Review

- **24 Nov 2021 7.00 pm**

Items scheduled: Medium Term Financial Plan Review

- **13 Dec 2021 7.00 pm**

Items scheduled: Medium Term Financial Plan Review

- **5 Jan 2022 7.00pm**

Items scheduled: Medium Term Financial Plan Review

- **28 Mar 2022 7.00 pm**

Items Scheduled: Flood Risk Management update; Police & Fire update