

Bromsgrove District Council

Report of the Portfolio Holder for Health, Wellbeing and Community Safety

Aligned to “Help me live my life independently”

Lifeline

Commercialisation has become a key element of the NEW Lifeline strategy this year ensuring that we can give our customers the best value for money by examining our contracts, equipment costs and the actual cost of service delivery.

In January the NEW Lifeline team procured and installed a new call handling platform, Jontek Answerlink system. This was a seamless transition with no adverse effect on our customers or service provision. The system integrated the service user database on to the Council’s network, transforming many administrative tasks to quick electronic functions. It introduced the ability to use text messaging where appropriate, and streamlines processes for communication and back up of data. The new system will be able to accommodate internet based communication which we have to consider because of changes to the telephony network to be implemented between 2018 and 2025 (Telephone lines are changing from analogue to digital in a national programme of work).

NEW Lifeline carried out a thorough trial on various GPS tracking products resulting in a GPS Pendant being added to our portfolio in January of this year. NEW Lifeline is now able to give Clients all the comfort provided by a telecare alarm away from the home. The tracker offers security and peace of mind allowing the Client to call for help wherever they are, gives two-way voice communication and provides their exact location in event of an emergency. A full roaming SIM is included and fall detection may be added if required. The pendant is suitable for those still wishing to lead an active life but wanting the added security, the pendant offers, whilst doing so. They are also suitable for children, those living with dementia and lone workers. This technology is constantly evolving and we need to embrace new ideas and applications.

NEW Lifeline is meeting the highest possible standards for telecare services being accredited to the Telecare Services Association (TSA) Integrated Code of Practice, assessed at the annual external audit.

To measure our performance 346 NEW Lifeline service users were randomly selected and asked to respond to our customer satisfaction survey. We received 128 questionnaires back.

100% were satisfied or very satisfied with the Lifeline Service.

98% were satisfied or very satisfied with the speed of our response in an emergency.

100% were satisfied or very satisfied with the help they received in an emergency.

95% thought the service was value for money.

100% were satisfied or very satisfied with the help they received to test the equipment and with maintenance of the equipment.

We have received over 600 enquiries about Lifeline this year, resulting in 263 new installations within Bromsgrove, all new service users were left with a questionnaire and prepaid envelope to report back on the service they received through the installation period. In all instances where the questionnaires were returned 100% were satisfied with the quality of the service; 100% were satisfied with the speed of the response; 100% were happy with the demonstration and information given and 100% thought the service was value for money.

Every month calls are monitored to see how quickly operators pick up the calls. The targets set are 97.5% with 1 minute and 99% within 3 minutes, we consistently perform within these targets.

We have answered a total of 172,348 calls through lifeline between April 2016 and March 2017, of which 4,936 were medical emergency calls and 2,078 were 'no response' calls which had to be investigated.

The Lifeline Service attended the Bromsgrove Pensioners Fair on 3rd November. This was an ideal opportunity to showcase the range of services and equipment that is available to residents. The Lifeline stall had a lot of interest with over 50 residents taking away further information. To date 2 new residents have signed up to the service.

Planning the year ahead...

The changes to the telephony network is forcing us to focus on how to migrate from analogue to digital. This is a national project led by OFCOM that will affect all homes and businesses. However the critical nature of the Lifeline Service provided to vulnerable individuals means we have to plan for this situation as it evolves. We are researching what equipment is available and how other countries, namely Sweden, have coped with these changes and what lessons have been learned. We are working closely with our equipment suppliers to learn how to overcome the challenges and research the most cost effective and reliable solutions. Fees and charges will be reviewed to reflect the anticipated changes we need to make

We are working in partnership with Fortis Housing to trial a response service for people on Lifeline who have fallen but are uninjured and also to investigate calls where nothing can be heard (no response calls) and local contacts are unavailable. Fortis have been providing this service in the South of the County for some time and

have all the correct equipment and training to pick up people when they have fallen. There will be no additional charge to our service users as the trial is being funded by the CCG with a view to it becoming a permanent offer.

Work has commenced to review the CCTV and Lifeline service. This is following transformation of the service and we are looking to introduce 3 new roles into the team; a Technical Project officer to oversee the digital changes and other projects, a Business Development officer to pick up the commercialisation of the department and grow the customer base and a supervisory level within the monitoring centre.

CCTV

The BDC CCTV Scheme consists of 88 cameras located within Bromsgrove Town Centre, Sanders Park, Rubery, Alvechurch, Barnt Green, Hagley, Wythall, and Aston Fields.

During 2016/2017 operating staff completed 1091 incident reports for the camera locations. This is a decrease of 163 incidents for the year.

The most prominent recorded incidents for the period under review were for Anti-social behavior. This again reflects the offence statistics for the area covered by the CCTV system and therefore provides an indication that operators are capturing relevant images.

During 2016/2017 there were 207 reviews, this is where the police request footage to be examined for evidence of a crime or incident.

This year the Overview and Scrutiny group proposed a Strategic Review of the CCTV Operation and a short Sharp Review is underway. Advancement in technology over the last 7 years, since the scheme was last upgraded, is highly significant. As old equipment becomes costly to maintain and difficult to source it is now important to plan the strategic and technical development of the scheme in line with the Camera Surveillance Commissioner's principles and needs of the Borough. The CCTV operation remains accredited to the Surveillance Camera Commissioner's Code of Practice, following an external audit in September. This ensures the scheme remains fit for purpose, legal, and encourages us as CCTV scheme owners to review the scheme in line with best practice.

West Mercia Police and Crime Commissioner has released funding to support CCTV provision across the West Mercia Force area. This equates to a maximum of £65k funding per CSP area, per year (for 3 years) that can be requested via an application process. North Worcestershire CSP's allocation will cover the three district areas supported by the Partnership providing a maximum funding amount of just over £21,500 per year for each district. The PCC has established a new CCTV Policy to accompany the fund which outlines the criteria attached to the funding. The PCC has also requested that CSPs engage in a scoping exercise with a view to establishing a CCTV purchasing framework. It is expected that all new CCTV equipment and upgrades requested through the fund will be procured via this framework.

Bromsgrove Partnership

Background

The Bromsgrove Partnership is the Local Strategic Partnership (LSP) for the District.

An LSP is a voluntary partnership which brings together different organisations from the public, private, voluntary and community sectors. Instead of each organisation working separately in isolation, the Bromsgrove Partnership provides a forum for local organisations to come together and address issues that are important to those living, working and visiting Bromsgrove District in a more effective and cohesive way.

Bromsgrove Partnership's vision is: "*We will make Bromsgrove District the place to live, do business and to visit.*"

Bromsgrove Partnership operates a Strategic Board with Theme and Sub Groups underneath. The Partnership is made up of representatives from a number of organisations.

Bromsgrove Partnership Theme Groups

There are two partnership groups that I am a member of and they are as follows:

Community Wellbeing Theme Group

This is the largest of the Theme Groups with representatives from a variety of public and voluntary sector organisations around the table. It covers: Health and Wellbeing; Children and Young People; and Ageing Well. The Health and Wellbeing section of the Action Plan is being refreshed and is aligned with the Worcestershire Health and Wellbeing Strategy 2016-21, reflecting the same key priorities around: improving mental wellbeing; increasing physical activity; and reducing harm from alcohol.

The Ageing Well Sub Group looks after the 'Ageing Well' part of the Action Plan (see next section). Following discussions some time ago at the Community Wellbeing Theme Group and Board, a NEETs (not in education, employment or training) Solution Panel was set up which focuses on individual cases and ensures those individuals have the most appropriate support. In addition, last year a Children and Young People Provider Group was established, which was requested by partners so that at a provider level, they can work together to better meet the needs of children and young people collectively. The Children and Young People Provider Group connects into both the Bromsgrove Partnership and Safer Bromsgrove, which is part of the Community Safety Partnership.

At the last Community Wellbeing Theme Group meeting in September the partners received an update from all the sub groups (Ageing Well Sub Group, NEETs Solution Panel and Children and Young People Provider Network). At the November meeting, there will be a specific focus on the priority 'improving mental wellbeing' where partners will find out more on services available locally and consider how they

can, individually or collectively in partnership, work together to support those services and ultimately help improve mental wellbeing of our local residents.

At a County level, the Community Wellbeing Theme Group links to the Worcestershire Health Improvement Group (HIG) which is a sub Group of the Health and Wellbeing Board (HWBB). I am the District Council representative on the HIG and the North Worcestershire District Council representative on the HWBB too.

Ageing Well Sub Group

Due to the wide remit of the Community Wellbeing Theme Group, and given the demographic of the District, a sub group, specifically focusing on the older population locally, was formed some time ago. It is chaired by the Chief Executive of Age UK Bromsgrove, Redditch and Wyre Forest.

There are a number of key priorities for this group which are: improve dementia awareness; tackle fuel poverty and reduce excess winter deaths; falls prevention and increase physical activity; address social isolation and loneliness and promote ageing well; improve stroke awareness; and identify 'hidden' carers and promote support.

Discussions at recent meetings have included: supporting the Pensioner's Fair organised by Sajid Javid MP; updating and promoting the winter edition of the 'New Horizons' information / signposting leaflet for older people highlighting the five ways to wellbeing; digital inclusion; physical activities specifically for the older population; and the work of the local Dementia Action Alliance in working towards making Bromsgrove a Dementia Friendly Community through our Bromsgrove and Redditch Dementia Action Alliance.

Community Safety

North Worcestershire Community Safety Partnership (NWCSP)

NWCSP has been in existence since May 2013 and delivers the statutory community safety requirements for the three district areas of Bromsgrove, Redditch and Wyre Forest.

Local representation on NWCSP is fulfilled through a number of positions. Bromsgrove District Council's Elected Member representative is the Portfolio Holder for Health & Well Being and Community Safety, Councillor Margaret Sherrey. Sue Hanley, Deputy Chief Executive is Chair of the Partnership and Judith Willis, Head of Community Services is the District Council's Responsible Authority representative. The Community Safety Manager, Bev Houghton manages the Council's community safety team, provides officer support to the CSP and is also Chair of the Safer Bromsgrove Group.

Scrutiny arrangements for the CSP remain unchanged with local authorities having a statutory duty to scrutinise the work of its local CSP, under Section 19 of the Police and Justice Act 2006.

Alongside the relationship the Council has with NWCSP, there is also a direct role in holding the West Mercia Police and Crime Commissioner (PCC) to account through the West Mercia Police and Crime Panel (PCP). Bromsgrove District Council's representative on the PCP is the Portfolio Holder for Community Safety, Councillor Margaret Sherrey.

Partnership Structure

Local operational activity is delivered via the Safer District Groups, known as Safer Bromsgrove, Safer Redditch and Safer Wyre Forest.

There are also a number of other partnership sub-groups as illustrated below.

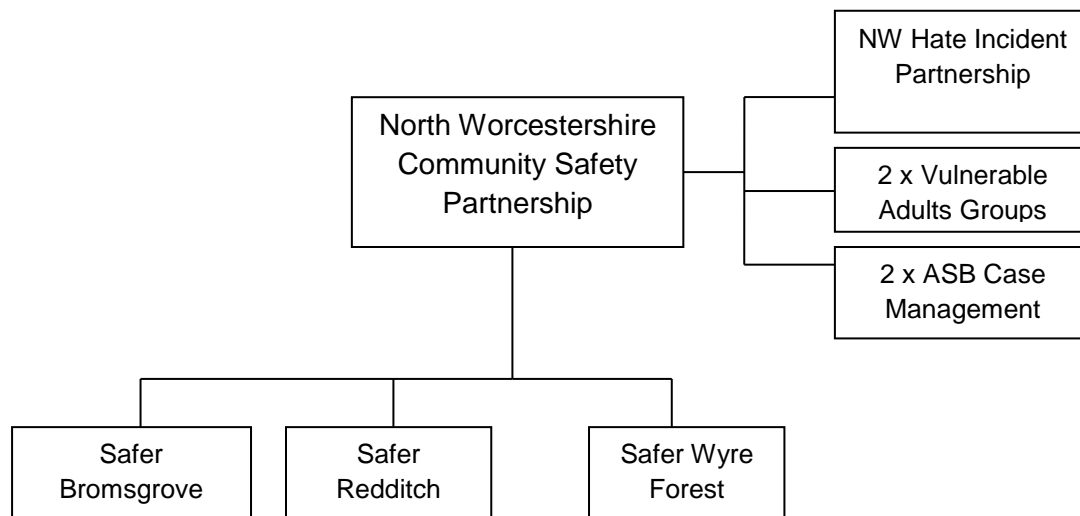


Diagram 1: Structure of the North Worcestershire Community Safety Partnership

Strategic Assessment and Partnership Plan

NWCSP has a statutory duty to produce a three year rolling plan outlining how the Partnership intends to address key crime and community safety priorities, identified in its annual Strategic Assessment.

In December 2016, NWCSP agreed its strategic priorities for 2017-20 as:-

- Reducing Violence and Abuse: including sexual offending, domestic abuse and Child Sexual Exploitation (CSE)
- Reducing Theft and Acquisitive Crime: including shoplifting, thefts and burglaries
- Reducing Anti-Social Behaviour, Damage and Nuisance: including criminal damage, environmental issues and deliberate fires

- Protecting vulnerable communities from being specifically targeted by crime and ASB (including hate crime, harassment and threatening behaviour) is a cross cutting theme which impacts on all three CSP priorities.

Reducing Re-offending and Drug and Alcohol Misuse are cross cutting themes that impact on all of the CSP priorities.

John Campion, West Mercia Police and Crime Commissioner

John Campion was elected as the Police and Crime Commissioner (PCC) for West Mercia on 5th May 2016. The PCC has a duty to co-operate with CSPs to reduce crime and disorder and there is a reciprocal duty on CSPs to collaborate with the PCC. The PCC and the CSP must have regard to each other's priorities within their respective plans. The PCC's Safer West Mercia Plan was published in October 2016 and his vision is reflected within the NWCSP Strategic Priorities.

Tracey Onslow, appointed as Deputy Police and Crime Commissioner in July 2016, has a brief to represent the PCC in communities across West Mercia. Her portfolio includes cyber, rural and business crime; victims' services and commissioning.

CSPs have been advised that the PCCs commissioning model is still in development and a key area being considered is a review of the funding provided to CSPs. The review focuses on funding provided for analytical support, CCTV funding and funding for reducing re-offending activities. Outcomes of the review into these particular areas of community safety funding were expected toward the end of September 2017.

Grant Funding from the PCC 2017/18

Although CSPs in West Mercia had been advised their respective grant allocations for 2017/18 would be based on previous levels of funding, Partnerships were asked to apply to the PCC providing details of how CSPs would like to use their allocations.

Following the NWCSP grant submission in Feb 2017, the PCC rejected a number of the funding requests put forward and also made some suggestions of projects that he would like to see delivered. This was a significant change to how CSP funding had previously been allocated and reflects the PCCs move to a commissioning model for CSPs rather than the allocation of a grant.

The funding amount originally ring fenced for NWCSP initiatives totalled £155,950; however the final amount of funding provided to NWCSP for community safety activities in 2017-18 was £139,950. The table below details the projects that NWCSP agreed to deliver using their reduced funding allocation.

NWCSP Funding Allocation – 2017-18

Project Name	Allocated Amount
NWCSP Research & Information Officer	£35,000

Bromsgrove Town Centre Management Group	£10,000
Bromsgrove Youth ASB Outreach Services	£8,000
Bromsgrove Young Citizens Challenge/Crucial Crew	£2,000
Redditch Town Centre NTE Improvements	£10,000
Redditch Youth ASB Outreach Activities	£8,000
Redditch Young Citizens Challenge/Crucial Crew	£4,000
Team Wyre Forest	£10,000
Wyre Forest Youth ASB Outreach activities	£4,000
Wyre Forest Community Ambassadors and Citizenship Event	£4,000
Wyre Forest Young Citizens Challenge/Crucial Crew	£4,000
North Worcestershire Personal Safety Campaigns:-	
Sexual Violence Campaign	£2,000
Protect Your Property Campaign	£1,250
No Rogue Trader Campaign	£4,000
CSE Awareness Campaign	£2,000
Cyber Crime Awareness Campaign	£1,000
North Worcestershire – Domestic Abuse/Sanctuary Schemes	£10,000
North Worcestershire Hate Crime Awareness	£9,000
North Worcestershire Street Pastors	£11,000
Total	£139,250

PCC Grants to Voluntary Sector Organisations

Alongside providing funding to CSPs across West Mercia, the PCC also provided grants to a number of voluntary sector organisations via a separate application process. This funding was directed toward larger voluntary sector organisations working across wider geographical areas. The CSP is making links with these organisations, and vice versa to ensure that duplication is minimised and all opportunities for closer working are explored.

NWCSP Development Workshop

In light of potential changes to the way the PCC will be allocating CSP funding in the future and after a number of changes in representation on the group; the CSP felt it was timely to undertake a partnership development workshop. The workshop was held on the 3rd October and discussed the future direction of the partnership, sought to identify if all group members understood the role and remit of the group and whether its current operating model is fit for purpose. There was a pre-workshop questionnaire circulated to all members, as well as development activities during the event. The findings from the workshop are currently being collated and analysed

and they will be used to review current activities and influence the next CSP action planning process.

District Delivery, Key Projects and Progress

Safer Bromsgrove Group

Safer Bromsgrove is the district operational group responsible for delivery of the local action plan on behalf of the CSP. The group receives a district specific crime and ASB update at each meeting and partners work together to develop and implement projects to address local community safety issues across Bromsgrove District.

As well as receiving support from the Council's Community Safety Team and other partners, Safer Bromsgrove has funded a dedicated Bromsgrove Community Safety Project officer as well. The Project Officer liaises with local residents and partners, carries out community safety assessments and site surveys and co-ordinates crime reduction activity on behalf of the group.

A Bromsgrove Town Centres group has also been established following identification of a number of crime and ASB issues linked to the Night Time Economy in the High Street/Market Street area. The group was initially set up to look at licensing issues but has since widened its remit to look at other areas such as business crime and wider environmental issues in all of the Town Centres. The group includes local business owners and other stakeholders and is chaired by Cheryl Welsh, Bromsgrove Centres Manager, working closely with David Rischmiller, the Community Safety Project Officer. Safer Bromsgrove has allocated the £10,000 CSP funding identified for Bromsgrove Town Centres to this group to support its activities around Pub Watch, Best Bar None, Shop Watch and other community safety/crime reduction initiatives.

Home Security

The Community Safety Project Officer continues to offer a Crime Prevention Survey service to the community. Since April, these include a series of surveys in Bentley Pouncefoot in support of the Parish Council's area security initiative and two home security assessments at the homes of very elderly residents. One aged 96, referred by Housing colleagues who were concerned at the condition of her rental property and one at the home of a 98 year old who had been the subject of an aggravated burglary in Wythall.

Community Engagement

The Community Safety Project Officer has conducted community safety and crime prevention talks and provided stands at a series of events, including; the Neighbourhood Watch AGM, a Dementia awareness stand in the Town Centre and the Fun Day held as part of Dementia Awareness week. David has also attended a Hagley community concern meeting, Catshill PCC meeting, Fairfield Community Association, Bromsgrove Police and Fire Open Day and the College Fresher's Fair. In excess of 160 persons received direct home and personal safety advice at these

events. Community Safety Team Officers have also attended a number of community events at Sidemoor and Charford during the summer. Further community engagement activities were carried out at HOW College, Bromsgrove and to various other community groups.

Bentley Pouncefoot

Following a series of crimes and incidents in the area and the community of Bentley Pouncefoot becoming dissatisfied with the Police responses; a public meeting was called which the Community Safety Project Officer attended as part of a partnership response. Local residents subsequently engaged with partners and this saw the parish become a Smart Water area as part of the Police's 'We Don't Buy Crime' project. As part of the project, a number of home security surveys were also carried out, alongside a property marking programme.

Tardebigge Reservoir

As a result of the work in Bentley, the Anglers Association at Tardebigge Reservoir contacted the Community Safety Project Officer. The group had been experiencing sporadic ASB problems including open water swimming and gatherings with alcohol. Agency responses were limited due to the reservoir's location and access difficulties. The Project Officer liaised with the Police and Fire Service and an emergency response exercise was conducted to familiarise staff with the location, demonstrate and practise rescue techniques and clarify contingency measures for access and response issues. Partner agency work continues around this location with the intention of helping the landowners to develop appropriate deterrent measures and warning processes highlighting the danger of open water swimming. It is hoped that an additional benefit of this will be a reduction in the ASB issues.

ASB Reports

The Project Officer has responded to a number of calls from the public and elected members about locations experiencing ASB. David has engaged with residents and elected representatives to assess causal factors and where possible identify possible solutions in liaison with partner agencies. Locations of ASB include Hagley, Alvechurch, Catshill and the Town Centre. Two very recent locations currently being reviewed are Sweetpool Lane, Hagley and Blackmore Lane off Birmingham Road.

Doorstep Crime

The Project Officer is working with his Redditch counterpart on a funded initiative to address doorstep crime, such as rogue traders and distraction burglars. The 'Nominated neighbour' scheme identifies vulnerable residents and allows them to nominate a trusted neighbour to screen visitors to their address. The scheme will involve working with partner agencies to identify vulnerable residents and visiting them with a prepared and comprehensive pack of information which will explain the whole process to them and their nominated neighbour.

Rock Hill Concerns

In response to community and elected representatives concerns about crime and ASB in the area, a comprehensive crime vulnerability assessment was conducted of Rock Hill. Working directly with local residents and partner agencies, a number of alterations have been made to the built environment at key locations using established crime prevention principles. Monitoring of the area and liaison with partners is on-going and consultation with residents continues with regard to further measures and improvements that could be considered.

Respect Schools Programme

The Respect programme continues to provide whole day community safety awareness sessions as part of school drop down days. The programme also provides bespoke classroom sessions on a number of subjects such as recognising and reporting hate crime, understanding healthy relationships and identifying domestic abuse. Workshops are also delivered on the dangers of substance misuse and promoting respect for others and community responsibility. The scheme also provides one to one mentoring sessions to individual students who are referred in as being at risk of becoming involved in crime and ASB or are at risk of becoming victims of crime.

In the last school year (Sept 16 – July 17) the project saw 625 students receive community safety information during PHSE lessons and whole school drop down days across Bromsgrove and Redditch. 97 students were referred for one to one support via therapeutic mentoring sessions and 44 students received information as part of targeted, small group workshops.

38 students have taken part in the nationally recognised CRUSH Programme, a young people's Domestic Abuse awareness course created and accredited by Women's Aid. Numbers for the programme across the board were lower this year due to the accredited Community Safety Project Officer who delivers many of the sessions being on maternity leave for a significant part of the school year.

Drop down days are currently planned for next school year Sept 17 to Dec 17 in Parkside Middle School, North Bromsgrove High School and Waseley High School. The Crush programme is currently being delivered to over 20 young people attending schools in Bromsgrove district.

Bromsgrove Youth Hub

Safer Bromsgrove coordinates the Children and Young People's Provider Group that has been established in Bromsgrove. The group, made up of Positive Activities Providers and local voluntary and community youth groups, are working on setting up a youth hub at the Baptist Church in Bromsgrove. Safer Bromsgrove is supporting this project by allocating some pump priming funding to encourage other funders and investors into the scheme. Community Safety partners are also providing project support and advice to the group.

Safe Place Scheme

The Safe Place Scheme is a CSP funded project which was established in 2014 by Our Way Self Advocacy in Wyre Forest. The scheme has now been rolled out across the whole of Worcestershire. Safe Places offer vulnerable people a safe place to go if they have a problem or concern whilst out and about in any district town centre. All Safe Places are identified by an instantly recognisable Safe Place window or door sticker and employees/volunteers in the safe place receive training so that they are able to provide reassurance and help people contact a relative, carer or appropriate support worker, if required.

A directory of the Safe Places in Bromsgrove and across the county is available at www.ourway.org.uk/safe-place-scheme/ and there is a free Safe Place Scheme app available for mobile phones. Downloading “My Town Worcestershire” from the App Store, will show your nearest “Safe Place” and will also guide you directly to it via Google Maps. Community Safety teams across Worcestershire are working in partnership with West Mercia Police and Our Way Self Advocacy to support, develop and maintain the scheme across the county. Sarah McIntosh, a Bromsgrove Community Safety Project Officer was instrumental in supporting Our Way Advocacy to set-up and co-ordinate the scheme and has also led on the development of the Safe Place Mobile Phone App. In the first quarter of the app being launched, there were 217 downloads. The App also operates on the same platform as the Street Pastors App allowing both schemes to share costs and technical support at reduced amounts.

Hate Crime Awareness Week 2017

As in previous years, the CSP has allocated some of its PCC funding to host a number of events during Hate Crime Awareness Week (16th to 20th Oct 2017). As part of its work programme, North Worcestershire Hate Incident Partnership (NWHIP) organised a number of community engagement events across the three districts.

In Bromsgrove, an awareness stand was held in the Town Centre on the 17th October and a Street Theatre Company was commissioned to engage with residents using a number of thought provoking performances. NWHIP also held a re-launch event on the 20th October. The event saw the introduction of a new independent chair of the group, revised operating protocols and established new terms of reference.

As part of this year’s programme, NWHIP has also made funds available to local community groups to assist them in hosting their own events during hate crime awareness week.

Young Citizens Challenge

The Young Citizen’s Challenge is a weeklong event that engages with pupils in Year 6 from schools across Bromsgrove and Redditch. The event is held at Bromsgrove Police & Fire Station and pupils take part in workshop sessions with a number of community safety partners throughout the day. Awareness sessions are provided by

the Fire Service, Western Power, the Road Safety team, West Mercia Police, the Community Safety team and the Water Safety organisation SARA. 1000 pupils took part in the project in May 2017 and received key community safety messages.

White Ribbon Campaign

The White Ribbon Campaign (WRC) is an international movement encouraging men to speak out against violence against women and girls. The annual campaign takes place between 25th Nov and 10th Dec. During this period, a number of local agencies, led by the District Council's Community Safety Team, will encourage residents, partners and community members to publically show their opposition to all forms of domestic abuse, irrespective of the victim's gender. This will be the third year that the Council has offered high profile support to the campaign. In Bromsgrove, awareness stands will be held at the Co-Op in Rubery on the 4th Dec and at ASDA in Bromsgrove Town Centre on the 5th Dec. a number of school assemblies and classroom awareness sessions will be held in local schools in the run up to the campaign and during the 16 days.

Safeguarding

Safeguarding children, young people and vulnerable adults is a responsibility of us all. As a Ward Councillor or representative of the Council, we all have a duty to act if we have any concerns. To support this responsibility the Council is represented on the Worcestershire Safeguarding Children's Board by Kevin Dicks and District representation is made at the Board's Theme groups. In respect of the Worcestershire Adults Safeguarding Board, links have been further developed to enhance sharing of advice and good practice. The Head of Community Services meets quarterly with the Board's Manager to discuss as a District Council how we can support the priorities of the Worcestershire Board.

As a Council we take our duties seriously in respect of our responsibilities under the Children Act 2004. We have in place a Safeguarding Policy which was reviewed in January 2017 and alongside this, training has been provided to both Members and Officers. In particular, training has paid specific attention to child sexual exploitation and corporate parenting in order to raise awareness of these important safeguarding responsibilities. We have been proactive as a District Council to deliver this training to our partners, including BDHT and the voluntary sector.

We will continue to work with our partners to support any work around child exploitation and particularly if any locations of concern are within our district. Worcestershire Regulatory Services have recently met with the Chair and Vice Chair of our Licencing committee to discuss training for hackney carriage drivers and this will be rolled out during 2018.

As Portfolio Holder, I sit on the County's Corporate Parenting Board. This is the formal partnership of agencies who work together to meet the need of Looked After Children and Young People. We are all Corporate Parents and have a responsibility to be ensure that the services provided for Looked After Children and care leaves meet their needs and to the highest possible standard.

Sadly, Looked After Children are far less likely to reach their full potential. Some shocking statistics include: 12% become homeless, only 1% go on to University and 50% will have a mental health issue. We can do something to break this cycle by making sure that looked after children and young people are given the same opportunities that any good parents would provide for their child. Make sure that the views of young people are heard and listened to and when decisions are being made that their views are taken into account. Promote a positive view of looked after children and young people and care leavers and help raise public awareness about the care system.

Councillors play an important role in safeguarding our communities and in particular those who are more vulnerable. I therefore asked Officers to provide a short leaflet containing the key messages and key contacts for you. Copies are available.

Early Help (renamed Parenting and Family Support)

The Parenting and Family Support contracts with WCC has been in place from December 2016. Despite a reduced budget the service has managed to meet all contract targets.

Members will be aware, as part of the above changes the County Council conducted a consultation exercise on Children's Centres during last summer. The outcome being that out of the six centres in Bromsgrove, five have been transferred over to schools. The remaining centre, Pear Tree, being retained on Lease to ourselves for the delivery of the new contract. This Centre in Sidemoor, continues to offer a range of Universal services available from Health and Voluntary organisations and it is a thriving Centre. We are also renting staff space at the Starlight café in Charford which is proving to work well in terms of accessibility for families and partnership working with other agencies- BDHT Sunrise project in particular.

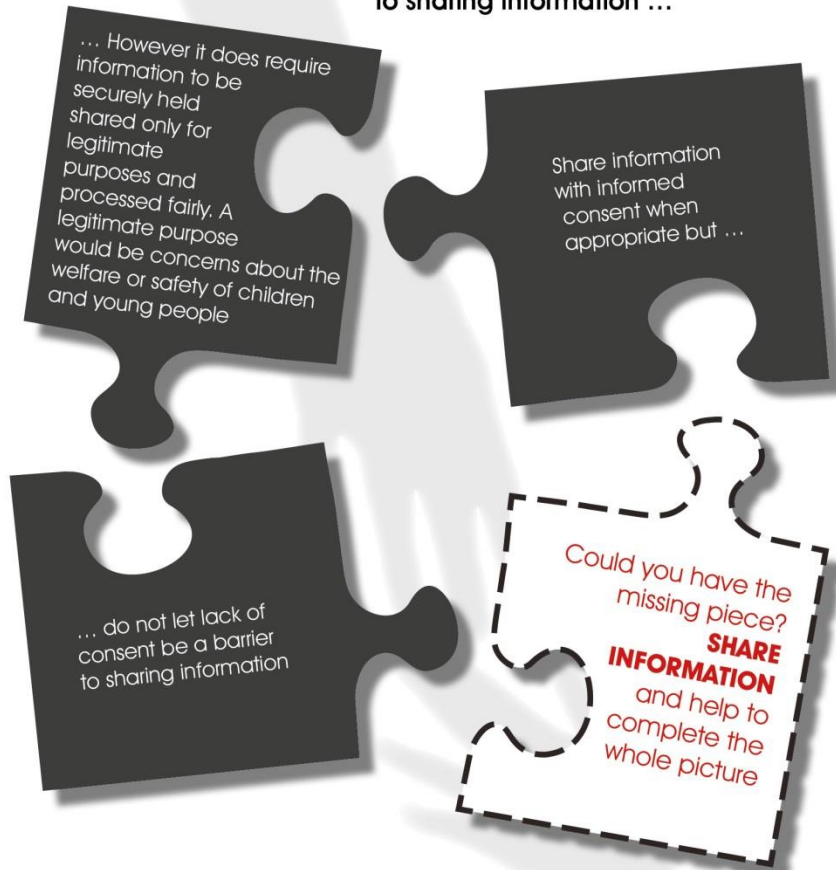
When the contract started there was a clear criteria for Family Support however following the WCC Safeguarding Ofsted Inspection, work is being carried out in reviewing Family Support in regards to how it can support Social Care. The team can only now offer targeted Family Support services at tier 3. The Family Support referrals now have to be processed via the Family Front Door and the Community Social Workers advise whether the Targeted Family Support Service are able to work with them or whether a tier 2 service (schools or health services) should respond instead.

As part of the contract with WCC we also provide Parenting Provision. Again, when the contract started we had a set criteria for this (families who live in the top 40% super output areas of need, families known to social care, teenage parents, children most at risk of becoming NEET (not in Education, Employment or Training) or those that meet 2 of the Government's Troubled Families Criteria (e.g. involved in crime/ASB, parents/carers out of work). However in discussions with Health Visitor and School Nurse colleagues and the commissioner, it has now been decided that we will open this provision up universally, so any family can access this support – however, we will still be measured on how we engage the target groups.

Are you worried about data protection and whether you can SHARE INFORMATION?

Worried about breach of confidentiality?

Data Protection is not a barrier to sharing information ...



Any concerns about sharing information speak to the Information Management Team (Charlotte Shepard, Julie Hemming-Smout and Nicola Brothwell) on extension 3258.

SAFEGUARDING

It's everyone's responsibility



Bromsgrove
District Council
www.bromsgrove.gov.uk



Child abuse and abuse to vulnerable adults really exists - it is prevalent throughout society and is not related to any one group. Everyone needs to be open to this and to be vigilant.

- You have a responsibility to safeguard children, young people and vulnerable adults against any form of abuse.
- Whatever your job role, or as a councillor you are the eyes and ears of the community and have a responsibility to act if you have any concerns.
- Warning signs can be hard to spot though, so if you see something that concerns you, don't leave it - share it with your line manager or one of the following Council's Safeguarding leads:
 - **Head of Community Services - Judith Willis**
ext.3348 / 07810154316
 - **Head of Leisure and Cultural Services - John Godwin**
ext.1762 / 07974242328
 - **Interim Safeguarding Lead - Louise Langston**
ext.2165 / 07990532103



What to do if you have a safeguarding concern

- If you are concerned about a child, young person or vulnerable adult please discuss with your line manager or safeguarding lead for the authority
- For professionals there is a contact number to call if you have concerns via Family 'Front Door' on 01905 822666 for children or the Access Centre on 01905 768035 for adults
- Do be aware that whilst it is your role to pick up concerns in the first instance, it is not your role to investigate the concern. This is the role of Social Care and the Police.
- If your concern is regarding a member of staff abusing a child, young person or vulnerable adult report this immediately to a safeguarding lead.

All children, young people and vulnerable adults should be able to lead safe, fulfilling lives and not be subject to abuse or neglect by others.

Types of abuse can be:

Physical abuse **Sexual abuse** **Financial Abuse** **Risk of injury**
Emotional abuse (including a child witnessing domestic abuse)
Neglect **Bullying** **Child Sexual Exploitation**

Signs of abuse may not be obvious but can include physical appearance and behavior or it may be that the child, young person or adult tells you something.

Always give consideration to the following safeguarding principles:-

- Child and adult protection is a multi agency operation - no one organisation or agency on their own can protect children and vulnerable adults. We have to trust and work with others and share information.
- No one should make a decision about abuse on their own - always discuss concerns with your line manager or a Safeguarding Lead.
- Parents have a right to know when their children are being discussed and children have a right to be consulted - it is much better to have parents agreement but there can be times when this would put the child at further risk.



Corporate Parenting

Remember that we need to provide extra support and work together to meet the needs of Looked After Children. The term Corporate Parent applies to everyone and means we have a duty to ensure that Looked After Children have the opportunities to thrive and reach their potential. Speak to Judith Willis if you want to find out more.