



NOTICE OF MEETING

TRAFFIC, ENVIRONMENT & COMMUNITY SAFETY SCRUTINY PANEL

MONDAY, 13 JUNE 2016 AT 5.30PM

CONFERENCE ROOM B, SECOND FLOOR, THE CIVIC OFFICES

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Membership

Councillor Stuart Potter (Chair)
Councillor Steve Hastings (Vice-Chair)
Councillor Lee Hunt

Councillor Frank Jonas
Councillor Ian Lyon
Councillor Tom Wood

Standing Deputies

Councillor Ken Ellcome
Councillor David Tompkins
Councillor Suzy Horton

Councillor Steve Pitt
Councillor Darren Sanders

(NB This agenda should be retained for future reference with the minutes of this meeting).

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: www.portsmouth.gov.uk

AGENDA

- 1 Apologies for Absence.**
- 2 Declarations of Members' Interests**
- 3 Minutes of the Previous Meetings. (Pages 1 - 8)**

RECOMMENDED that the minutes from the meetings held on 8 and 21 March 2016 be agreed as a correct record.

4 Discussion of Future Topics.

Officers will assist the panel in selecting potential topics for consideration by the Scrutiny Management Panel when it determines the scrutiny work programme.

Members of the public are now permitted to use both audio visual recording devices and social media during this meeting, on the understanding that it neither disrupts the meeting or records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

Agenda Item 3

TRAFFIC, ENVIRONMENT & COMMUNITY SAFETY SCRUTINY PANEL

Minutes of the meeting of the Traffic, Environment & Community Safety Scrutiny Panel held on Tuesday, 8 March 2016 at 5.30pm at the Civic Offices, Portsmouth

Present

Councillor Stuart Potter (in the Chair)
Lynne Stagg
Ryan Brent
Lee Hunt
Ian Lyon
David Tompkins

48. Apologies for Absence. (AI 1)

No apologies were received.

49. Declarations of Members' Interests (AI 2)

No interests were declared.

50. Minutes of the Previous Meeting. (AI 3)

RESOLVED that the minutes of the meeting held on 2 February 2016 are agreed as a correct record subject to the following note:

Page 4 - Catch 22 is a charity not an organisation.

51. Review into how community safety partners can work together to reduce demand and cost for intensive specialist services currently supporting individuals with complex needs. (AI 4)

Collette Hill, Clean & Green Service Manager explained that:

- She manages the community wardens team which aims to help the city safe, clean and tidy in line with the Safer Portsmouth Partnership's priorities.
- They respond to waste and anti-social behaviour issues; engage with people and signpost them to the appropriate organisations.
- They have also set up a litter map to enable resources to be targeted appropriately.
- The Anti-Social Behaviour Unit Manager set up a meeting bringing together representatives from anti-social behaviour services, property services, the police, Central Point, housing options, alcohol misuse services, Portsmouth Users' Self-Help group (PUSH) to identify rough sleepers and agree how they would be supported. At the first meeting, some simple cases were resolved e.g. a local authority tenant who had lost his keys and was sleeping rough because he did not know how to obtain a spare set. A small group with complex needs were identified. Many people in this group have both substance misuse and mental health issues. Support from Central Point was not available to some because they had been violent to staff.

- At the second meeting a complex needs group was established.
- Community Wardens are involved in co-ordinating the meetings and putting items on the agenda.

In response to questions from the panel, she clarified the following points:

- The community warden service was designed and numbers were reduced from 15 to 5; five are on duty Mondays and Tuesdays; four on Wednesdays, Thursdays and Fridays; two on Saturdays and Sundays. Most of the demand is generated from other council departments, so there is less at the weekend.
- They rarely wait for work. There are on average of 16 new jobs a day (7 previously despite there being a bigger team).
- A community warden could walk around some areas and not come across any issues.
- Sixty percent of demand is picked up when on patrol.
- The effectiveness of community engagement is monitored to ensure that work can be targeted.
- There are 8 or 9 people rough sleeping in the Guildhall Square and 40-50 in the whole of the city.
- The Central Resource Controller enters a follow-up date into the system for when a service user is expected to enter a service.
- If a person is not engaging with the system, it is difficult to monitor their wellbeing.
- She attends a working group with the police.
- Partners can enter and check information in the police's Safety Net System.
- The community wardens recently swiftly when drug paraphernalia was found in Guildhall Walk by arranging for it to be cleared and talking to people to understand their needs.
- The cases where people are not able to access Central Point services are looked into by the Complex Cases Group.
- Every park is checked very early every morning for litter and drugs paraphernalia. Anything found is recorded, reported and removed. If a trend is identified, the issue is raised with other agencies. If there was thought to be a problem, the park might be locked at night.
- Anyone found caught taking drugs are reported to the police as it is a criminal matter. This does not happen very often.
- The wardens encourage the public to report problems to the police as well as to them.
- The community wardens have contacted the police 18 times so far in March.
- The police have a database called Safety Net which many agencies, including the council, can input and retrieve data about incidents around the city. The council also uses its own case management system.

Lisa Wills, the Strategy & Partnership Manager added that:

- The Housing Options Manager was meant to attend the Complex Cases Group meeting but unfortunately the invitation had not been sent.
- A report was published in September 2015 by the Troubled Housing Programme Institute regarding the cross over between offenders and

substance misuse. This research is being used to inform part of the Safer Portsmouth Partnership's work.

- The new Chief Inspector is keen that vulnerable people are identified and risk assessments carried out.

During the discussion, members made the following comments:

- To increase the community wardens' profile, two could patrol the north of the city every day.
- There is a perception that community wardens now spend a lot of time in the office waiting for work.
- A lot of local knowledge has been lost.
- The Community Tasking and Co-ordinating Group used to meet monthly and was very effective at monitoring people to ensure that they do not fall between organisations.
- Drug treatment saves money in the long term.
- Crime may rise because less prevention work is being carried out. o the police service.
- It is essential that cases are followed through with a person taking responsibility for ensuring that individuals receive the support they require.
- Communication between organisations is essential.
- The public conveniences in Albert Road have a drugs chute which is well used and prevents needles being dumped.

Rachael Dalby, Director of Regulatory Services, Community Safety & Troubled Families added that Community Wardens have a number of delegated powers and it is important to identify people's needs earlier.

Matt Smith, Public Health Consultant explained the following points:

- He reports to the Director of Public Health and is responsible for redesigning the substance and alcohol misuse services for high end needs.
- The recovery element works well and there is a strong relationship with Portsmouth Users' Self-Help group.
- A significant concern for the cohort with complex needs is securing stable accommodation.
- The service will be retendered shortly and the new one will be launched on 1 November.
- For every £1 spent on treatment, £3-4 is saved across the system later on.
- The service's budget has been reduced from £3m to £2m per annum.
- It is important to have assertive outreach service to support people who do not want to engage. If they are not reached, problems will be stored up for the future.
- The number of clients that can be treated will be reduced.
- A multi-agency response is required to manage the high needs clients.

In response to questions from members, he clarified the following points:

- When redesigning the service, he considered national benchmarking by NHS England, value for money, guidelines from NICE and Public Health England, exemplar areas and feedback from service users and

professionals. Engagement was carried out to establish what elements are valued the most and the least.

- He aims to balance community and residential detoxification services; there will be a slight increase in the former.
- The provider has a duty of care towards its staff.

Barry Dickinson, Commissioning Programme Manager explained that:

- He is responsible for commissioning the service.
- There is currently no wait to access substance misuse treatment. If capacity is reduced, this may no longer be the case.
- The dual diagnosis working group has changed its name to the complex needs group in order to encompass people with a wider range of needs. Previously people with undiagnosed mental health issues could not access appropriate services.
- Professionals from accommodation services, mental health, substance misuse and the police were brought together and built a process to identify needs of people with complex needs and work together to address these needs. It has investigated two cases so far.

In response to questions from the panel, he clarified the following points:

- Baytrees residential treatment service is not closing because of budget cuts.
- There are 15 other residential treatment providers available through our purchasing framework for detox and residential rehabilitation.
- There is no strong evidence for long-term sobriety after residential treatment, the availability and quality of post-detox support is more critical to long-term sobriety than the type of detox undertaken.
- Feedback from service users shows that some people want community detoxification programmes and some prefer residential.
- Estimates of the savings from drug/alcohol treatment vary, with some suggesting that each £1 spent saves up to £8 when the criminal justice system, police, health service and the victims' costs are taken into account.
- The service currently treats approximately 1,500 people per annum.
- Some short term treatments (12 week residential intervention) cost approximately £6-7,000. There is a 20-30% long term success rate.
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- There are approximate 8-10 people who are identified as having very complex needs including substance and mental health issues.
- A very small number of people, estimated at approximately two people have been excluded from Central Point because of violence or severe behaviour difficulties.
- There has been a significant effort to improve partnership working.
- All the partners have had to work with reduced budgets.
- Staff absence rates are monitored.
- Mental health services are funded by the CCG.

Lisa Wills explained that

- There are approximately 50 individuals with complex needs in the city.
- Early intervention is essential to prevent needs escalating.

- Councillor Boshier is involved in work to map out the journeys of service users with complex needs to identify gaps and duplication. One case study has a range of issues including poor engagement, use of new psychoactive substances, domestic abuse, being financially dependent on their partner, having no fixed abode, committing anti-social behaviour, unknown mental health issues and poor physical health.
- It is a concern that the new service might not be able to offer immediate access to services.

Rachael Dalby explained that

- The council ensures that the provider who takes the tender has a Clinical Supervision Contract in place, which ensures that professional support is available to staff.
- The Troubled Families' Programme which is now called the Troubled Individuals' Programme is in phase 2 until 2020.

During their discussion, members made the following comments:

- Concern - the high cost of hospital stays caused by alcohol consumption.
- Staff retention is essential
- The number of tasks dealt with by the community wardens has doubled despite reduced resources because they are more efficient and proactive.

The meeting concluded at 7.15pm.

Councillor Stuart Potter
Chair

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TRAFFIC, ENVIRONMENT & COMMUNITY SAFETY SCRUTINY PANEL

Minutes of the meeting of the Traffic, Environment & Community Safety Scrutiny Panel held on Monday, 21 March 2016 at 5.30pm at the Civic Offices, Portsmouth

Present

Councillor Stuart Potter (in the Chair)
Lynne Stagg
Ian Lyon
David Tompkins

1. **Apologies for Absence. (AI 1)**
Councillors Ryan Brent and Ian Lyon sent their apologies; Councillor Simon Boshier deputised for the former.
2. **Declarations of Members' Interests (AI 2)**
No declarations of interest were made.
3. **Minutes of the Meeting Held on 16 February 2016. (AI 3)**

RESOLVED that the minutes of the meeting held on 16 February 2016 be agreed as a correct record.

4. **Review into how community safety partners can work together to reduce demand and cost for intensive specialist services currently supporting individuals with complex needs. (AI 4)**
Sharon George, Positive Family Futures Transformation Team introduced her presentation (a copy of which is attached to these minutes) and in response to questions from the panel clarified the following points:
 - She led a systems review in 2013 which examined several customers' journeys through the system in order to identify missed opportunities where services could have intervened earlier to prevent the situation from escalating.
 - It found that some customers had been turned away from support services because they did not meet the thresholds i.e. their problems were not sufficiently serious. When the customer did access the service, they required higher tier intensive support and some became over dependent and developed learned helplessness as they handed over responsibility to the support officers.
 - The panel examined a diagram showing one customer's journey and the multiple contacts that the family had with services from 1995 until 2013. The cost to the services over that time was estimated to be almost £750k.
 - Case study 8 (on page 6 of the presentation) showed one family's journey and the 52 professionals involved. This illustrated the complexity of the systems that are created around the customers.
 - The timeline on page 4 shows a common journey of missed opportunities and not a single family's journey.

- As a result of the review, a number of early intervention points were identified including missed rent payments, non-attendance at school or health appointments.
- Housing Officers make 'Welcome to the Community' visits to local authority tenants within four to six weeks of moving in or earlier if the customer requires this.. Information on local community services is given and the officer assesses the tenant's situation in order to understand the tenant's circumstances and determine whether they are likely to need support to maintain their tenancy. The Housing Officer will ascertain what matters for the customer and will describe the community assets available and follow up as required. The aim is to enable services to be accessed as early as possible to prevent any challenges escalating. Work has started with other registered social landlords regarding these visits. Feedback has been very positive. The only complaint received was that a visit had not been made to a tenant as they had moved in before this scheme was introduced.
- Schools, volunteers, health officers all help families understand how to access community services; thus potentially reducing the need for people to access support services.
- Sharon explained that the purpose of her attending this meeting was to describe the technique used to understand the 'family journey' and talked about how this can be adapted to suit other service's needs. Sharon described how this technique could be used to understand complex individuals and their navigation around systems.
- The panel were interested in other aspects of the work taking place in Paulsgrove & Wymering and Sharon offered the opportunity to visit the team and learn more about its work.

Lisa Wills, Strategy & Partnerships Manager explained that this work was carried out 18-24 months ago and will be used to understand how individuals travel through the system and identify so-called wobble points or opportunities where early intervention is required.

In response to questions from members, she explained that:

- Confidential information can be shared by organisations when it is in the interests of the individual and there is a need to do so to prevent a crime.
- The police's database Safety Net is used by a limited number of agencies in Portsmouth.
- If they have safeguarding issues, police officers complete a form and send it to a multi-agency safeguarding hub (MASH) where the appropriate action will be determined.

During their discussion, members expressed concern that the work had not yet been acted on and that it seemed that agencies do not communicate sufficiently with each other. They also noted that fire officers regularly attend the Drayton and Farlington Neighbourhood Forum meetings and that schools have a duty to report safeguarding concerns to the relevant organisation

Rachael Dalby, Director reminded the panel that this is an opportunity for the panel to help shape the service.

David Smith, Group Manager, Hampshire Fire & Rescue and Anti-Social Behaviour Theme Champion for the Safer Portsmouth Partnership informed the panel that:

- The Hampshire Fire & Rescue Service is very active a number of partnerships including the Portsmouth Safer Partnership, the Safeguarding Board, the Safe and Well Visiting Scheme and the Anti-Social Behaviour Priority Group which has recently decided to re-instate the Tactical Co-ordinating Groups.
- He sits on the Public Services Board which identified that the lack of management at disused building sites was a high risk factor in arsons. As a result, the council agreed a De-commissioning Policy and the number of arsons reduced.
- Work is also carried out with the Harbour School regarding citizenship and role models.

In response to questions from members, David Smith and Peter Kavanagh, Community Safety Officer, Hampshire Fire & Rescue added that:

- They visit homes and advise on fire safety and to signpost to other agencies where appropriate.
- They also work with the council's Road Safety Team.
- It is important that people have realistic expectations of services and for that education is essential.
- They work with South Central Ambulance Service as First Responders and are involved in restorative justice.
- During a visit to a house where the ceiling had collapsed, the householder explained that they had been moved from London because their son had been involved with a gang. The fire officer flagged it up with the council which had not been informed by the local authority that had arranged their move.
- The number of cases of arson has reduced from approximately four a month twelve years ago to one every two months. This reduction is due to prevention work carried out by the fire service.
- Exeter data from GP surgeries is used by the fire service to identify people over 65 so that they can receive targeted visits as they are more at risk of fire in the home.
- Work is also carried out with young arsonists as part of the fire setters' scheme.
- Sometimes it is difficult to contact other agencies as they are very busy.
- There is one fire safety officer in each area. They receive referrals from safeguarding officers and members of the public about possible abuse or hoarders. Non-fire related concerns are reported to MASH.

The meeting concluded at 6.50pm.

Councillor Stuart Potter
Chair

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