

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