

**Title of meeting:** Cabinet

**Date of meeting:** 10 November 2016

**Subject:** Response to the Transport, Environment and Community Safety Scrutiny Panel's report: 'How Community Safety Partners can work together to reduce demand and cost for intensive specialist services currently supporting individuals with complex needs'

**Report by:** Director of Regulatory Services and Community Safety

**Wards affected:** All

**Key decision:** Yes/No

**Full Council decision:** Yes/No

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### **1. Purpose of report**

The purpose of this report is to respond to the Transport, Environment and Community Safety Panel's review: " How Community Safety Partners can work together to reduce demand and cost for intensive specialist services currently supporting individuals with complex needs'

### **2. Recommendations**

- i. That the Panel is thanked for its work in undertaking the review and
- ii. That the Transport, Environment and Community Safety Scrutiny Panel's recommendations be approved in line with the responses noted in section 4

### **3. Background**

**3.1** In relation to complex cases of anti-social behaviour, the aim of the review was to:

- Identify ways that services could work more effectively together to manage individuals with complex needs.
- Identify how partners could work together to reduce demand for partners' services including mental health, substance misuse, community safety, police, probation and fire services.
- Identify how residents can be encouraged to 'self-help' rather than ask for statutory services to intervene.
- Identify how partners can intervene earlier to avoid cases becoming more and more difficult to resolve.

#### **4. Response to the recommendations**

- 4.1** The community safety service endorses the work undertaken by the scrutiny panel and will ensure that the recommendations set out on page 5 of the report are delivered to address the needs of and develop services to support individuals with complex needs in the city.
- 4.2** It is a complicated area of work which relies on partners and services working together to put customer need at the centre of service delivery and taking the learning from the proposed journey mapping to change the service officer, how services work together, when services intervene and share information. It is important that the links between this work and the new Homelessness Working Group are identified and exploited; the strategy and partnerships manager is actively involved in both pieces of work and is confident there will be opportunities to improve service delivery and outcomes for these vulnerable individuals
- 4.3** The development of a more robust and assertive outreach service and monitoring of cases as well as identification of a named worker is likely to be a key requirement for the envisaged service improvements. We will work with services to identify effective practice from across the country and test their success in Portsmouth.
- 4.4** In order to deliver the recommendation aimed at the PSHE offer in schools we will work with the Assistant Director of Children's Service, Education to influence head teachers and persuade them of the short and long term benefits of including teaching on emotional well-being and personal resilience.
- 4.5** We have no doubt that the Police and Crime Commissioner will be reviewing regularly the performance of his restorative justice contract. We would be keen to support this work by encouraging residents to use the service as a means of reducing demand for wider services offered by a range of providers, statutory and non-statutory.

#### **5. Equality impact assessment**

An equality impact assessment is not required for this response report. A preliminary EIA has been completed in respect of the recommendations of the scrutiny panel, which indicates that the work to support individuals with complex needs will benefit a range of service users. Once a number of the recommendations have been completed and service delivery is being adapted, further equality impact assessments will be undertaken

#### **6. Legal implications**

Legal comments are incorporated in the body of the scrutiny report

#### **7. Director of Finance's comments**

The financial implications are contained in the body of the scrutiny report

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Signed by:  
Director of Regulatory services and Community Safety

**Appendices:**

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:  
The Leader of the Council, Cllr Donna Jones