

Carlisle City Council

Report to Executive

Report details

Meeting Date:	21 st March 2022
Portfolio:	Communities, Health and Wellbeing
Key Decision:	Yes
Policy and Budget Framework	Yes
Public / Private	Public
Title:	LOCAL HUB DEVELOPMENTS (COMMUNITY SAFETY)
Report of:	The Deputy Chief Executive
Report Number:	CS.13/22

Purpose / Summary:

The purpose of this report is to provide members of the Executive with an update on the work of the Carlisle Local Focus Hub (LFH) and make proposals for transferring the leadership responsibilities for this LFH to the City Council, bringing this work in-line with other district areas in North Cumbria and appointing a fixed term, full time Hub Manager.

Recommendations:

That Executive members agree the proposals for establishing this Local Focus Hub within the City Council and support the recruitment of a fixed term, full time Hub Manager.

Tracking

Executive:	21 st March 2022
Scrutiny:	17 th February 2022
Council:	-

1. Background

The Carlisle Local Focus Hub (LFH) is one of six such hubs located in each district area across Cumbria. The Carlisle LFH is linked to the Carlisle and Eden Community Safety Partnership (CSP) and seeks to deliver on the priorities identified by the CSP, whilst also responding to community and city centre issues arising through the Hub reporting system.

These Hubs were developed over the period 2017-2019.

1.1 Terms of Reference:

The aims and objectives of the hubs are to:

- Promote partnership working to prevent anti-social behaviour, crime and disorder
- Engage with local communities to proactively identify problem areas
- Tackle issues having a detrimental effect on the quality of life of the local community

The LFH's are made up of partners from the following agencies:

- Cumbria Constabulary
- City/District Councils
- Cumbria County Council
- Cumbria Fire & Rescue
- Probation Services
- Local registered providers of Social Housing
- Community Mental Health and Recovery Team (CMHART)
- Liaison & Diversion
- Third sector agencies
- Other partners as necessary dependent upon each LFH

1.2 Governance of the Local Focus Hubs

The Local Focus Hubs act as the Tactical Delivery Groups for each Community Safety Partnership (CSP) – Strategic Group (SG), taking direction and actions set by the Strategic Group (SG) whilst also advising the SG on community priorities and links.

The Strategic Group meet on a quarterly basis with representation from the Local Focus Hubs to provide updates and information as relevant. The LFH Managers will meet at least quarterly with the CSP Chair to ensure a joined-up approach across North Cumbria, considering the individual communities within the areas.

1.3 Carlisle Local Focus Hub

The Carlisle LFH was developed during early 2018 following period of consultation and planning by key partners.

The LFH is located on the fourth floor of the Civic Centre and currently managed by Cumbria Police.

The LFH is a permanent, physical hub, comprising of the city centre policing team and is also a virtual hub working with key partners on a daily basis via drop ins, breakfast meetings and, more recently, using Microsoft Teams and Planner to collectively manage case work. All these interactions are governed by the terms of reference and via an information sharing agreement (ISA).

Within the City Council the following teams refer to and interact with the LFH on a frequent basis:

- City Enforcement – Litter/Graffiti/Dog Fouling/PSPO/Parking/Alley Gates/fly posting
- City Licensing – Licensed premises/Taxi/Scrap metal / Gaming/TEN'S/ Street licensing/Takeaways
- City Environmental Health – Noise/Pollution/Empty Houses/Hoarding/Food Safety/Health/Grants/COVID/ (Provide data)
- City Homelessness team – DV referrals/Hostels/emergency accommodation/rough sleep coordination/link with Housing Providers (Provide data)
- City Centre Management – Events/Tourist Information/Business continuity (Attend Tasking)
- City Greenspaces – Parks/Open Spaces / Large Events / Health/fitness provision/Community Centres
- City Council – Property Services City Council Owned land & buildings including public toilets.
- City Council – Legal Services (advise on joint prosecutions in relation to CPNs/Injunctions)
- City Customer Service team

1.4 Performance of the Local Focus Hub

The LFH performs several key functions to meet the Term of Reference outlined above.

LFH operates a forward planning function to identify, prepare for and respond to key events, activities and known likely future incidents. Such forward planning is completed via partners and supports a host of annual events such as the Fireshow, Christmas lights switch on, city centre markets and festivals. The LFH is also a key consultee and source of advice and guidance for policy development around anti-social behaviour and public space protection. This area of LFH work also lends itself to community safety campaigns such as the 'Knife Angel' public art piece that was successfully located in the City Centre during the Christmas period.

The LFH also collaborates with partners to identify trends and issues that may be growing across the city e.g. anti-social behaviour in the city centre, local estate areas / wards, 'stay safe' interventions in the night time economy and pub and shop watch

initiatives. The LFH is an effective model for collectively responding to such needs and has a good track record of turning these planned activities into actions.

In addition to the functions above the core of the LFH work is managed via a fully integrated referral system. This system is operated via MS Teams and has fully functioned during the past period of lockdowns and restrictions. The case referral methodology, process, information sharing protocols and operating procedures are understood and used by each of the key agencies utilising the LFH and regular case management reviews are held with actions being noted.

Since deploying the new approach to case referrals in May 2021 the LFH has received over 50 accepted referrals and worked to successfully close down / resolve 33 of these.

The referrals take many forms but are largely related to a specific geographic location or people (individuals and groups). The LFH and key partners are using the referral system to good effect and this was recognised by an internal police peer review last year.

2. Cumbria Police proposals for development and longer-term sustainability of LFH's

- 2.1 Over this period (2017 – 2021) all LFH key partners have monitored and evaluated the progress of the Hubs and sought improvement and productivity opportunities. This monitoring and evaluation work has led to developments in referrals, tasking, use of MS Teams and other outcome recording work.
- 2.2 This work has also led to a shift in Hub leadership and management responsibilities in some of the Cumbria Hubs (notably Copeland and Allerdale) with the District Councils taking on the Hub management role.
- 2.3 Cumbria Constabulary have proposed that this shift (to District Council management) would help the Carlisle LFH to move forward, increase the Hub's impact and offer a more productive service.
- 2.4 In part, these proposals would also ensure a more equitable balance of service resources – at present the Constabulary provide all day to day operational and management resources, whilst also managing the city centre policing team.

3. Proposals for Executive

- 3.1 Considering the introductory proposals above and the allocation identified in the 2022/23 Council budget it is proposed that new fixed term post be established to act as a public sector lead for the LFH.

- 3.2 A draft Job Description and Person Specification has been drafted and will be job evaluated in line with the Council's policies. This role will then be advertised and a recruitment process will take place.
- 3.3 Once recruited the new LFH Manager will act a focal point and lead for the hub team, working with key partners, strengthening relationships, improving systems and processes and building capacity for this key work area.
- 3.4 The role will also assist the Council and local partners to manage the requirements arising from the North Cumbria Community Safety Partnership, advising the Chair of the partnership and guiding the work to produce a revised strategy and other such plans. The role will also assist the Council and partners to review the requirements of each Community Safety Partnership under the two new Councils for Cumbria.
- 3.5 Alongside the recruitment of a LFH Manager it is proposed that the operational base for the hub team remains within the Civic Centre.
- 3.6 Finally, it is also proposed that Cumbria Police continue to base their officers within the LFH at the Civic Centre and continue to provide administration and performance management support to the LFH team.

4. Risks

There is risk that the leadership and management capacity required to meet the demands of the LFH will not be met and the optimum effectiveness of this multi-agency is not realised. These proposals and the ongoing development of systems and stakeholder relations will help mitigate this risk.

5. Conclusion and reasons for recommendations

This report updates members of the Health and Wellbeing Scrutiny Panel on the ongoing development of the Carlisle LFH and the proposals to transfer the line management of the hub to the City Council and appoint a fixed term LFH Manager.

Contact details:

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Appendices attached to report:

- None

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

Corporate Implications:

Legal - As is clear from the report, the efficacy of Carlisle LFH is strongly grounded in close working with legally prescribed partners.

The Crime and Disorder Act 1998 (the “Act”) brought together relevant agencies at a local level including the police, local authority, youth offending teams and health services into crime and disorder reduction partnerships (CDRPs), with the aim of improving multi-agency working to reduce crime.

Section 17 of the Act imposes a duty on local authorities (and others) to:

“to consider crime and disorder implications.

(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent,

(a) crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and

(b) the misuse of drugs, alcohol and other substances in its area; and

(c) re-offending in its area”.

The Act also imposes a duty share and disclose (with partner organisations) prescribed information held by an authority at regular intervals.

Property Services – The Carlisle LFH is currently located in accommodation on the 4th floor of the Civic Centre. It was agreed at the inception of this project that this would be the City Council’s contribution to the project.

Now that the ground floor is complete, consideration should be given to moving the hub to the ground floor, this would provide easier access for the City Centre policing team using the building outside of normal office hours and also reduce the overall floorspace requirement as the ground floor meeting space could be used rather than having dedicated meeting space thus offering opportunities for greater space utilisation in the building.

Finance – The Council budget for 2022/23 approved at the Council meeting on 1 February 2022 included provision of £55,000 in 2022/23 and 2023/24 to support this initiative.

Equality –

Information Governance-

EXCERPT FROM THE MINUTES OF THE HEALTH AND WELLBEING SCRUTINY PANEL HELD ON 17 FEBRUARY 2022

HWSP.16/22 LOCAL HUB DEVELOPMENTS (COMMUNITY SAFETY)

The Deputy Chief Executive submitted an update on the work of the Carlisle Local Focus Hub (Hub) along with proposals for establishing the Hub within the City Council by appointing a fixed term Hub Manager (CS.08/22).

The Deputy Chief Executive set out the background to the Hub; its Terms of Reference; the partners involved and the performance of the Hub. He detailed the proposals for the development and longer term sustainability of Local Focus Hubs.

Sergeant Blain, Cumbria Constabulary, gave an overview of how the Hub operates in terms of: working with partners; data sharing agreements; and consideration of the impact of Local Government Reorganisation.

The Communities, Health and Wellbeing Portfolio Holder advised that she was an attendee of Hub meetings where a wide range of issues were considered with a view to improving the quality of life for residents. Visits had been undertaken to the districts of Allerdale and Copeland where the Hub was provided in-house by the local authority which worked very well. With the creation of new councils next year it was important that the proposal for the Hub set out in the report were implemented and embedded.

The Deputy Chief Executive stated that, in relation to the recommendations set out in the report, were the proposal not to be agreed the Police would not cease the provision of its resources; the administration of the referral service and the data sharing agreement would remain in place. In considering the report Members raised the following comments and questions:

- What was the cost of the proposed Officer role, and how would their performance be measured.

Sergeant Blain advised that there was an existing performance framework to track the progression of issues which could be adapted to assess Officer performance, another aspect would be inspections by Her Majesty's Inspectorate of Constabulary. Given that adjacent district councils already operated an in house hub, it was hoped to liaise with them on the development of a performance framework for the post. Sergeant Blain undertook to circulate a copy of the Hub performance framework to the Panel.

The Deputy Chief Executive added that the cost of the post was set out and provided for in the Council's approved budget. It had yet to be decided which team within the Council would host the Officer, but it was likely to be either Neighbourhood Services or Environmental Health.

- A Member welcomed the proposal to appoint an Officer, but felt it would not be reasonable for the postholder to be entirely responsible for the output from the Hub.

The Deputy Chief Executive felt that the Council would provide the support necessary to the postholder and the existing structure of teams and meetings would form the basis of that support. The Hub already worked effectively, the role of the postholder was to bring services together, as such the capacity to build relationships was important.

- Effective partnership working was based on all involved delivering their roles, where there currently any areas for development?

The Deputy Chief Executive considered that the nature of the Hub's work enabled self-policing of partner contributions; he set out the process for dealing with referrals to the Hub and noted in four years no issues with partners undertaking responses had been raised. Were a partner to be found not to be contributing as anticipated a concern would be raised. The Terms of Reference for the Hub set out the expectations of partners and effectively acted as a contract. RESOLVED - 1) That the Panel had reviewed report CS.08/22 and assessed the performance of the Carlisle Local Focus Hub.

2) That Sergeant Blain circulate the Hub performance framework to the Panel.