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AGENDA

Pwyllgor	PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL
Dyddiad ac amser y cyfarfod	DYDD MERCHER, 19 MAI 2021, 4.30 PM
Lleoliad	CYFARFOD O BELL
Aelodaeth	Cynghorydd Jenkins (Cadeirydd) Y Cynghorwyr Ahmed, Carter, Gibson, Philippa Hill-John, Lent, Lister, McGarry a/ac Mackie

Tua
Amser.

1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldeb.

2 Datgan Buddiannau

I'w gwneud ar ddechrau'r eitem agenda dan sylw, yn unol â Chod Ymddygiad yr Aelodau.

3 Cofnodion *(Tudalennau 5 - 12)*

Cymeradwyo cofnodion 22 Chwefror a 10 Mawrth 2021 Pwyllgor Craffu Gwasanaethau Cymunedol ac Oedolion

4 Gweithio i Atal Delio Cyffuriau a Throseddau sy'n Gysylltiedig â Chyffuriau yng Nghaerdydd yn dilyn covid-19 *(Tudalennau 13 - 68)*

4.35 pm

Derbyn proffil gan y Bartneriaeth Diogelwch Cymunedol ar ddelio cyffuriau a throseddau sy'n gysylltiedig â chyffuriau yng Nghaerdydd cyn y cyfnod cloi Covid-19 cychwynnol ym mis Mawrth 2020 ac fel y mae ar hyn o bryd. Asesu'r mesurau sydd ar waith a rôl y Bartneriaeth Diogelwch Cymunedol wrth fynd i'r afael â'r mater a'i atal ynghyd â deall unrhyw heriau cysylltiedig. Yn ystod y cyfarfod, bydd Aelodau'r Pwyllgor yn ymgysylltu â swyddogion o Heddlu De Cymru i ddysgu am y llwybrau gorfodi a'r gweithrediadau sydd ar waith i fynd i'r afael â'r mater ynghyd ag ymgysylltu ag unigolyn a arferai gyflawni gweithgarwch sy'n gysylltiedig â chyffuriau er mwyn cael cipolwg ar yr hyn sy'n sbarduno gweithgarwch o'r fath ynghyd â'i safbwynt ar fesurau ataliol. Wrth ystyried y pwnc hwn, bydd y gwaith craffu hwn yn

cael ei rannu fel a ganlyn:

- **Trosolwg o sut mae'r Bwrdd Partneriaeth Diogelwch Cymunedol yn Ymateb i Fater Delio Cyffuriau a Throseddau sy'n Gysylltiedig â Chyffuriau yn dilyn y Pandemig (4:35pm)**
Bydd Cyd-Gadeiryddion y Bwrdd Arwain Diogelwch Cymunedol a'r Grŵp Cyflawni yn cael eu cefnogi gan swyddogion o Gyfarwyddiaeth Pobl a Chymunedau'r Cyngor i frifio'r Pwyllgor ar y sefyllfa bresennol a sut y maent yn mynd i'r afael â'r mater ac i ateb unrhyw gwestiynau a godwyd gan y Pwyllgor.
- **Sesiwn Dystiolaeth gyda Swyddogion yr Heddlu (5:05pm)**
I'r Aelodau gael cyflwyniad gan swyddogion Heddlu De Cymru yn manylu ar y llwybrau gorfodi a'r gweithrediadau a ddefnyddir i fynd i'r afael â'r mater hwn. Bydd yr Aelodau hefyd yn cael cyfle i ymgysylltu â'r swyddogion, gan archwilio eu gwybodaeth a'u profiadau uniongyrchol o'r mater hwn.
- **Sesiwn Dystiolaeth gyda Phrofiad Byw (5:50pm)**
I Aelodau ymgysylltu ag unigolyn sydd â phrofiad byw o ddelio cyffuriau a throseddau sy'n gysylltiedig â chyffuriau. Archwilio'r hyn a sbardunodd y bobl i gymryd rhan mewn gweithgarwch sy'n gysylltiedig â chyffuriau a'u persbectif ar fesurau ataliol.
- **Sylwadau Clo/Myfyrio (6:10pm)**
Rhoi cyfle i'r Bartneriaeth Diogelwch Cymunedol ac Aelodau o'r Pwyllgor fyfyrto a gwneud unrhyw sylwadau pellach ar ôl clywed dystiolaeth gan y cyfranogwyr allanol

5 **Busnes y Pwyllgor** (*Tudalennau 69 - 76*) 6.30 pm

Model Asesu Effaith Craffu: Trosolwg a Diweddariad

I'r Aelodau dderbyn trosolwg a diweddariad llafar o'r nodyn briffio a geir yn y papurau ynghylch ymchwiliad Gorchwyl a Gorffen ddiweddar y Pwyllgor Craffu Plismona ac Adolygu Perfformiad sy'n gwerthuso effaith y swyddogaeth graffu ar ddarparu gwasanaethau'r Cyngor. Dylai Aelodau hefyd gael y wybodaeth ddiweddaraf ar lafar am Adroddiad Blynyddol Craffu eleni.

6 **Eitemau Brys (os oes rhai)**

7 **Y Ffordd Ymlaen**

8 **Dyddiad y cyfarfod nesaf** 6.35 pm

2 Mehefin 2021

Davina Fiore
Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol

Dyddiad: Dydd Iau, 13 Mai 2021

Cyswllt: Andrea Redmond, 02920 872434, a.redmond@caerdydd.gov.uk

GWE-DARLLEDU

Caiff y cyfarfod hwn ei ffilmio i'w ddarlledu'n fyw a/neu yn olynol trwy wefan y Cyngor. Caiff yr holl gyfarfod ei ffilmio, heblaw am eitemau eithriedig neu gyfrinachol, a bydd y ffilm ar gael ar y wefan am 12 mis. Cedwir copi o'r recordiad yn unol â pholisi cadw data'r Cyngor.

Gall aelodau'r cyhoedd hefyd ffilmio neu recordio'r cyfarfod hwn

Ar ddechrau'r cyfarfod, bydd y Cadeirydd yn cadarnhau a gaiff y cyfarfod cyfan neu ran ohono ei ffilmio. Fel rheol, ni chaiff ardaloedd y cyhoedd eu ffilmio. Fodd bynnag, wrth fynd i'r ystafell gyfarfod a defnyddio'r ardal gyhoeddus, mae aelodau'r cyhoedd yn cydsynio i gael eu ffilmio ac y defnyddir y lluniau a recordiadau sain hynny o bosibl at ddibenion gwe-ddarlledu a/neu hyfforddi.

Os oes gennych gwestiynau ynghylch gwe-ddarlledu cyfarfodydd, cysylltwch â'r Gwasanaethau Pwyllgorau ac Aelodau ar 02920 872020 neu e-bost [Gwasanethau Democraidd](#)

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

22 FEBRUARY 2021

Present: Councillor Jenkins(Chairperson)
Councillors Ahmed, Gibson, Philippa Hill-John, Lent, Lister and McGarry

1 : APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Carter.

2 : DECLARATIONS OF INTEREST

Councillor Mackie declared a personal interest as a trustee of Grassroots and her Sister is Head of Integrated Children's services.

3 : DRAFT CORPORATE PLAN 2021-2024 & DRAFT BUDGETARY PROPOSALS 2021/22

The Chairperson advised that this item provided Members with an opportunity to consider items contained in the draft Corporate Plan and draft Budget Proposals which fall within the remit of this Committee.

The proposals are due to be considered by Cabinet on Thursday 25th February, prior to being considered by Council on the 4th of March.

The meeting would begin with Members receiving a Corporate Overview of the budget. The budget proposals and parts of the Corporate Plan relevant to this committee would then be considered in two parts. The first being the Adults, Housing & Communities areas relevant to Councillor Elsmore's Portfolio, and then the Housing & Communities areas relevant to Councillor Thorne's Portfolio.

Members were provided with presentations on each section after which the Chairperson invited questions and comments, summarised below;

Corporate Overview

The Chairperson welcomed Councillor Chris Weaver, Cabinet Member for Finance, Modernisation and Performance; Chris Lee, Corporate Director, Resources; and Ian Allwood, Head of Finance for this item.

Members asked if efficiency savings for Social Services and Housing and Communities were met last year. Officers advised that the progress on this was included in the quarterly monitoring report; some would have been delayed due to the pandemic. Details could be provided to Members after the meeting. Members considered the savings for this year seem modest. The Cabinet Member explained there were some service changes, also a better than expected settlement from the Welsh Government, however this year may seem more straight forward as they come after ten years of bigger scale savings; this year they were more back office and efficiency based, with lots of work being done on changing the way we work and identifying more income we can rely on.

Members asked if the Council could be challenged on how representative the consultation was as there were low numbers in some categories. The Cabinet Member wished to thank the Officers who worked over Christmas on this. He considered this was a fair question and it was an ongoing challenge to reach all parts of the City; he added they were looking to address this further, this year it had all been online and in a shorter period of time; going forward where they see lower response rates they can target these areas; going back to previous timescales would help in addressing this.

Members referred to the Financial Resilience Model (FRM) and asked if it was a case of the more it is spent the higher the council tax increase. Members also asked if the FRM had ever been used as a general fund for overspent directorates. The Cabinet Member explained that there is a line in the base budget for 'worse case settlement'. If the settlement is better, they keep in the base budget for next year but it can be spent on one-off projects in year. It provides some cushion and makes the council more resilient. When it was introduced it was £4 million, it has always been spent on one-off, one-year projects.

Members asked for an update on claims from the Welsh Government hardship fund. Officers explained that the bulk had already been received, if there was any risk it would be in the January to March quarter however over 95% of the claims had been successful.

Adults, Housing & Communities

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Wellbeing, Sarah McGill, Corporate Director People & Communities and Jane Thomas, Director for Adults, Housing & Communities for this item.

Members referred to the work to prevent hospital admissions in wellbeing objective 2 and asked if there was a potential for adding a KPI to this. Officers said it was something they could look to do in future years, although it is harder to measure prevention.

Members asked if last year's Adult Services efficiency savings achieved. The Cabinet Member referred Members to the section 151 Officers statement saying that there were £2 million of unachieved savings due to the pandemic.

Members welcomed the realistic approach with KPI's and not setting targets that may potentially put individuals at risk.

Members asked why the target was 185 days for Disabled Facilities Grants. Officers explained that it was a complex process, it was made up of lots of types of grants and various projects such as building an extension, installing a stair lift etc. The time is from when the application first comes in, some are quicker and some are longer but Cardiff does compare favourably against the rest of Wales.

Members noted the reference to older people and social isolation in the Corporate Plan but young people were not mentioned. The Cabinet Member explained the focus for this portfolio was older people but young people and social isolation is an

issue and that is why a corporate approach is need, working with schools, community groups, care homes etc.

Members referred to the £300k saving for Internal Supported and asked if service users were affected. Officers advised that this related to 2 properties, one of which was empty and the other is in an agreement with a private provider; it won't affect any staff and the individual will not have to move; staff will be redeployed to other schemes where there are vacancies. Going forward it will be about looking at bespoke provision for people and the Council will always endeavour to provide the best opportunities as close to home as possible.

Members noted the Adult Services Strategy and asked if it was cyclical or developed because of the senior management changes in the directorate. Officers explained it was always the intention to have the strategy; it is not an annual strategy but it was a gap that was identified.

Members referred to the Inclusive Cities Project and asked if it had been to Committee. Members were advised it had not and it was an EU funded project across Europe. Members asked for a briefing on this project at a future committee.

In relation to digital inclusion, Members asked if there was a risk that people who are digitally excluded become more so and whether Officers were confident they have the resources needed going forward. Officers explained they are doing lots already, often grant funding was available and staff are good at picking up on this, currently they were confident with the level of resources. The Cabinet Member explained it was about people who come to the Council's attention; partners can also inform the Council and more can be done over time to ensure a greater reach.

Housing & Communities

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member for Housing & Communities; Sarah McGill, Corporate Director People & Communities and Jane Thomas, Director for Adults, Housing & Communities for this item.

Members noted the target of 2000 new Council homes, the first 1000 by December 2022 and asked of this was the first sign of a delay in the project as the initial target had previously been May 2022. The Cabinet Member agreed that it was, saying the issue was with the developers having issues managing the sites during the pandemic.

Members referred to the target relating to violence and organised crime, saying they were impressed and pleased to read the preventative element. Members noted that people were concerned about organised crime and drugs in the community and asked if there was scope to have KPI's or an extended budget due the level of concern. The Cabinet Member made reference to the partnership approach and the programme and board that has been set up. Officers added that the objective is very clear and it needs to be delivered through multi-disciplinary teams and using local intelligence. Due to the integrated approach it would be difficult to pick out the Council work for KPI purposes.

Members discussed living rent levels and officers advised that these were different for different types of properties and a full report could be circulated after the meeting.

Members sought clarity on the Targeted Regeneration Investment Fund. Officers explained that it was a Welsh Government fund, where the Council had a successful bid for work on Tudor Road; it was a significant amount and the Council provides an element of match funding.

Members referred to efficiency savings asking if last years had been met and whether officers were confident to meet this years, noting that this year's proposals look modest. Officers stated the Housing and Communities were £700k underspent currently as projects had been unable to be progressed due to Covid; last year's savings had not been made as they could not advance the restructures due to the pandemic. This year the proposal were achievable rather than modest, they were different as they were on the back of so many years of savings.

Members discussed Homelessness wellbeing objective 3 and noted the importance of having activities and events up and running, providing a change of lifestyle.

Members asked for more information on the reduction of staff in Advice and Assessment. Officers clarified that the reduction was in the Assessment team; one of the posts was administrative and was no longer needed now things were done more online; others were where people have cut their hours.

Members discussed the Housing Efficiency Retro-fit programme and asked where the funding was coming from for this and how many houses were being done annually. The Cabinet Member explained it was Welsh Government funding which would get stepped up due to Welsh Governments ambitions for zero carbon.

Members asked if zero carbon would impact on the Council House building programme. Officers explained that they are building to a very high standard of energy efficiency, not carbon neutral as yet as the technology is not there to achieve the cost efficiency as yet. There has to be a balance between delivering homes and carbon footprint.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

4 : URGENT ITEMS (IF ANY)

None received.

5 : DATE OF NEXT MEETING - 10 MARCH 2021 AT 4.30PM VIA MICROSOFT TEAMS

The meeting terminated at 4.00 pm

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

10 MARCH 2021

Present: Councillor Jenkins(Chairperson)
Councillors Ahmed, Carter, Gibson, Philippa Hill-John, Lent,
Lister, Mackie and McGarry

6 : APOLOGIES FOR ABSENCE

Cllr Carter he may be late attending.

7 : DECLARATIONS OF INTEREST

None

8 : HOUSING REVENUE ACCOUNT BUSINESS PLAN 2021-22

The Chairperson advised Members that this item enabled them to carry out pre-decision scrutiny on the Housing Revenue Account's Business Plan before it is considered by Cabinet on the 18th of March.

The Chairperson welcomed Cllr Lynda Thorne, Cabinet Member for Housing & Communities; Sarah McGill, Corporate Director People & Communities; Jane Thomas, Director for Adults, Housing & Communities; Colin Blackmore, Operational Manager for Building Improvement & Safety and Gill Brown, Group Accountant to the meeting.

The Chairperson invited the Cabinet Member to make a statement and Members were provided with a presentation after which the Chairperson invited questions and comments;

Members discussed red RAG risks and mitigation asking how much work is involved and what can be done beforehand to mitigate risks. Officers explained that discussion takes place regularly with finance officers to review the RAG analysis; the Plan is written annually but RAG analysis is a live document; not everything can be predicted as the last year and the pandemic has shown. The RAG rating is intended to identify that can vary the performance across the piece; there are lots of meetings regarding the Revenue side and the Capital Programme side and lots of work go into reviewing these.

Members referred to the Decarbonisation Strategy and noted that some council properties were having new gas boilers installed; Members asked if work had started on the decarbonisation of 10,000 properties as yet. Officers explained that they have started looking at alternatives but they are currently very expensive and often involve digging up parts of the properties. Officers are looking at renewable technology on roof tops and energy efficient walls. Boilers remain a challenge however. The Cabinet Member added that they need to ensure heating is affordable to tenants so it was a balancing act; as new technology is introduced things will change at pace.

Members noted that bad debt is shown as a risk but is not mentioned in the sensitivity analysis. Officers explained that the sensitivity analysis is a snap shot in

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

time; there is provision for bad debt and it is monitored; there was a need for flexibility to be built in due to Universal Credit and Covid and they would look at outcomes and monitor progress against the budget.

With reference to Major Repairs Allowance, Members noted that visits to properties cannot currently take place due to Covid and asked if quality standards were still being maintained. Officers explained that there had been some impact on some properties, but over the last year they have focussed on external improvements such as fire safety, courtyards and external works; there would now be an accelerated programme to catch up on internal works. Members noted that property condition checks were currently on hold but were assured that gas safety checks were still ongoing.

Members asked if there had been a construction price increase during the pandemic. Officers explained it was a difficult time at the moment with the pandemic and furlough and even Brexit; they did not have any detail but agreed to get the information for Members.

Members asked if the Council would be putting in a bid to the Welsh Governments Warm Housing Programme. Officers advised that they liaise with colleagues who are constantly looking for funding mechanisms as not everything can be done from rent receipts.

Members asked if there was any scope to refine the format of the report any further. Officers explained that it was a set format with the financial model being the same for every local authority to enable comparisons; in effect it is the tenant's business plan but it can only be changed within reason. There has been a change from lots of figures to RAG ratings, good ideas from other local authorities have also been used and Cardiff has been highlighted as the best returning local authority.

Members asked if the Tenant Participation Survey had been carried out in the past year and Officers explained it had not due the pandemic, in line with most other local authorities. Welsh Government expect the survey to be conducted every two years; Cardiff has done it annually usually as it is useful to track services and how tenants feel.

Members referred to the Prevention of Homelessness and asked how these services could be promoted. Officers agreed that prevention is key and it will continue to be a real drive this year. Prevention advice will be provided in Hubs with the advice teams so it is more accessible; the Council has written to private sector landlords regarding tenants in difficulty. It is important to identify and target those who are less likely to ask for help too. The Cabinet Member considered there was an onus on all Members to promote prevention services.

Members asked if an amber RAG rating for decarbonisation mitigation was realistic as so many challenges had been discussed and it was unlikely that much headway would be made in the near future. Officers explained that Welsh Government say the SAP rating should be 65 and Cardiff are 71.5 with the Wales average being 61.; so Cardiff is ahead and hoping to get to 75; it is a challenge but Officers want to achieve it; it is like the WHQS, some local authorities are not there as yet but Cardiff reached them 10 years ago. Officers did agree that maybe it should be a Red/Amber.

Members noted that the level of debt projections were set to double in a few years. Officers explained that debt projections do include new capital stock. The revenue and capital budgets are completely aligned; there is some flex as some schemes

have been put on hold and some have been brought forward this year, it is under constant review. Borrowing is always monitored and reviewed throughout the year and annually to ensure it is affordable. The Cabinet Member considered it was better to be ambitious and fail than not to be ambitious, she added she considered Amber to be the appropriate RAG rating.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

9 : COUNCIL HOUSE BUILD PROGRAMME UPDATE & ACQUISITION OF NEW BUILD HOUSING THROUGH A PACKAGE DEAL ARRANGEMENT - WYNDHAM CRESCENT

The Chairperson advised Members that this item enabled them to carry out pre-decision scrutiny on the acquisition of property at Wyndham Crescent. Members were advised that due to confidential information contained in the Appendices this item would be considered in two parts and any questions which relate to the detail of the Appendices must be asked during the closed session.

The Chairperson welcomed Cllr Lynda Thorne, Cabinet Member for Housing & Communities; Sarah McGill, Corporate Director People & Communities and Dave Jaques, Housing Development Manager for this item.

The Chairperson invited the Cabinet Member to make a statement and Members were provided with a presentation after which the Chairperson invited questions and comments;

Members referred to the design guide and the vision and considered that the housing should be timeless, attractive and liveable rather than modern. Officers explained that by modern they mean there will be space for modern day living such as home working space, they would consider using different wording to reflect this.

Members discussed development timelines and Officers explained the process of engagement with developers and that due diligence happens after the package deal is offered; some are not to the Council's standards and they are subsequently turned down. This scheme is well thought out and fits well for the high demand properties and location. The Council is limited to how much impact it has as the project has to be developer lead.

Members asked if this was at planning stage as yet and whether Local Members views had been sought. Officers explained it was not at Planning as yet, it was at pre-application stage. There is a recognition for the housing need in the ward especially for older person housing; there are some concerns but these need to be discussed with planning officers.

Members asked if design was a pull factor when a package deal is offered. Officers said it was as well as meeting the Council's standards, it needs to be something the Council can put its name to.

Members were reminded that Committee are required to consider questions on the Appendices in a closed session to discuss information deemed exempt, in

accordance with paragraphs 14 and 16 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972.

RESOLVED: to exclude the Press and Public from the meeting

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

10 : URGENT ITEMS (IF ANY)

None

11 : COMMITTEE BUSINESS

Members were updated on correspondence sent and received and the Committee's work programme.

It was noted that a briefing note on Socio-Economic Duty had been shared with Members and there was no Committee in April.

May's Committee's meeting would be a deep dive into drug-related crime in Cardiff following Covid-19, including first-hand accounts; Members discussed at length the potential witnesses and the meeting objective.

12 : DATE OF NEXT MEETING - 10 MAY 2021 AT 4.30PM

The meeting terminated at 6.45 pm

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

19 MAY 2021

Working to Prevent Drug Dealing and Drug Related Crime in Cardiff following the outbreak of Covid-19

Reason for the Report

1. To facilitate Members consideration of how the Community Safety Partnership is addressing drug dealing and drug related crime in Cardiff, this report provides:
 - An overview of the Community Safety Partnership Board;
 - Summary of UK- wide legislation relating to drugs
 - Overview of the current Welsh Government Strategy and;
 - Definitions of Drug-Related Activity and Crime;

2. Members are reminded that under the Police and Justice Act 2006, this Committee serves as the Council's Crime and Disorder Scrutiny Committee with the purpose of assessing the Community Safety Partnership as a whole, as opposed to scrutinising the individual work of each responsible authority who make up the Board.

Scope of Scrutiny

3. When considering the Committee's Work Programme for 2020/21, Members agreed to undertake a piece of work to assess how the Community Safety Partnership (CSP) is addressing and preventing drug dealing and drug related crime in Cardiff following the outbreak of Covid-19. To inform their work, Members requested:
 - A profile of all forms of drug dealing and drug related crime in Cardiff, prior to the initial Covid-19 lockdown in March 2020 and as it currently stands.

- The measures in place to prevent and tackle this issue including detailed understanding of the enforcement routes.
 - To discuss local issues and receive insight into any associated challenges in addressing this problem.
 - To receive an update on the relevant recommendations put forward by the 2018 joint [Task & Finish inquiry](#) and;
 - To engage with an individual previously involved in drug related activity who has engaged positively with reform opportunities; to understand the drivers for entering into such activity and to receive their perspective on preventive measures.
4. Representatives from the following organisations have been invited to attend the Committee meeting to share their knowledge, views and perspectives of drug dealing and drug related crime and how the CSP can work towards addressing the issue:

- **Community Safety Partnership**

To provide an overview of the CSP structure and governance arrangements, a profile of drug dealing and drug related crime in Cardiff, insight into how the Partnership is working to prevent drug dealing and drug related crime and any associated challenges. To also include an update on progress made on the relevant recommendations of the 2018 Task & Finish inquiry. Witnesses will include senior officials and officers from the Community Safety Partnership.

- **South Wales Police**

To provide insight into the enforcement routes and operations in place to address this issue and for Members to explore with frontline individuals their knowledge and experience on this matter. Witnesses will include relevant senior and front line police officers and representation from a neighbourhood policing team.

- **An Individual with lived experience**

To provide an overview of the drivers which led them into drug related activity, insight into the accessibility of such activity and share their perspective on preventative measures.

5. During the meeting, Committee Members will have the opportunity to:
- Consider the current standing of drug dealing and drug related crime in Cardiff and discuss any known local challenges or issues;
 - Hear detail of the enforcement routes and operations deployed by South Wales Police.
 - Explore the drivers into drug related activity;
 - Assess how the CSP is addressing and preventing drug dealing and drug-related crime in Cardiff and determine if it is being proactive and preventative in its approach.

Structure of Papers

6. Attached at **Appendix A** is a briefing note prepared by the Community Safety Partnership The note includes sections on;
- ❖ Structure of the CSP;
 - ❖ Drug dealing and drug related crime in Cardiff before the initial Covid-19 lockdown in March 2020 and as it currently stands;
 - ❖ How drug dealing and drug related crime is being addressed by the CSP and any associated challenges in addressing this issue;
 - ❖ Update on any recommendations of the CASSC & CYP inquiry on youth involvement in drug dealing relevant to this work.
7. **Appendix B** is a briefing note provided by St Giles Trust which provides an overview of county line activity.
8. Attached at **Appendix C** is a background paper prepared by the scrutiny researcher setting the current context, including data and statistics of drug dealing and drug related crimes at a national and local level during the pandemic period and insight into drug use and public perceptions of safety in more deprived and less deprived communities in Cardiff.

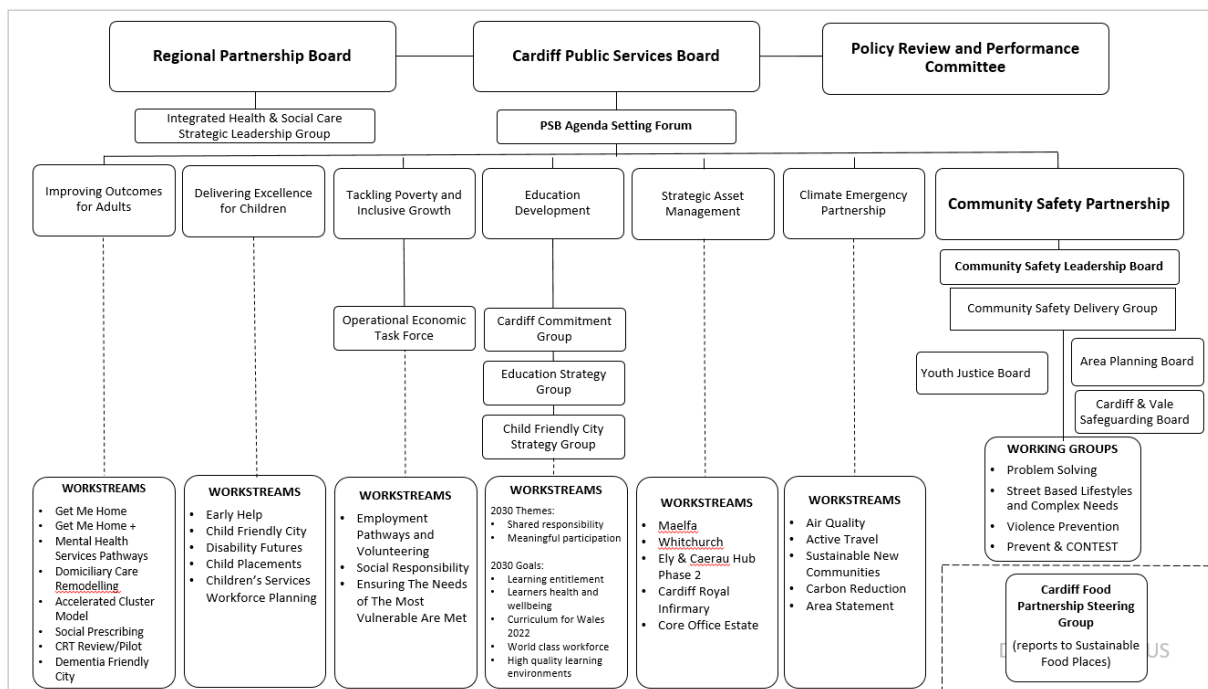
Community Safety Partnership Background

9. Under the Crime and Disorder Act 1998 a number of 'responsible authorities' in each local authority area were required to establish partnerships to develop and implement strategies to tackle crime, disorder, misuse of drugs, anti-social behaviour and other behaviour adversely affecting the environment in their area. In Wales these are known as Community Safety Partnerships (CSP).
10. Section 17 of the Crime and Disorder Act 1998 places a legal duty on the responsible authorities to take account, during the exercise of their various functions, of the potential impact on community safety. It states that, '*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 it reasonably can to prevent crime and disorder in its area.*'
11. The 'responsible authorities' in the Cardiff's CSP comprise: Cardiff Council; South Wales Police; Police & Crime Commissioners Office; Cardiff & Vale University Health Board and Area Planning Board; South Wales Fire & Rescue Service, FOR Cardiff, Cardiff Third Sector Council National Probation Service, Safer Wales and Violence Prevention Unit
12. In Cardiff, the Community Safety Partnership, originally known as 'Safer Cardiff', was integrated into the Local Service Board arrangements as a sub-group; this was recommended by the Welsh Government in their 2012 statutory guidance, *Shared Purpose – Shared Delivery*.
13. In 2016, the Local Service Board was replaced by the creation of Cardiff's Public Services Board (PSB). The Well-being of Future Generations (Wales) Act 2015 prescribed the establishment of PSBs for each local authority area in Wales with a duty to improve the economic, social, environmental and cultural well-being of its area by contributing to the achievement of the well-being goals.

14. For Members reference, below is a structure of the Public Service Board which includes detail of its sub groups and the work streams relevant to those groups. Members are to note that the work streams of the Community Safety Partnership are referred to as ‘thematic sub-groups’ in Appendix A.

15. For the Community Safety Partnership, those work streams / thematic sub-groups are;

- Problem Solving Group – *identifying issues and developing partnership solutions*
- Street Based Lifestyles and Complex Needs
- Violence Prevention
- Prevent and CONTEST



16. The Community Safety Leadership Board provides strategic direction of the CSP and is co-chaired by Cllr Lynda Thorne, Cabinet Member for Housing and Communities and Alun Michael, South Wales Police and Crime Commissioner. The Community Safety Leadership Board is supported by its Community Safety

Delivery Group which reflects on the work being undertaken by the work streams / thematic sub-groups and escalates relevant matters to the Leadership Board.

17. It is to note that whilst all strategic and operational activity is first considered by the Community Safety Leadership Board issues can sometimes be escalated to the Public Service Board on an exceptional basis.

Strategic Direction of CSPB

18. The overarching strategic direction for community safety is set by the UK Government, which has responsibility for law and order, security and immigration, and the Welsh Government, which has devolved responsibility for many policies, funding, organisations and agencies that play an important role in community safety, such as health boards and fire and rescue authorities. At a regional level, Police and Crime Commissioners set direction via their Police and Crime Plans. At a local level, CSPs reflect local views on the priorities for strategic direction and retain statutory responsibilities, including the requirement to undertake an annual strategic needs assessment.

UK Wide Legislation Relating to Drugs¹

19. The following UK-wide legislation governs the control and use of drugs:

- **The Misuse of Drugs Act 1971**

This Act is intended to prevent the non-medical use of certain drugs, Drugs subject to this act are known as ‘controlled drugs’ and to enforce this law the police have the power to stop, detain and search people on ‘reasonable suspicion’ they are in possession of a controlled drug. The Act divides drugs into three classes – Class A (*examples include: cocaine, ecstasy et al.*) Class B (*examples include spice, cannabis et al.*) and Class C (*examples include anabolic steroids, minor tranquilisers et al.*).

¹ <https://www.drugwise.org.uk/drug-laws/> Accessed Friday 9 April 2021.

Offences under the Misuse of Drugs Act can include possession of a controlled drug, possession with intent to supply, production, import and exporting et al.

- **Psychoactive Substances Act 2016**

This Act makes it an offence to produce, supply, offer or possess psychoactive substances, that is, any substance intended for human consumption that is capable of producing a psychoactive effect but excludes legitimate substances, such as food, alcohol, tobacco, nicotine, caffeine and medical products from the scope of the offence, as well as controlled drugs, which continue to be regulated by the Misuse of Drugs Act 1971.

- **The Medicines Act 1968**

This law governs the manufacture and supply of medicine and divides medical drugs into three categories – prescription, pharmacy medicine and general sale lists. The enforcement of the Medicines Act rarely affects the general public.

- **Customs and Excise Management Act 1979**

Together with the Misuses of Drugs Act, the Customs and Excise Act penalises unauthorised import or export of controlled drugs.

- **Road Traffic Act 1972**

This law makes it an offence to be in charge of a motor vehicle while 'unfit to drive through drink or drugs'. The drugs can include illegal drugs, prescribed medicines or solvents.

- **Drug Trafficking Act 1994**

Makes it an offence to sell articles for the preparation or administration of controlled drugs – such as cocaine snorting kits

- **Crime and Disorder Act 1998**

This Act introduced, for the first time, enforceable drug treatment and testing orders, for people convicted of crimes committed in order to maintain their drug use.

Welsh Government Strategy

20. The Welsh Government has a Substance Misuse Delivery Plan 2019-2022 which aims to ensure that people in Wales are aware of the dangers and the impact of substance misuse and to know where they can seek information, help and support if required. The strategy also sets out a number of actions for Welsh Government and key partners including; responding to co-occurring mental health problems, partnership working with housing services, consistent service for those with substance misuse problems and improving access to support services.

How the UK Drug Laws are Enforced

21. There are a number of controls to restrict the supply and use of drugs in the UK undertaken by the following agencies –
- Enforcement agencies: Serious Organised Crime Agency (SOCA)², Police Forces;
 - Prison Service;³
 - Medicines and Healthcare products Regulatory Agency (MHRA)⁴.
22. There are 43 police forces and more than 132,000 police officers in England and Wales. Policing is the joint responsibility of the Home Secretary, Chief Constables and Police and Crime Commissioners.
23. Maximum penalties under the Misuse of Drugs Act are:

Drug class	Possession	Supply
Class A	7 years + fine	Life + fine
Class B	5 years + fine	14 years + fine
Class C	2 years + fine	14 years + fine

Source: <https://www.drugwise.org.uk/drug-laws/>. Accessed Friday 9 April 2021

² SOCA is an intelligence-led agency formed by the amalgamation of the National Crime Squad, National Criminal Intelligence Service, HM Revenue and Customs, and UK Immigration section with the responsibility of tackling organised crime.

³ The Prison Service is responsible for preventing drugs being used and smuggled into prisons.

⁴ MHRA is an executive agency of the Department of Health and aims to safeguard the health of the public by ensuring medicines and medical devices are safe.

Definitions of Drug-Related Activity and Crime

24. Drug related crime falls into three types:

1. crimes of supply;
2. crimes committed as a consequence of dependency or intoxication and;
3. crimes of possession of illegal substances.

According to statistics published in 2020, there were around 175,000 drug offences recorded by the police in England and Wales in 2019/20. This is 13% higher than 2018/19⁵.

25. The term County Lines is when an organised crime group (or urban gang) from an area such as London, Birmingham and Liverpool extend their drug dealing enterprise across county boundaries. This is known as a running a 'county line'. Organised crime groups often use young people or vulnerable adults to deliver their drugs, coercing them with payment or gifts or by forcing them through intimidation and violence.

Way Forward

26. In order to understand what preventative work is currently being done by the Community Safety Partnership to address this issue, the following key individuals have been invited to attend the Committee meeting:

- Alun Michael, Co-Chair of the Community Safety Leadership Board - Police & Crime Commissioner for South Wales
- Cllr Lynda Thorne, Co-Chair of the Community Safety Leadership Board and Cabinet Member with responsibility for Community Safety
- Chief Superintendent Wendy Gunney, Co-Chair of the Community Safety Delivery Group – South Wales Police
- Sarah McGill, Co-Chair of the Community Safety Delivery Group and Corporate Director for People and Communities

⁵ House of Commons Briefing Papers, Drug crime: Statistics for England and Wales, published October 2020. Accessed Friday 9 April 2021.

- Sian Sanders, Operational Manager – Cohesion & Community Engagement
- Jenny Rogers, Community Safety Manager

27. Representatives from South Wales Police have also been invited to provide insight into the enforcement routes, detail on operations deployed to address the matter and to share their first-hand experience.

28. An individual, with lived experience of drug activity will also address committee. Providing Members with an overview of the drivers which led them into drug related activity, insight into the accessibility of such activity and share their perspective on preventative measures.

29. At the start of the meeting, the Community Safety Partnership Board will provide a presentation to Committee as detailed in paragraph 3 of this report, this will be followed by an immediate opportunity for Committee Members to ask any questions arising.

30. Committee will then receive a presentation from representatives of South Wales Police along with entering a Q&A session to explore the information provided in their presentation, the officers first-hand accounts of addressing this issue and to gain their insight and perspective on the matter.

31. Members will then enter into a Q&A session with an individual previously involved in drug related activity.

32. Following all evidence sessions; the Community Safety Partnership will then be invited to comment and reflect on discussions at the end of the meeting. Members will then decide if they wish to feed any comments, observations or recommendations to the Partnership for their consideration.

Legal Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to the Cabinet/Council will set out any legal implications arising from those recommendations. All decision taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirements imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be taken having regard to the Council's fiduciary duty to its taxpayers; and (he) be reasonable and proper in all the circumstances.

Financial Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the information set out in this report and its subsequent appendices;
- ii. Consider the information provided by witnesses to this meeting;
- iii. Decide whether it wishes to relay any comments or observations to the Community Safety Partnership and;
- iv. Decide the way forward with regard to any further scrutiny of this issue.

Davina Fiore

Director of Governance & Legal Services

13 May 2021

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Community Safety Partnership Brief

19 MAY 2021

Working to Prevent Drug Dealing and Drug Related Crime in Cardiff following the outbreak of Covid-19

1. Introduction

To provide the Committee with a brief of the following:

- An overview of the current Community Safety Partnership landscape and governance structure.
- A profile of all forms of drug dealing and drug related crime in Cardiff, prior to the initial covid-19 lockdown in March 2020 and as it currently stands.
- To demonstrate how the Community Safety Partnership are planning to address this issue and provide insight into any associated challenges.
- To receive an update on the relevant recommendations put forward by the 2018 joint Task & Finish inquiry.

2.0 Community Safety Partnership Overview

2.1 Vision

2.1.1 Over the last year, Covid-19 has brought significant and unprecedented challenges across public services, requiring a recalibration of resources and partnership focus to respond to emergent issues across the city. In the wake of the pandemic, the Community Safety Partnership delivered an effective and coordinated response to the new regulatory environment, with safeguarding and public health at its core.

2.1.2 As we emerge from the pandemic and look towards the city's recovery, the Community Safety Partnership have agreed a strategic governance structure with four thematic work programmes. Drug-related crime and its impacts are complex and require a long-term multi-agency focus which includes both prevention, enforcement and rehabilitation pathways.

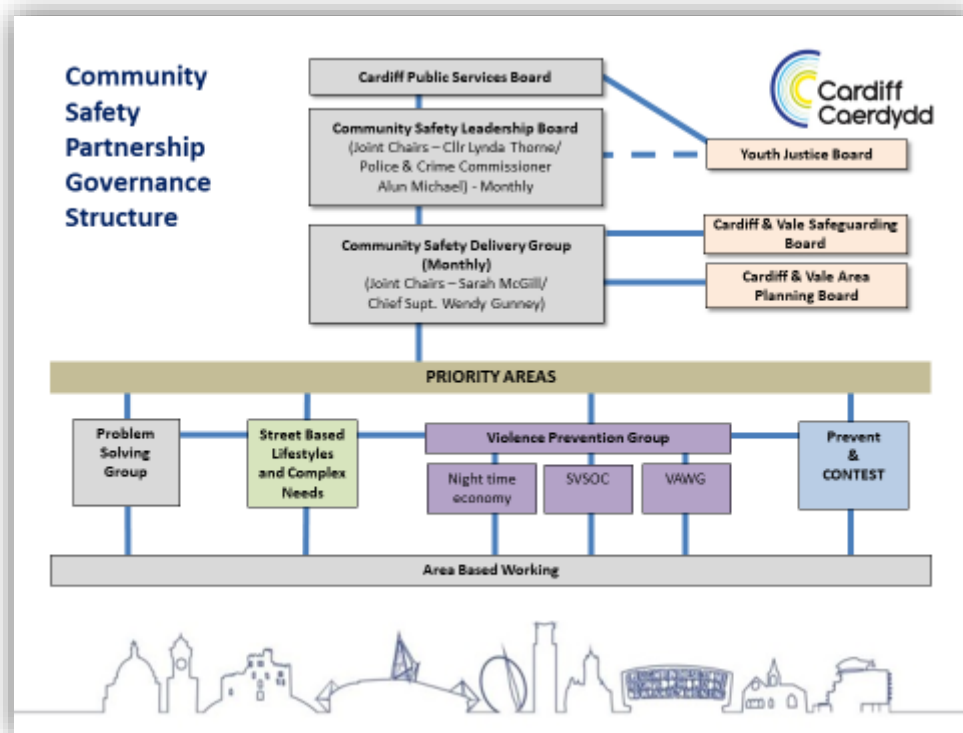
2.1.3 This briefing highlights some of the key projects and deliverables for the Community Safety Partnership with relevance to drug-related crime across the four strategic priorities; which covers diverse work areas ranging from a public health approach for those struggling with substance misuse, through to diversionary support and targeted

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local approaches for parts of the city experiencing the harmful impact of drug-related behaviours and crime in their neighbourhood.

2.1.4 These groups will report their progress directly to the Community Safety Delivery Group via high level reports, which are then provided to the Leadership Board and Public Services Board sequentially.

2.1.5 This new structure has been created to provide partners with a clear line of sight between key themes and encourage effective join up and collaboration across the Community Safety Partnership. The attendance of each thematic group ensures broad representation of statutory partners as well as other key stakeholders, such as; C3SC, Safer Wales and FOR Cardiff.

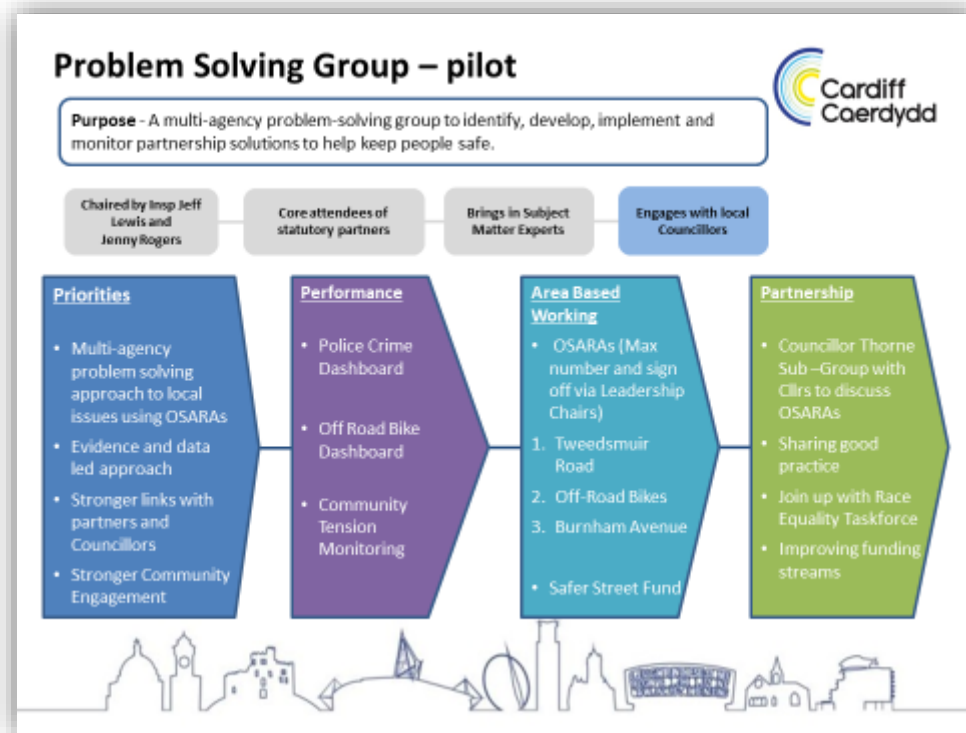


2.2.6 A strong partnership approach is central to the delivery of our priorities and the work of the Community Safety Partnership is also aligned with key partnership strategies and associated boards, such as the Child Friendly City Strategy, the Youth Justice Development Strategy 2020-2022, and the Young Person Safeguarding Strategy.

2.2.7 Following the confirmation of the above governance structure in March 2021, the partnership are well-poised to deliver against their priorities and are ambitious in their pursuit.

2.2.8 The following section of this report explains the role of the Community Safety Partnership's thematic sub-groups, their areas of focus for 2021-2022 and highlights areas of work that will be of interest to the Committee in relation to drug-related crime.

2.3 Problem Solving Group

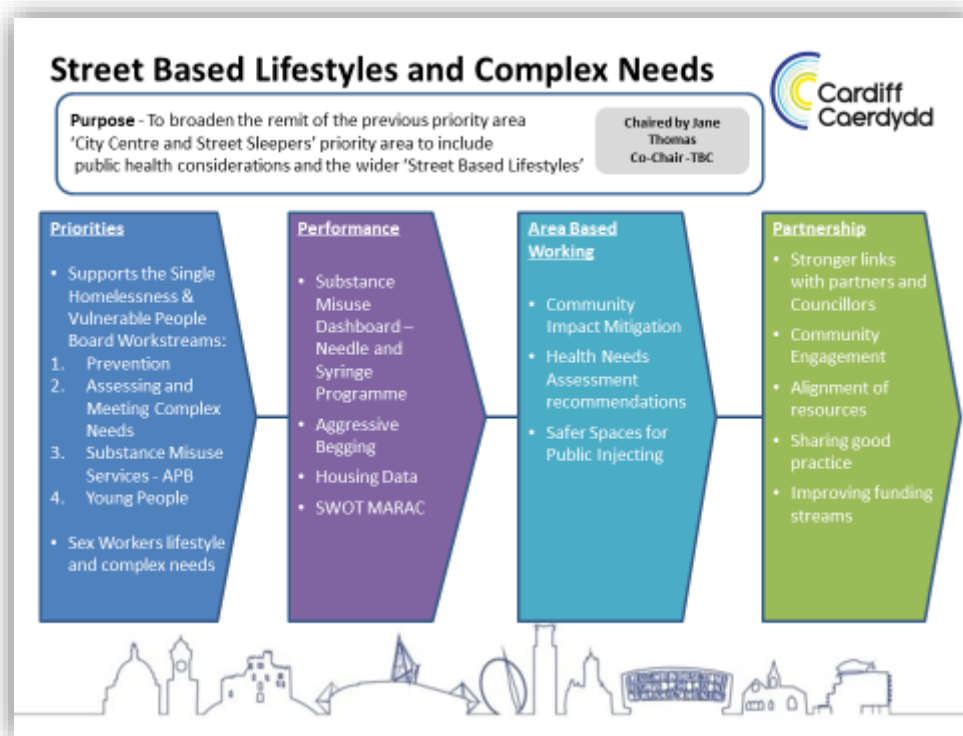


2.3.1 This group is a one-year pilot of a multi-agency problem solving group which seeks to address complex localised issues. Where issues are identified and meet the criteria/remit of the group, the multi-agency partners will conduct an OSARA (A police problem solving model which stands for – Objectives, Scanning, Analysis, Response and Assessment) in order to develop an action plan for addressing the issue.

2.3.2 There is also an additional sub-group meeting which is held with Councillors to provide them with updates on the live OSARAs. This process enables elected members to contribute local knowledge, to support agreed actions and assist their communication with constituents regarding these issues. There are currently three OSARAs being progressed by the Community Safety Partnership; Tweedsmuir Road, Off-Road Bikes, and Burnham Avenue. For all three OSARAs there are underlying concerns relating to youths being involved in drug related activity.

2.4 Street Based Lifestyles and Complex Needs

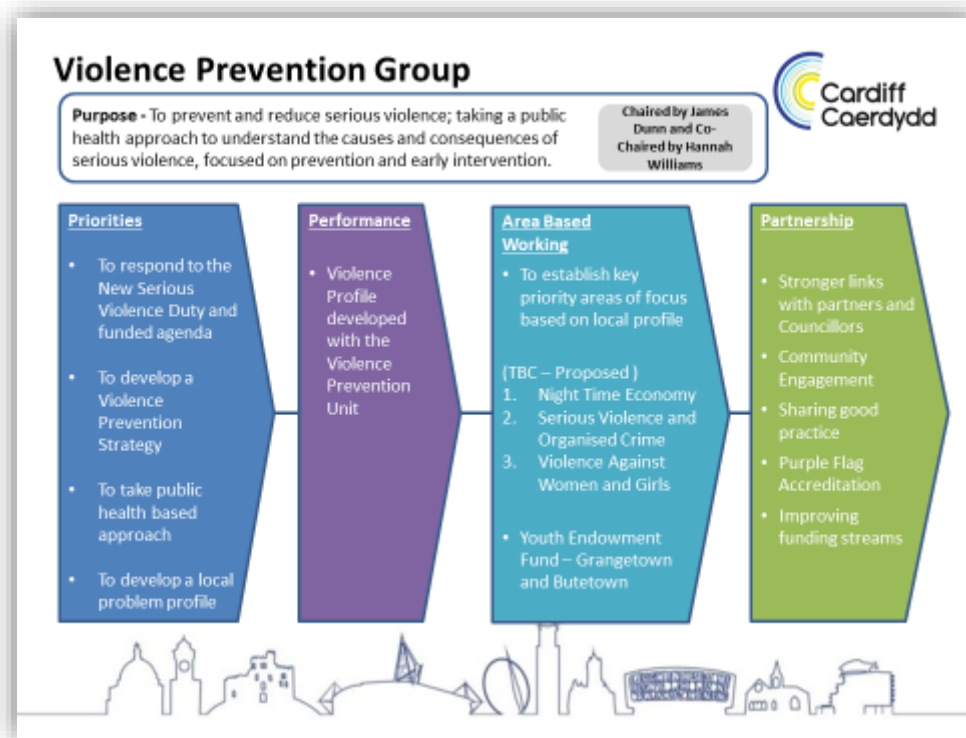
2.4.1 This group has evolved from the previous Community Safety Partnership priority of ‘City Centre and Street Sleepers’, which was a multi-agency response and approach to meeting the needs of vulnerable people sleeping rough in the city; and also to address any associated issues including the pitching of tents, aggressive begging and anti-social behaviour. This group seeks to build upon successful interventions to date, and will also support the Cardiff & Vale Area Planning Board’s ‘Health Needs Assessment’ agenda. In addition, the group will coordinate activity relating to broader issues connected to Street Based Lifestyles, such as sex work.



2.4.2 ‘Complex needs’ are defined in this case as those who are affected by multiple issues such as alcohol, drugs, mental health, physical health problems and learning difficulties. The combination of overlapping needs often compound each other, meaning a multi-agency response is essential to achieving change. Cardiff’s ‘Housing First’ approach has introduced a highly effective assessment process, ensuring a focus on each individual’s needs and having the right accommodation pathways in place. As a result of this model, tent dwellers and rough sleepers in the City Centre has reduced significantly since 2019. The creation of Multi-disciplinary Outreach Teams (MDTs) have also provided an opportunity to better understand and support individual needs.

2.4.3 The purpose of the ‘Street Based Lifestyles and Complex Needs’ group will be to work with partners to understand the ‘complex needs’ landscape and the associated issues that relate to community safety and the wider community impact; such as crime, antisocial behaviour, and contextual safeguarding. This will be achieved via significant information sharing that builds a local picture of issues such as; Drug Offences and Crime, Needle and Syringe Programmes, Support Services, Aggressive Begging, Drug Littering and Public Perceptions. By analysing this information collectively, the Community Safety Partnership will achieve a comprehensive understanding of connected issues and be able to coordinate an effective partnership response to mitigate both individual risk and community impact.

2.5 Serious Violence Group



2.5.1 Following the announcement of a new Serious Violence Duty in December 2019, which is anticipated to commence in 2021, the Community Safety Partnership will be required to demonstrate a strategic approach to the prevention and reduction of serious violence. This includes both taking a public health approach to understand the causes and consequences of serious violence and a focus on prevention and early intervention. The partnership will be required to work together to establish the local problem profile / strategic needs assessment, develop and publish a local violence prevention strategy, which will outline the collective action we intend to take.

2.5.2 The group will establish three themed sub-groups in quarter 2 of 2021-2022; Night Time Economy, Serious Violence and Serious Organised Crime (SVSOC), and Violence Against Women and Girls. The most relevant aspect of this structure with regards to drug-related crime and activity is the SVSOC subgroup; which will include a focus on youth violence and County Lines activity.

2.6 Area Based Working

2.6.1 In 2019/20 the Community Safety Partnership took forward an ‘Area Based Working’ trial within the Butetown and Splott wards. With a strategic focus at the local level, this pilot aimed to address the underlying causes of recurring crime and ASB by establishing a framework for enabling data-lead, adaptable, proactive and joined-up partnership responses. Briefly paused during the early stages of the COVID-19 outbreak, this work reconvened in August 2020 championing new methods of working online. As we emerge from the pandemic, the Partnership will identify key lessons from the pilot and adopt successful techniques within each of the work streams within the new governance

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structure where they can be developed and applied across the city, as guided by the data and the priorities of the partnership.

2.6.2 Partnership action is currently coordinated via three interconnected work streams:

1. **Resilience** Covering tactical interventions by partners and efforts to empower residents in playing an active role in addressing concerns and steering strategy. Key actions include:
 - Coordinating *CCTV tactical group* with partner agencies.
 - Development of a *Crimestoppers & Fearless* campaigns addressing low community engagement with public services and South Wales Police where appropriate.
 - Promoting *Probation Community Payback* projects.
2. **Aspirations** Aimed at developing messages to counter the attraction of drug crime faced by some young people, promoting employment opportunities and supporting active community groups. Key actions include:
 - Coordination of the *Butetown Employment Forum*.
 - The *Butetown Parents Community Workshop* held with 22 residents and 14 partner organisations.
 - Proof of concept *Community Link* Online Job Fair highlighting employment opportunities with 5 employers and attended by 56 participants.
 - Initiation of the *Anchor Organisation* platform coordinating strategic response with a network of established and trusted community organisations.
3. **Environment** Addressing the impact of drug crime on communities, such as drug litter, open drug activity and the stigma faced by vulnerable groups. Key actions include:
 - Proof of concept *Environmental Improvement Dashboard* utilising a range of partner data sets via the Power BI platform.
 - Identifying and disrupting areas of drug activity (dealing and using).
 - Regular litter picking sessions held from specialised service user facilities i.e. the Huggard centre.
 - Measurable increase in the reporting of drug litter via Cardiff Gov app.

3.0 Profile of Drug Related Activity

3.1 Overview

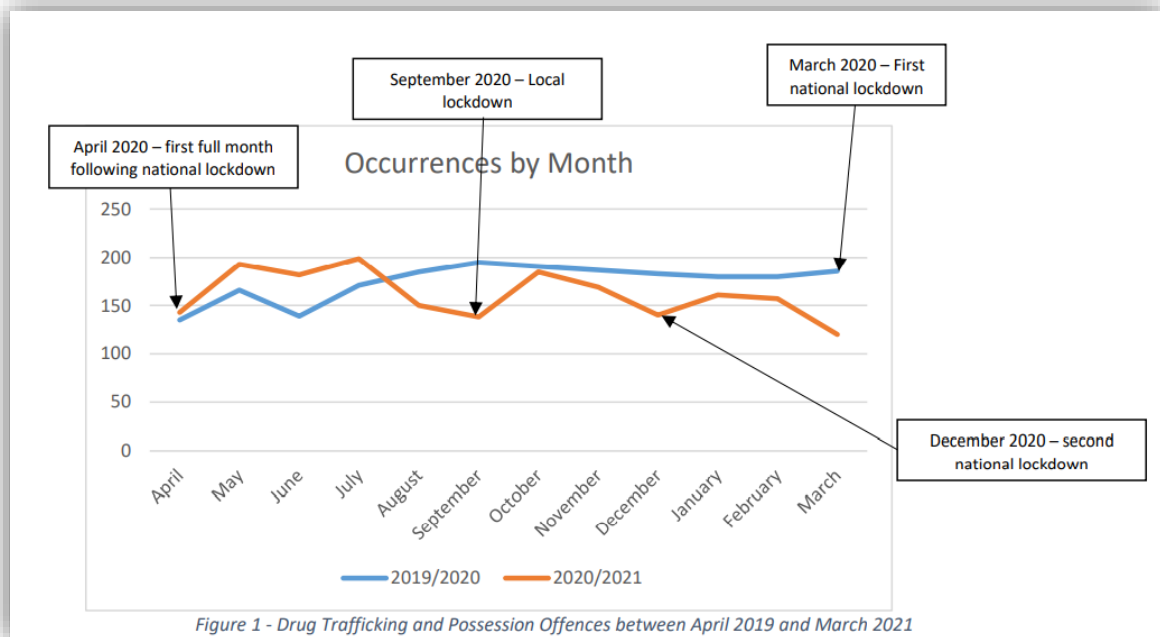
3.1.1 As detailed in the UK Government's [Independent Report: Review of Drugs 2020](#), completed by Dame Carol Black, illegal drug markets have unique complexities in measuring their scale and distribution, particularly at the local level, through the mix of distribution methods, including social supply, social media, county lines and the dark web. Whilst heroin and crack are generally supplied by street dealers, recreational drugs (e.g. powder cocaine, cannabis and ecstasy) are distributed through a range of channels.

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Intelligence regarding drug supply may be received by police forces through a range of sources, and inform different aspects of enforcement activity including national (UK-wide) responses. Due to the complexity of this picture and difficulty of presenting the local picture with accuracy using an agreed national standard, here we focus on possession offences as one indicator of the local drug market, although this data should be interpreted in recognition of this limitation.

3.1.2 From April 2019 to March 2021 there were 4,035 Drug Offences reported. In the 2019/2020 financial year there is a general increasing trend in offences, whereas 2020/2021 sees a general decrease in offences. This can be seen in the graph below. The numbers dipped in April, September and December 2020 which coincide with national and local lockdowns enforced due to the Covid-19 Pandemic. (Police figures reflect Cardiff and the Vale as per the Police Command Structure).

3.1.3 The 2020/2021 financial year saw both the highest and lowest number of occurrences reported with 199 in July 2020 and 120 in March 2021. There were 8% fewer drug offences reported in 2020/2021 (1,937) than 2019/2020 (2,098).



3.2 Areas of interest

3.2.1 It must be noted that some of the occurrences reported were related to drug warrants which occurred at multiple locations, which explains why the total numbers per sector below is higher than the total number of distinct Drug Trafficking and Possession Offences that is given in the above section. Also the translation of police data is reflected by policing sectors and not at a ward level.

3.2.2 The sector with the highest number of drug offences during the entire time period is Cardiff Bay (743), with Cathays (479), City Centre (465), and Canton (407). This is a substantial difference, although 279 of the occurrences have the premise 'Cardiff Bay

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Police Station' linked as the occurrence address due to searches whilst in custody, which explains this.

3.2.3 The most notable drug offence increases in 2020/2021 when compared to 2019/2020 occurred in Fairwater (+38), St Mellons (+34) and Llanishen (+30). The City Centre had the biggest decrease in drug offences with 143 fewer reported in 2020/2021 than 2019/2020. Roath also saw substantially fewer drug offences with 68 less offences. The following table shows the other sectors in comparison.

Sector	2019/2020	2020/2021	Total	Difference
Cardiff Bay	348	395	743	47
Cathays	274	205	479	-69
City Centre	304	161	465	-143
Canton	221	186	407	-35
Roath	202	134	336	-68
Fairwater	118	156	274	38
Ely	112	136	248	24
Llanedeyrn	106	120	226	14
Llanishen	63	93	156	30
St Mellons	36	70	106	34
Rumney	54	50	104	-4
Unidentified Sector	0	2	2	2
Total	1838	1708	3546	-130

3.3 Offences

3.3.1 There were 63 different Drug Trafficking and Possession offences recorded during the period April 2019 to March 2021.

3.3.2 The most recorded offence by far was 'Cannabis: Having possession of a class B controlled drug' with 2,200, which is over half of the occurrences reported in this time period.

3.3.3 The next highest offence recorded was 'Cocaine: Having possession of a Class A controlled drug' with 233 occurrences, followed by 194 occurrences of 'Possession of synthetic cannabinoid receptor agonists – Class B'.

3.3.4 The below table shows a breakdown of the class and type of drug involved in the offences. The majority of the offences related to Class B drugs (2,902) with Cannabis making up the bulk of these figures at 2,504. There were 968 offences relating to Class A drugs with the main drugs being Cocaine (335), Heroin (252) and Crack (166). Although it must be noted that 178 of the offences did not specify the type of Class A drug. There were also 121 offences involving Class C drugs and 44 which did not specify a class.

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Class of Drug	Type of Drug	2019/2020	2020/2021	Total
Class A	Cocaine	217	118	335
	Heroin	144	108	252
	Unspecified	83	95	178
	Crack	77	89	166
	MDMA	19	7	26
	Liquid Amphetamine	2	3	5
	Methadone	1	3	4
	LSD	1	1	2
Class B	Cannabis	1259	1245	2504
	Synthetic Cannabinoid Receptor Agonists	97	116	213
	Unspecified	51	40	91
	Amphetamine	56	28	84
	Ketamine	5	3	8
	Cathinone derivatives (Mephedrone)	1	1	2
Class C	Unspecified	51	60	111
	GHB	1	3	4
	Piperazines (including BZP)	1	2	3
	Gammabutyrolactone and Butanedio	1	1	2
	Anabolic Steroids	1	0	1
Unspecified	Unspecified	21	6	27
	Khat	9	8	17

Table 3 - Number of Drug Offences by Class and Type

3.3.5 The number of Cocaine and Heroin offences decreased in 2020/2021 compared to 2019/2020 by 46% and 25% respectively. The number of MDMA offences also dropped significantly with 63% fewer occurrences reported. However the number of Crack offences increased by 16% (12) although the numbers are extremely small. Synthetic Cannabinoid Receptor Agonists, commonly known as Spice, increased by 20% (19) in 2020/2021, whereas Amphetamine and Ketamine decreased by 50% (28) and 40% (2) respectively.

3.4 Outcomes

3.4.1 The majority of the Drug Trafficking and Possession offences ended with a 'Charged/summonsed' outcome, with 1,342 occurrences. A caution or warning was issued for 1,038 of the occurrences. 639 of occurrences resulted in 'Not recognised as an official outcome' and 559 of occurrences ended due to 'Evidential difficulties'.

3.5 Operation Talon

3.5.1 Operation TALON was a long standing operation focussed upon street level Class A drugs supply, this utilised a number of tactics which included covert and overt deployments. So far this has resulted in 66 arrests, 57 charged and 25 convictions, totalling 75 years. There has been £52, 893.11 cash seized as well as 442.6 grams of Crack Cocaine, 58.27 grams of heroin, and 59.73 grams of Ketamine. Approximately 20 Drug Lines have been disrupted and 2 mapped County Lines have been taken out.

4.0 Community Safety Partnership Plans to address the issue and provide insight into any associated challenges

- 4.1 The new Community Safety Partnership governance structure provides a clearer landscape to coordinate our partnership approach on the agreed joint priorities. These arrangements will enhance the Partnership's effectiveness in addressing complex community safety issues such as the harmful impacts of drug-taking and drug-related crime. Each of the priority groups seek to address drug dealing or crime at some level.
- 4.2 The 'Street Based Lifestyles and Complex Needs' Group, focuses on complex needs that surround long-term substance misuse. The 'Problem Solving Group' considers the anti-social behaviour impacts of drug dealing/crime; which is predominately focused on youth and early intervention and engagement. The 'Serious Violence Group' focusing more on the exploitation of people to draw them into drug taking/crime and the tactical enforcement of organised crime. Across each group, there is a common focus on community engagement, to enable the partnership to understand the full impact and scale of drug-related activity, providing communities with confidence regarding our approach to tackle the issues, and involve them in the process to build more resilient communities.
- 4.3 There are several significant pieces of work being taking forward under the priority areas and structure which are significant to the drug-taking and drug-related crime agenda:

4.4 Problem Solving Group

4.4.1 OSARAs

There are currently three OSARAs being progressed which look to address some low level drug taking/crime concerns; Tweedsmuir Road, Off-Road Bikes, and Burnham Avenue.

Tweedsmuir road is focusing on a historical issue regarding youths congregating around the shops located there which is leading to intimidation, littering, low level ASB and cannabis use. There are also concerns regarding drug dealing behaviours due to the gully links that exist through the neighbourhood which provides an attractive location for criminal behaviour and easy escape routes. Whilst work is underway to revise CCTV, alley gating options and increasing public reporting of issues, there is a keen focus on identifying the youth and ensuring they are referred to appropriate intervention or support services. This has inspired a review of the vulnerability assessment tool in the police Public Protection Notifications (PPN), to ensure we are referring youth at the earliest opportunity. The Youth Services Street Based Team is also working with the police on coordinating an effective patrol and engagement model.

Off-road bikes (ORB) has been an issue for a number of years and the focus of this OSARA is to look at two distinct issues, one of which being the use of ORB to carry out criminal activity which relates to the distribution of drugs. This OSARA will look to improve the intelligence picture through effective engagement with the public and use this to conduct targeted police operations.

In Burnham Avenue the issues are mainly due to the local youths loitering/targeting two local shops. The priority is to reduce anti-social behaviour issues that are impacting the

community which has recently escalated to criminal charges including public order offences and racially aggravated public order. There is also intelligence to suggest that drug dealing/running is taking place within the area. In response the Youth Services Street Based Teams have put outreach provision in place at the boxing club in Llanrumney, and there is a Street Based Team in the area Monday and Wednesday evenings.

Whilst these OSARAs relate to specific local issues, good practice and learnt approaches will be replicated across other localities as emergent issues are considered by the Problem-Solving Group.

4.4.2 Safer Street Fund

The Safer Streets Fund allows the Police and Crime Commissioner's (PCC) and Local Authorities to bid for investment in evidence-based crime reduction initiatives, such as street lighting and home security, which have been proven effective in the prevention of neighbourhood crime. Cardiff Council has made an application for this funding via the Police and Crime Commissioner, who has endorsed the Cardiff-focused bid as their Primary bid to the Home Office. The outcome of this application will be communicated by the end of May 2021. The parameters of the fund require a focus on those areas most impacted by acquisitive crime (burglary, robbery, theft from the person, vehicle crime). Postcode areas of Butetown and Grangetown have been identified as priorities for the fund. In addition, the application responds to evidence that residents in these areas reported the lowest satisfaction rate in relation to confidence in the local response to crime and community safety (Ask Cardiff trend data).

The funding will be used to conduct the following:

- Utilise 20 re-deployable CCTV cameras (these will have an anti-vandalism device to install cameras in places previously inaccessible)
- Upgrade the lighting at the underpasses on Bute Street/Lloyd George Avenue
- Improve street lighting to compliment/fill gaps in the planned works to upgrade surrounding streets with SMART street lighting.
- Crime/ASB covert prevention detectors which gathers information on times and numbers of people entering identified zones. This can provide real time alerts for an immediate response, and/or provide an analysis of data to inform a targeted review e.g. CCTV footage alongside informing key times/days to inform police patrols.
- Crime and Vulnerability Command Vehicle, which will provide a base for partner agencies to provide community reassurance / crime prevention advice, a safe space for anyone vulnerable and immediate CCTV capability.
- An enhanced crime prevention response to repeat victims of acquisitive crime including the provision of doorbell monitoring, security improvements, awareness of property marking and educational workshops.
- A targeted CrimeStoppers campaign.

4.5 Street Based Lifestyles and Complex Needs

4.5.1 Data and Intelligence Dashboard

In recent months the Community Safety Partnership have been working with Cardiff and Vale Area Planning Board to create a Data and Intelligence Dashboard which draws several aspects of intelligence together to provide a holistic picture of drug related activity

via visual geographical mapping, so it can be analysed collectively with partners. Currently the information contained in the dashboard is as follows:

- Drug related crime offences
- Drug litter and discarded needles
- Needle and Syringe Services
- Aggressive Begging

4.5.2 Cardiff and Vale Health Needs Assessment (HNA)

A Health Needs Assessment for people who inject in public in Cardiff has been conducted by Cardiff and Vale Health Board with the specific aim to 'Provide information and recommendations to reduce the prevalence of harms related to public injecting in Cardiff'. The assessment has identified 9 recommendations to achieve this aim and the Community Safety Partnership have agreed to support the overall assessment and more specifically the following recommendations:

- **To evaluate options for reducing public injecting through increasing availability of spaces for safer injecting** - The Community Safety Partnership will bring together key partners to evaluate the options and pilot/implement where appropriate. This will be led by a strong evidence based approach drawing upon to the developed Data and Intelligence Dashboard.
- **Empower the local resident community** – The Community Safety Partnership will assist in the coordination of a platform for local residents to raise issues related to open access services in their area.

4.6 Violence Prevention Group

4.6.1 Strategic Review in Response to Youth Violence

The review will consider the existing referral process for youth involved in serious violence and provide recommendations on how to address any gaps identified in service provision. This will include an understanding of multi-agency risk assessments, improvements to information sharing, enhancing communication with partners, and ensuring appropriate support services are available.

4.6.2 Youth Endowment Fund

The Youth Endowment Fund (YEF) is a charity which exists to prevent children and young people becoming involved in violence through finding out what works and building a community of evidence-led practice. The Neighbourhood Fund is a key strand of YEF funding. The overall objective is to understand whether co-designing approaches with local communities to address specific challenges in relation to serious violence can work to reduce the number of children and young people becoming involved in violence.

The Neighbourhood Fund has granted Cardiff a £1 million award over five years for the implementation of a co-designed Local Action Plan and full evaluation. The focus is on youth violence but the action plan is likely to focus on diversionary provision which will be relevant to a range of vulnerabilities/behaviours. The Butetown and Grangetown

wards have been selected as the priority areas for the fund and this programme of work is due to commence in September 2021.

5.0 Challenges, Barriers and Opportunities

5.1 Evidence based approach

- 5.1.1 Cardiff's drug dealing and crime landscape is multifaceted and careful consideration needs to be given to the following; the different types of drug use and users, the types of ASB and crime that can stem from drug use, the reasons why individuals are drawn into drug use and an understanding of the complex needs that are associated with users.
- 5.1.2 The challenge upon the Community Safety Partnership is to understand this complex landscape in order to effectively tackle the societal and community issues stemming from drug-use and drug supply. In order to achieve this a profile of Cardiff's drug related activity with partners is required. The Partnership are currently developing a Data and Intelligence Dashboard via the 'Street Based Lifestyles and Complex Needs' group. This product provides the opportunity to build an effective mechanism for encouraging and strengthening information sharing possibilities, along with identifying tailored approaches to local issues and providing a continual evaluation of successful interventions as a partnership.

5.2 Covid-19

- 5.2.1 The Covid-19 pandemic introduced new challenges to the community safety landscape and brought a shift in criminal activity. The pandemic has both impacted partnership resources and our ability to engage with the community.
- 5.2.3 The Community Safety Partnership have trialled new methods of engagement such as online events and forums. The Community Safety Partnership have also been able to engage with seldom heard and vulnerable groups, such as homeless people and sex workers during the pandemic by working with key stakeholders to facilitate access. This has enabled a more responsive approach to the specific experiences and issues affecting these population groups. The Community Safety Partnership will continue to build upon these new approaches under the new governance structure.

5.3 Support Services for Drug Users

- 5.3.1 Following the impact of Covid-19 there were concerns about accessibility to drug support services, along with the wider impacts on health.
- 5.3.2 The success of the Rapid Access Prescribing Service (RAPS) encouraged a significant number of heroin users to move to the new drug substitute known as Buprenorphine. The additional introduction of multi-disciplinary partnership support services into the hotels and hostels also provided the opportunity to address drug dependency and resulted in exceptional numbers of clients entering into treatment and reducing footfall into the Huggard Centre. As of the 7th May 2021 there are a total of 6 rough sleepers remaining on the street.

5.3.3 The Community Safety Partnership will build upon this progress within the 'Street Based Lifestyle and Complex Needs' Group where we will monitor the transition from Covid-19 restrictions and substance misuse data. Further work will also be completed around understanding the complex needs of our deep-rooted drug users and how to reduce the impact of their addiction on ASB, crime and the wider community.

5.4 Support Services for Youth

5.4.1 The impact of Covid-19 has limited our ability to provide a face-to-face engagement with young people.

5.4.2 As part of Covid-19 Recovery, a Strategic Review of referral mechanisms and accessibility to support services is currently being completed by the Community Safety Partnership to ensure the alignment of risk assessment criteria. A communication protocol will be developed to facilitate more effective case information sharing between partners in sharing at the earliest opportunity to strengthen the focus on prevention.

5.4.3 The review will evaluate barriers to support and inform the future activities of the Partnership and wider partners such as the Family Gateway and Youth Justice Service. A future priority emerging from the early learning of the review is building public awareness of support pathways such as the Family Gateway and wider engagement with young people on the harms of drug-related criminal activity. The Youth Endowment Fund will play a key role in evaluating our approaches and the interventions offered to young people presenting a range of vulnerabilities. This will ensure, in particular, a more evidence-based approach to tackling violence and ensuring our approach is tailored to each individual's needs.

6.0 Preventing Young People's Involvement in Drug Dealing Inquiry

6.1 In November 2018 the Children and Young People's Scrutiny Committee published 19 recommendations as part of the "Preventing Young People's Involvement in Drug Crime Task & Finish Inquiry", under the themes of; Impact on Communities, Safeguarding Young People (and their Families), The Role of Agencies, Education and Raising Awareness, and Crime and Enforcement. The following is a summary of the work and progress made to date to achieve these recommendations.

6.1.1 Impact on Communities

The Area Based Working trial undertook community engagement workshops within the pilot area up until early 2020, with an aim of establishing the priority concerns of citizens and how they can co-produce solutions with the Community Safety Partnership.

Face to face methods of engagement are not possible under current Covid-19 regulations to ensure the safety of staff and residents however links to community groups across the city been facilitated via the Anchor Organisation platform and via new ways of working with specific community groups in the pilot areas. The next steps for the Community Safety Partnership are to incorporate community engagement and participation across the of the Community Safety Governance structure, that will align partner work such as C3SC, the Ask Cardiff survey and Hub Community Inclusion Officers.

In addition, complaints of residents specifically concerning the location of drug support services led to the establishment of a 'Health Needs Assessment'. This was undertaken by Cardiff and Vale UHB as part of a wider review of substance misuse services commissioned by the Area Planning Board looking at new pathways, a new outcomes framework to monitor the impact of services and interventions and ways in which partners could work together to deliver holistic services.

6.1.2 Safeguarding Young People (and their Families)

Cardiff Youth Service provision remains a key resource within the city. Work from the Youth Centres have been paused during the pandemic however youth engagement has continued via the Cardiff Youth Service Street Based Team which is an adaptable youth work initiative, aimed at working with young people who associate in open spaces. The Street-Based team are working responsively with the Problem Solving Group to provide out-of-hours and flexible provision in key ASB hotspot areas. In addition, a Task & Finish Group has been convened on a pilot to coordinate diversionary youth work and mentoring in East Cardiff.

Cardiff Council are one of ten UK Local Authorities who have been successful in securing grant funding from The Home Office to pilot local decision making around the National Referral Mechanism process for children and young people. This will ensure that exploitation in the form of trafficking in cases of drug dealing/running/County Lines is dovetailed with safeguarding/risk management processes around children and young people.

Children's Services are implementing a SAFE (Safeguarding Adolescents from Exploitation) model within their locality structure to look at issues in the community context. This will involve key stakeholders and look at issues such as 'environmental hotspots' for activity that is considered to be risky for young people. There is a governance structure within this model to escalate issues and capture themes and response evaluation. We are looking at the model of Contextualised safeguarding and understanding more about where the risk to young people is non familial and are developing responses around this across the Local Authority.

6.1.3 The Role of Agencies

These recommendations will be captured via the Community Safety Partnership's priority area of 'Serious Violence' which will oversee Serious Violence and Serious Organised Crime and in parallel with the PSG (Problem Solving Group) that will look at situational causes of crime using the OSARA model.

The Community Safety Partnership will work to understand the current landscape and lessons learnt, to identify the most effective levers to implement the changes we need. The Partnership benefits from representation of many voluntary and private sector organisations including: C3SC, St Giles Trust, Safer Wales and Victim Support who are invited to attend meetings and task and finish groups as appropriate. We anticipate this to increase as the work streams evolve.

In addition Cardiff will shortly benefit from work via the Race Equality Taskforce and the Violence Prevention Unit which has successfully bid against the Youth Endowment Fund which aims to prevent young people becoming involved in violence. The Community Safety Partnership will play an essential role to align work and therefore maximise benefit.

6.1.4 Education and Raising Awareness

Recently the Violence Prevention Unit commissioned the CrimeStoppers Youth Service "Fearless" to run a series of workshops across schools up until March 2021, which highlighted the dangers and long term implications for young people that involved in drug crime.

Going forward this scheme will be incorporated and enhanced by work undertaken via the Violence Prevention Group (Endowment Fund) and development of the National Referral Mechanism, by working with partners that have a clear role such as Cardiff Youth Services and St Giles Trust to implement awareness raising programmes.

6.1.5 Crime and Enforcement

During the first lockdown in 2020, PCSOs were temporarily granted additional powers to caution and a wider review of PCSOs is currently underway.

As part of the new governance structure the Community Safety Partnership have scoped out the possibility of a new PSPO. However, this is a lengthy process and resource intensive therefore more understanding is required regarding priorities as lockdown is lifted. South Wales Police are also working with FOR Cardiff with an aim of establishing an Exclusion Zones in the city, creating a joined up approach to banning named individuals across all retail and licensed premises.

A Strategic Review is being taken forwards following the youth violence incident in December 2020. This will make recommendations of the referral process, a communication protocol and an information-sharing arrangement to ensure that effective support services are available.

Briefing Note – County Lines

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- County Lines is a problem happening nationally
- County Lines is an adaptive and changing model
- County Lines means – ‘County’ the area of operation, usually one location to another such as city to city, or city to rural community. ‘Lines’ means the phone lines attached to this group or operation where communication around drug and money happens.
- The main operations model as above and in the additional sheets is still happening. However, we are also seeing adaptations to this where local children and vulnerable people have been groomed to be runners, but move up the command chain and are forced to recruit local people.
- Children and Vulnerable people are groomed and exploited into undertaking criminal activity or their properties being used for criminal activity, methods used can be blackmail, fear, intimidation, threats, violence and so on.
- Children and Vulnerable people can be set up, so that they are robbed of drugs and/or money, leading to the gang creating a owed debt, called debt bondage, meaning these people are forced to ‘work’ for free until their debt is repaid (which is rarely likely to be repaid)
- There can be cross overs between Children and Vulnerable people who have been groomed and exploited as victims, having to undertake activities that now see them classed as perpetrators.



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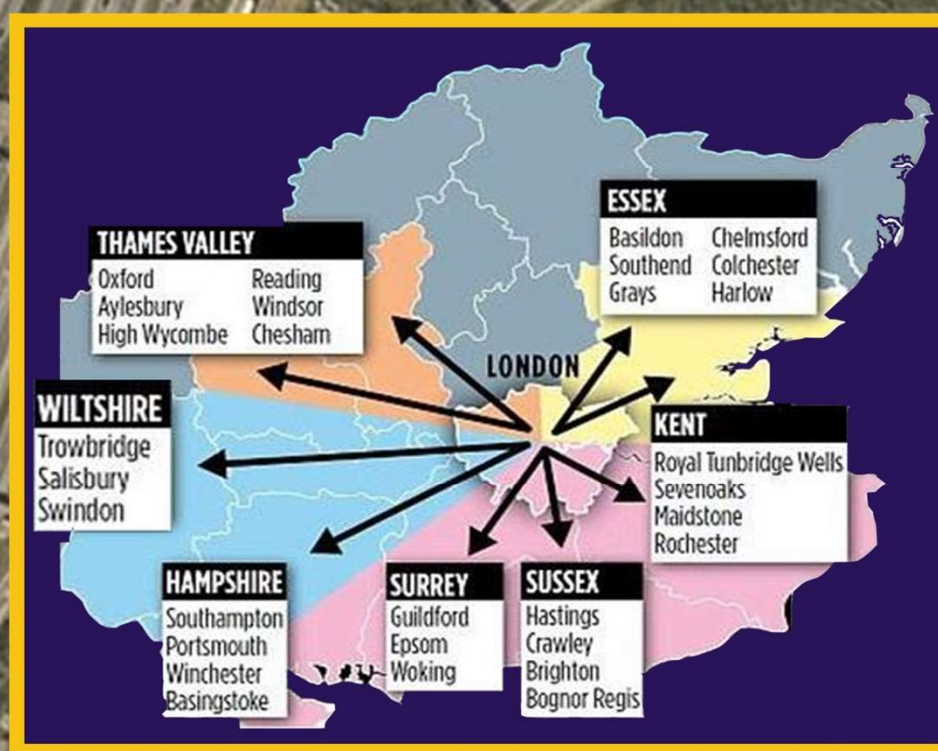
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St Giles

Turning a past into a future

WHAT IS COUNTY LINES?

“County lines” - In the criminal world ‘County Lines’ is referred to as; Country, Cunch, O.T, Out There, Out of Town, and various other colloquialisms. Drug Operations/phone lines are set up in regional areas by Entities most commonly originating from major cities. Young people are being exploited as couriers, runners and taking up other functional roles.



COUNTY LINES: THE PROCESS



County Town where there is a market for drugs is researched and targeted.
Dealer/Gang move in and begin marketing/promoting product.



Brand name is given to the phone number used to sell drugs. This is shared within the drug user community



Children & Vulnerable adults are groomed and recruited by the Gang/dealer and used as runners, transporters and couriers.



Cuckooing: The taking over of an address usually belonging to a vulnerable adult.
The address tenant is likely to be a drug user and dependant on dealer/gang.



Drugs, money and other items are transported by train and car.
Young people may transport drugs by carrying them internally ('plugging').

CONTACT DETAILS | Q&A

For further information or enquiries:

To discuss the range of community based services, additional services, spot purchase information or to make a referral, please contact:

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Turning a past into a future

APPENDIX C

Background Briefing Paper on Drug Offences in Cardiff and Wales

Scrutiny Research

14 May 2021

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1. Introduction

The Community and Adult Services Scrutiny Committee will be looking into the drug related challenges and issues confronting public services in Cardiff during its meeting on the 19th of May 2021.

This briefing paper was commissioned by the Chair of Cardiff Council's Community and Adult Services Scrutiny to inform their scrutiny of this topic. This briefing will provide an overview on drug related crimes in Cardiff and Wales and will illustrate local perceptions on crime safety in the community during the Covid pandemic outbreak.

The data presented on this briefing paper relied heavily on publically available documents from the open data websites, the ONS Statistical Bulletins and the special data sets requested from the ONS Crime Survey Team. All the data sources cited in this report can be accessed on the web links included in this report.

1.1. Background of data on drug offences in Cardiff

It is important to have a clear definition of what is included in the broad category referred to as drug offences. According to the Home Office Counting Rules for Recorded Crime ([Drug Offences \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)) drug offences are differentiated into two main categories: 'Trafficking in Controlled Drugs' and 'Possession of Drugs'. Falling under the category of 'Trafficking of controlled drugs' are activities involving the production or manufacture of drugs, importation and export of drugs with intent to evade prohibition or restriction, supplying or offering to supply a controlled drug and possession with the intent to supply. The category broadly referred to as 'Possession of Drugs' include activities such as the possession of controlled Class A drugs including heroin, cocaine, MDMA, Methadone, crack, crystal meth but excluding Cannabis. The possession of Cannabis is a separate distinct category under this heading and is recorded separately. Possession of drug offences will for example include an individual searched by the

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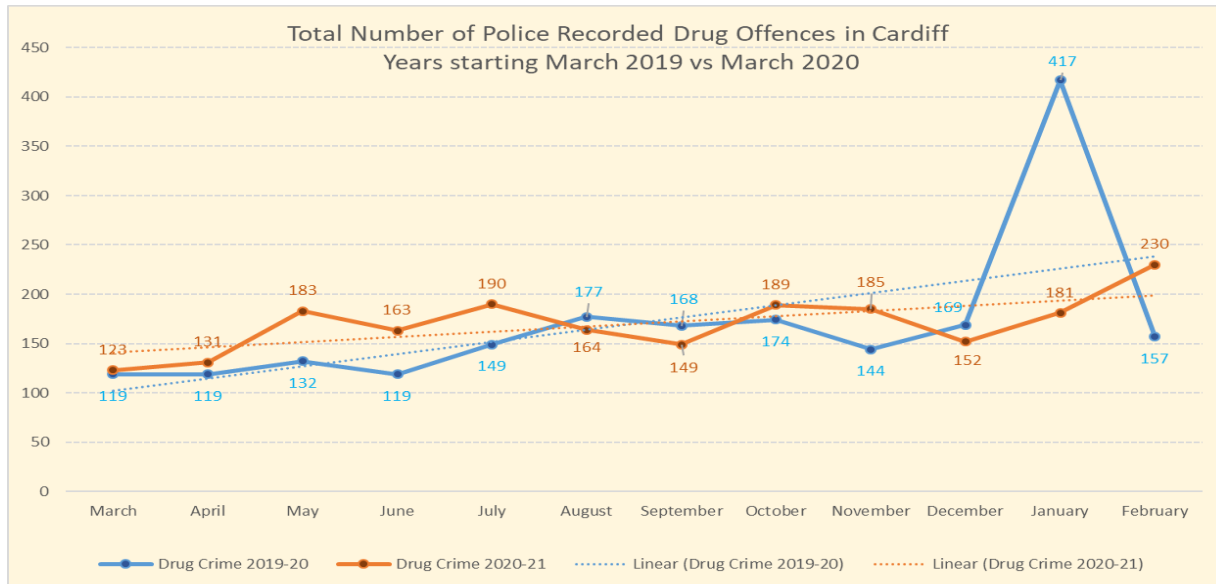
police and found to be in possession of various class A, B and C drugs (including cannabis) with no evidence of intent to supply. Included under this category is the possession of a drug as a result of a search of premises or a vehicle.

The data presented on total the number of recorded drug offences in Cardiff will cover the two-year period starting March 2019 - February 2020 and March 2020- February 2021. The specific details on the different types or categories of drug offenses were not readily available from the open data sources. Thus information presented here use the term 'drug offences' as a broad category and will not differentiate these into specific categories such as drug trafficking e.g. possession with intent to supply or the possession of A class drugs or the possession of Cannabis. The data on drug offences was downloaded from the police open data website ([Home | data.police.uk](https://data.police.uk)) covers a 12 month period in each year. The month of March 2020 was chosen the starting point as this period coincides with the enforcement of first nationwide lockdown in the UK. Data was also downloaded covering the same months in previous year 2019 for comparative purposes. The results of the comparative analysis of data on the two year period examined, could be indicative of the possible impact of the Covid pandemic lockdowns on drug related activities and extent of police response to these activities in various communities in Cardiff. Further research however, would need to be undertaken to identify the various factors that would have affected the change or variations in recorded levels of drug offences between the two-year period covered in this research.

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2. Drug offences in Cardiff in 2019 -2020 and in 2020- 2021

Chart 1. Total Number of Police Recorded Drug Offences in Cardiff, year starting March 2019 and March 2020



Source of raw data: [Home | data.police.uk](https://data.police.uk)

There is a very small difference between the total number of police recorded drug offences for the period covering March 2019- February 2020 when compared with the total figure for the same period in 2020-21. In 2019-20, the total number of drug offences in Cardiff was 2044 and the total for the same period in 2020-21 is 2040. The difference between the two-year period is 4 cases or a decrease 0.19% from the previous year.

The results presented in the Chart above illustrates a very slightly increasing trend in the total number of police recorded drug offences in Cardiff for the two years. The Chart also shows that recorded figures from March to July 2020 were considerably higher when compared to the 2019 figures for the same months. More specifically, a comparative analysis has shown that the difference in total number of drug offences during that period was at its highest (38.6%) in May 2020, when compared with the figures reported for the same months in 2019. However, it must be noted in the remaining months of the year the differences between the 2020 and 2019 figures are

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much lower or in negative figures. The summary downloaded reported monthly figures for the two years are available in Appendix 1.

Although the total number of drug offences appears to be slightly higher in 2020 during the early lock down period (March – July) compared to reported figures in 2019, it would be incorrect to simply attribute this to rising in drug crime or drug related activities locally. There are other factors that would need to be explored further to establish the reasons for the increase in the recorded number of drug offences in 2020-2021.

Data on specific types of drug offences was not readily available. Therefore it was not possible to establish the proportions of the drug offences in each year that fall under the category of drug trafficking (i.e. as possession or drugs with intent offences) and the possession of controlled Class A drugs or the possession of Cannabis, to enable comparative analysis between these data sets. There is currently no qualitative information available on the reasons for the increase in drug offences coinciding with the lockdown period in 2020 as well as information on the level of police stop and search activity in relation to the recorded data on drug offences. It would therefore be incorrect to conclude that the increase in drug offences during that period is a result of an increase in drug trafficking activity. Further research will need to be undertaken to establish the various reasons or factors that have contributed to an increase in police recorded drug offences in Cardiff.

3. Drug offences in areas of deprivation

The data on the total number of drug offences in each ward in Cardiff was not readily available from the open data websites e.g. ONS and Police Data websites. An article written for the on-line publication called the 'Cardiffian' have cited comparative data for each electoral ward on the total number of drug offences for 2019 and 2020. Although the 'Cardiffian' article has referenced its data sources, it was unclear which months of the years cited were covered by the data sets that were presented in that on-line publication.

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There are perceptions that (in: [Is drug use mainly in deprived areas? – DrugWise](#)) ‘deprived areas can often suffer from greater and more visible public nuisance from drug taking and supplying’. The ‘Cardiffian’ article has highlighted certain areas in Cardiff associated with deprivation that have seen a rise in drug crime during the Covid pandemic.

The data cited from the ‘Cardiffian’ will be used here to illustrate the levels of recorded drug offences in the Southern Arc area of Cardiff. It is intended that these data sets will provide comparative information on the levels of drug offences by areas of deprivation between the years 2019 and 2020.

Table1. Total number of police recorded drug offences in the Southern Arc area of Cardiff

WARD	Cardiff Area	2019	2020	% Change
Adamsdown	Southern Arc	158	129	-18
Butetown	Southern Arc	236	302	28
Caerau	Southern Arc	75	79	5
Canton	Southern Arc	40	37	-8
Ely	Southern Arc	57	59	4
Grangetown	Southern Arc	117	141	21
Llanrumney	Southern Arc	31	23	-26
Riverside	Southern Arc	107	140	31
Rumney	Southern Arc	29	31	7
Splott	Southern Arc	60	52	-13
Trowbridge	Southern Arc	35	71	103

Source of data: [Cardiff faces drug crime epidemic during Covid lockdowns - The Cardiffian \(cardiffjournalism.co.uk\)](#)

A comparison of the 2019 and 2020 figures cited in Table 1 above, shows that the total number of recorded drug offences did not always increase in wards or areas of deprivation in Cardiff. In Adamsdown (-18%), Canton (-8%), Llanrumney (-26%) and Splott (-13%) the recorded drug

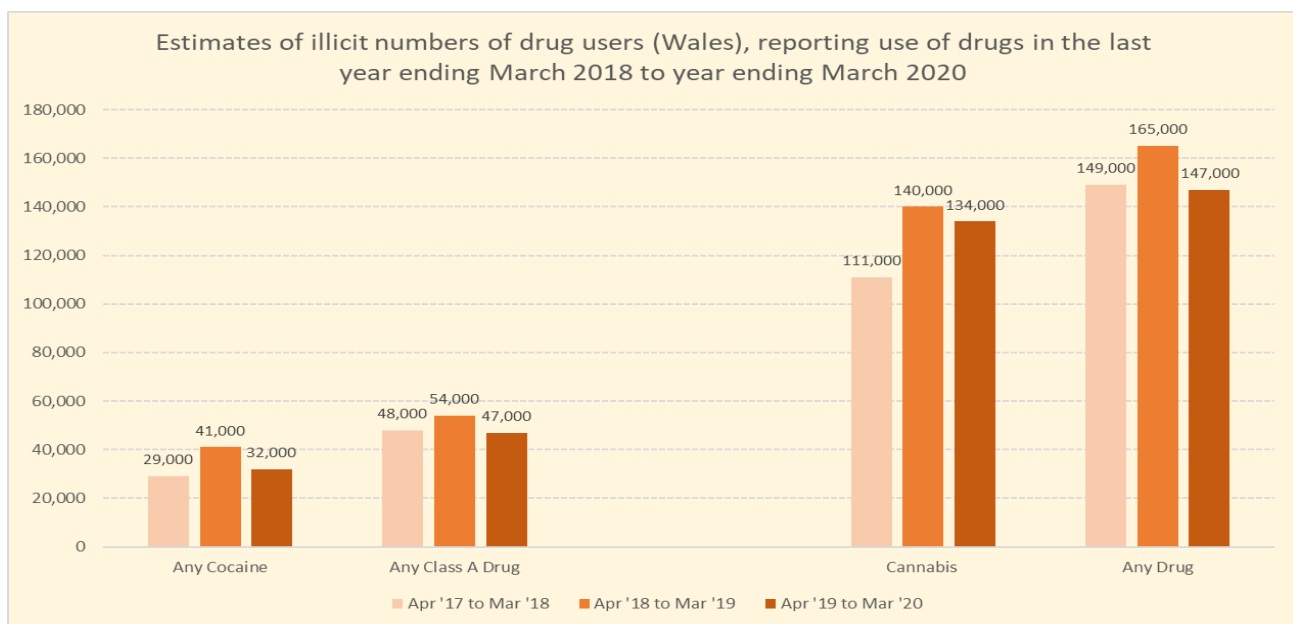
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offences in these areas have decreased in 2020. In contrast, the reported figures for Butetown, Grangetown and Riverside saw comparatively higher levels of recorded drug offences in 2020 compared to 2019. It would be incorrect however to conclude that the increase in recorded drug offences during Covid lockdown in these areas can be solely attributed to higher incidence or rising in drug crime and drug related activities. Furthermore, a decrease or fall in recorded drug offences cannot also be solely attributed to declining incidence of drug crime or drug related activities. Further research would need to be undertaken to establish the factors or reasons that have contributed to the rise or decline in recorded drug offences during 2020 and during specific periods of that year.

4. Estimates of drug usage

As part of this research, the ONS Crime Survey Team responsible for producing the Crime in England and Wales statistical bulletins and for the Crime Survey for England and Wales, was requested to provide the data sets that have been used in the charts and the further analysis presented below.

Chart 2. Estimates of numbers of illicit drug users, 16 to 59 year olds (Wales) reporting use of drugs in the last year, year ending March 2018 to year ending March 2021



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Data Source: [Estimates of illicit drug users, 16- to 59-year-olds reporting use of drugs in the last year, year ending March 2018 to year ending March 2020, Wales - Office for National Statistics \(ons.gov.uk\)](#)

A comparison of the estimated figures shown in Chart above covering the years ending March 2018 and 2019, saw a rise in all types of illicit drug users taking Class A drugs including Cocaine and a rise in those using Cannabis and those using 'Any drug'.

The figures reported for the following year ending in March 2020, saw a decline in the estimated numbers of illicit drug users reporting the use of all the various types of drugs. The estimated number of those reporting the use of Cocaine in year ending March 2020 has declined by 21.95% compared to the estimated figures reported at the end previous year 2019. In Year ending March 2020, the figures show a decline in the estimated number of Cannabis users, but at a much lower level (4.29%) when compared to the previous year. The reduction the proportion of those reporting use of Cocaine has been greater when compared to the reduction in those reporting use of Cannabis in year ending March 2020. Overall, the total number of illicit drug users reporting use of 'Any Drug' has declined by 10.91%.

4.1. Prevalence of drug use in Wales

To gain a better understanding on the likelihood of illicit drug use in Wales, the data provided by the ONS Crime Survey Team was used to calculate estimates of the prevalence of illicit drug use in Wales.

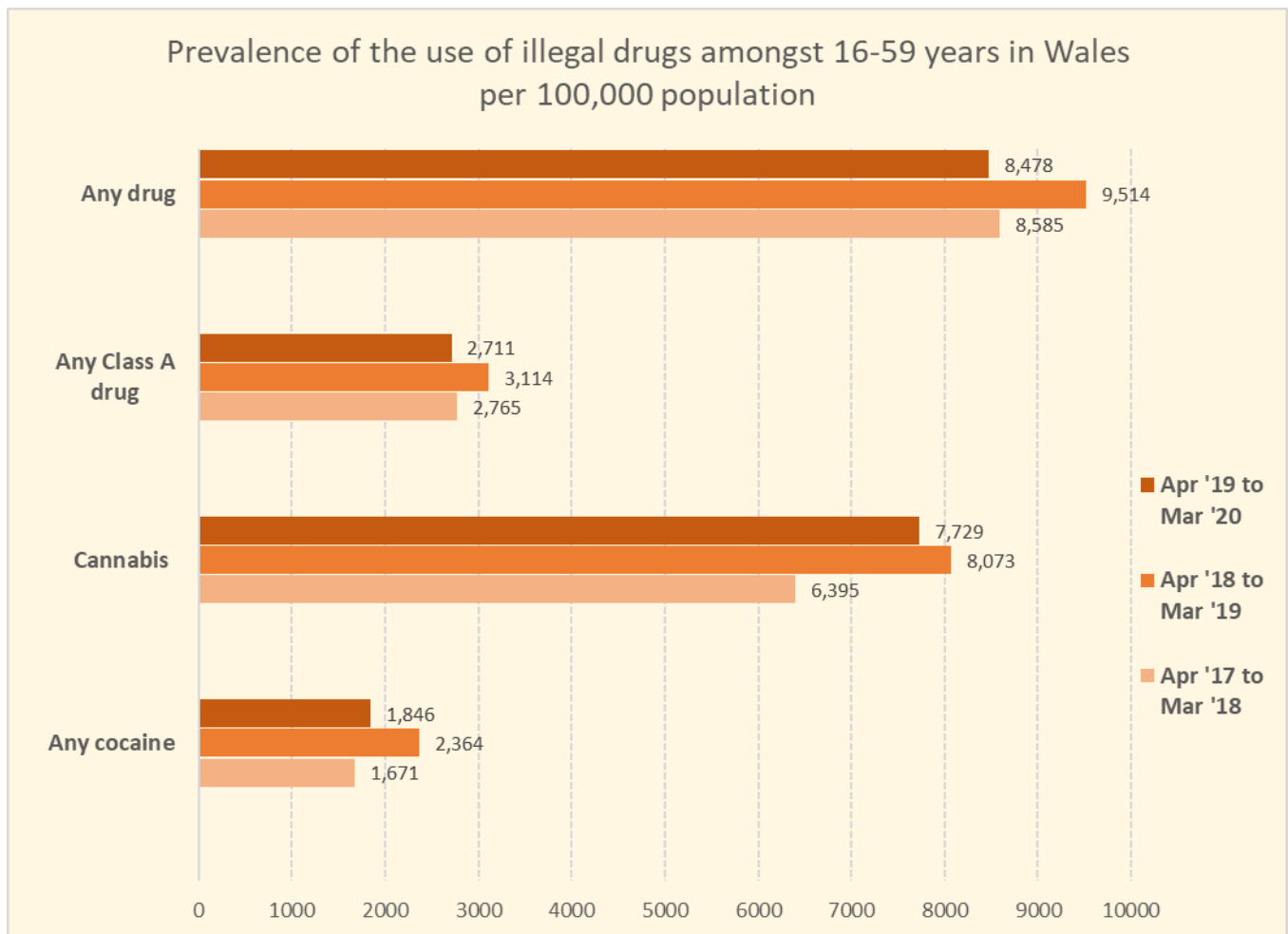
Prevalence is used as a measure here to provide an estimate of the proportion of the population that have a specific characteristic (i.e. illicit drug use) in a given time period (2017-18, 2018-19, 2019-2020). Prevalence as a measure that would that allow us to determine the proportion of the population that is likely to be using an illicit drug. ([NIMH » What is Prevalence? \(nih.gov\)](#))

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Prevalence should not be confused with incidence which is a measure of the number of new cases of a characteristic that develop in a population in a specified time period.

The Chart that follows illustrates the prevalence rate of the use of various types of illicit drugs in Wales per 100,000 population.

Chart 3. Prevalence rate of use of illegal drugs per 100,000 population in Wales



Data source: [Estimates of illicit drug users, 16- to 59-year-olds reporting use of drugs in the last year, year ending March 2018 to year ending March 2020, Wales - Office for National Statistics \(ons.gov.uk\)](#)

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The estimates that have been provided have shown that the prevalence of drug use has declined during 2019-20. Throughout the three year period, the prevalence of the use Cannabis (in the range of >6,000 up to 8000 per 100,000 population) has been higher compared to the use of Cocaine (in the range >1,600 up to <2,400 per 100,000 population or any Class A drug (in the range (>2700 up to 3,100 per 100,000 population).

In year ending March 2020, the proportion of the population who were likely to have used Cannabis is around 7.8% or has a prevalence rate of 7,729 per 100,000 population. The proportion of the population who were likely to have used Cocaine is 1.8% or 1,846 per 100,000 and for those who were likely to have used any Class A drug including cocaine is 2.7% or 2711 per 100,000 population.

It must be noted that the calculations made by this research on the prevalence rate for the use of various drugs in Wales will not be fully applicable to the population in Cardiff due to the differences in demographic and socio economic characteristic of the population in Cardiff vis a vis population Wales.

The calculations made by this research on the prevalence of the use Cocaine, Cannabis, any Class A drug or Any Drugs are in Appendix 2.

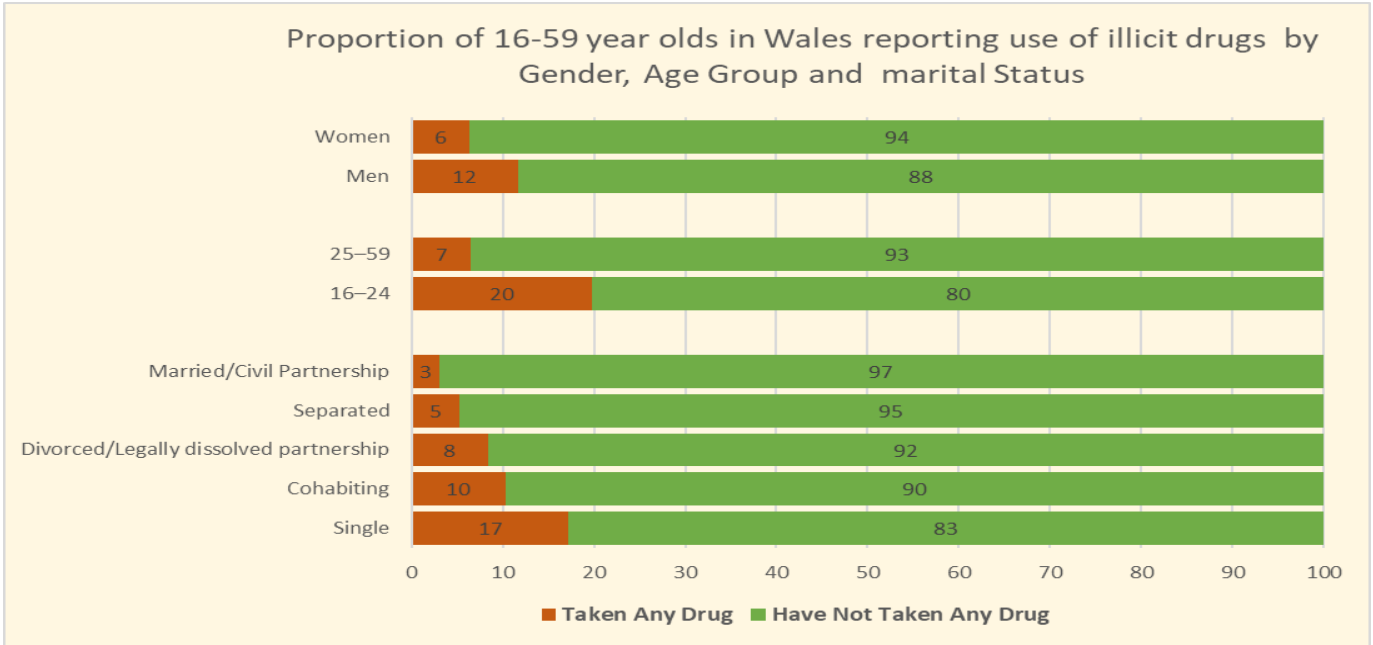
5. Personal characteristics of individuals who have taken drugs

The data from the Crime Survey of England and Wales for the years ending March 2018- 2019, 2020 were used in the following Charts to illustrate the some of the personal characteristics of 16-59 year olds in Wales who reported using illicit drugs.

Data Source: [Estimates of illicit drug users, 16- to 59-year-olds reporting use of drugs in the last year, year ending March 2018 to year ending March 2020, Wales - Office for National Statistics \(ons.gov.uk\)](#)

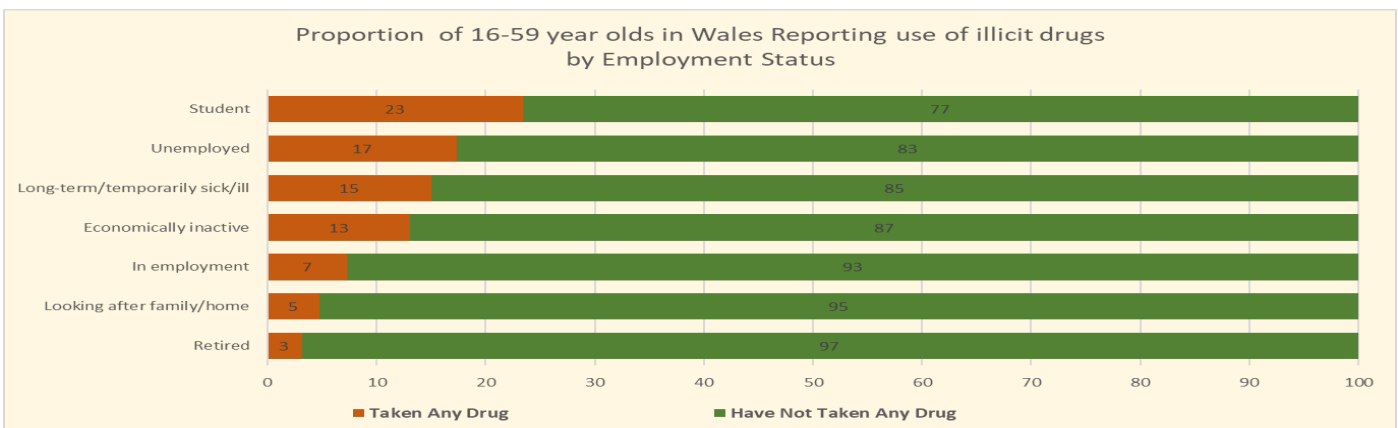
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Chart 4. Proportion of adults in Wales aged 16-59 reporting use of illicit drugs by gender, age and marital status



The results above show that a substantial proportion (20%) of those who have reported using illicit drugs in Wales were aged between 16-24, are of a male gender (12%), and have declared their marital status to be 'single' (17%).

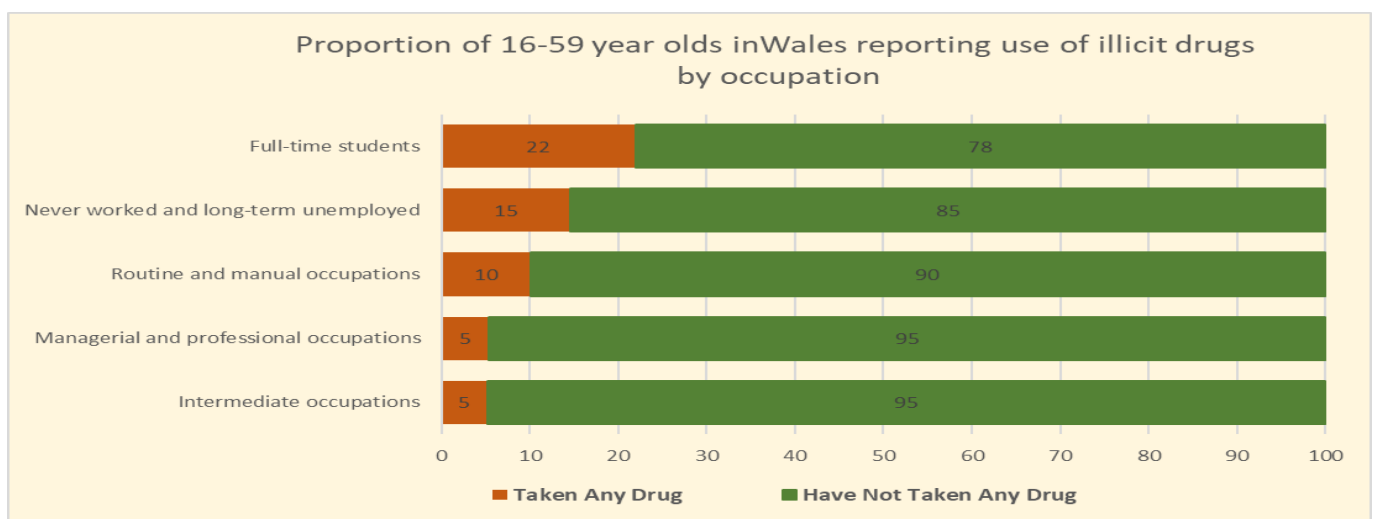
Chart 5. Proportion of adults aged 16-59 in Wales reporting use of illicit drugs by employment status.



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In terms of employment status, these individuals were more likely to be a student (23%), or unemployed (17%), or has long-term illness or temporarily ill (15%) or economically inactive (13%). Only a very small proportion of those who are in employment (5%) or are retired (3%) were likely to report using illicit drugs.

Chart 6. Proportion of adults in Wales aged 16-59 reporting use of illicit drugs by occupation.



The results also show that those in managerial and professional occupations (5%) as well those in intermediate occupations (5%) were less likely to report using any illicit drugs. In contrast, a substantial proportion of students (22%) and those who have never worked or are long term unemployed that are likely to indicate using illicit drugs

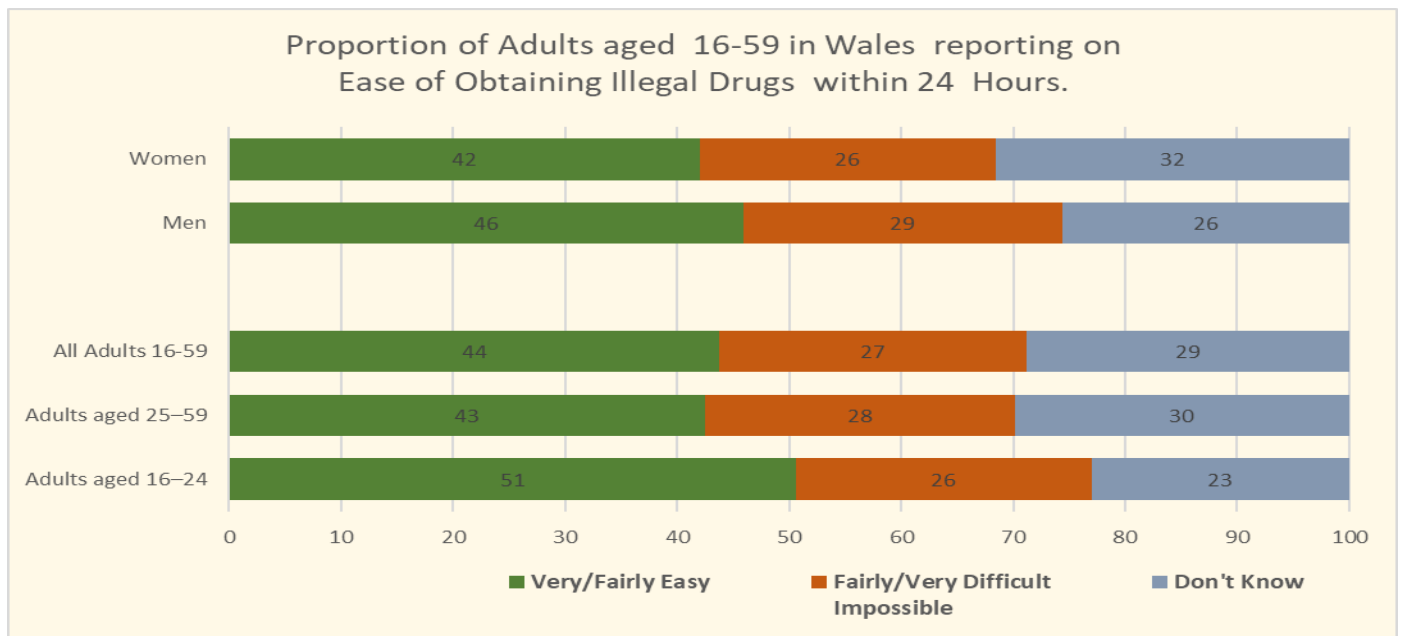
The data provided by the ONS Crime Survey Team has also shown that a small proportion (around 20%) of the 16-59 year olds who regularly visit a nightclub (1-3 visits in the past month) and a pub or bar (9 or more visits in the past month) are more likely to report using illicit drugs in the last year.

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6. Ease of obtaining illegal drugs within 24 hours

The ONS Crime Survey Team also provided the data for the population in Wales on the 'Ease of obtaining illegal drugs within 24 hours'. The results presented here on Wales were based on disaggregated data sets from the Crime Survey for England and Wales conducted in year ending March 2018 up to year ending March 2020. Due to limitations of the Crime Survey, the data in Chart below is presented as combined results for the 3-year period.

Chart 7. Proportion of adults aged 16-59 (Wales) reporting on ease of obtaining drugs within 24 hours if they wanted to, year ending March 2018 to March 2020

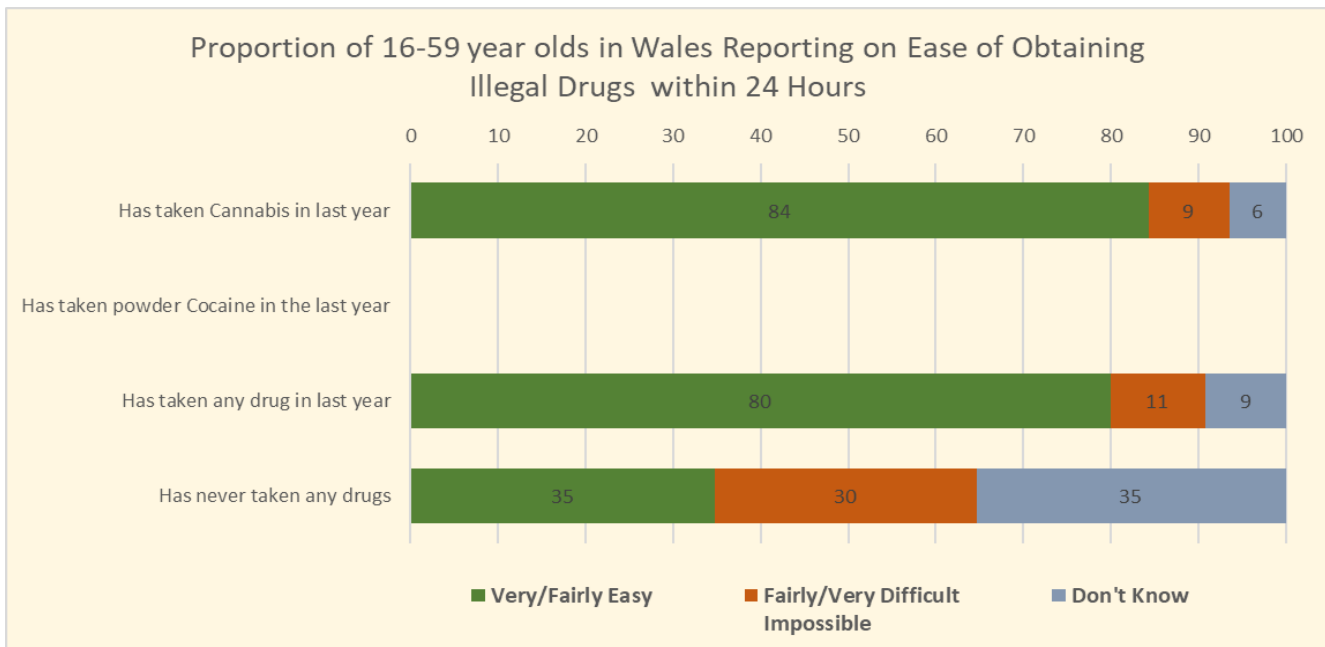


Data Source: [Estimates of illicit drug users, 16- to 59-year-olds reporting use of drugs in the last year, year ending March 2018 to year ending March 2020, Wales - Office for National Statistics \(ons.gov.uk\)](#)

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A substantial proportion of adults (44%) aged 16-59 in Wales have indicated that it is either 'Very or Fairly Easy' to obtain illegal drugs within 24 hours if they wanted to. A comparison the views of adults in different age group brackets have shown that there is a much higher proportion (51%) of those aged 16-24 who indicated ease of obtaining illegal drugs within 24 hours, when compared to those aged 25-59 (43%).

Chart 8. Proportion of adults aged 16-59 (Wales) reporting on ease of obtaining drugs within 24 hours year ending March 2018 – March 2020



Data Source: [Estimates of illicit drug users, 16- to 59-year-olds reporting use of drugs in the last year, year ending March 2018 to year ending March 2020, Wales - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

A high proportion of individuals in aged 16-59 who have taken either Cannabis (84%) or any drugs (80%) in the last year, have indicated that it is either 'Very or Fairly Easy' to obtain illegal drugs within 24 hours if they wanted to. There is no data available on the views of those who have

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taken cocaine in the past year. It is interesting to note that more than a third (35%) of those who have never taken drugs, have the perception that it is either 'Very or Fairly Easy' to obtain illegal drugs within 24 hours.

7. Perceptions of crime and safety

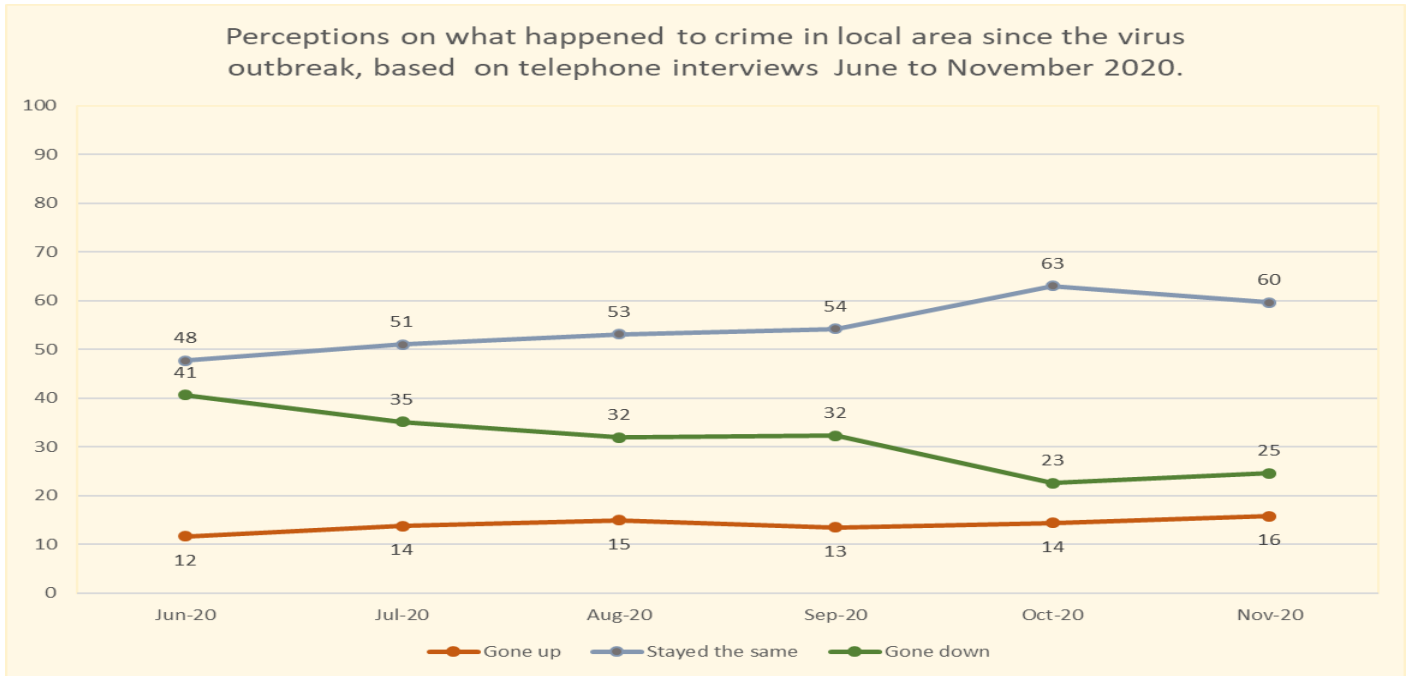
7.1. Perceptions of crime in local area during virus outbreak

The data presented below are based on the results of the Telephone-operated Crime Survey for England and Wales (TCSEW) between June and November 2020.

When asked 'What do you think has happened to crime in your local area since the virus outbreak?', the proportion of respondents who held the view that 'crime has gone down' appears to have been declining slightly from 41% in July to 25% in November 2020. Conversely, during the same period there is a slightly increasing proportion of those who felt that the level of 'crime remained the same'. The data suggests that some of those who felt that crime was increasing in their area, had shifted their views in the succeeding months and have indicated that crime levels have remained the same. There is a much smaller proportion of respondents who felt that crime has gone up in their local area during the months of June to November 2020. The increase in the proportion of those having this view was quiet small, from a total of 12% in June, rising to 15% August and up to 16% in November. It is also noted that the perception that crime is going up in the earlier months until August, appears to coincide with the easing of the lockdown restrictions in the late summer 2020.

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Chart 9. Perceptions of what happened to crime in local area since virus outbreak, Telephone-operated Crime Survey for England and Wales (TCSEW) between June and November 2020.

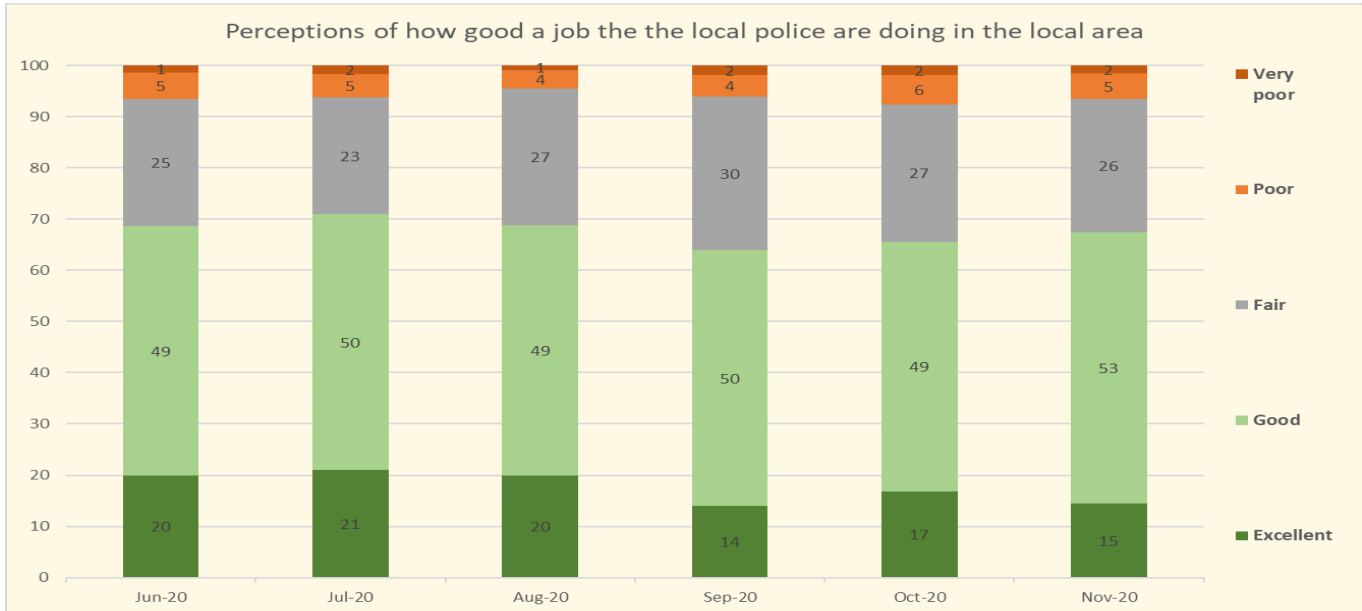


Source of data: [Crime in England and Wales: coronavirus \(COVID-19\) and crime tables - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/crime-in-england-and-wales/coronavirus-covid-19-and-crime-tables)

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7.2. Perceptions of Police Effectiveness in local area

Chart 10. Perception of how good a job police are doing in local area



Source of data: [Crime in England and Wales: coronavirus \(COVID-19\) and crime tables - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/crime-in-england-and-wales/coronavirus-covid-19-and-crime-tables)

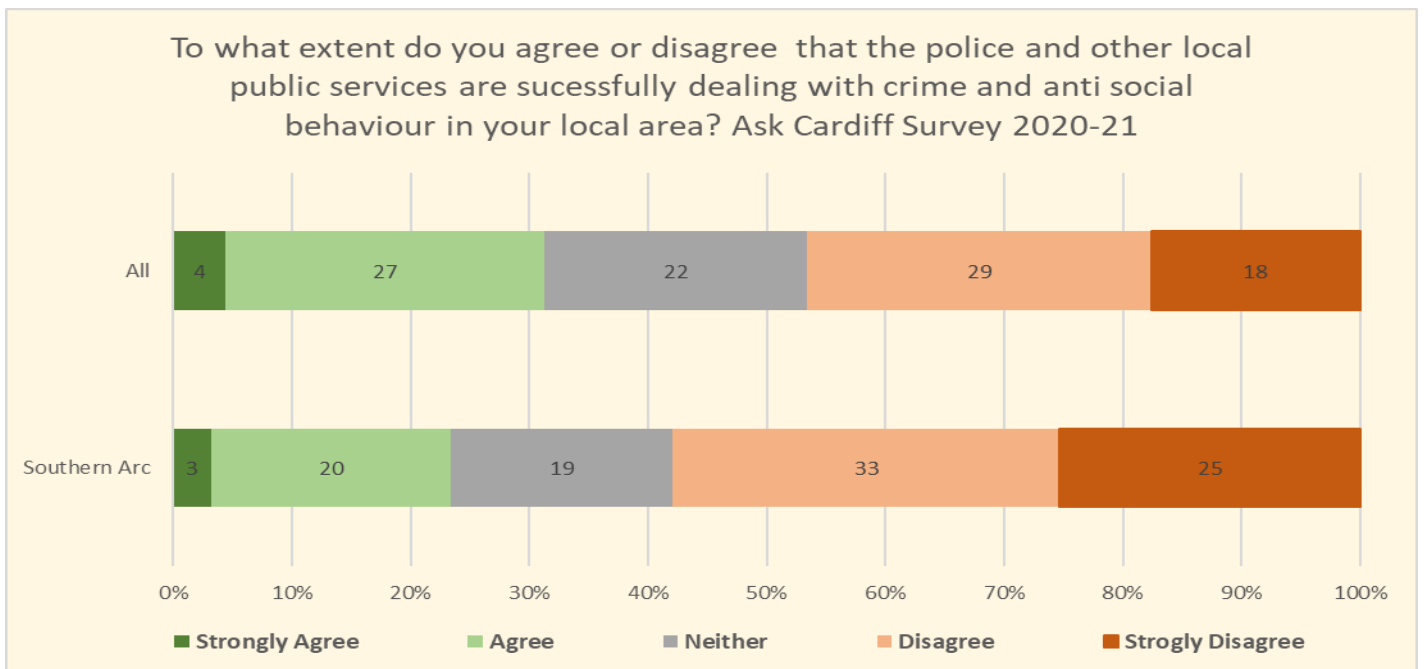
The Crime Survey also asked 'How good a job do you think the police in your local area are doing at the moment?' during the pandemic period in 2020. The results show that the majority held very positive views on how well the police are doing their job in their local area. These respondents (in the range 64%-71%) felt that the police have been doing either an 'Excellent' or 'Good' job. Only a very small proportion (in total at the least 5% up to 8%) felt that either the police are doing a 'Poor' or a 'Very Poor' job in their local area.

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7.3. Success of public services in dealing with crime and anti-social behaviour in Cardiff

The results of the 2020-21 Ask Cardiff Survey presented here illustrate local residents' perceptions of the success of the police and public services in dealing with crime and antisocial behaviours locally.

Chart 11. Respondents' agreement to statement that police and public services are successfully dealing with crime and anti-social behaviour in their local area



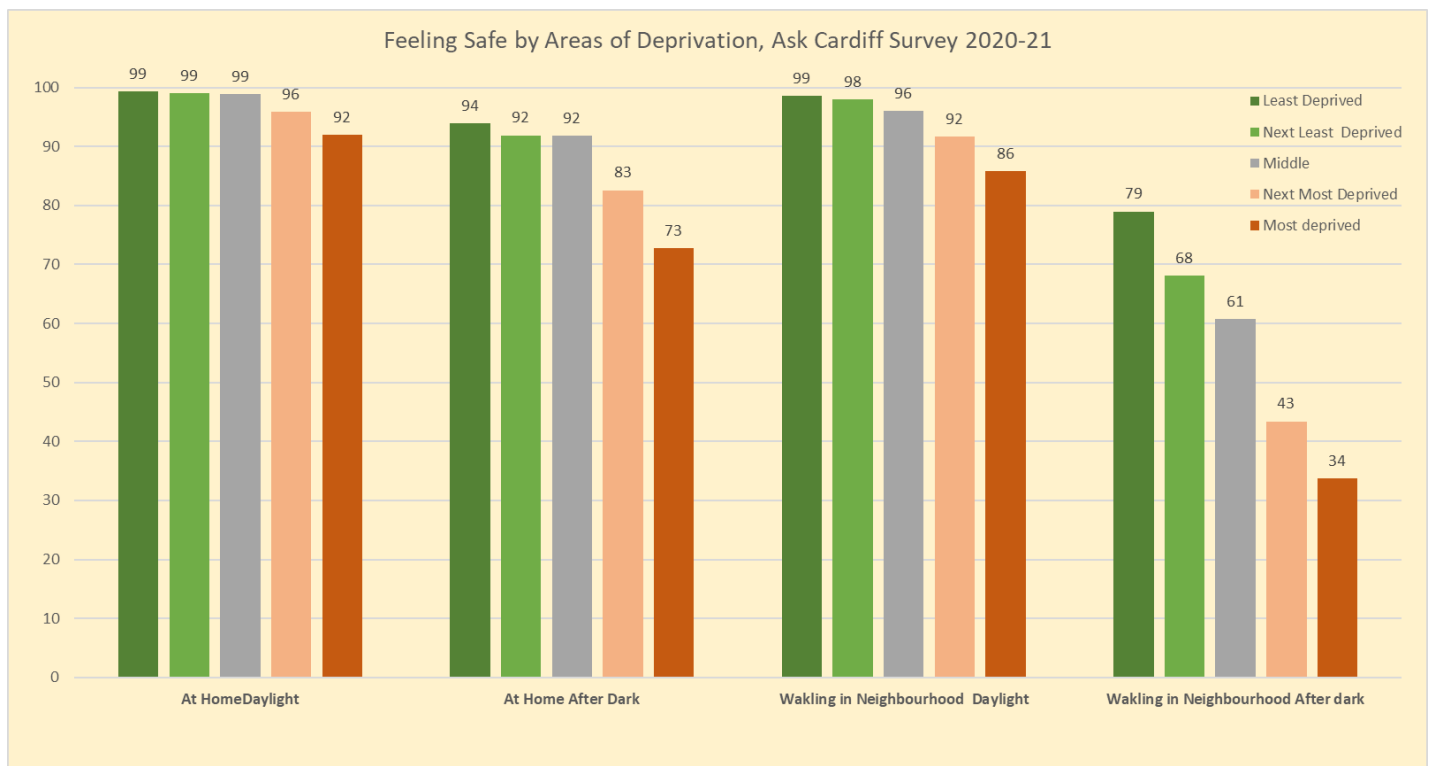
Source of data: <https://www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/Ask%20Cardiff%20Library/Ask%20Cardiff%202020%20Report.pdf>

Nearly a third of residents (31%) in Cardiff are likely to either 'Agree or Strongly Agree' that the police and other local public services are successfully dealing with antisocial behaviours and crime in the local area. There is however a much smaller proportion of residents (23%) in the Southern

APPENDIX C

Arc area who are likely to hold similar views. Conversely, the results also show that as many as 58% of residents in the Southern Arc are likely to have a view that they either ‘Disagree or Strongly Disagree’ with the statement above.

Chart 12. Respondents views on feeling safe in their homes or walking in neighbourhood by areas of deprivation



Source of data: <https://www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/Ask%20Cardiff%20Library/Ask%20Cardiff%202020%20Report.pdf>

When asked about their feelings of safety in their homes or when walking in their neighbourhood, there is a marked difference in the views of those living in ‘least deprived areas’ in Cardiff when

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compared with those residing the 'most deprived areas'. Compared with the views of those living in the 'least deprived areas', there is a much smaller proportion of residents in the 'most deprived areas' who are likely to say that they 'feel safe at home after dark' (73%) or when 'walking in their neighbourhood after dark' (34%).

Various reasons were cited why residents feel unsafe in their homes. More than a third cited antisocial behaviour (36%) and a round a quarter identified level and risk of burglaries (25%) and problems with gangs and youth (19.8%). A much smaller proportion identified drink and drug related problems in their area (14.5%). More specifically this group cited the 'influx of cannabis users' and the presence of drug dealers on the streets. It was noted that only a very small proportion (10%) cited that the lack of police presence is a reason for feeling unsafe in their homes.

Similar reasons were also cited by respondents why they feel unsafe walking in their neighbourhood. The predominant views cited were: 'gangs and youth' (37.5%) antisocial behaviours (26.1%), lighting/ in the dark (20.5% and drug related problems (18.9%) Some of the respondents have specifically cited their concerns over the presence of gangs and the associated antisocial behaviours and drug dealing activity in the streets after dark. Only a very small proportion indicated (7.8%) that the lack of policing or enforcement was a reason for feeling unsafe while walking in their neighbourhood.

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8. Appendices

8.1. Appendix 1

Count of Drug Offences in Cardiff by Month				
Month	Drug Crime 2019-20	Drug Crime 2020-21	Total Crime 2019	Total Crime 2020-21
March	119	123	3905	3620
April	119	131	3893	4143
May	132	183	4283	4745
June	119	163	4087	4133
July	149	190	4283	4143
August	177	164	3956	3897
September	168	149	4032	4089
October	174	189	4129	4609
November	144	185	3760	4413
December	169	152	3670	3652
January	417	181	11150	4043
February	157	230	3887	3991
Total	2044	2040	59085	53365

Source of raw data: ([Home | data.police.uk](https://data.police.uk))

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8.2. Appendix 2

Prevalence Calculations									
	Apr '17 to Mar '18	Prevalence	Prevalence/100000	Apr '18 to Mar '19	Prevalence	Prevalence/100000	Apr '19 to Mar '20	Prevalence	Prevalence/100000
Any Cocaine	29,000	0.016708139	1671	41,000	0.023640975	2364	32,000	0.01845641	1,846
Any Class A Drug	48,000	0.027654851	2765	54,000	0.031136895	3114	47,000	0.027107852	2,711
Cannabis	111,000	0.063951844	6395	140,000	0.080725282	8073	134,000	0.077286216	7,729
Any Drug	149,000	0.085845268	8585	165,000	0.095140511	9514	147,000	0.084784132	8,478
	Mid year estimate Wales Population aged 16-59								
	2017			2018			2019		
	1,735,681.00			1,734,277.00			1,733,815.00		
Population	100000								

For more information about this research you can contact:

Principal Research Officer

Scrutiny Services, Cardiff Council

Email: GHingco@cardiff.gov.uk

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CYNGOR CAERDYDD

CARDIFF COUNCIL

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE

19 MAY 2021

COMMITTEE BUSINESS REPORT

Purpose of the Report

1. To provide Committee Members with an update on:

- Cardiff Council's Policy Review and Performance Scrutiny Committee Task & Finish report entitled, 'Scrutiny Impact Assessment Model'
- Committee's Forward Work Programme, May – July 2021.

Capturing & Reporting the Impact of Scrutiny

2. Between 2019–2020, Cardiff Council's Policy, Review and Performance Scrutiny Committee undertook a Task and Finish Inquiry to evaluate the impact of the scrutiny function on the delivery of Council services. For Members information, access to the Report can be found [here](#).

3. The Recommendations proposed to Cabinet included that, together with Scrutiny Services, Cabinet adopt a formal model for tracking recommendations made at Committee meetings and in task and finish inquiries in order to provide a framework and database on which a quantitative assessment of scrutiny's impact on Council services can be

captured which is then reported to Full Council on an annual basis.

4. A Briefing note attached to this report at **Appendix A** provides Committee Members with an overview of the inquiry's subsequent recommendations which are currently being piloted within the scrutiny department.

Scrutiny Services Annual Report 2020-21

5. A recent internal audit of the Council's scrutiny department put forward the following recommendation:

Review the format of the Scrutiny Committee Annual Reports so that performance measures and scrutiny impact are included in a clear and concise manner.

6. In line with this recommendation, the Policy Review and Performance Scrutiny Committee's Inquiry Report also put forward the proposal to pilot the publication of one Scrutiny Annual Report, which provides a quantitative and qualitative overview of the impact of the five scrutiny committees for the respective year.
7. It is agreed that this method be piloted for Scrutiny's 2020-21 Annual Report.

Community & Adult Services Scrutiny Committee Forward Work Programme, May – July 2021

8. Attached at **Appendix B** for Member's information is the Committee's provisional Forward Work Programme for the months, May – July 2021.

Way Forward

9. During the meeting, Members will receive a verbal overview of the briefing note and the Committee's provisional Forward Work Programme and be provided with the opportunity to raise any questions or comments.

Legal Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- I. Reflect on the Appendices attached to this Report along with the verbal update provided at Committee.

DAVINA FIORE

Director of Governance and Legal Services

13 May 2021

Capturing and Reporting the Impact of Scrutiny

Purpose

1. To advise Members of all Scrutiny Committees of the introduction of improved scrutiny processes and ensure unified cross committee understanding and approach.

Background

2. Scrutiny members recognise that the scrutiny function enriches the decision-making of the organisation. Whilst such understanding derives from engagement and contribution to scrutiny, the value and visibility of the function within the organisation would benefit from further embedding.
3. A task and finish inquiry of the Policy Review & Performance Scrutiny Committee recently addressed the absence of a mechanism for capturing the impact of the work of all five scrutiny committees, and the value of the scrutiny function to the organisation resulting from the implementation of scrutiny recommendations.
4. A practical model has been developed that will collect data and evidence of scrutiny activity throughout the year and link with the Council's performance framework.
5. The model supports the Council in complying with the self-assessment requirements of the new Local Government & Elections (Wales) Bill by introducing service area self-assessment of the implementation of accepted scrutiny recommendations.

Capturing and recording scrutiny recommendations

6. Continual development of Scrutiny is a key objective for the Chairs of Scrutiny. Currently in pilot stage, the new model provides a framework and database on which a quantitative assessment of scrutiny's impact on council services can be captured and reported to Council annually.
7. Importantly, the model extends the governance arrangements currently in place for responding to the recommendations of a scrutiny inquiry, to those generated by scrutiny committees in correspondence.
8. If a committee agrees that a recommendation(s) has emerged out of the scrutiny of a topic then it will be captured by the scrutiny officer and stated clearly in the body of the Chairs letter to the Cabinet, and for the avoidance of doubt in bold at the end of the letter. All recommendations will then form part of formal impact monitoring during the year.
9. Currently a committee can expect a formal Cabinet response to recommendations following task group inquiries. This response is in the form of '*accept*', '*partially accept*' or '*not accepted*'.

In future the Cabinet will also formally respond to recommendations set out in correspondence following scrutiny committees as requiring monitoring.

10. Members are requested to be very clear in making their recommendations for capture by scrutiny officers during discussion at the Way Forward following a scrutiny committee. Wherever possible recommendations should be '**SMART**' (specific, measurable, achievable, realistic and timely). Whilst recommendations may not routinely emerge from monthly meetings, any ambiguity over whether a recommendation will be monitored as part of the scrutiny and performance impact assessment database must be avoided.
11. The model will capture quantitative impact by introducing the concept of '*substantiveness*' as a key measure in determining the level of influence or *impact* that recommendations have on corporate policy.
12. If a recommendation is '*not accepted*' then it will not be reflected in the service area action plan and cannot therefore be included in the impact assessment. Only *accepted* and *partially accepted* recommendations will be reported on.
13. Working together with the Corporate Performance Team, a pilot application of the model is underway. As of January 2021 all scrutiny recommendations generated by a committee or a task group are being monitored. The Cabinet and service areas have arrangements in place to track and report on the implementation of accepted scrutiny recommendations for presentation to all scrutiny committees 6 monthly.

Way Forward

14. Scrutiny members are advised that a unified approach to capturing and reporting on the impact of scrutiny will be delivered by:
 - Recording, tracking and reporting on the implementation of accepted scrutiny recommendations generated from both committee correspondence and task group inquiries.
 - Producing a single Scrutiny Annual Report for the 2020-21 municipal year, replacing the existing individual scrutiny committee annual reports, agreed by all five scrutiny committees. The report will focus on the outcomes that have been achieved and encourage public participation and engagement with Scrutiny. It is anticipated that the new Scrutiny Annual Report will be presented in draft, for approval, to all Scrutiny Committees at their June meetings, prior to being submitted to Council.

Community and Adult Services Scrutiny Committee - Forward Work Programme May – July 2021

Subject to review due to the ongoing Coronavirus pandemic.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

19 May 2021

Working to Prevent Drug Dealing and Drug Related Crime in Cardiff following the outbreak of Covid-19

To receive a profile from the Community Safety Partnership on drug dealing and drug related crime in Cardiff prior to the initial Covid-19 lockdown of March 2020 and as it currently stands. Assessing the measures in place and the Community Safety Partnership role in addressing and preventing the issue and to learn of any associated challenges

Invitees:

Co-Chairs of the Community Safety Leadership Board
Co-Chairs of the Community Safety Delivery Group
Relevant Community Safety Officers
South Wales Police Representatives
Individual with Lived Experience

2 June 2021

MAIN AGENDA ITEM / BRIEFING TBC

Scrutiny Annual Report 2020-2021

For Members to receive and consider the Committee's Annual Report documenting its work.

Invitees:

None

7 July 2021

Social Services Annual Report 2020-21

To carry out scrutiny of the plan prior to its consideration by the Cabinet.

Invitees:

Cabinet Member, Social Care, Health and Well-being
Corporate Director, People and Communities
Director of Social Services, Housing and Communities

[Adult Social Services Directorate Delivery Plan 2021-22](#)

To carry out scrutiny of the plan prior to its consideration by the Cabinet.

Invitees

Cabinet Member, Social Care, Health and Well-being
Corporate Director, People and Communities
Director of Social Services, Housing and Communities

[People & Communities Directorate Delivery Plan 2021-22](#)

To carry out scrutiny of the plan prior to its consideration by the Cabinet.

Invitees:

Cabinet Member, Communities and Housing
Corporate Director, People and Communities
Director of Social Services, Housing and Communities

[2020-21 Quarter 4 Performance Reports](#)

To be received as supplementary information to the Directorate Delivery Plans.

[Prevent Strategy Briefing](#)

Invitees:

Cabinet Member, Communities and Housing
Relevant Service Provider Representatives