

Cabinet Response to Recommendations

Impact on Communities

R1. Improve community engagement and consultation in terms of tackling drug-related crime by replicating the locality based partnership model and strengths based approach model implemented in Butetown, via a sequenced roll-out to other parts of Cardiff.

Supported by Key findings 2-3

This recommendation is **ACCEPTED**.

Background:

Following concerns raised that young people in Butetown were becoming involved in crime and Anti-Social Behaviour (ASB) (specifically drug related), and issues regarding drug use and disposal of needles in local parks, a multiagency workshop was held including representatives from various Council services, Police, health services (statutory and 3rd sector), schools, housing associations and Probation. 4 key themes were identified as shown below, together with the resources in the local community and working groups were set up to take forward the actions identified.

Butetown 2018 – Multi Agency Response to Crime and Anti-Social Behaviour Issues.



What has been achieved?

Improved diversionary activities and advice

- The new Youth Hub at the Pavilion now offers a wider range of activities and support for both young people and families. The open access youth activity has

- increased with diversionary programmes during school holidays, Halloween and Bonfire night periods
- Two youth Employment Mentors and a volunteer mentor are based in Pavilion fulltime providing support and advice for career options.
 - A parent's forum now meets regularly to talk about local issues, young people and is used for sharing information.

Targeted community safety activity

- Communication has improved between agencies and joint working initiatives have been delivered on some of the quick wins identified in the earlier workshop.
- 'Hot-spots' have been mapped and target hardening carried out including gating of communal areas of flats, cutting back shrubbery and measures to disrupt criminal activity. A CCTV strategy has been developed.
- Engagement with residents to encourage them to report anti-social and criminal behaviour by increasing outreach and visits by the housing ASB teams worked well alongside visible foot patrols by the Neighbourhood Police Team (NPT). This included targeted surgeries for residents of hotspot areas and warrants conducted at key addresses and feeding this back to the community on social media / PACT meetings etc. to advise what has happened.

Could this activity be rolled out across the city?

Diversionary activities and advice

The further roll out of Community Inclusion Officers in the Hubs planned for 2019 will help to increase the diversionary activities available for young people.

The officers will work with community organisations and volunteers to extend provision. However to be effective city wide it is recognised that there will need to be further integration of locality based partner activity for young people.

The review of the Council's youth service, currently underway, will assist to ensure that current provision is being co-ordinated as effectively as possible and to identify service gaps or duplication. Once the review is complete a timetabled roll out of diversionary activities and advice will be planned and implemented, taking into account resource levels across the partnership.

Targeted Community Safety Activity

It is acknowledged by the Community Safety delivery board that partnership activity in this area needs to be more effectively co-ordinated and prioritised.

At a Community safety workshop event held in Butetown in October 2018, partners from across the public and third sectors agreed to prioritise activity across a more focussed number of key themes.

Area Based Working and County Lines/Exploitation were 2 of the 4 key priorities identified for 2019/20 and these priorities were developed at the Community safety delivery board in January 2019 and confirmed by the Community Safety Board at

a meeting on 26th March 2019. It was further agreed that a strengths based approach would underpin joint work across all 4 of the prioritised workstreams with a particular focus on:

- Building resilience – helping communities to respond to , withstand and recover from adverse situations and
- Addressing vulnerabilities – identifying those in the community who are subject to harm or are likely to be exposed to harm and taking action at the earliest opportunity.

Any funding requirements that are identified as part of the activity of the work streams will be reported through the Community safety board arrangements and into the Public Service Board as appropriate.

R2. The Community Safety Board undertake a neighbourhood review to work towards formalising engagement with the community, using the resources of PACT within the new arrangements. This new arrangement should be a two-way communication tool between partners and the community.

Supported by Key findings 4-7; 28

This recommendation is **ACCEPTED**.

In January 2019, the Community Safety Delivery Board reviewed the current partnership approach to community engagement for the areas of activity that fall with its area of accountability. A new model of engagement has been recommended which is based around the following;

- **Community focused** - Engagement between services and residents is centred around the city's hubs and existing networks.
- **Asset based** - Partner resources are brought together to address issues impacting the community the Hub serves (building on the assets in the community and supporting individuals and organisations to come together to realise and develop their strengths). This will include the better integration of resources and include consideration of the PACT arrangements.
- **Bottom up and top down** - Issues are collated and escalated by community based coordinators (bottom up) and work is commissioned by the Community Safety Board based on what is added value (top down).

Arrangements already in place in Butetown will be used as a model to roll out across Cardiff as per recommendation 1 and a review of resources including the results of new approach to the integration of PACT with will be undertaken as part of this roll-out.

R3. The volunteer portal already in place to include attracting volunteers to act as community role models and ambassadors in order to advise young people on the dangers of drug-use and involvement with drug-related crime. This voluntary scheme should be suitably funded and involve collaborative working with relevant groups and partners.

Supported by Key findings 8-11

This recommendation is **ACCEPTED** in principle.

The collaborative working of volunteers alongside professional advisors is a model that currently works well across all Community hubs. Further work will be undertaken to identify the scale of opportunity presented by schemes that already exist delivered by organisations such as Princes Trust, Gofal and New Link and which offer mentoring and peer support schemes, some specifically for those affected by substance misuse or mental health issues.

In addition we will review the success of the parent's forums and other work being piloted in Butetown and extend where appropriate. In February a Careers Fair themed 'Inspire Our Youth' was held in Butetown Pavilion. Over 380 people attended the event which included a Parents Panel plus Youth Inspired Professional Speakers from a range of professions and the potential to build on such events to develop community role models and ambassadors will be explored.

R4. For the Council, through its neighbourhood partnerships, explore the use of community facilities by the community – creating a pool of volunteers; offering support and training; and explore funding opportunities, to enable the community to have access to these buildings to run clubs/groups for young people, and give them a place to go outside of normal hours.

Supported by Key findings 10-11

This recommendation is **ACCEPTED**.

Several Hubs already offer community groups the opportunity to open the facilities on an out of hours / weekend basis.

For this to take place the building needs to be suitably alarmed so that areas with sensitive information and equipment can be separately locked down. This is already in place in Grangetown, Llandaff North, Ely, St Mellons, Rumney, & Powerhouse Hubs. It is also proposed that the Butetown Youth Hub will also have this facility once refurbished.

Any community groups using the buildings need to have public liability insurance. Help is available for groups to become properly constituted and to apply for small grants.

Encouraging the formation of community groups and helping them to attract volunteers has been included in the role of the new Community Inclusion Officers. With the expansion of this service in 2019 there will be greater focus on developing groups to support young people.

R5. The Council and its partners review where drug related services are located and commit to thorough community engagement in areas of the city chosen for any proposed location for drug-related services such as needle exchanges. The size of the development should be clearly explained to residents as part of this engagement process.

Supported by Key findings 12-13

This recommendation is **ACCEPTED** in Principle.

This recommendation has been considered by Health Colleagues who represent the views of the lead agency in this area of work. There was concern expressed that the consultation process should include service users as well as residents with harm reduction for all being a key consideration. The recommendation was accepted in principle and a commitment made in line with Welsh Government directives to consult with communities and appropriate statutory bodies where future drug related services are located. It was agreed that consultation should include the size of the development which should be clearly explained to residents as part of this engagement process.

The Area Planning Board for substance misuse is currently undertaking a wide ranging recommissioning process for regional substance misuse services. As part of this process comprehensive consultation with partners and communities will be undertaken.

It is important that services are recommissioned in a holistic way so as to ensure that existing vital service delivery is not compromised whilst planning for the commissioning of services to address new areas of demand.

Progress in this important area will be reported through the community safety board arrangements.

Safeguarding Young People (and their Families)

R6. The Council and partners undertake a review of current youth service provision. This should include assessing the function and developing a new model of service delivery that is more effective and fit for purpose. This should include an evaluation of the flexibility of the service and how it can meet the demand. The service could be more sessional based approach, linked up across a range of partners and be available outside of school hours and in the school holidays. There is a need to recognise the crucial role played by youth services in preventing young people's involvement with drugs and drug-related crime and that the Council should be mindful of this factor before future funding decisions are made regarding the service. If the remaining youth centres are to continue to offer young people a place to go, feel safe and be supported, budgets should be protected as much as possible, and considered as an integral part of the development of community-based services and facilities.

Supported by Key findings 14-15

This recommendation is **ACCEPTED**.

The enquiry considered whether the reduction in youth services was a contributory factor to young people's involvement with drug dealing and concluded that, "the closure of Council-run youth centres had not contributed to an increase in drug related crime". KF14. The report nonetheless acknowledges the key role of youth provision in preventative work and in support for young people at risk of involvement in drug dealing and consumption.

A significant reduction in the youth service core budget over recent years, by two thirds from the 2014 baseline, has unavoidably resulted in changed and reduced provision. The current operating model results from an extensive review in 2014 which drew on practice elsewhere in Wales and the UK. Targeted work was refocussed to achieve closer alignment with schools, and this has undoubtedly played a significant role in securing the marked reduction in young people NEET over this period. It is not the case however that all youth service provision is "education-based" (KF15) as the report suggests.

A key policy of the 2014 review was to sustain, on a significantly reduced budget, open-access, sessional provision. For this reason youth innovation grants (YIGs) were introduced, drawing on practice elsewhere, which sought to leverage increased provision from third sector providers by the issuing of grants to support open access provision for young people to complement the directly delivered provision which

continues to be offered through a reduced number of Council run venues, including Hubs.

A review of the Youth Innovation Grants is in process which will look at the added value they have delivered, the numbers of young people they have reached, where they have worked well, and where they have had limited impact. The recent restructure in the Education Directorate has strengthened alignment of the youth service with other services supporting young people. Outcomes from a review of open access provision and YIGs will inform any further changes required, including the model of open-access sessional provision, and will seek to further strengthen alignment with support for young people including those on the edge of care, those in the youth justice system, and will integrate Council provision with enhanced support for young people's mental health and wellbeing funded through the Health Authority.

R7. The Council and partners to undertake a review of all streams of "safeguarding" related activity across the City, with a view to developing a model for intervention and prevention for young people vulnerable to drug-related crime. There is a wide range of good practice already in place in relation to child sexual exploitation, FGM, radicalisation, sex work etc. and Members agreed that pooling the expertise and knowledge from these streams would establish the links with current work and assist in developing a specific model for young people caught up in drugs. This will also provide the tools required for engaging the parents/carers and families of these young people.

Supported by Key findings 7; 15-16

This recommendation is **ACCEPTED**.

This work is currently underway, based on the good practice models that have been implemented to address CSE and using the same or slightly adapted processes for other forms of exploitation and managing associated risk. This includes work around young people and drug dealing.

An exploitation strategy is being drafted covering Children and Adults (Cardiff and the Vale) which will include all forms of environmental / contextual safeguarding. Subsequently an action plan will be developed for service areas highlighting the implementation and work plan around these issues. We will work closely with colleagues in the Youth Offending Service in this work.

We are keen to develop an ‘Adolescent service’ to work directly with those presenting with potentially high risk issues. This will build on the work that is currently done by Adolescent Resource Centre / Thinksafe! and the 11+ team and complement the preventative work that the Family Advice and Support service will undertake.

R8. The Council and partners develop a “Well-being Strategy” for young people based on the strengths based approach, and using initiatives such as “Goodies in Hoodies” that had had a positive impact on tackling negative perceptions of young people.

Supported by Key findings 7; 18-20

This recommendation is **ACCEPTED** in Principle.

It is recognised there is a range of good practice already in place- including initiatives such as ‘goodies in hoodies’- that contribute to well-being support. Services in education, health, children and adult services and communities are being reviewed to align approaches being taken to children and young people’s wellbeing. This will include an audit of early intervention initiatives, as well as responses to complex or acute needs. Engagement with children and young people, schools and other settings also form part of this audit.

Wellbeing is a priority in the Education Service delivery plan and an integral part of the new Estyn Common Inspection Framework. The Child Friendly Cardiff Strategy is the overarching policy for promoting the wellbeing of young people and targets are being established to integrate the principles of a Children’s Rights Approach into all education plans and strategies.

R9. The Council and its partners undertake a major review of current arrangements in relation to options available to young people who find themselves excluded from school or on reduced timetables. Schools should play a central role in this review. The review should include drawing on existing examples of good practice already in place in some of Cardiff’s schools. The review should include the identification and implementation of a number of preventative, diversionary methods to help steer young people towards a more positive life path. Sport, art, the opportunity to undertake apprenticeships and training, working within their community should all be considered to help achieve this. The review

should also consider the development of a measurement to monitor and review school practice in relation to this area.

Supported by Key findings 21-24

This recommendation is **ACCEPTED**.

The concerns expressed are recognised and highlighted in the Schools Annual Performance Report, considered by Cabinet and CYP Scrutiny January 2019. Targets have been set to address these issues. The work is part of the Education Other than at School delivery plan with five priorities

1. Improve practice through the development of access panel and protocols for pupil placement
 2. Improve commissioned provision through clearly defined aims and quality assurance.
 3. Improve local authority provision
 4. Improve processes via work with schools to retain pupils and to track pupil progress to reduce the risk of disengagement
 5. Improve the curriculum offer for learners.
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The Role of Agencies

R10. The Council and its partners ensure the development and implementation of a city-wide strategy on tackling drug-related crime to highlight in particular the dangers posed by the UK-wide increase in “County Lines” activity. Part of this strategy should include a hard-hitting communications campaign involving social media platforms and more traditional advertising measures such as the use of billboards. This should be coordinated with recommendations 15 and 16.

Supported by Key findings 29-31

This recommendation is **ACCEPTED**.

The Community Safety Board has agreed 4 key priorities for 2019/20, one of which is “County Lines and Exploitation”. The work is to be progressed by a “Task & Finish” Group of key partners. The Board is currently confirming membership of this Task & Finish Group and the development of a Strategy will be explored as part of work going forward.

Communication and awareness raising options will also be considered as part of the work of this Task & Finish Group; and will be based on good practice already in place, as well as campaigns adopted elsewhere.

R11. The Safer Communities Board ensure that relevant third sector organisations are invited to operational meetings in order to achieve a wide-ranging approach to tackling the issue of drug-related crime. All parties should then be encouraged to promote each other's services and campaigns on their respective communication platforms in order to raise public awareness. Such action would give residents clearer indication of points of contact for reporting incidents of drug-related crime.

Supported by Key findings 25- 27

This recommendation is **ACCEPTED**.

Representatives from the Third Sector already sit on the Community Safety Delivery Board, and the Community Safety Manager has been tasked to establish a Community Safety Network with relevant partners, including those from the third sector. Key to the success of the network will be for members to share service updates; campaigns; key messages; best practice; information sharing; and training and funding opportunities. The network will also undertake focussed pieces of work to assist the work of the Boards in areas which may include developing improved communications and awareness raising platforms; and developing a signposting toolkit. Outputs from the network will be fed back to the Community Safety Boards and will play a crucial part of the governance arrangements in relation to community safety. In addition, representatives of the third sector will play a crucial role in the work of the Task & Finish Groups, including the "County Lines and Exploitation" Group outlined in R10 above.

R12. The Council and its partners develop and implement a system of community based operational meetings to include partners, third sector, parents and community members to share local data and intelligence in order identify hotspots, problem areas and shared solutions to the problem. This could include adopting a similar approach used by the CSE PING meetings.

Supported by Key finding 28

This recommendation is **ACCEPTED**.

The PING meetings will evolve to cover other forms of exploitation in due course. All parties acknowledge that this format would work for other forms of exploitation and risk. The implementation of the exploitation strategy and action plans will document the work plan. This will be devised in partnership and it is felt that a launch / pledge from key partners would further commit to joint working in this. We have discussed setting up 'Risk Panels' where such cases can be discussed and monitored.

Discussions with the police have informed us that they are looking into a ‘Risk MARRAC’ meeting format. It is agreed that it is important to have key partners involved in these processes.

R13. The Council and partners adopt a similar model used by other work areas (such as CSE) to enable them to discuss individual young people in order to assess and address the individual’s needs – including issues raised in recommendations 7 and 9. This should also link with the early help new proposals and the young person’s gateway.

Supported by Key finding 28

This recommendation is **ACCEPTED**.

This is also being developed. We use the same MASM (Multi Agency Safeguarding Meeting) to discuss all cases of exploitation. Again, the development of an ‘Adolescent Service’ would help direct services in this area. Using the former ‘Grassroots’ provision in Charles Street as well as the ARC building in Neville street to engage with young people *and* their families would ensure that there was scope to be more centrally available and work with relevant key partners locally.

R14. Cabinet ensures that plans for a city-wide youth survey to ascertain attitudes to drugs and drug-related crime are fully supported by Cardiff Council and that meaningful results are eventually achieved. Currently, it is proposed that a potential youth survey be commissioned by the Community Safety Partnership, in partnership with Youth Services. Members would wish to strongly encourage that this take place at the earliest possibility.

Supported by Key finding 32

This recommendation is **ACCEPTED in Principle**.

The School Health Research Network undertakes a biennial survey of secondary school pupils in Wales which is fed back to local authorities and participating schools. The report contains information on pupils contact with drugs as well as wider issues relating to the well-being of young people.

Further survey and engagement with young people will valuable inform future service provision.

Education and Awareness Raising

R15. A strategic, coordinated Communications Plan be developed with input from all partners. This should include the coordination of current materials that could be used as part of the programme. The programme should include mechanisms for delivering a large scale campaign across the City, and also more targeted awareness raising and training with recognised vulnerable groups. This should be developed in line with the Strategy recommended in R10 above, and should acknowledge the range of diverse communities across Cardiff. The Communications Plan should also develop targeted programmes for specific areas of Cardiff to address specific challenges faced by that area.

Supported by Key findings 33-37

This recommendation is **ACCEPTED** in Principle.

Given the wide range of activity that is being developed across the partnership to tackle the issues identified by the task and finish Inquiry it will be necessary to develop communications plans that are integrated to the work actually being undertaken. The approach would ensure the principles and methods identified in recommendations 2 , 5 10,11 and 16 are utilised across a unified implementation plan overseen by the community safety board.

R16. A programme of campaigns for children and young people be developed by young people and current providers (for example, the St. Giles Trust), to included PSHE teaching materials, social media, development of apps, etc. The wording of all material should be very carefully considered and should include a strong message in informing young people of the consequences of being involved in drug dealing; recognising grooming; where they can go for more advice; and what options are available to them if they find themselves in trouble via drug-related activity. The coordination of budgets from other sources (Public Health Wales, Welsh Government etc) should also be explored as part of developing this campaign.

Supported by Key findings 33-37

This recommendation is **ACCEPTED** in Principle as above.

Crime and Enforcement

R17. The Police & Crime Commissioner review the powers that are given to PCSO's.

Supported by Key finding 38

This recommendation is **NOT ACCEPTED**

This recommendation has been considered by the Police & Crime Commissioner. The powers given to PCSOs are kept under review by the Chief Constable and discussed regularly with the Police and Crime Commissioner but there are no current plans to increase their powers as this could undermine the strengths of the role currently undertaken by the PCSOs.

PCSOs play a key role in the way that South Wales Police approaches Neighbourhood Policing, which is central to the way we police our communities and which is being refreshed as part of an ongoing review at the present time.

A regular plea to the Commissioner by Councillors and by community representatives is to maintain the presence of the PCSOs on the streets and in their communities, and it is precisely because the PCSO does not have the powers of a constable that their presence in the local community is not subject to the same level of abstraction that affects police officers, nor to the same level of churn that is necessary in respect of Police Officers as they develop their career and broaden their experience.

The Chief Constable has strengthened the approach to maintaining continuity in this role in local areas across South Wales. The current review aims to strengthen the role of the PCSO in terms of being a problem solver in and with the local community, having a focus on communication and engagement with the local community, and in terms of empowering the local community and helping it to be safe confident and resilient.

R18. The Community Safety Board explore options of enforcement routes to tackle anti- social behaviour associated with drug dealing and problematic drug use in order to strengthen current arrangements and ease pressure on the Police. This could include a local, hybrid version of the use of Public Spaces Protection Orders.

Supported by Key findings 39-42

This recommendation is **ACCEPTED.**

A process for considering the use of PSPOs alongside alternative enforcement routes in response to anti-social behaviour is currently being explored. It is intended that the process would provide a decision record setting out the reasons for a PSPO and the steps taken to consult on, introduce or vary an existing PSPO.

R19. The Council and partners link with relevant third sector providers to address the issue of “County Lines” activity in the City and links to other drug-related crime, such as knife crime. This should form part of both the strategic and operational elements of work going forward.

Supported by Key findings 43-46

This recommendation is **ACCEPTED**.

As already stated in R10, a Task & Finish Group to address issues in relation to County Lines and Exploitation is currently being developed. Critical to the work of this Group will be making links with other related crime, including knife crime. The membership of the Group will include relevant third sector partners to provide strategic, operational and grassroots input.
