

**CHARNWOOD COMMUNITY SAFETY PARTNERSHIP
THURSDAY, 24TH OCTOBER 2024, 10AM – 12PM
COMMITTEE ROOM 1, CHARNWOOD BOROUGH COUNCIL
AGENDA**

1 APPOINTMENT OF VICE-CHAIR (Chair)

2 APOLOGIES (Chair)

3 MINUTES (Chair)

To approve the minutes of the meeting of the Community Safety Partnership on 22nd August 2024, attached at **page 3**.

4 ACTION LOG (Chair)

To review actions from previous meetings, attached at **page 11**.

5 2024/25 PERFORMANCE (Insp Charlotte Dickens)

6 2023/26 CSP PLAN - UPDATE (Insp Charlotte Dickens/PC Phil Martindale/Giuseppe Vassallo)

Strategic Priority 1: Safeguarding Communities from Violent Offences (Insp Charlotte Dickens) report, **to follow**.

Strategic Priority 2: To Reduce Harm Caused by Youth ASB and Youth crime (PC Phil Martindale), report attached at **page 12**.

Strategic Priority 3: To Reduce Criminal Exploitation (Giuseppe Vassallo). report attached at **page 19**.

7 PUBLIC SPACE PROTECTION ORDER EXTENTION (Giuseppe Vassallo)

A verbal update to inform the Community Safety Partnership of the extension of a Public Space Protection Order.

8 BEGGING AND ROUGH SLEEPING PROTOCOL (Giuseppe Vassallo/Insp Charlotte Dickens)

To agree a Begging and Rough Sleeping Protocol, attached at **page 23**.

9 STUDENT STREET SUPPORT SCHEME (Giuseppe Vassallo)

An appreciative enquiry about the Student Street Support Scheme, attached at **page 35**.

10 PSA RECOMMENDATIONS/ACTIONS (Giuseppe Vassallo)

An update on the PSA Recommendations and associated actions, **to follow**.

11 PARTNER UPDATES

Updates from partners on matters affecting the Charnwood area, attached at **page 60**.

12 ANY OTHER BUSINESS (Chair)

13 FORWARD PROGRAMME (Chair)

A report to enable the Partnership to consider and manage its forward programme of work, attached at **page 101**.

Upcoming meetings;

16th January 2025 (10am – 12pm)

24th April 2025 (10am – 12pm)

10th July 2025 (10am – 12pm)

9th October 2025 (10am – 12pm)

**CHARNWOOD COMMUNITY SAFETY PARTNERSHIP
THURSDAY, 22 AUGUST 2024
COMMITTEE ROOM 1, CHARNWOOD BOROUGH COUNCIL OFFICES
MINUTES**

Present:	Councillor Liz Blackshaw PS Rhys Barber Phil Martindale Thom Morley Sajan Devshi (MS Teams) James O'Connell Estan Streets Shameera Zaheed Mandhu (MS Teams) Sarah Whannell Peter Singleton Ant Dales Sarah Lewis Gareth Harvey Giuseppe Vassallo Allison Fadesco Claire Westrup Sally Watson (minutes)	Charnwood Borough Council (Chair) Leicestershire Police Leicestershire Police Leicestershire Fire and Rescue Service OPCC OPCC OPCC Violence Reduction Network Falcon Centre Turning Point Loughborough University LLR integrated Care Board Charnwood Borough Council Charnwood Borough Council Charnwood Borough Council Charnwood Borough Council Charnwood Borough Council
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1 APOLOGIES

Apologies for absence were received from the following:

Verity Graham Grace Strong Gurjit Samra-Rai Karey Summers Inspector Charlotte Dickens Jo Hewitt Graham SurrIDGE Andrew Staton	Charnwood Borough Council Violence Reduction Network Leicestershire County Council Charnwood Borough Council Leicestershire Police Leicestershire County Council – Public Health Leicestershire Fire and Rescue Service Charnwood Borough Council
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2 APPOINTMENT OF VICE-CHAIR

It was agreed that Gareth Harvey be appointed Vice-Chair of the Community Safety Partnership for this meeting. There were no expressions of interest for the Vice-Chair of the Community Safety Partnership for 2024/25. Community Safety Partnership members were asked to consider undertaking this role.

3 MINUTES

The minutes of the meeting held on 18th April 2024 were approved.

4 ACTION LOG

The action log was updated as follows:

COMMUNITY SAFETY PARTNERSHIP ACTION LOG		
Meeting Date	Action	Complete By
18012024 Minute Reference 9	That a meeting be held, co-ordinated by Gareth Harvey, to look at suggestions on the removal of KPIs in the CSP Plan, and any alternative KPIs adopted instead. <i>Complete.</i>	Gareth Harvey
18012024 Minute Reference 9	That any amendments to the CSP Plan, following the suggested recommendations, be ratified at the next meeting of the Community Safety Partnership. <i>Complete.</i>	Gareth Harvey
18042024 Minutes reference 10	That an appreciative enquiry on the Student Street Support Scheme be submitted to the Community Safety Partnership in October 2024. <i>This was due to be submitted by Giuseppe Vassallo at the October meeting of the CSP.</i>	Giuseppe Vassallo

5 2024/25 PERFORMANCE

A presentation detailing Charnwood performance figures was provided. The following summarises the discussion:

- i. The following crime types had increased in comparison to the same period in 2023/24; Residential Burglary (+67.5%), Theft of Motor Vehicle (+12.4%), Shoplifting (+33.5%) and Robbery (+64.3%).
- ii. The following crime types had decreased in comparison to the same period in 2023/24; Total Crime (-4.5%), Burglary – Business and Community (-22%), Theft from Motor Vehicle (-19%), Cycle Theft (-47.5%), Violence Against the Person with Injury (-17%) and Sentinel Reports for Antisocial Behaviour Incidents (-7.5%).
- iii. There was a notable increase in Residential Burglary and the Police had plans in place to tackle this, such as maximising use of judicial powers and taking preventative measures. Weekly threat meetings were held to enable teams to look at emerging crime. Analysis had been undertaken on the types of residential burglary that had increased. There was a range of types of residential burglary, including insecure entries, forced entry burglaries and car key thefts. There had

been a small increase in residential burglaries in the Woodhouse Eaves area and larger increases in Sileby, Shepshed, Anstey and Mountsorrel. There was also an increase in Syston, and this was a standard item on the JAG agenda.

- iv. There had been a significant reduction in Burglary – Business and Community due to the work of security teams across the sector.
- v. There was an early release of prisoners scheme which started in September. It was anticipated that some of the prisoners would have been rehabilitated, but it was likely that some would not have. The Police would ensure that the offenders released from prison early would be monitored and the rehabilitative approach would continue once they were out in the community.
- vi. There had been work undertaken as part of the Ops Pioneer initiative, which looked to decrease Theft from Motor Vehicle offences. This had contributed to the decrease in this crime type. There had also been some cross border work in this area.
- vii. There had been an increase in Theft of Motor Vehicle crimes. The sample size was small, which made the increase appear more significant. The Police were using a range of tactics to reduce this crime type, including education in driving schools and prevention advice. This was also a standing item on the JAG agenda.
- viii. There had been a large increase in shop lifting and this was considered to be due to the cost of living crisis, opportunities to commit crime and an increase in crime reporting. The early release of prisoners scheme involved low level offenders and would likely include shoplifters. This may have an impact on the crime statistics for shoplifting in future months. The Police were working proactively to try to avoid an increase in shoplifting following the early release of prisoners by working on a problem management plan. The Loughborough BID was also working with local businesses to minimise shop lifting. Some prolific offenders had Criminal Behaviour Orders extended to include prohibition of shop lifting offences and the Police were pushing for the remand of prisoners where shoplifting crime had been committed. There were also standard items on the JAG agenda regarding shoplifting in specific areas of the Borough. Charnwood was slightly below the national average in terms of shoplifting statistics, as there had been an increase nationally.
- ix. The sample size for robbery crimes was small and so the increase in this crime type appeared to be larger. Work was being done locally to prevent robbery, which included a targeted approach and partnership working.
- x. Cycle Theft had decreased due to good partnership working and education. Loughborough University would provide information about cycle theft to new students and hold cycle registration events at the start of the new term. Some offenders committing cycle theft crimes may move on to commit more serious crimes. There were schemes in place, such as Go Getta, which may prevent a further generation of cycle theft offenders.

- xi. There was a decrease in domestic violence being reported. Police were making front line responses to domestic violence a priority.
- xii. The decrease in Sentinel reports was due to good partnership working and the early sharing of information. There were staff changes at the Council in anti-social behaviour teams and there were currently vacant posts, which was having an impact on the workloads of existing staff. There was a policy change at the Council which meant removing age restrictions from some properties. Some properties designated for 45+ age groups were no longer restricted. It was anticipated that this could cause some issues due to the clashes in lifestyles of tenants in these areas. The policy was to be rolled out gradually over time to minimise the impact.

AGREED that the information be noted.

6 2023/26 CSP PLAN UPDATE

Updates on the Strategic Priorities included within the CSP Plan 2023/26 were provided. The following summarises the discussion:

Strategic Priority 1: Safeguarding Communities from Violent Offences.

The report was outlined. The ASB Hub trial had not yet been reviewed. PS Rhys Barber agreed to enquire about this and bring an update to the CSP when appropriate.

The Public Space Protection Order in place was working effectively and there were discussions about extending this.

Strategic Priority 2: To reduce Harm caused by Youth ASB and Youth Crime.

The report was outlined. The Chair stated that she was pleased with the work of the JAG.

Strategic Priority 3: To Reduce Criminal Exploitation.

The report was outlined.

AGREED

1. That the information be noted.
2. That PS Rhys Barber enquire about the ASB Hub trial and feed back to the CSP at the appropriate time.

7 CSP PLAN UPDATE

The CSP Plan, updated following the previous meeting, was introduced. Four of the KPIs had been changed following the previous meeting.

AGREED that the CSP Plan was ratified.

8 HOT SPOT POLICING

PS Rhys Barber provided information on Hot Spot Policing. The following summarises the discussion:

- i. Hot spot policing had been introduced four years ago and the process had recently changed. Previously, the Police had received approximately £500k in Home Office funding to target serious violence crimes, and spending was based on crime analysis. The Police applied for this funding on an annual basis and successful applications meant that additional officers could be deployed in priority areas using overtime.
- ii. The new process involved a retrospective funding bid. This meant that officers on usual operational duties were required to use a tracker to evidence when they had been working in hot spot areas. It was no longer possible to deploy additional officers towards hot spot areas and officers were often redeployed to other areas where there were incidents occurring.
- iii. There were four hot spot policing areas in Charnwood; Loughborough Town Centre (serious violence hot spot and anti-social behaviour hot spot), Lewis Road (Warwick Way) and the area around Morrisons in Loughborough.
- iv. The Loughborough Town Centre serious violence hot spot was between 10pm and 3am on weekends, which coincided with the night-time economy. The Loughborough Town Centre anti-social behaviour hot spot was from 4pm onwards and highest between 11pm and 1am and slightly higher at weekends. Officers were frequently deployed to this area.
- v. The Lewis Road (Warwick Way) hot spot policing area had high anti-social behaviour rates between 2pm and 4pm and a problem management plan was in place to address issues.
- vi. The area around Morrisons in Loughborough had experienced anti-social behaviour issues for some time. The hot spot was most problematic between 4pm and 5pm. This data on this hot spot did not comply with the three-year data analysis in the same way that the other hot spots did. It was noted that the anti-social behaviour in this area had improved. There had been a number of initiatives such as youth clubs and the Safer Streets project which may have had a positive impact on the anti-social behaviour in this area.

AGREED that the information be noted.

9 PARTNER UPDATES

Updates were provided from partners on matters affecting the Charnwood area. The following summarises the discussion:

- i. There was a drop-in centre support worker available at the Falcon Centre, and partners were encouraged to refer clients where necessary. The lunch time meal service was no longer being run due to a lack of funding.
- ii. There was a bin store project that required a Memorandum of Understanding to be signed by a representative at Charnwood Borough Council. It was agreed that the relevant officer would be approached regarding this.
- iii. It was highlighted that anyone working on Charnwood Borough Council land (eg. Community Payback groups) undertake a risk assessment before commencing work.
- iv. There was a two-week Crime Stoppers campaign on drugs and cocooning in progress and an update on this work would be provided at the next meeting of the Community Safety Partnership. A further campaign on Violence Against Women and Girls would take place in October. The OPCC was looking to increase engagement with campaigns and asked partners to support campaigns through communications channels.
- v. The OPCC had opened a Commissioner's Safety Fund for small grassroots projects, which would include Parish Councils.
- vi. There had been one-off top up grants across all existing OPCC funding offers.
- vii. There were two Open Days planned at Loughborough University before the start of term. University staff would be available to welcome and support new students during welcome week.
- viii. The Community Health and Wellbeing Partnership in Charnwood had been reviewed and attendance may change. The aim of the changes to membership was to strengthen the partnership working in the group and ensure the group was as efficient as possible.
- ix. Turning Point had made changes to the front-end team, to make it easier for clients to engage and progress further into the system. Previously, there had been a significant drop in engagement following the initial meeting. Analysis was being undertaken to find out why this might be and to overcome this.

AGREED

1. That the information be noted.
2. That the relevant officer be approached to liaise with James O'Connell of the OPCC regarding the Bin Store Project.

10 VIOLENCE REDUCTION NETWORK

Shameera Zaheed Mandhu of the Violence Reduction Network delivered a presentation on an anti-violence campaign. The following summarises the key points:

- i. The aim of the campaign was to promote the message that violence had no place in communities, that violence was preventable and that everyone had a part to play to make a difference.
- ii. The campaign intended to increase awareness, collaboration and confidence in the collective ability to prevent violence.
- iii. The campaign would launch in December 2024 and Community Safety Partnerships would be provided with assets and resources to help communicate the campaign.
- iv. An educational package was being developed and would be delivered to organisations such as sports clubs and youth clubs. Shameera Zaheed Mandhu asked to meet with the Chair of the Community Safety Partnership to discuss the link between education and violence reduction. The Chair agreed to meet with Shameera and it was suggested that she also meet with Jenny Ardley of Loughborough University.

AGREED

1. That the information be noted.
2. That the Chair meets with Shameera Zaheed Mandhu to discuss the link between education and violence reduction.
3. That Shameera Zaheed Mandhu liaise with Jenny Ardley of Loughborough University to discuss the link between education and violence reduction.

11 ANY OTHER BUSINESS

There was no other business to discuss.

12 FORWARD PROGRAMME

A report to enable the Partnership to consider and manage its forward programme of work was provided.

Gareth Harvey highlighted that his successor would begin in the role in late September 2024.

Upcoming meetings;

24th October 2024 (10am – 12pm)

COMMUNITY SAFETY PARTNERSHIP ACTION LOG		
Meeting Date	Action	Complete By
22082024 Item 6	That PS Rhys Barber enquire about the ASB Hub trial and feed back to the CSP at the appropriate time.	PS Rhys Barber
22082024 Item 9	That the relevant officer be approached to liaise with James O'Connell of the OPCC regarding the Bin Store Project.	Clerk/James O'Connell
22082024 Item 10	That the Chair meets with Shameera Zaheed Mandhu to discuss the link between education and violence reduction. <i>This action was no longer required.</i>	Chair/Shameera Zaheed Mandhu
22082024 Item 10	That Shameera Zaheed Mandhu liaise with Jenny Ardley of Loughborough University to discuss the link between education and violence reduction. <i>This action was no longer required.</i>	Clerk/Shameera Zaheed Mandhu/Jenny Ardley



CHARNWOOD COMMUNITY SAFETY PARTNERSHIP REPORT

ITEM 6.2

Organisation	Police / Charnwood Borough Council	Author	Phillip Martindale	Date	October 2024
Subject Title	Priority 2: To reduce the harm caused by Youth ASB and Youth Crime				
Summary <i>(Purpose, background & context for the report update)</i>	<p>A review of performance data over quarter 2 of 2024/2025 against the objectives set under CSP Priority 2, namely:</p> <ul style="list-style-type: none"> • Solutions are developed to tackle complex medium/long term issues that affect communities. • Partnership resources are jointly tasked and coordinated to respond to current issues. • A six-weekly multi-agency Joint Action Group develops solutions to reduce the risk to vulnerable victims and take positive action against those causing the greatest harm. 				
Recommendations <i>(Any recommendations for the CSP to consider)</i>	<ul style="list-style-type: none"> • No recommendations at this time. 				
Performance Data <i>(Insert any relevant performance data)</i>	<p>Performance data to be highlighted during Q2 are:</p> <ul style="list-style-type: none"> • No ASB Case Review activations with youth related ASB as a primary aggravating factor • Reduction of 29 Youth related ASB cases in Q2 compared to the same period last year. • Reduction in the number of interventions taken against young people under the LLR ASB Incremental process in Q2 compared to the same period last year. • Youth related ASB records have halved in Q2 for neighbourhood areas NL64 compared to the same period in 2023. • One Youth related ASB record for Loughborough Central (NL62) compared to 14 in 2023. • Go Getta continue to deliver 121 and small group work mentoring intervention supporting 11 young people known to services. • Young people living and socialising on the Warwick Way estate in Loughborough have benefitted from Go-Getta's street-based youth work. • Q2 has seen increased youth provision from Go-Getta on the Warwick Way estate who doubled their detached youth work for their high-risk period. • Impact Team from Leicester County Council have begun their work on the Warwick Way estate. • Leicester City in the Community have engaged a number of young people between the ages of 11-18 with free football sessions at two venues in Loughborough and Syston. • Love4Life have completed a full day workshop at Limehurst School to their year 9 pupils focusing on Peer pressure, aspirations, online influences, and friendships / relationships. 				

Priority 1 – Safeguarding communities from abuse and violent offences	
Update/s - including specific work, initiatives, projects etc. that contribute to priority 1	N/A
Priority 2 – To reduce the harm caused by youth ASB and youth crime.	
Update/s - including specific work, initiatives, projects etc. that contribute to priority 2	<p>Vulnerable and repeat locations will be identified via intelligence analysis.</p> <p>The Warwick Way estate has seen a reduction in the frequency of ASB reports during Q2. Four ASB reports have been recorded during Q2. The recorded levels of crime have also reduced during this period.</p> <p>Our trusted local youth provider Go-Getta were commissioned to extend their provision on the Warwick Way estate during Q2. The feedback from Go-Getta has been positive over this period with younger members of the estate engaging with youth workers in the form of sport activities and discussions. The extra evening of youth provision has provided young people on the estate a greater opportunity to experience positive childhood experiences.</p> <p>The concerns associated with the Warwick Way estate were discussed with the Impact Team from Leicester County Council. They have commenced their detached youth work on the estate in cooperation with Go-Getta. Impact are likely to be on the estate 2-3 nights a week on different days to Go-Getta to enhance this provision.</p> <p>Seek a 5% reduction in ASB Case Review activations with youth related ASB as a primary aggravating factor (baseline figure 2022/23 data set).</p> <p>The CSP has not received any ASB Case Reviews with Youth-related ASB as a primary aggravating factor in Q2.</p> <p>The number of Youth Related High Risk Cases referred to the Youth Joint Action Group will be monitored.</p> <p>The Charnwood Youth JAG did not see any new referrals during Q2. This could be as a result of the school summer holidays falling in this period.</p> <p>The Charnwood Youth JAG met twice in Q2 discussing cases of young people at the highest risk of harm to self, risk of harm to others and risk of offending. Four of the cases discussed were risk assessed as 'High' with two cases placed in monitoring due to their risk levels decreasing.</p> <p>The Youth JAG continues to bring agencies together to discuss young people at risk and location specific areas of interest.</p>

Seek a 5% increase in the number of interventions taken against young perpetrators of ASB under the LLR ASB Incremental process (baseline figure 2022/23 data set) and seek a 5% increase in completed Anti-Social Behaviour Contracts (ABC) contracts with successful outcomes (baseline figure – 2022/23 data set)

ASB interventions taken from the shared ASB database “Sentinel” shows a heavy reliance on the following types of intervention:

- Advice verbal / Written
- Written Warning

These intervention types are relatively low on the incremental approach and gives young people the opportunity at an early stage to change their behaviour before other sanctions are considered.

During Q2, 15 young people were issued with verbal or written advice. The details of these young people were shared in the Charnwood Youth JAG for awareness and consideration. This is a reduction in interventions compared to the same period in 2023 which is in line with the reduced number of youth related ASB cases recorded on Sentinel for the same period:

- Q2 of 2023 – 33 young people were issued with verbal or written advice, one young person was issued with a Written Warning with one young person being the subject of an ABC.
- Q2 of 2024 – 15 young people were issued with verbal or written advice. No other interventions were recorded against young people.

Monitor the number of young people who attend and complete diversionary activities.

Love4Life focused workshop in schools

Love4life have delivered a full day workshop at Limehurst Academy to their year 9 pupils. The workshop was focused on Peer pressure, aspirations, online influences, and friendships / relationships. Love4life continue to liaise with other schools to deliver the remaining workshops in the coming months. This project shows the CSP’s commitment to tackle a reduction in violence against women and girls (VAWG). The government have pledged to halve VAWG in the next decade and have introduced a package of measures that includes supporting schools and educational institutions in teaching children about healthy relationships, respect and consent.

[New measures set out to combat violence against women and girls - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Go Getta Youth Engagement Mentoring

During Q2 Go Getta have delivered 104 hours of 1:1 and small group work mentoring intervention. A total of 9 young people were supported through therapeutic and practical mentoring including advice, information, guidance and signposting.

Go Getta have provided the below testimonial to support the qualitative evidence of their work:

"Jit (Go Getta) has been mentoring X for several months now and the difference we've seen in him is huge. X has been through a lot with his mum’s mental health issues, and difficult relationship with his dad. Jit has been a constant and reliable source of support for X

and he speaks really highly of him. X used to struggle to just get out of bed and he was always low in mood. Now he's volunteering with Go-Getta, goes to the gym, and has come out of himself so much. Thank you!"

Go Getta detached youth work on the Warwick Way estate, Loughborough.

During Q2 Go Getta have doubled their detached youth work and completed 52 hours of street-based youth work on the Warwick Way estate. Go-Getta have been able to engage a core group on the estate with activities on and off site to deepen relationships with workers. Of this group, one was supported with applying to college and two young people obtained CSCS cards with the aim of finding work in the construction sector. The group has been dispersed and are no longer causing ASB on the estate.

Go Getta – weekly venue-based youth work at the Hut, Ashby Road, Loughborough

Go Getta continue to run their weekly Youth Hub for young people aged 11-19years on a Friday evening at The Hut, Ashby Road, Loughborough. A total of 21 young people have attended the sessions during Q2 with a regular cohort returning to each session. The feedback from young people has been positive with children being grateful for somewhere to go that's safe and enjoyable where they can socialise.

Leicester City In the Community - football sessions to two age groups, 12-14 years, and 15-18 years at two venues in Loughborough.

Leicester City In the Community have expanded the project in 2024/25 and are now delivering football sessions at two venues in Loughborough to provide youth provision for young people from Warwick Way, Old Ashby Road, and Thorpe Acre estates.

In Q2 LCitC delivered 7 sessions on Wednesday in Loughborough and 3 on Thursday in Loughborough. LCitC had 51 attendances for 11–14-year-olds and 34 attendances for 15-18 year olds on Wednesdays in this period, and 27 attendances for 11-14 year olds on Thursdays in this period. Maintaining consistent attendances through the summer break is a positive sign that they will be able to build participation when the academic year begins.

LCitC had a shortened delivery window over the summer holidays due to LCitC Summer Delivery programme including inset weeks and staff training.

Fusion Leisure Centre membership

In 2024/25 the CSP funded a subsidised leisure centre pass scheme for targeted families and young people to access positive leisure activities. This scheme had been in existence for a number of years with the previous funding stream coming to an end. CBC in partnership with Fusion Lifestyle have re-started this scheme with referrals from Family Help, Go-Getta, Falcon Support Services and Care Leavers. Since the re-start of this scheme, over 25 referrals have been made.

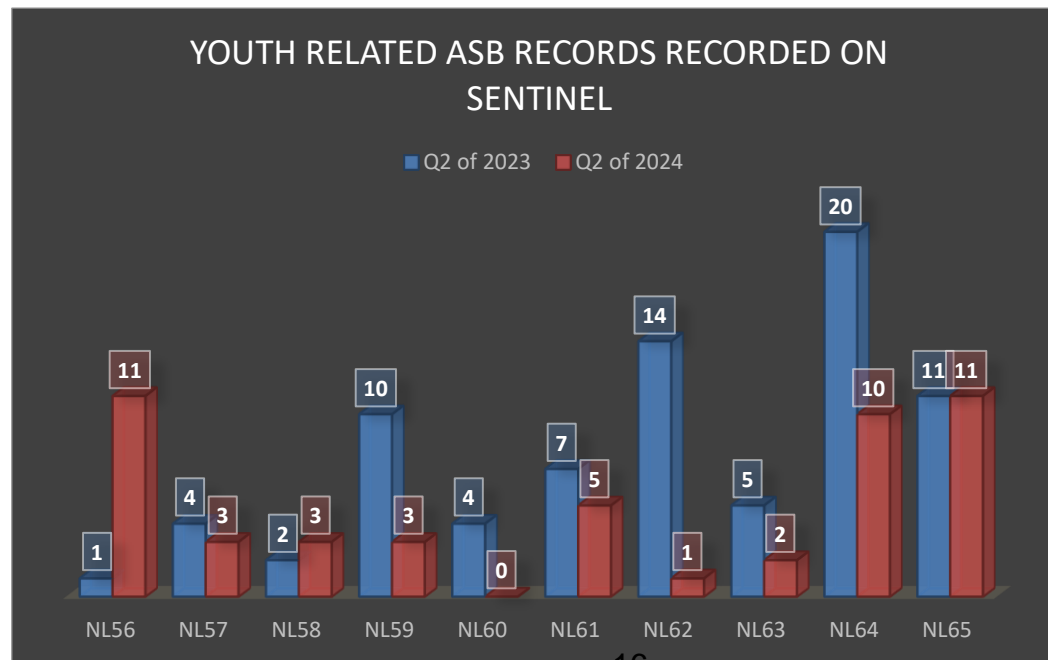
Charnwood CSP were represented in person at a recent Sports and Violence meeting lead by the Violence Reduction Network (VRN). Highlights from this meeting include the importance to increase sport activities to young people and the association of sport programmes in reducing violence. The meeting also promoted the need to champion Local Trusted Organisations that deliver sport and positive childhood experiences in communities.

Achieve a year-on-year reduction in reported youth related ASB cases (baseline figure 2022/23 data set).

During Q2 the recorded youth related ASB cases on Sentinel reduced by 29 reports compared to Q2 of 2023. There were 78 records recorded in Q2 of 2024, compared to 49 records in 2023.

Neighbourhood beat areas NL59 (Sileby and Barrow), NL62 (Loughborough Central) and NL64 (Shepshed and Loughborough West) have the largest reduction during this period with only one Youth related ASB case being registered by NL62. There is an increase of reports for NL56 for Q2 of 2024 but having reviewed these reports they refer to the same neighbour dispute by managed by CBC Housing ASB team. See Figure 1.1.

Figure 1.1 - Comparison of youth related ASB reports recorded on Sentinel for Q2.



Priority 3 – To reduce criminal exploitation	
Update/s - <i>including specific work, initiatives, projects etc. that contribute to priority 3</i>	N/A
Priority 4 – To deliver statutory duties: Preventing Extremism; Community Triggers; Tackling substance misuse; Serious Violence Duty; Domestic Homicide Reviews.	
Update/s - <i>including specific work, initiatives, projects etc. that contribute to priority 4</i>	
Budget / Resource Implications	
Any key risks / issues	
Planned activity in the next Quarter – <i>include any specific work, initiatives, projects etc that will contribute to</i>	

<i>above CSP themes and priorities</i>	
Any other update, developments, achievements, challenges / opportunities	
Gaps/Support Required	

CHARNWOOD COMMUNITY SAFETY PARTNERSHIP REPORT

ITEM 6.3

Organisation	Charnwood Borough Council	Author	Giuseppe Vassallo	Date	20 th September 2024
Subject Title	Priority 3: Reduce Criminal Exploitation				
Summary <i>(Purpose, background & context for the report update)</i>	<p>The Charnwood CSP Strategic Plan 2023/25 sets out the following broad objectives under strategic priority 3</p> <ul style="list-style-type: none"> • Identify adults/youths at risk of exploitation • All high-risk victims receive support • Multi-agency intelligence sharing • Communities are supported and engaged <p>The CSP Strategic Plan further sets out the partnership response which includes:</p> <ul style="list-style-type: none"> • The early identification of victims of criminal exploitation referred to the Adults at Risk Group (AARG)/Youth Joint Action Group (YJAG) who receive appropriate support • The deployment of a range of enforcement powers, to be utilised, to ensure the safety of victims of Criminal Exploitation • Working in partnership to enable services to meet complex needs and achieve success at providing solutions to reduce the risk of harm to victims • Multi-agency intelligence sharing that is successful at identifying high-harm offenders <p>The response and objectives are broken down into the following aims:</p> <ul style="list-style-type: none"> • Identify adults/youths at risk of exploitation and put in place appropriate referrals to support services. • Continue the development of the Adults at Risk Group and Youth JAG with a focus on preventing cases of criminal exploitation. • Ensure that front line staff are sufficiently knowledgeable about the subject enabling appropriate levels of support and referrals are submitted • Support the Police Operation - OP Gizmo aimed at preventing criminal exploitation • Engage with support agencies to meet the needs of cuckooing victims <p>This report reflects CSP performance against the above objectives.</p>				

<p>Recommendations <i>(Any recommendations for the CSP to consider)</i></p>	
<p>Performance Data <i>(Insert any relevant performance data)</i></p>	
<p>Priority 3 – To reduce criminal exploitation</p>	
<p>Update/s - including specific work, initiatives, projects etc. that contribute to priority 3</p>	<p>The Adults at Risk Group (AARG) continues to meet 6-weekly to manage the highest risk adults at risk of harm in Charnwood. The last meeting took place on 21st August 2024 and included 6 cases which may involve cuckooing, financial abuse criminal exploitation or elements of criminal exploitation.</p> <p>Actions taken to reduce risk in those cases include partial closure orders, referral to specialist support services, civil enforcement measures such as Community Protection Warnings and Notices.</p> <p>One case was highlighted as a demonstration of the value of AARG information sharing and risk assessment. The case had been open to Turning Point to enable an adult at risk of harm to receive drug treatment but was being closed due to his non engagement. Through the work of the AARG, case closure was prevented and, a ‘reachable moment’ occurred, meaning that the opportunity to re-engage the individual in a much more effective way, was taken. The individual appears to have reached ‘rock bottom’ in terms of his inability to continue with his destructive behaviour and lifestyle, which is often when agencies have the most success in engagement. But for AARG information sharing and risk assessment, that opportunity would almost certainly have been lost.</p> <p>The AARG is presently operating in a landscape of cases involving extremely high levels of mental health need and vulnerability for individuals. This is further compounded by high waiting times for mental health intervention before crisis point and very long wait times for applications to the Housing register to secure LA tenancies and moves to new addresses which would reduce risk.</p> <p>Persistent and prolific perpetrators of exploitation are being identified. Agencies are sharing information and collaborating effectively to reduce the risks these individuals pose.</p>

	<p>The LLR multi-agency guidance for responding to cases of exploitation and cuckooing is currently being updated and new learning is being cascaded through the LLR Trainers Network. The Community Protection and Partnerships Manager engages with this group and will share the new procedures when live.</p> <p>The Adult and Vulnerability Board (AVOB) is leading the development of a performance/outcomes framework concerning how agencies respond to adults at risk of harm but this work is yet to start. The CSP awaits updates through Strategic Partnership Board.</p> <p>The Youth JAG last met on the 29th of August 2024 and there are 5 currently active cases, all of which include different levels of CCE risk that is assessed at Daily Risk Management Meetings (DRMM). The YJAG maintains strong links to the CCE Team and has been influential in getting some cases reassessed for CCE either due to new information sharing taking place at YJAG or identification of cases that have not been reassessed for some time.</p> <p>The YJAG is monitoring the activities of Emerging Crime Network (ECN) the LE11 Twockers and links the multi-agency response between YJAG and an active Police Problem Management Plan (PMP) around young people riding motorcycles in the borough, taking such vehicles without consent, causing motorcycle related ASB and riding dangerously. The multi-agency task and finish group continues to meet regularly to review risks related to this motorcycle ASB which is not limited to LE11 Twockers.</p> <p>A further PMP is active in the Warwick Way area, due to young people being involved in ASB that has been reported to be intimidating residents and Council Operatives working in the location. To address this, a range of measures to reduce risk have occurred including doubling the number of hours dedicated to street based, detached youth work at Warwick Way, which has resulted in a group of at risk young people being engaged in positive activities. The area is also subject to increased 'ASB Hot Spot' Police patrols to increase community confidence and identify issues. Charnwood's Neighbourhood and Communities staff have been attending beat surgeries and connecting with local residents to hear their views and encourage reporting of ASB through official channels.</p> <p>There have been no cases that have required referral to OP Gizmo and YJAG continues to maintain strong links with Youth Justice and CCE Team colleagues. The CSP has approached Police to find ways in which it can support Op Hydra and County Lines Action Week and is awaiting further engagement on these issues.</p>
<p>Any other update, developments, achievements, challenges / opportunities</p>	

**Gaps/Support
Required**

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CHARNWOOD COMMUNITY SAFETY PARTNERSHIP REPORT

ITEM 08

Organisation	Charnwood Borough Council	Author	Giuseppe Vassallo	Date	20/09/2024
Subject Title	Joint protocol to reduce the impact of street related anti-social behaviour and rough sleeping in Loughborough town centre				
Summary <i>(Purpose, background & context for the report update)</i>	<p>Prior to the retirement of the previous Community Safety Manager, Tim McCabe, a Joint protocol to reduce the impact of street related anti-social behaviour and rough sleeping in Loughborough town centre, was developed into a final version of the document for CSP sign off.</p> <p>The Partnership does not seek to criminalise or further criminalise individuals that are rough sleeping or begging, but accepts that legal intervention will be considered when appropriate.</p> <p>This protocol has three stages:</p> <p>Stage 1 – Identification and support</p> <p>Stage 2 – Non legal intervention</p> <p>Stage 3 – Legal intervention</p> <p><u>Stage 1 – Identification and support</u></p> <p>Support and diversion is an overarching theme of the protocol and in the first instance individuals who are involved in street related anti-social behaviour who present as rough sleeping or begging will be offered support mechanisms to assist them in their situation.</p> <p>Cases will be prioritised based on the level of behaviour and the risks presented by the individual.</p> <p>Where enforcement is necessary, an incremental approach will be adopted and support will continue to be offered throughout the process.</p> <p>The protocol provides official reporting channels via Street Link and Housing Options.</p> <p>When a rough sleeper is identified and accepts assistance from the Housing Options Team, an initial assessment will be undertaken, a homeless application will be offered, advice on housing options will be offered and other assistance, such as referrals to accommodation and support providers will be offered.</p>				

Begging and associated Anti-Social Behaviour

The Police Town Centre Dedicated Neighbourhood Team will undertake patrols in identified hotspots where begging and associated Anti-Social or Criminal Behaviour has been identified. The Loughborough Central Delivery Group will have primacy for the implementation of a tactical plan to address identified repeat individuals or locations where anti-social behaviour, in the guise of begging is reported to be causing harm to businesses and the community.

As part of their daily monitoring of preventing and detecting crime, CCTV operators will scan the town centre. If they identify an individual who is aggressively begging, CCTV operators will notify the Community Safety Team and the Police. If they identify an individual as potentially rough sleeping, they will notify the Housing Options Team and refer through to Street link.

Information about rough sleeping and street begging within Charnwood will be shared between the rough sleeping reduction group and the Loughborough Central Delivery Group by way of a standing agenda item

Stage 2 – Non legal intervention

Non legal interventions such as advice letters, warning letters and ABCs will be deployed initially.

Stage 3 – Legal intervention

Legal interventions will be implemented against those critical few individuals who disregard the impact that their behaviour is having on the community.

Legal interventions may include:

- Civil Injunction - A civil remedy intended to stop or prevent individuals engaging in ASB before incidents escalate
- Criminal Behaviour Order - Court order issued against a person involved in persistent ASB to protect the public from harassment, alarm or distress
- Other possible sanctions such as a Community Protection Notice or Exclusion Order and power to arrest

When someone is charged with a criminal offence, the police will review the record of evidence and, if there is sufficient for a Criminal Behaviour Order, this will be sought.

	Where legal interventions are undertaken, positive requirements will be sought by the Partnership and requested in the Order to try and address fundamental causes of behaviour such as substance misuse or lack of stable accommodation.
Recommendations <i>(Any recommendations for the CSP to consider)</i>	That the CSP adopts the protocol.
Performance Data <i>(Insert any relevant performance data)</i>	N/A
Any key risks / issues	None.
Planned activity in the next Quarter – include any specific work, initiatives, projects etc that will contribute to above CSP themes and priorities	Implement the protocol.
Any other update, developments, achievements, challenges / opportunities	None
Gaps/Support Required	None



Joint protocol to reduce the impact
of street related anti-social
behaviour and rough sleeping in
Loughborough town centre
2024

Charnwood Borough Council
The Bridge East Midlands
Leicestershire Police

1 Background and Context

- 1.1 Nationally, there continues to be an increase in homelessness and rough sleeping. Locally, over the past 12 months, there appears to have been an increase in the number of people sleeping rough and/or begging in Loughborough Town Centre.
- 1.2 The matter of begging and rough sleeping continues to divide public opinion in respect of the impact it is having on businesses and the community and the public viewpoint on how street begging and rough sleeping should be dealt with.
- 1.3 Complaints about street related anti-social behaviour, linked with persons begging and rough sleeping, have been made directly to the Police, Charnwood Borough Council and the local Member of Parliament. These relate to intimidation, pestering behaviour, drug use, alcohol misuse and a perceived lack of action in tackling the problem.
- 1.4 The Partnership is committed to creating a safe and stronger community within Charnwood. The Partnership, through supportive interventions, will work together to reduce street related anti-social behaviour, begging and rough sleeping within Charnwood.
- 1.5 It is important to recognise some reports of anti-social behaviour or other harassment are outside the scope of what the Partnership have powers to address.
- 1.6 'Big Issue' sellers, political activists, charity collectors or other salespersons will not be dealt with as part of this protocol but may be subject to enforcement or investigation if their conduct warrants it under existing legislation.

2 Guiding Principles

- 2.1 There are various types of anti-social behaviour that occur in open public areas and in public buildings within Loughborough town centre.
- 2.2 Some incidents are linked to people who are, or present as, rough sleepers. Others relate to people who regularly undertake begging as a source of income.
- 2.3 Some people who are, or present as, rough sleepers and/or partake in begging are vulnerable (though not necessarily classed as priority need under part 7 of the Housing Act 1996).
- 2.4 The Partnership does not seek to criminalise or further criminalise individuals that are rough sleeping or begging, but accepts that legal intervention will be considered when appropriate.

- 2.5 Support and diversion will be an overarching theme of this protocol and in the first instance individuals who are involved in street related anti-social behaviour who present as rough sleeping or begging will be offered support mechanisms to assist them in their situation. This may, for example, include advice and assistance in relation to housing, financial problems, health problems, drug and/or alcohol misuse problems.
- 2.6 Cases will be prioritised based on the level of behaviour and the risks presented by the individual.
- 2.7 Where enforcement is necessary, an incremental approach will be adopted and support will continue to be offered throughout the process. The incremental approach the Partnership will adopt is listed in the below section (and at Appendix 1). In summary it will commence with signposting/referring individual(s) to support services and in the event of the individual(s) failing to engage with offers of support but continuing to cause anti-social behaviour or harassment, an escalation policy will be implemented which, if deemed necessary, will result in legal intervention to prevent criminal offences.

3 Incremental Process

- 3.1 Stage 1 — Identification and Support
- 3.2 Rough Sleeping:
- 3.3 Members of the public can report rough sleepers via the following routes:
- Streetlink national reporting service available at www.streetlink.org.uk (this will trigger a referral to the Council's Housing Options Team)
 - Directly to the Council's Housing Options Team by telephone 01509 634567 or online form available at www.charnwood.gov.uk/pages/contacts.
- 3.4 When representatives from the Police, or other partner agencies, identify a potential rough sleeper, the details will be recorded and a referral made to the Housing Options Team by telephone 01509 634567 or online form available at www.charnwood.gov.uk/pages/agency_referral.
- 3.5 When representatives from the Council's Community Safety Team, or other Council services, identify a potential rough sleeper, the details will be recorded and a referral made to the Housing Options Team.
- 3.6 Representatives from the Police and the Community Safety Team will also provide individuals with information about local support services and advise them not to engage in behaviour which might cause alarm, harassment or distress and to move when asked.

- 3.7 When a referral in relation to a potential rough sleeper is received, the Council's Housing Options Team will arrange for a visit to the reported location as soon as possible by the outreach service (delivered by The Bridge East Midlands). Regular "sweeps" of the town centre, covering key locations where rough sleepers have previously been reported will also be completed by the rough sleeper outreach service. When an individual is located, attempts will be made to identify, engage with and offer support to the individual and encourage them to engage with the Housing Options Team.
- 3.8 When a rough sleeper is identified and accepts assistance from the Housing Options Team, an initial assessment will be undertaken, a homeless application will be offered, advice on housing options will be offered and other assistance, such as referrals to accommodation and support providers will be offered.
- 3.9 Identified rough sleepers will be discussed at meetings of the rough sleeping reduction group. This will ensure that information and intelligence is gathered, an action plan can be put into place to support the individual to successfully transition out of homelessness and that the case can be followed up by the Council's Housing Options Team, the Council's Community Safety Team and/or the Police as appropriate.
- 3.10 The rough sleeping reduction group will continue to monitor individual rough sleepers within Charnwood until they have successfully transitioned out of homelessness. Records will be kept in relation to the housing status of rough sleepers, offers of housing advice and assistance, referrals to partner agencies for support and accommodation etc.
- 3.11 Begging and associated Anti-Social Behaviour
- 3.12 The Police Town Centre Dedicated Neighbourhood Team will undertake patrols in identified hotspots where begging and associated Anti-Social or Criminal Behaviour has been identified. The Loughborough Central Delivery Group will have primacy for the implementation of a tactical plan to address identified repeat individuals or locations where anti-social behaviour, in the guise of begging is reported to be causing harm to businesses and the community. This protocol will form the basis of any tactical plan and will embrace the incremental approach.
- 3.13 As part of their daily monitoring of preventing and detecting crime, CCTV operators will scan the town centre. If they identify an individual who is aggressively begging, CCTV operators will notify the Community Safety Team and the Police. If they identify an individual as potentially rough sleeping, they will notify the Housing Options Team and refer through to Street link.

- 3.14 Upon assessment of a reported incident, the Partnership will seek to deploy an appropriate resource to liaise with the individual and offer supportive interventions. If the individual is potentially homeless, the individual will be spoken to and a referral will be made to the Council's Housing Options Team, with advice also offered to the individual to assist them with their situation.
- 3.15 Information about rough sleeping and street begging within Charnwood will be shared between the rough sleeping reduction group and the Loughborough Central Delivery Group by way of a standing agenda item. Representatives from the Council's Housing Needs and Community Safety Teams and Leicestershire Police will be invited to attend the meetings of these groups. The Loughborough Central Delivery Group will take primacy on those identified as begging or otherwise causing Anti-Social Behaviour. The rough sleeping reduction group will take primacy on those identified as homeless and rough sleeping.
- 3.16 Stage 2 — Non Legal Intervention
- 3.17 In respect to anti-social behaviour relating to begging, consideration for progression to stage 2 will be undertaken following an assessment by the Loughborough Central Delivery Group. The group will review the case with due regard to aggravating factors, such as community impact, personal safety, likelihood to cause harassment alarm or distress, a health and safety impact on the individual and the environment.
- 3.18 The incremental approach to anti-social behaviour will be considered once all options to address homelessness and/or vulnerability, in particular substance misuse, have been exhausted through making the relevant referrals to support agencies.
- 3.19 Non legal interventions may include:
- Advice letter - Issued to highlight incidents of anti-social behaviour which have raised concern
 - Warning Letter - Issued to highlight a person's ongoing or more serious involvement in anti-social behaviour and request for this behaviour to stop
 - Acceptable Behaviour Contract - Issued to address a person's anti-social behaviour and to support them in stopping this behaviour.
- 3.20 The Loughborough Central Delivery Group will identify and assess the problems caused by an individual and prioritise those cases that are deemed to pose the highest risk to community confidence. A plan to manage the cases deemed to be high risk will be overseen by the Loughborough Central Delivery Group. The 5x5 risk assessment model should be utilised using the 3 criteria the CSP adopts in all its delivery groups. These being the risk of reoffending, the risk of harm to self and the risk of harm to others.

- 3.21 Evidence will be secured and preserved by statutory bodies and support organisations that work in the locality and provide the evidence to the Council Community Safety Team or the Police.
- 3.22 The Police and the Council's Community Safety Team will utilise the Vantage' recording and data-sharing system (previously known as Sentinel) to record cases of identified begging. Those individuals who are deemed to be causing, or likely to cause, harassment, alarm or distress to any person will be case managed via the Vantage system.
- 3.23 Members of the public, including businesses, will be encouraged to report incidents to the Police or Council's Community Safety Team where they witness anti-social behaviour.
- 3.24 Evidence will be sought to support the allegations made by the public and they will be encouraged to provide statements of evidence to support the escalation process.
- 3.25 Street Begging and associated Anti-Social or Criminal Behaviour will be reported to the Police and/or the Council's Community Safety Team.
- 3.26 Any reports to the Police should be made by calling 101, or online form available at www.leics.police.uk/report-online.
- 3.27 The Police Town Centre Dedicated Neighbourhood Team will regularly review incidents that have been reported to the police and ensure Vantage is updated, and they liaise with the Community Safety Team at Charnwood Borough Council to ensure ASB hotspots and persons of concern are identified.
- 3.28 As part of their daily lawful monitoring, Council CCTV operators will gather evidence of anti-social behaviour. This will include static beggars, with or without visual encouragement for donation, as well as those that are approaching others and asking for money.
- 3.29 If during routine patrols CCTV operators witness the behaviour of a street beggar progressing to following an individual or similar behaviour more likely to cause harassment alarm or distress, CCTV should notify Charnwood Borough Council street wardens and/or police and request their attendance to gather evidence of this behaviour.
- 3.30 Officers will seek to relocate rough sleepers and/or street begging individuals away from places which, by their very geographical nature, can be perceived as intimidating i.e. cash points and banks.
- 3.31 The outcome of a report will be decided upon taking into consideration the nature of the allegation, the available evidence to support the allegation and the established incremental approach to anti-social behaviour.

3.32 Stage 3 - Legal Intervention

3.33 Stage 3 will be implemented as an intervention against those critical few individuals who disregard the impact that their behaviour is having on the community. Impact will be assessed against personal safety, likelihood to cause harassment alarm or distress, and health and safety implications for individual and environment.

3.34 The Partnership will consider powers available to them under criminal and civil legislation to enforce against those individuals who persistently cause harassment, alarm or distress.

3.35 Legal interventions may include:

- Civil Injunction - A civil remedy intended to stop or prevent individuals engaging in ASB before incidents escalate.
- Criminal Behaviour Order - Court order issued against a person involved in persistent ASB to protect the public from harassment, alarm or distress.
- Other possible sanctions such as a Community Protection Notice or Exclusion Order and power to arrest.

3.36 The Partnership will prioritise enforcement against those committing crime and more serious anti-social behaviour, including activities that present an increased risk to the public.

3.37 Any criminal allegation will be investigated by the Police and progressed by the most appropriate means. A breach of a Community Protection Notices will be managed by the issuing agency.

3.38 When someone is charged with a criminal offence, the police will review the record of evidence and, if there is sufficient for a Criminal Behaviour Order, this will be sought.

3.39 Charnwood Community Safety Team will lead other prosecutions and enforcement in conjunction with the police. The Housing Options Team where appropriate will assist with demonstrating that advice and support that has been offered prior to sanctions being sought.

3.40 Where legal interventions are undertaken, positive requirements will be sought by the Partnership and requested in the Order to try and address fundamental causes of behaviour such as substance misuse or lack of stable accommodation.

4 Strategic Responsibilities

The issues of street related anti-social behaviour, begging and rough sleeping require a multi-agency approach to ensure the work undertaken is as effective as possible. Responsibility for overseeing the effectiveness of this Partnership approach will be shared between two high level strategic groups; Homelessness and Rough Sleeping Reduction Group and the Strategic Joint Acton Group.

5 Operational Responsibilities

- 5.1 The chair of the Loughborough Central Delivery Group will have regular communication with the chair of the Rough Sleeping Reduction Group in respect of the work they are undertaking to ensure a cohesive and joined up approach.

6 Review

- 6.1 This Protocol and associated Procedures will be reviewed annually by the Housing Needs Manager and the Community Safety Manager, following consultation with the Rough Sleeping Reduction Group and the Loughborough Central Delivery Group.

7 No Contract

- 7.1 This protocol is not intended to create binding or legal obligations on any statutory or voluntary sector organisations mentioned within the document.

8 Force Majeure

- 8.1 None of the organisations will be liable for failure to perform their obligations, if such failure results from circumstances which could not have been contemplated, and which are beyond the organisations reasonable control.

9 Non-Exclusivity

- 9.1 This protocol will not hinder the collaboration which already exists or will be established in the future by either organisation with a third party,

10 No Partnership

- 10.1 Nothing in this protocol is intended to create, or be deemed to create, a partnership, or the relation of employer and employee between the organisations.

11 Disputes

- 11.1 In the event of any dispute emerging, the organisations agree to solve the problem by way of mutual and responsible negotiation.

Signatures

Signed:

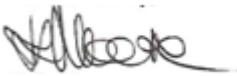


Dated:

06th August 2024

Anna Maudsley
Head of Programmes and Services
The Bridge East Midlands

Signed:



Dated:

6th August 2024

Katie Moore
Head of Strategic Housing
Charnwood Borough Council

Signed:



Dated: 16/10/2024

Giuseppe Vassallo
Community Protection and Partnerships Manager
Charnwood Borough Council

Signed:



Dated: 16/10/2024

Insp Charlotte Dickens
Charnwood Neighbourhood Policing Area Commander
Leicestershire Police

Student Street Support Scheme 2024

Review of business strategy

Giuseppe Vassallo

Children, Families and Partnerships Manager

Charnwood Borough Council

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1.0 Introduction

The Student Street Support Scheme

The Student Street Support Scheme (SSSS) has been an initiative that is jointly funded between Loughborough University and Charnwood Community Safety Partnership (CSP) since 2015. The scheme was introduced to assist Loughborough University and the CSP in the management of student-related issues in the borough, to increase safety for students, and to improve the experience of residents in Charnwood communities affected by the presence of a student population.

Since 2015, the landscape of community safety has significantly changed and the partnership has decided that the timing is right to review the effectiveness of the scheme, discover if it has kept pace with change and where necessary, adjust the business strategy and modernise the current SSSS structures.

This report examines the current purpose of the SSSS, it's funding, the beneficiaries, how the SSSS adds value and ways in which the scheme may evolve to innovate and remain effective for the future.

2.0 The Business Level Strategy

The CSP and Loughborough University are committed to corporate objectives to work together in partnership and collaborate to achieve shared goals.

The spirit of the collective organisational values, promoted by the partnership, underpins the business strategy of the SSSS.

Customers of the SSSS include students living in or visiting the borough, parents of the students, the communities where students live, the areas where students socialise and Charnwood's business community.

The current purpose of the SSSS is broadly, to meet the needs of its customers by:

- Increasing safety for students that may be away from home for the first time, living independently and socialising in Loughborough Town Centre and Charnwood residential areas
- Reducing the risk of anti-social behaviour and crime affecting students, Charnwood residents, and visitors to the borough
- Reducing the risk of Violence Against Women and girls (VAWG)

To achieve these aims operationally, funding which can support foot patrols is available. Specifically this is defined as, trained personnel, patrolling the streets around Loughborough University campus with the aims of providing welfare support to students and to minimise noise disturbance to local residents as a result of moving to and from campus and town late at night. SSSS funding is currently being used to commission the security company, Alliance Events.

2.1 – Loughborough Students' Union and Alliance Events

In 2015, the partnership initiated a pilot deployment of 7 members of staff provided by the Loughborough Students' Union (LSU), to patrol the areas of Ashby Road, Radmore Road and Westfield Drive on Wednesday and Friday evenings. On Saturday evenings the Street Pastor scheme is also in operation in Loughborough Town Centre.

Patrols took place during term time, flexibly during the hours of 10:30pm to 04:30am. Each deployment included 3 Security Industry Authority (SIA) qualified staff including a Team Leader.

According to the job description, Operatives duties are:

- To pro-actively patrol key locations in the local community as directed by campus security.
- To monitor the numbers of (student) pedestrian traffic moving between campus and key off campus residential areas and record details any particularly unusual incidents or
- To identify potentially vulnerable students and provide appropriate support where necessary.
- To remind students of personal safety issues and the measures that can be taken to reduce risks to personal safety.
- To encourage students to move quickly and quietly between campus and key off campus residential areas.
- To encourage and remind students and others of the need to be considerate to fellow students and local residents in the late and early hours.

- Identify any potential breaches of street drinking orders and other incidents of anti-social behaviour and respond promptly to incidents to provide appropriate advice.
- To record any incidents of note and report any serious issues of concern to campus security or the Police.
- Undertake administration duties, including record keeping.

LSU Operatives were required to engage students in a non-confrontational manner, to request and remind them to keep safe, act responsibly and keep noise levels down. Students were also to be assisted with road safety and personal safety advice.

Operatives were not to provide any physical intervention other than to defend themselves if necessary. Staff carried radios and were required to report any serious disorder to Police.

A small marketing campaign took place in the early stages to increase student empathy, promote the work of the scheme and develop a recognisable logo for the project.

Operatives wore branded, low profile uniforms.

Strategic oversight is provided from the Loughborough Central Delivery Group (LCDG), a multi-agency sub group of the CSP.

In September 2019, an LSU representative attended an LCDG meeting, at which a pledge was made to provide more detail evidencing the support given to any students the scheme has engaged and clarification of the frequency of deployments around the Kingfisher estate.

In October 2019, LCDG, on behalf of the CSP, issued a letter to LSU which indicated a desire to continue the scheme and build upon the excellent work already undertaken. The letter reminded LSU of their obligation to provide the information requested at the September 2019 meeting, whilst also outlining a request for a report to be submitted to the CSP in November 2019, to include details of proposed training, a prediction of spending, and confirmation of how many staff were SIA trained and DBS checked at that time.

In November 2019 LSU submitted a report to LCDG that outlined efforts and financial obstacles to train staff in approaches to manage responsible alcohol consumption. The report mentions a conscious effort to modernise the scheme and details some issues around staffing turnover which, LSU stated, were managed without impacting on the functionality of patrols. The staffing of the scheme was described as stretched and this had impacted upon the ability of LSU to collate data from patrols which was being recorded on sheets of paper that Operatives carry with them on patrols. There had been no capacity to capture the information digitally, at that time. The report also details some flexibility in delivery, for example, maintaining a presence on the Kingfisher estate and around the Westfield Centre.

In September 2020, following a review carried out by Loughborough University, a decision was made to transfer management of the scheme to Loughborough University Security team, with staff deploying from Alliance Events Alliance Events (Charnwood CSP, 2020).

The scheme had been found to be unreliable. LSU Operatives didn't always arrive for work consistently or insufficient numbers meant patrols could not be carried out safely. Data was poorly captured.

The scheme has remained under the control of university security, supported by Alliance Events staff for deployments.

The decision was made to ensure ongoing value for money, to realign the operations with University Security and benefit from Loughborough University Security Supervisor briefings and oversight. Other intended benefits included performance monitoring via the University control room and checks to ensure data accuracy.

Alliance Events is an independent security and stewarding contractor that harnesses the talent in university students and supplies them to the SSSS, festivals and events (Loughborough University 2024).

Staff were either SIA badged or had received some basic stewarding training from Alliance Events.

A Loughborough University review of the impact of students on the local community, carried out by Dr Anne Mumford recommended that foot patrols should be extended to 4am, as part of improvements which are visible to the local community and enhance their sense of safety and security (Mumford, 2012).

By September 2020, the intelligence exchanged in weekly ASB meetings between Police, CBC and Loughborough University, highlighted very little ASB taking place beyond 2:00am.

Deployment times and days changed. Staff were deployed from 10:00pm to 02:00am on Friday and Saturday nights in the areas of Ashby Road, Burleigh Road, Radmore Road and Padgett Street. 4 students were deployed to patrol different areas in two pairs (Charnwood CSP, 2020).

From 2021, the SSSS were patrolling every Wednesday, Friday and Saturday evening, on defined routes agreed in advance by the University, CBC and Police at the weekly ASB meeting. This also allowed dynamic changes to be made in the route planning, should an emerging issue be highlighted during that weekly meeting.

Information sharing however, remained an issue. Each agency is collecting data individually on separate systems and no agency truly has the full picture of the levels of student related ASB taking place.

Alliance Events have remained operational under the SSSS from 2020 to the present date with some disruption caused by the circumstances of the Covid-19 pandemic. During the pandemic, there were periods of no deployment.

Feedback from partner agencies, Loughborough University and the night time economy suggests that student behaviour has changed. One reason for this may be that drinking in Loughborough's night time economy has become more expensive (ONS, 2024). This and the wider cost of living crisis are potentially factors, driving students that choose to consume alcohol, to do so at less expensive venues such as the Loughborough Students Union or at their accommodation.

Students now have less presence in the Loughborough Town Centre night time economy, but continue to impact local residents with behaviour which some residents perceive to be ASB whilst others view the conduct of some students as more tolerable but still, inconsiderate.

Consultation with locally elected members, tenants and residents groups and Student Street Support Scheme stakeholders indicates that issues caused by student disposal of rubbish are of a high priority, followed by student parking which is viewed by some residents as an inconvenience. Complaints made to Loughborough University, relating to student noise-related ASB have become much less frequent in comparison to pre-pandemic levels.

2.2 – Data

According to Loughborough University (2024), reporting from the scheme includes:

- Number of people passed whilst on patrol
- Number of people interacted with in a helpful manner (checked if ok walking home on their own, given directions to, given assistance to if drunk etc)
- Number of people asked to be quiet
- Number of people with alcohol and requested to dispose of it

This however, seems to be an older representation of data collated. Currently this data is not collected. Instead the SSSS collects and uses data the management consider useful and important to predict demand. Weather has an impact on student ASB, for example, rainy weather results in students choosing to use shared taxis more. Some of these students are collected from the Kingfisher estate and a few are not mindful of their noise levels, resulting in some residents' complaints.

The University social and sporting calendar has an impact on ASB levels and is monitored accordingly.

A significantly important sporting event such as a Rugby tournament final, might increase the likelihood of celebration and alcohol consumption and therefore will need additional support to manage ASB and transient noise.

The data which the SSSS collects may be helpful in operational planning but little data appears to be available to clearly demonstrate outputs, outcomes, and value for money.

Data relating to student ASB captured by Charnwood Borough Council and Police can be viewed below in Table 1.

Table 1: ASB data on Vantage where students are identified as primary and secondary aggravating factors:

Dates	Incidents
01/01/2022 - 31/12/2022	85
01/01/2023 - 31/12/2023	42

(Vantage, 2024)

2.3 – Finance

The current running costs of the SSSS vary but can be up to £3.5K pcm during high-demand periods. There are periods during the year when the SSSS is not deployed e.g. University holidays, and periods where demand for patrols deployment is lower.

Historically the scheme was financed by the CSP through funding allocations from the Office of the Police and Crime Commissioner (OPCC) and a matched contribution from Loughborough University.

Currently, funding is accessed by the CSP under section 106 of the Town and County Planning Act 1990, which enables the CSP to seek contributions from property developers towards the cost of community and social infrastructure, where a need has arisen due to a new student rental property development.

The development of the Aumberry Gap student accommodation with 440 student beds met the S106 criteria. The CSP was able to secure an annual contribution of £10,000 which is index linked for inflation. The University continues to match fund.

Schedule 4 of the S106 agreement with Aumberry Gap developers, defines the SSSS as trained personnel, patrolling the streets around Loughborough University campus with the aims of providing welfare support to students and to minimise noise disturbance to local residents as a result of moving to and from campus and town late at night. This limits flexibility somewhat. Activities the SSSS wishes to engage in, must include patrols as per the agreement.

The precedent set by the successful application for S106 funding from the developers of Aumberry Gap, offers opportunities for the scheme to receive more funding as a result of future, similar developments.

Aumberry Gap S106 funding for the financial year 2023/24 increased to £10,834 due to inflation and will continue to rise as per the index link.

This provides a formula of an estimated cost of £25 per student bed, which would result in a fair and reasonable S106 funding calculation for future developers of projects similar to Aumberry Gap.

With potential for future funding opportunities, the SSSS will be able to keep pace with demand and increasing costs for the provision of the SSSS, including any need for increased hours of service delivery and more capacity in staffing and resources. The scope of the scheme can increase with more funding, enhancing the opportunity to meet customer needs more effectively.

The SSSS could consider interventions which may be more expensive but ultimately offer a better return on investment, if future S106 agreements do not restrict the scheme to the narrow parameters of the Aumberry Gap agreement, i.e. patrols only.

Matched funding provided by the University, can be more flexibly applied and is not restricted solely to funding patrols.

Future S106 agreements with developers will require wording that empowers the SSSS rather than limiting it. In essence, the SSSS needs to adapt to changing student behaviour, different challenges and new impacts upon Charnwood residents. Confining the scheme to patrols only will not always represent a good return on investment in the long term. If the scheme is deploying

patrols when fewer students are out in the night-time economy the scheme may find itself doing patrols that are unnecessary and serve little purpose, when that funding could be applied to student-related outcomes of higher priority to residents.

3.0 Appreciative Inquiry

To begin examining ways the SSSS might be improved, it has been useful to carry out a review of the scheme in the form of an Appreciative Inquiry (AI). The purpose of this activity is to establish the strengths of the current arrangements, areas of the scheme that might be improved and which of those areas have the most 'energy for change' associated with the key professionals that can affect the future deployment of the scheme. This approach has been intentionally selected to counter the negative, critical observations that have existed in recent months, whilst at the same time recognising that scope for change is limited due to the historic Section 106 agreement. General criticism may be valid, or possibly unfair but by taking a strength based, solution focused approach, it is hoped that a more balanced assessment of the scheme, its strengths and deficits, will be established. This will help the Officers tasked with modernising the scheme, avoid disregarding good practice, lessons learned and any positive, desirable aspects that should be retained.

3.1 – AI Consultation

Views and perspectives on the scheme have been examined through consultation with Loughborough Central Delivery Group (LCDG), Loughborough Campus and Community Liaison Group (LCCLG), Operation Lexical, individual stakeholders and a market research survey, see Appendix 1.

The survey received 179 responses from students, residents, elected members and professionals.

To address the issues in respect of student related crime and anti-social behaviour, the Charnwood Community Safety Partnership has implemented Operation Lexical. This operation is a multi-agency neighbourhood management plan focused upon making Loughborough town centre a safer place to live, visit and study. The plan acts as the partnership's framework for delivering a better outcome for our residents and student community.

The core foundations of the partnership approach under Operation Lexical are:

- Prevention
- Intelligence
- Enforcement
- Community Confidence

Each of the above strategic themes are an essential and integral component of the CSP's response to the problem profile throughout a full academic year. Through the implementation of this management plan the CSP aims to:

- Reduce the number of student related crimes.
- Reduce the number of student related anti-social behaviour incidents.
- Take positive and consistent action against identified perpetrators of anti-social behaviour.
- Increase community confidence.

Operation Lexical sits within the governance of the CSP operational delivery model and specifically within the LCDG. The Chair of the LCDG has direct strategic ownership of the implementation of this neighbourhood management plan and Operation Lexical sits as a standing agenda item on the monthly LCDG meeting.

LCCLG is a multi-agency group that meets quarterly to discuss at a strategic level all issues associated with the presence of the College and University in the town.

As well as representatives from the University, College and Students' Union the group also involves residents groups, Officers and Councillors from Charnwood Borough Council, Landlords and Leicestershire Police (Loughborough University, 2024).

3.2 What's working well? The best of what is...

Feedback from all of these sources has been evaluated. The strengths of the current arrangements were that the scheme helps;

- to manage noise levels from students travelling from the town to their accommodation
- to educate students on their impact upon the local community
- to reassure female students walking the streets alone, late at night
- to improve relationships and integration between students, the local community, the Council, Police and the University
- to reduce anxiety for students and residents

Some weaknesses of the scheme were identified, which included:

- A lack of awareness of the scheme's existence amongst students and residents
- Limited visibility of the scheme in action. Patrols happen at night and are not always seen by residents
- A perception amongst some respondents that the scheme was ineffective at tackling ASB. Alliance Security have no enforcement powers
- A lack of understanding of the purpose of the scheme. It's title suggests support but a perception exists that the scheme is about enforcement and sanctions for ASB
- The scheme having little focus on issues that matter to residents currently i.e. rubbish/responsible waste management and inconsiderate student parking seemed to be of much greater concern to LCCLG members currently than student noise at night, which appears to have reduced since 2020

Although the scheme attracted some criticism, feedback was overwhelmingly in support of the scheme continuing to exist. The existence of the scheme came as a welcome surprise to a significant number of survey responders.

3.3 – What might be? A preferred future

The consultation findings were presented to the SSSS Project Team on the 7th of June 2024 and discussed in further detail. The result of that discussion was the identification of five broad themes:

- Defining and updating the purpose of the scheme
- Raising awareness of the scheme
- Sharing information
- Positively influencing student behaviour – Parking, Rubbish, Noise
- Positively influencing agencies e.g. the Council. Feedback from the discussion highlighted how important the issue of irresponsibly managed rubbish and recycling, is to residents and the possible need for a budget for additional bin collections at high demand times

3.3.1 Defining and updating the purpose of the scheme

The SSSS had no Terms of Reference document. Only an out of date, draft Terms of Reference exists in an email which is no longer fit for the needs of customers and stakeholders. A new Terms of Reference must be agreed and implemented.

The capacity of the scheme may increase with future student accommodation developments that will attract further Section 106 funding to the SSSS.

3.3.2 Raising awareness of the scheme

The SSSS needs a communications plan. Survey responses suggested greater use of Social Media. This may work well for residents with more predictable use of what have become more traditional social media channels. The same may not be said for students who interchange their choices of social media apps more frequently and use platforms the SSSS is not equipped to engage. Furthermore, the students are 'bombarded' with social media messaging and the potential SSSS addition to that risks rendering efforts to reach students, futile. Some social media messages can be helpful but more creative and effective methods must be selected within the realistic capabilities of the SSSS.

3.3.3 Sharing information

The Project Team agreed that information sharing must be improved between the University, Police and the CSP to enable better horizon scanning and planning.

The effectiveness of information sharing has been impacted partly due to staffing issues. The Community Safety Officer previously responsible for this was not in post for long enough to ensure the information sharing arrangements in place were working well and the post is now temporarily vacant. It will form part of the incoming Community Safety Officer remit, to establish that the communication needs of the CSP in respect of the SSSS are met, without capturing unvalidated data that identifies individuals and risks breaching GDPR. The CSP needs a better understanding

of the number of incidents, general locations of concern and emerging trends to facilitate more effective planning and deployment of resources. The new Community Safety Officer will also be responsible for updating the now out of date information sharing agreement with Loughborough University.

3.3.4 Positively influencing student behaviour – Parking, Rubbish, Noise

The Project Team recognises that undesirable behaviour from students is, in the vast majority of cases, due to the students learning to live away from their family home, away from parental control and their experience of new levels of freedom. In doing so, there is inevitably a lack of understanding amongst students of the impact of their behaviour, upon the communities they visit and live in. The SSSS will not solve all parking disputes, inappropriate rubbish disposal incidents or noise complaints but; the scheme does have the ability and capacity to positively influence behaviour to improve outcomes. Through more effective communication and awareness raising, it is hoped that the values of students can be increasingly aligned to creating more cohesive communities where Charnwood residents and the students; who can bring so many positive contributions to the borough, can co-exist with less negative impact.

3.3.5 Positively influencing agencies

The landscape in which the SSSS operates is changeable. The Project Team must be in regular communication and engaged in ongoing planning to adapt and adjust as required. What is agreed as necessary and appropriate in June, may not be so important by September in the same year. The scheme must be more flexible, and adaptable. It must exercise an ability to influence decision makers and budget holders to take advantage of the scheme's access to the voice of Charnwood residents, students and stakeholders, responding to their wants and needs. The CSP needs to better understand the valuable work the SSSS is carrying out, when interventions are deployed and why.

3.4 Next steps

The Appreciative Inquiry has enabled the generation of a new terms of reference (see appendix 2), an initial plan and the creation of an annual plan to commence at the beginning of each academic year (see appendix 3).

4.0 Conclusion

The SSSS has been examined. It's history, past purpose, current purpose and preferred future. This report has investigated the effectiveness of the scheme, it's strengths, weaknesses, limitations and future potential.

The feedback summarised in section 3.2 of this report has highlighted the need for the scheme to be reshaped and to continue with a newly defined purpose that does not sacrifice the original conception of the SSSS.

The SSSS can be a helpful resource to add to the existing local structures to assist in the management of student safety and ASB. With greater flexibility, and the potential for increased

funding in the future, the scheme can better adapt to the wants and needs of customers to play a part in achieving improved outcomes.

The scheme will find more effective ways to communicate with customers and seek to improve information sharing arrangements, whilst working towards educating students and appealing to their value to change undesirable behaviours.

The scheme will benefit from increased management oversight and will exploit opportunities to adapt to the voice of students and our communities, to enhance delivery.

The title of the Student Street Support Scheme will not change. It is important that the support element of the SSSS is not lost but that support will now evolve partially into supporting desirable changes in behaviour in addition to the long standing intentionality to assist students accessing Loughborough's night time economy.

5.0 References

<https://www.lboro.ac.uk/services/the-studio/whosinvolved/pastmembers/allianceevents/>

<https://www.lboro.ac.uk/services/community/managing-issues/student-street-support-scheme/>

https://www.charnwood.gov.uk/files/documents/csp_12_nov_2020_minutes/CSP%2012%20Nov%202020%20-%20Minutes.pdf

[https://www.lboro.ac.uk/admin/committees/senate/papers/2012/SEN12-P16%20\(Review%20of%20Start%20of%20the%20Academic%20Year\).pdf](https://www.lboro.ac.uk/admin/committees/senate/papers/2012/SEN12-P16%20(Review%20of%20Start%20of%20the%20Academic%20Year).pdf)

<https://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czms/mm23>

6.0 Appendix 1 - Student Street Support Scheme Survey – response summary

Charnwood Borough Council conducted a survey to gain community insight into the Student Street Support Scheme. The following introduction was given, and the survey commenced Friday 26th April 2024 and closed Friday 17th May 2024.

The Student Street Support Scheme is operated by Loughborough University in partnership with Charnwood Borough Council.

The aim of the scheme is to provide welfare support to students and minimise noise disturbance to local residents as a result of students moving to and from campus and the town centre late at night.

We would like your thoughts about the Student Street Support Scheme, and in return you can enter our prize draw to win a £50 Love Loughborough voucher, please complete the following questions, thank you

The questions for the survey were as follows:

1. Prior to completing this survey, did you know the Student Street Support Scheme operated in Loughborough?
2. Have you ever received assistance from the Student Street Support Scheme?
3. If you have received assistance, please tell us what assistance you received.
4. When did you receive this assistance?
5. Do you feel there is a need for the Student Street Support Scheme? please give an explanation for your answer.
6. What do you think could improve the Student street Support Scheme?
7. What best describes you?
8. If you would like to enter our Prize draw with a chance to win a £50 Love Loughborough voucher, please provide your name, email and contact telephone, thank you (*not included as part of the survey insight*).

Survey insight

179 responses were received, *this includes 1 test response to ensure the survey was performing accurately.*

To the question, prior to completing this survey, did you know the Student Street Support Scheme operated in Loughborough, 129 replied No and 49 yes.

● Yes	50
● No	129



This question indicates that 72% of respondents did not know the scheme operated in Loughborough. 28% of respondents did know the scheme existed.

To the question, have you ever received assistance from the Student Street Support Scheme, 178 responses were received.

● Yes	8
● No	170



This response to this question indicates that 96% of respondents have not received assistance.

To the question, if you have received assistance, please tell us what assistance you received, 19 responses were received, this included 10 n/a.

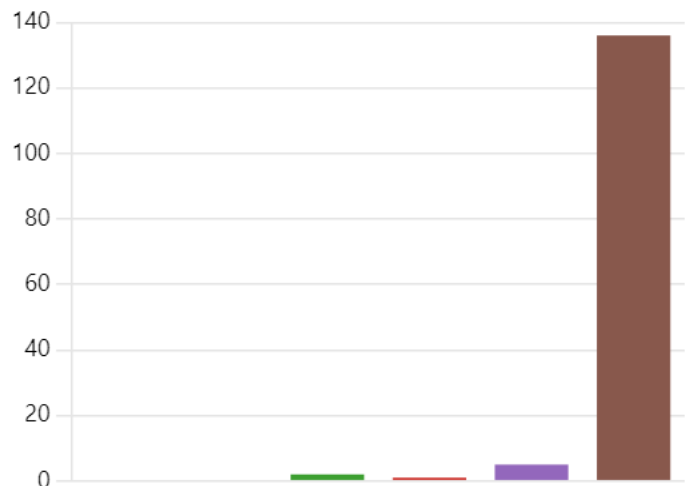
4 respondents (21%) answered **noise** for this question.



44% of the responses to this question were ambiguous. 33% were negative comments and 22% positive.

To the question, when did you receive this assistance, there were 144 responses with 136 stating not applicable.

● within the past month	0
● between a month and 3 months...	0
● between 3 months and 6 month...	2
● between 6 months and a year a...	1
● more than a year ago	5
● not applicable	136



To the question do you feel there is a need for the Student Street Support Scheme? please give an explanation for your answer, there were 146 responses.

85 respondents (58%) answered **students** for this question.

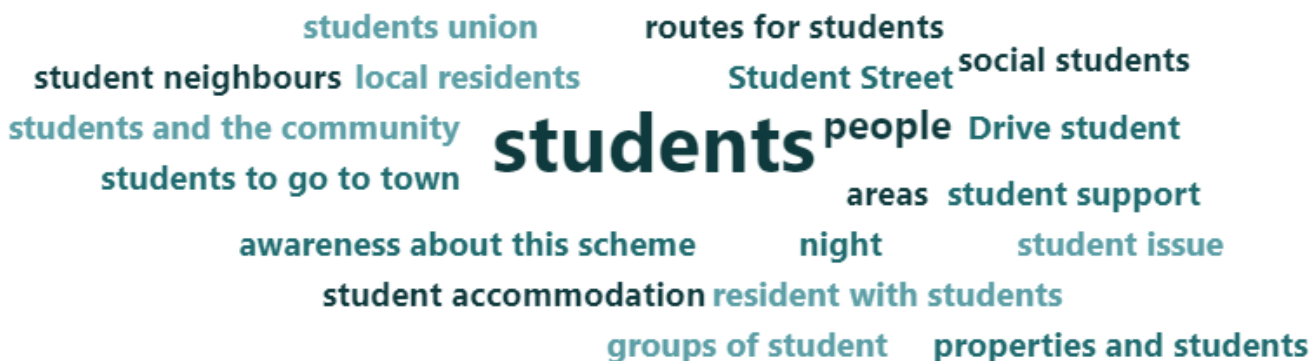


80% of respondents said yes there was a need for the Student Street Support Scheme, and 3% indicated that there was no need for the scheme.

23% of respondents indicated that they did not know what the scheme was or gave an unclear response.

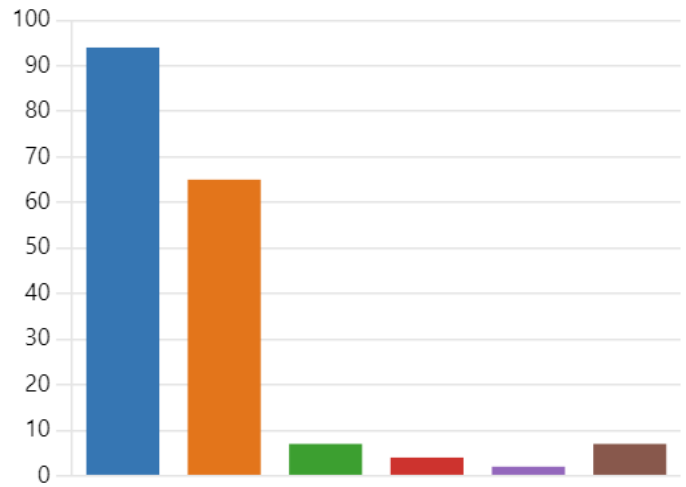
To the question, what do you think could improve the Student Street Support Scheme, there were 178 responses.

40 respondents (22%) answered **students** for this question.



To the question, what best describes you, 179 responses were received (including 1 test).

● local resident	94
● Student at Loughborough Unive...	65
● Faculty member at Loughborou...	7
● member of local residents group	4
● elected member	2
● Other	7



Of the 179 respondents, 52% stated they were a local resident and 37% stated they were a student at Loughborough University. 11% stated they were either a faculty member, member of a local resident's group, elected member, or other.

37% of people answered **Student at Loughborough University** for this question, and the majority answered "No" for Question 2.



● 37% people answered "Student at Loughborough University" for question 7

● 100% of them answered "No" for question 2

37% of people answered **Student at Loughborough University** for this question, and the majority answered "No" for Question 1.

The above graphic indicates that 37% of the students who responded to the survey did not know that the Student Street Support Scheme operated in Loughborough.

Introduction

Student Street Support Scheme

The Student Street Support Scheme (SSSS) has been an initiative that is jointly funded between Loughborough University and Charnwood Community Safety Partnership (CSP) since 2015. The scheme was introduced to assist Loughborough University and the CSP in the management of student-related issues in the Borough, to increase safety for students, and to improve the experience of residents in Charnwood communities affected by the presence of a student population.

The student accommodation offer has changed since the inception of the SSSS. Like other University Towns and Cities in the UK, property developers and Landlords have created new purpose built student accommodation complexes, some with large capacity of student bedspaces available, potentially increasing the town centre student presence and demand upon services.

Whilst the positive contribution of the student population to the Borough is widely accepted; the integration of students into Charnwood's communities can generate complaints from residents that in turn, has the potential to impact upon the reputation of stakeholder agencies, and their respective capacity to manage the issues raised.

Purpose

Since 2015, the issues of importance to Charnwood residents have included student noise, caused during; social events, at student accommodation in residential areas and noise occurring as students make their way to and from Loughborough's night time economy.

The SSSS is concerned with the welfare and safety of Charnwood's student population in addition to the management of the impact of the student population upon residents and visitors to the borough. Both Charnwood residents and those studying at Loughborough University and living in the borough, are reassured that the SSSS exists.

Traditionally the scheme has involved organised patrols of trained security staff, arranged by Loughborough University, which engage students and encourage responsible behaviour to reduce impact on Charnwood residents whilst increasing student safety. In the more recent, post-Covid period, students have been making less use of Loughborough's night time economy venues, potentially reducing the need for a patrols-only scheme.

Residents have become more concerned with student behaviour relating to responsible vehicle parking and the appropriate disposal of rubbish, particularly when tenancies end or students leave the area for holiday periods and household waste and recycling exceeds the capacity available to manage it well.

The SSSS purpose is flexible and adaptive to the needs of customers. It is informed by organisational data and feedback from stakeholders including tenants and residents groups.

The objectives of the SSSS are set and achieved through joint partnership working between Leicestershire Police, Charnwood Borough Council and the University of Loughborough.

Priorities

The SSSS priorities are reviewed in weekly operational catch up meetings and quarterly strategic meetings but the scheme will include:

- High visibility patrols by trained staff, at peak demand times including evenings, weekends and in alignment with the student calendar
- Interventions designed to Increase safety for students using the night time economy
- Reassurance to stakeholders
- Capturing the voice of stakeholders and using this to influence future delivery
- Reducing student related anti-social behaviour incidents
- Positively influencing responsible student behaviour
- Thematic interventions to address such issues as inconsiderate parking and rubbish disposal

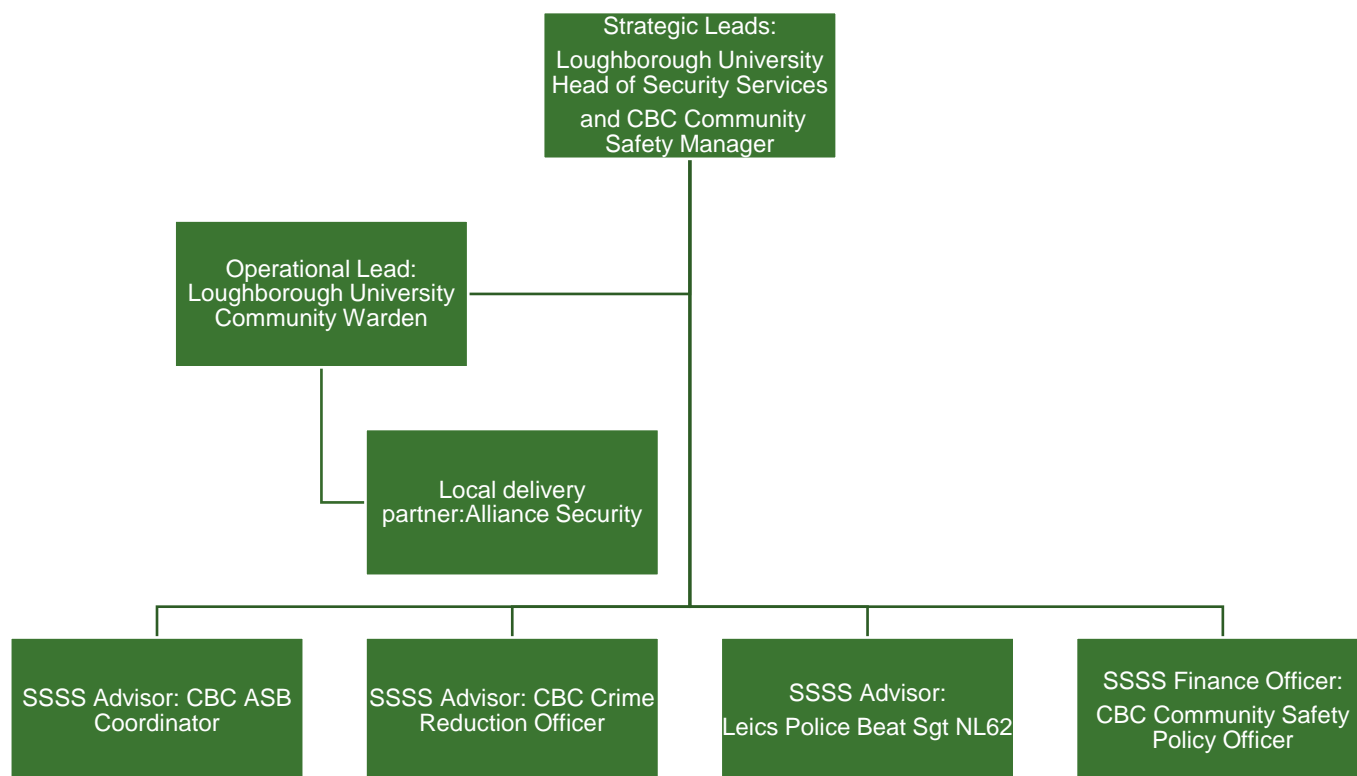
Membership

The SSSS will operate closed meetings.

Representatives should include:

Local Authority
Police
Loughborough University

SSSS Structure



Accountability

The SSSS is accountable to Charnwood CSP. The SSSS supports the CSP to discharge its statutory duties; the reduction of ASB and the reduction of crime, as per the CSP Plan 2023 – 2026.

Review

A review of the Terms of Reference is recommended every two years. The Chair will seek the views of members and invite comments and contributions.

Meetings

The SSSS will meet quarterly to examine strategic performance and adjust to the changing landscape. An agenda will be distributed during the week before the meeting is scheduled for members to allow sufficient preparation time and reflection on contributions agencies can bring to the meeting.

The meeting will be a solution-focused forum that will consider the different perspectives, ideas and resources available from the agencies represented, to generate actions and strategies to achieve shared goals.

Whilst the meeting will include elements of information sharing, participants are empowered to go beyond the sharing of intelligence and to put forward suggestions and contributions in the form of supportive actions which we will commit to and support each other to deliver.

In the event of non-attendance, a written update or alternative representation is required.

In between strategic meetings, weekly operational catch up meetings will take place between Charnwood Borough Council and Loughborough University.

The Loughborough Central Delivery Group meets monthly with Operation Lexical as a standing item. Op Lexical is a multi-agency neighbourhood management plan focused upon making Loughborough town centre a safer place to live, visit and study. The plan acts as the partnership's framework for delivering a better outcome for our residents and student community.

Information sharing

The effective sharing of data and intelligence between local authorities and partner agencies is critical to the early identification of risk and is consistent with section 115 of the Crime & Disorder Act 1998. The SSSS will operate under the governance of the Community Safety Partnership and as such will share information/intelligence under the current Community Safety Partnership Information Sharing Agreement.

Process

The SSSS will seek to compliment current will not seek to duplicate meeting forums that presently exist to manage crime and ASB.

Definition of terms

- **SSSS** – Student Street Support Scheme
- **CSP** – Community Safety Partnership
- **ASB** – Anti-Social Behaviour
- **LCDG** - Loughborough Central Delivery Group

6.2 Appendix 3 - Student Street Support Scheme – Operational Plan

Objectives	Quarterly Updates to include quantitative and qualitative data, themes, trends, positive outcomes and areas for SSSS to work on	Individual responsible	RAG rating
Deliver patrols targeted in line with operational need during the academic year	Q3	JA	
	Q4	JA	
	Q1	JA	
	Q2	JA	
Deliver leaflet drops targeted in line with operational need during the academic year, to reassure stakeholders of SSSS presence	Q3	JA	
	Q4	JA	
	Q1	JA	
	Q2	JA	
Social media posts including a social media welcome for students, promoting positive desirable behaviours	Q3	JA	
	Q4	JA	
	Q1	JA	
	Q2	JA	
Deploy student ambassadors at key events in line with operational need during the academic year including participation on patrols or hosting stalls in locations students visit to raise awareness of positive desirable behaviours	Q3	JA	
	Q4	JA	
	Q1	JA	
	Q2	JA	

Facilitate daytime Student Street Support Scheme door-knock exercise in line with operational need, under the theme of responsibly disposing of rubbish. Exercise is to be repeated on a cyclical basis throughout the academic year, targeting high-risk periods such as fresher's week	Q3	JA	
	Q4	JA	
	Q1	JA	
	Q2	JA	
Additional work identified during the academic year which the SSSS has delivered or contributed to	Q3	All	
	Q4	All	
	Q1	All	
	Q2	All	
Quarterly finance tracking of SSSS costs	Q3	AF	
	Q4	AF	
	Q1	AF	
	Q2	AF	

CHARNWOOD COMMUNITY SAFETY PARTNERSHIP REPORT

ITEM 11

Organisation	OPCC	Author	James O’Connell	Date	07/10/2024
Subject Title	People Zones				
Summary <i>(Purpose, background & context for the report update)</i>	<p>People Zones vision is to grow safer communities by building strengths, creating connections and empower everyone to play a role.</p> <p>Following an Asset Based Community Development (ABCD) approach, focusing on the strengths of the Bell Foundry area and highlighting its assets, People Zones aims collaborate with the community and local organisations to enhance their resilience in becoming stronger, safer, and self-sustaining</p> <p>The Bell Foundry People Zone is one of three across LLR and is an initiative funded by the Office of the Police and Crime Commissioner (OPCC). Having originally started in 2018, in 2022 People Zones was refreshed and refocussed with a dedicated team. James O’Connell is the Community Development Officer (CDO) for the Bell Foundry People Zone.</p> <p>At the end of 2022, the Bell Foundry Research Report highlighted the following themes that have dictated the direction focus:</p> <ul style="list-style-type: none"> - Health and Wellbeing - Community Safety - Pride of Place - Celebrating the People <p>These key themes underpin the Bell Foundry People Zone Grant Fund and projects relate specifically to them. Since 2022, we have funded 12 projects to the total of £73, 132.52</p> <p>These include:</p> <ul style="list-style-type: none"> - The Marios Tinenti Centre: <ul style="list-style-type: none"> o MTC Gardening Group – ‘Back to the Fuchsias’ o MTC Leisure Pass Group o MTC Community Grants o Building Community Confidence o Tackling Men’s Inequalities - 10th Loughborough Brownies – Youth Outreach Project - Fearon Hall – ‘Stories of Kindness’ - ZamZam Unlimited Possibilities – ‘SmartScenes Studios’ 				

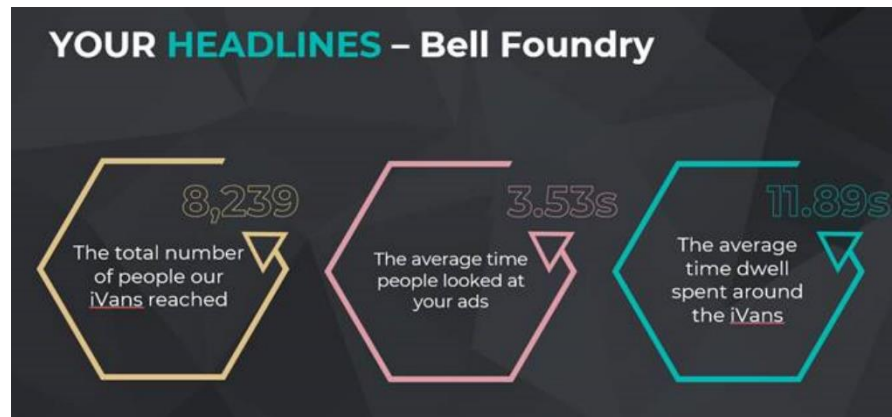
	<ul style="list-style-type: none"> - Crimestoppers UK – Crimestopper Zones - Loughborough Wellbeing Centre – De-Stress Club - Limehurst Academy – Wellbeing hub - Cobden Primary School – Cobden Community Garden <p>In September 2022, a Designing Out Crime Officer (DOCO) visited the Bell Foundry area and created the attached report with recommendations relating to improving the safety of the area. This was submitted to Charnwood Borough Council (CBC) representatives in January 2023 and subsequently, the CSP in April 2023.</p> <p>CBC assessed 80% of the recommendations as feasible in June '23 & in April '24, agreed to progress with a pilot bin store height reduction programme, to be carried out in collaboration with Leicestershire Probation Trust's, Community Payback team, with funding from People Zones.</p>
<p>Recommendations <i>(Any recommendations for the CSP to consider)</i></p>	<p>This report is for update purposes</p>
<p>Performance Data <i>(Insert any relevant performance data)</i></p>	<p><u>Bell Foundry People Zone Grant Fund</u></p> <p>Round 1 of the People Zone Grant Fund closed on Friday 2nd August. Of 2 bids from the Bell Foundry People Zone, 1 met the threshold. Cobden Primary School's 'Community Garden' plans to develop a garden space with students for them to have a sense of pride and ownership in. The aim is to improve the health and wellbeing of all students, and their families, with a particular focus on targeting those that have additional vulnerabilities.</p> <p>This project forms part of a wider collaboration with Public Health's Trauma Informed Officer, that also sees collaboration between Limehurst Academy, who have also benefitted from Loughborough Wellbeing Centre's PZ Grant Funded project for CYP of the Bell Foundry, 'De-Stress Club', which is operated by Regul8.</p> <p>Round 2 of the People Zone Grant Fund opened on Monday 30th September & is open for 4 weeks until 5pm on Monday 28th October. The final round will launch for 4 weeks from 6th January '25 & will be announced 4 weeks prior to launch</p> <p>All relevant guidance and documentation is available all year round via Funding People Zones. The months for Rounds 2 & 3 will be:</p> <p><u>Community Payback</u></p> <p>After some initial success of CP projects in the area, the team await further direction from CBC in relation to additional projects within the Bell Foundry, with particular attention given to the bin store height reduction pilot. Director of Strategy, Partnerships & Commissioning for the OPCC is liaising directly with Director of Housing & Wellbeing for CBC, Peter Oliver.</p>

Crimestopper Zones

Crimestopper Zones were launched across all 3 People Zones earlier this year. Although initial results during & immediately after the Bell Foundry campaign saw zero reports, with the materials remaining within the community since then, numbers have started to increase around things like Domestic Abuse and Drug Trafficking and Supply. However, data available between 18/12/2023 – 30/06/2024 indicate a total of 3 reports, compared to 14 and 112 in New Parks and Thringstone & Whitwick respectively.

The Advan we commissioned to tour around Loughborough in August reached 8, 239 people across the day

- The van visited Warwick Way with ASB, illegal motorbiking, and drugs related materials
- The van visited Bell Foundry with only drug related materials



Priority 1 – Safeguarding communities from abuse and violent offences

Update/s - including specific work, initiatives, projects etc. that contribute to priority 1

Crimestoppers Zones

A drug focused campaign that included materials on County Lines, vulnerability to things such as cuckooing, and youth centric focus from Fearless was rolled out between 13/08/2024 – 26/08/2024 via social media, leaflets, and a project pack that was distributed to all partners for their comms support.

The final campaign of this project is focused on domestic abuse and VAWG & will launch for 1 week from 10/10/2024 – 16/10/2024. There will be a further social media campaign & partner pack that can be shared across your networks. Leaflets will be left at community hubs rather than posted through doors due to potential vulnerabilities of victims. These topics were decided on based on emerging themes, crime data, and discussions via the Bell Foundry People Zone steering group

	<p><u>DOCO</u></p> <p>This project is assessed to support and safeguard the community from abuse and violent offences. Aspects relating to bin store height and location, for example, are seen to contribute to this. Funding previously awarded to the MTC to support with target hardening equipment to vulnerable members of the community will further impact this</p>
<p>Priority 2 – To reduce the harm caused by youth ASB and youth crime</p>	
<p>Update/s - including specific work, initiatives, projects etc. that contribute to priority 2</p>	<p><u>Crimestoppers Zones</u></p> <p>Continued presence of materials in the community, supported by recent Ad Van driving around Loughborough with materials relating to drugs and ASB linked to illegal use of motorbikes is aimed at reducing harm caused by youth ASB & youth crime</p> <p>Fearless sessions will be available for partners to engage with as part of these recent campaigns & the learning is available for schools / students as well.</p> <p>Materials relating to Fearless is available via the People Zone Crimestoppers Partner Pack.</p>
<p>Priority 3 – To reduce criminal exploitation</p>	
<p>Update/s - including specific work, initiatives, projects etc. that contribute to priority 3</p>	<p>The very ethos of People Zones is to grow safer communities by building strengths, creating connections, and empowering everyone to play a role, with many of our projects aimed to build resilience amongst the community, with recent Crimestoppers campaigns targeting county lines, cuckooing, and drug dealing in particular, enabling residents to report crime completely anonymously to support a reduction in criminal exploitation.</p>
<p>Priority 4 – To deliver statutory duties: Preventing Extremism; Community Triggers; Tackling substance misuse; Serious Violence Duty; Domestic Homicide Reviews.</p>	
<p>Update/s - including specific work, initiatives, projects etc. that contribute to priority 4</p>	<p>Grant funded projects aim to tackle key themes such as community safety and substance misuse. Local partners and project leads engaging regularly via steering groups assists with greater collaboration towards these aims.</p>
<p>Budget / Resource Implications</p>	<p>n/a</p>

<p>Any key risks / issues</p>	
<p>Planned activity in the next Quarter – <i>include any specific work, initiatives, projects etc that will contribute to above CSP themes and priorities</i></p>	<ul style="list-style-type: none"> - Continue to work with and support grant funded projects, particularly those at the MTC in order to increase opportunities for residents of the Bell Foundry community & to develop resilience - Aiming to progress with Community Payback initiatives - Work with CBC towards the area improvement project linked to the DOCO
<p>Any other update, developments, achievements, challenges / opportunities</p>	<p>All project updates and documents as detailed above can be found at: People Zones Leicester, Leicestershire & Rutland</p> <p>We are now on social media, please give us a follow to keep up to date with what’s going on: Leicpeoplezones Facebook</p> <p>The Bell Foundry People Zone Asset Map is embedded into the above web page but can also accessed and utilised at: Project: Bell Foundry People Zone People Zones - Community Maps</p> <p>If anyone wishes to discuss how to access and use this map within your organisation, please contact me on James.OConnell@leics.police.uk</p>
<p>Gaps/Support Required</p>	<ul style="list-style-type: none"> - Comms to utilise Partner Packs & comms plans to highlight the positive developments within the Bell Foundry People Zones, support the community, and reduce crime

Charnwood Community Safety Partnership

October 2024

Public Health update

Teen Health Service

1. The Teen Health 11-19 Service provides support through secondary school Health and Wellbeing Officer's (HWO's), providing early intervention/prevention work focussing on areas such as: improving mental health and emotional wellbeing, healthy relationships, substance use, improving health behaviours and reducing risk taking. During April -June 2024, 538 referrals were received, requesting teen health support and 902 young people were seen at drop-in sessions.
2. 155 young people took part in the new group "Risk Avert", an evidence-based group work programme for years 8/9 with a focus on low-level risk-taking behaviour. Risk Avert aims to support young people to identify coping skills and strategies to support independent decision making and is a 6-week programme focussing on understanding and managing negative risk taking behaviour with a focus on emotional wellbeing.
3. Moving forward, the teen health offer will be available in post 16 settings allowing for easier access across the county for young people aged 11-19. A young parent worker joined the service in September to work closely with providers and services to ensure streamlined support and accessibility for young parents in the early stages of pregnancy, and the first 1001 days, in collaboration with Family help.

Substance Misuse

4. Turning Point deliver the Integrated Substance Misuse Treatment and Recovery Service and work with anyone who is affected by drugs or alcohol regardless of age. Further information, including how to refer is available via www.turning-point.co.uk/service
5. Free training for professionals is available to enhance knowledge about substances, including both alcohol and drug use and misuse. Open to all professionals who work within Leicestershire & Rutland, the training will be delivered online via Microsoft Teams. Book your place now via Eventbrite - [Substance Awareness Training for Professionals Tickets](#) and contact Janice Conlon with any questions or queries. The following dates are available:
 - a. Thursday 6th February 2025 - 10.00-12.00
 - b. Tuesday 17th June 2025 - 10.00-12.00
 - c. Tuesday 23rd September 2025 - 10.00-12.00
6. The Substance Use Harm Reduction and Engagement conference is planned for the 5th November. The event is aimed at those who link in with Substance use, directly or indirectly, in front facing roles or roles that influence pathways. The schedule is below. Please book on and share with any relevant contacts - <https://www.eventbrite.co.uk/e/substance-use-harm-reduction-and-engagement-conference-tickets-1006847206097?aff=oddtcreator>

Public Health's Substance Use Harm Reduction & Engagement Conference Schedule

Tuesday 5 November 2024

9.30AM Arrival, Networking, Teas & Coffees

10AM Welcome | Leicestershire County Council

Morning session - Harm Reduction

10.20AM Local drugs update | Leicestershire Police

10.50AM Update on death panel | Leicestershire County Council

11.05AM What is the Local Drug Information System (LDIS)?

11.20AM Engagement Session 1 - Demand & Access | Delegates

12.30PM Lunch & Networking

Afternoon session - Services & Partnership Working

1.30PM Substance Use Offer | Turning Point

2PM Engagement Session 2 - Needs & Recovery | Delegates

3PM Substance Use Harm Reduction Network | Leicestershire
County Council

3.30PM Young Persons Working Group | Leicestershire County
Council

3.45PM Q&A Panel

4.15PM Closing Statement



Domestic Abuse

7. The RISE Domestic Abuse Perpetrator Early Intervention Service (PIPA) contract reaches its end date in December 2024. The last date for referrals into the service is 31st October 2024. Any individuals referred before this date will still receive support for the duration of the programme. A final report of the programme's impact in Leicestershire will be compiled and shared.

Integrated Lifestyle Service (ILS)

8. The ILS co-ordinates the County Council's services that support the healthy lifestyles of Leicestershire's residents. Quit Ready is the tailored stop smoking programme and has recently recruited two 'Young Persons Stop Smoking Specialists'.
9. Although still in its infancy the intention is to work with 12-17 year olds (with the potential to work with Year 6), offer 1:1s, drop ins, smoking cessation sessions and vaping advice. There will be professionals training, support with policy writing, and also plans to reach children not currently in education or in alternative placements. Please contact quitreadyYP@leics.gov.uk to explore the offer further.

Mental Health Friendly Places


10. There are currently 16 organisations signed up to the programme across Charnwood. On suicide prevention day in September, together with the LPT Neighbourhood Lead, Local Area Co-Ordinator and Charnwood Community MH team, an event was held at J23 Truck Stop. The aim was to raise awareness about mental health and get an insight into the support truck drivers receive. A further event is planned for November around Men's mental health.
11. On the 12th Oct, there is an event at Shepshed Dynamo Football Club to promote Mental Health. Raising awareness of mental health specifically at this location is important, and is a focus of the suicide prevention high risk location work.
12. Further information on Mental Health Friendly Places can be found at the following website: <https://www.startaconversation.co.uk/mental-health-friendly-places>

Trauma Informed Schools

13. An event for senior leaders on school staff wellbeing was held on 27th September, hosted by the Cedars. Minds Ahead (A charity focusing on school wellbeing) presented, and the Educational Psychology team launched a new reflective resource for schools to support wellbeing. This is being piloted in a few schools to begin with. Feedback was very positive.
14. A trauma informed policy guidance document is being developed in partnership with school, LA staff and Attachment Research Community trustees. The aim is to launch in January 2025.
15. Work is starting on a collaboration to improve attendance due to the increase in children who are not attending school. The Trauma Informed Schools Officer, Inclusion, youth justice education worker and VRN are supporting schools to work with parent and carers more proactively, understanding barriers and using solution focused approaches. Focusing on whole communities and learning from practice in Charnwood, the initial project will be looking at schools in Coalville/NW Leics.
16. Parent workshops with Family Lives will focus on areas such as anxiety, coping with challenging teenager behaviour and self-esteem. There will be one once a month for three months, inviting parents into school to support parents to feel comfortable with staff and also to talk to each other to realise they are not on their own.

This is a brief summary of services delivered and commissioned by Public Health that align with CSP priorities – for a more in-depth discussion or any further questions please contact jo.hewitt@leics.gov.uk

CHARNWOOD COMMUNITY SAFETY PARTNERSHIP REPORT

Organisation	Leicestershire Fire & Rescue Service	Author	Station Manager Graham Surridge	Date	1 st October 2024
Subject Title	Fire & Rescue Update				
Summary <i>(Purpose, background & context for the report update)</i>	To provide the CSP with a report regarding fire service-related incidents and the initiatives being undertaken to make our communities safer.				
Recommendations <i>(Any recommendations for the CSP to consider)</i>	NA				
Performance Data <i>(Insert any relevant performance data)</i>	 CRMP - Our Plan 2024-2028.pdf				
Theme 1 – Making Communities Safer					
Priority 1 – Prevent and disrupt criminality focusing on reducing All Crime, creating safer communities, free from harm and violence Priority 2 – Proactively tackle all ASB with a focus on reducing alcohol / substance misuse related incidents and street related ASB					
Update/s - including specific work, initiatives, projects etc. that contribute to Theme 1	ASB – (fire related). Initiative undertaken at various schools and colleges within the Charnwood District to educate young people on the dangers of fire setting, arson and being associated with groups of people who may engage in this activity. Aim to continue in 2025. Water safety – MOD 3 DEFRA swift water rescue training now almost complete for Loughborough personnel and Birstall to receive same in October / November. Increased provision of water rescue equipment in Charnwood district. Community safety day (fire and road safety event being planned for Autumn to take place at Loughborough station).				
Theme 2 – Protecting Vulnerable People					
Priority 3 – Prevent violence and exploitation whilst supporting victims: including criminal exploitation, serious violence, domestic / sexual violence, abuse, modern slavery and human trafficking Priority 4 – Prevent people from being drawn into terrorism and take positive action in respect of hate crime					

<p>Update/s - including specific work, initiatives, projects etc. that contribute to Theme 2</p>	<p>Provide Home Safety Checks to the vulnerable to promote fire safety within the home and identify any other issues which may result in referrals to partner agencies.</p> <p>Joint Farm Fire Safety initiative with the Rural Policing team – provide information around fire safety on farms and offer home safety checks for what can be seen as a vulnerable group due to isolated locations.</p>
<p>Theme 3 – Improving Community Confidence, Engagement and Cohesion</p> <p>Priority 5 – Build stronger cohesive communities with a focus on increasing community confidence</p>	
<p>Update/s - including specific work, initiatives, projects etc. that contribute to Theme 3</p>	<p>Post incident responses following significant incidents to provide information and safety messages.</p> <p>Increased social media footprint for safety messaging (water, fire, road). Facebook outreach has increased station audience by over 100,000 views.</p>
<p>Budget / Resource Implications</p>	<p>Budget within our current allowance and resourced for Loughborough, Birstall and Shepshed fire stations.</p>
<p>Any key risks / issues</p>	<p>NA</p>
<p>Planned activity in the next Quarter – include any specific work, initiatives, projects etc. that will contribute to above CSP themes and priorities</p>	<p>Continued progress in line with the Fire Service CRMP 2024-2028 and the specific station District Plans for 2024-2025</p> <p>increase in Road Traffic Collision’s (RTC). The re instatement of the Charnwood Road Safety Committee (cancelled during Covid) will assist in identifying trends and what joint actions can be taken to reduce themes. Joint initiatives being discussed with Police and other stakeholders to reduce risk from car cruise events. Stations broadening social media reach further to proliferate road safety messaging to all areas, urban and rural.</p>
<p>Any other update, developments, achievements, challenges / opportunities</p>	<p>Challenge to address ASB within the Charnwood District, specifically within the Loughborough area. School and College initiatives to continue in 2024/25 where possible to maintain reduction in deliberate fires.</p>

**Gaps/Support
Required**

Any assistance from partner agencies to work collaboratively to identify vulnerable people within the Charnwood District to enable home safety checks to be delivered.



Our Plan

Community Risk Management Plan
2024 – 2028



SAFER PEOPLE
SAFER PLACES

PROFESSIONAL • POSITIVE • HONEST



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Foreword

Our purpose is **Safer People, Safer Places** in both our communities and our workplaces. This Community Risk Management Plan sets out how we will achieve this. We must understand who our service users are and what services they need to ensure we can continue to deliver a well-managed service, focused on their needs and to direct our resources efficiently and effectively. This plan describes our service priorities and aims; departmental and district plans will detail how we will successfully achieve our desired outcomes. Our prevention, protection and response teams will continue to manage the number and impact of incidents and will react effectively when they do happen. Our support teams will enable prevention, protection and response to deliver. Our communities must feel safe and confident in accessing the quality service we provide, and equality be assured in the way in which we deliver it. We've agreed a range of activities within our plan to make sure we continue to achieve our statutory duties and deliver an excellent fire and rescue service for our communities.

Callum Faint
Chief Fire and Rescue Officer

Nicholas Rushton
Chair of the Combined Fire Authority

What is a Community Risk Management Plan/Our Plan and what are we wanting to achieve?

Risk management planning within Fire and Rescue Services is supported by Government legislation.

The Fire and Rescue National Framework for England (2018) and the National Fire Chief Council (NFCC) both include guidance and advice on how to undertake risk management planning effectively.

The National Framework refers to the traditional Integrated Risk Management Plan (IRMP) which states: An IRMP must assess all foreseeable fire and rescue related risks to our communities and put in place arrangements to respond to and deal with them.

The more recent Fire Standards Board Fire Standard for Community Risk Management Planning (CRMP) states that a fire and rescue service must assess foreseeable community related risks and use this knowledge to decide how those risks will be mitigated.

This CRMP, based primarily on the NFCC Strategic Framework approach focuses on three themes which need to be effectively completed to ensure a robust planning process is in place.

The planning needs to consider the use of **Data and Business Intelligence**, ensure that all activities have the appropriate **Equality Impact Assessments** in place and there is suitable **Stakeholder and Public Engagement** on the plan.

The Strategic Framework then has five main components which include:

Defining Scope

Understanding and explaining what the CRMP process is seeking to achieve

Hazard Identification

The process of recognising and describing hazards the CRMP process needs to mitigate

Risk Analysis

The process within the CRMP where the risk level on an identified hazard is determined

Decision Making

Key CRMP decisions required to ensure appropriate control measures are implemented to mitigate the risks identified

Evaluation

Provides assurance that the CRMP is achieving the desired outcome

Purpose

Our purpose **defines our scope** and describes what we are all working towards and is at the heart of everything we do as a Service:

Safer People, Safer Places

We aim to:

-  **prevent incidents from happening**
-  **limit their impact when they do happen**
-  **respond in the right way at the right time when we're needed**

We want our staff, partners and communities to work for, with and alongside us, to create safer people and safer places.

Leicestershire Fire and Rescue Service

Leicester, Leicestershire and Rutland cover an area of more than 979 square miles. It has a network of major motorways, an international airport, large scale businesses, buildings of historical importance and protected wildlife sites. It has a mix of urban, semi-rural and rural localities.

The population is growing and ageing. At present it stands at just over 1.1 million people living in over 430,000 domestic properties. There are over 45,000 business premises.

Leicester, Leicestershire and Rutland is diverse and multicultural, with varying degrees of affluence and social deprivation. About 25% of the population are from minority ethnic communities, with Leicester City having the highest proportion of Black, Asian and mixed-race communities at 55%.

The Combined Fire Authority

The Leicester, Leicestershire and Rutland Combined Fire Authority (CFA) govern the fire and rescue service. The CFA is responsible for delivering both an effective fire and rescue service to Leicester, Leicestershire and Rutland and this Community Risk Management Plan (CRMP).

It provides clear leadership for residents and communities to ensure we operate with transparency and accountability.

Our Fire and Rescue Stations and Firefighting Vehicles

We attend and resolve over 8,000 emergency incidents each year across a wide and varied nature, including; fires in buildings, complex rescue incidents involving road traffic collisions, hazardous materials, buildings collapsing and rescuing people from water.






































Changes are already taking place in relation to addressing a risk highlighted in the last IRMP relating to the use of the Day Crewing Plus (DCP) Duty System, and resolving how it is not compliant with the Health and Safety Executive (HSE) guidelines. Five DCP stations are having different working patterns implemented (Birstall, Coalville, Hinckley, Oakham and Wigston). These have been approved by the CFA.

The changes ensure compliance with the HSE and will be implemented by 2025. None of the agreed changes impact the level of service being provided to the communities in those Station areas. Castle Donington is the only exception to this, therefore, we have consulted on changes at this station as part of the CRMP.

Key Facts

-  **20 fire stations**
-  **a fleet of fire engines and other operational vehicles**
-  **700 staff (562 firefighters)**
-  **8,000 emergency incidents attended each year**
-  **979 square miles coverage**
-  **over 1.1 million people**
-  **over 430,000 domestic properties**
-  **over 45,000 business premises**

Our Fire Stations and Firefighting Vehicles

<p> Wholetime</p> <p>Birstall (DCP moving to 2-2-4) </p> <p>Castle Donington (Proposal - DCP moving to Day Crewing with overnight cover) </p> <p>Central  </p> <p>Eastern  </p> <p>Loughborough (Proposal - New On-Call section) Additional Tactical Response Vehicle (TRV) moving to Castle Donington at night  </p>	<p> Wholetime</p> <p>Southern </p> <p>Western (Proposal - Additional TRV moving to Castle Donington at night) </p>
<p>  Wholetime and On-Call</p> <p>Coalville (DCP moved to 24/7 self-rostering)  </p> <p>Hinckley (DCP moving to 24/7 self-rostering)  </p> <p>Oakham (DCP moving to 2-2-4)  </p> <p>Wigston (DCP moving to 24/7 self-rostering)  </p>	<p> On-Call</p> <p>Ashby </p> <p>Billesdon </p> <p>Kibworth </p> <p>Market Bosworth </p> <p>Uppingham </p> <p>Shepshed </p>
<p>  Wholetime during day and On-Call at night</p> <p>Lutterworth  </p> <p>Market Harborough  </p> <p>Melton Mowbray  </p>	

In total (as at 1 January 2024): 20 stations

Our Values and Behaviours

The values and behaviours of the Service should reflect how our people actually feel about working within LFRS.

His Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) recommended that **“the Service should ensure its values and behaviours are understood and demonstrated at all levels of the organisation”**

An initiative was undertaken in 2019, which included a number of activities designed to provide all members of staff the opportunity to contribute towards establishing an agreed set of values and behaviours for the Service. These included workshop events, a staff survey and advocates seeking the views of staff.

The outcome of these activities were the behaviours our staff most commonly admired and what we will strive to be. These are:












These will become what we are and be embedded throughout the Service by positively influencing recruitment, promotion, appraisals and performance management.

Equality Impact Assessments (EIAs)

All the proposed actions to deliver the five strategic aims within this plan have had Equality Impact Assessments undertaken. This focuses the Service on understanding diversity and ensures the needs of all demographics and protected characteristics are considered when providing an effective Fire and Rescue Service.

Additional attributes and meanings for each behaviour were identified for clarity, and these are:

<p>Professional</p> <ul style="list-style-type: none">  Competent  Reliable  Respectful
<p>Positive</p> <ul style="list-style-type: none">  Constructive  Confident  Enthusiastic
<p>Honest</p> <ul style="list-style-type: none">  Truthful  Trustworthy  Fair

Code of Ethics



The National Fire Chief’s Council and the Local Government Association have introduced a Core Code of Ethics (Core Code) Fire Standard, which is designed to guide all Fire and Rescue Service (FRS) employees in their day-to-day conduct, providing professional standards of practice and behaviour to carry out business honestly and with integrity and to underpin organisational culture. It provides the expectations for how employees should behave in any given situation, to assist with decision-making.

This code complements our own values and behaviours of Professional, Positive and Honest. Embedding it will assist the Service in addressing the findings within the recently published spotlight report by the HMICFRS into the Values and Culture within the Fire and Rescue Services.

Fire and Rescue Authorities (FRAs) and FRSs will strive to conduct all our activities efficiently, to the highest ethical standards and in compliance with legal obligations.

Ethics are a cornerstone of professionalism. Ethical behaviour is crucial to maintain public trust and confidence, and to continue to build a reputation which people value and are aware of. This Core Code will also support the fire and rescue service in improving the culture and the diversity within it, and will also ensure that an ethical approach is embedded into all areas of service.

The Core Code reflects best practice principles and has been designed to underpin the way we serve our communities, carry out our role, and work together. It is the common foundation across all services in England.

The FRS Core Code of Ethics identifies five primary ethical principles that are specifically applicable to the FRS. Each of these primary principles is described by a statement that, taken together, signify what good practice by all employees of the FRSs will look like. They lay out the precise forms of ethical conduct and behaviour that every FRS will adhere to in all its activities and in ensuring its employees, feel valued and respected.

The Five Fire and Rescue Service Ethical Principles

Putting Our Communities First: We put the interest of the public, the community and service users first.

Integrity: We act with integrity including being open, honest and consistent in everything we do.

Dignity and Respect: Making decisions objectively based on evidence, without discrimination or bias.

Leadership: We are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion (EDI): We continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Strategies, Aims and Outcomes

This CRMP contains (and has consulted on) the approach Leicestershire Fire and Rescue Service will take to ensure it achieves the successful delivery of the 5 ‘Aims’ of the 5 strategic areas within the Service. Our five strategies direct how we’ll achieve our aims and objectives. The strategies meet our legislative responsibilities, outline the challenges we face and how we plan to meet them.

Our Strategies and Our Aims

🔊 Safer Communities Strategy

Aim - Fewer incidents with reduced consequences

🔊 Response Strategy

Aim - Respond effectively to incidents

🔊 Finance and Resources Strategy

Aim - Deliver value for money quality services

🔊 People Strategy

Aim - An engaged and productive workforce

🔊 Governance Strategy

Aim - Provide assurance



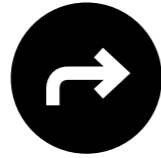
Prevention

We strongly believe prevention is better than cure. We recognise that risk reduction begins with safe behaviours at home, at work, or on the road. We work with local organisations and partners to identify those people who are more vulnerable and likely to be affected by fire and other emergencies. This is done by sharing information and risk profiling which leads to earlier identification of potential hazards and a reduction of risk to individuals, particular demographics, or communities.



Protection

We have a legal duty to give advice and enforce fire safety standards across a wide range of commercial and public buildings to keep people safe. The focus of our protection activity is guided by a combination of the features of the building, risks of the premises type, local and national incident trends, or fire safety concerns from our communities. We carry out a programme of inspections at a variety of buildings to ensure they are safe and compliant. We will then use a range of powers, up to legal action (enforcement) for any buildings needing it.



Response

There are times when prevention and protection activity cannot stop incidents from occurring, and when they do our priority is to ensure we can respond effectively to them. We send the right number of people with the right skills and the right equipment to manage and resolve the incident.



Resilience

We look to provide an effective emergency response service even when the levels of demand are high. To meet this requirement, we already have agreements in place with all our neighbouring fire and rescue services to provide mutual assistance and support. We are part of a national agreement and network of resources and can provide and receive support from all over the country.

In addition to the fire and rescue network of which we are a part of, we are also members of the Local Resilience Forum (LRF) and play a key role in the development and exercising of plans to deal with major incidents and risks across Leicester, Leicestershire and Rutland and those highlighted in the Community and National Risk Registers. This multi-agency approach ensures high levels of confidence in the emergency plans and business continuity arrangements we've developed.

Work with the LRF also encourages community resilience, working in collaboration with our partners to make our communities self-reliant and resilient in the event of an incident or challenging scenario e.g. severe weather, floods, snow, or water shortages.



Risk (Reviewing, Assessing, Managing) and Community Risk Model (CRM)

Hazard Identification and Risk Analysis - What is a risk?

For Community Risk Management Planning in the fire and rescue service, a risk is defined as:

A combination of the likelihood and consequences of hazardous events

The key terms are defined as follows:

Hazard - A potential source of harm

Hazardous Event - A potential event that can cause harm

Likelihood - The chance of something happening. May be described by the probability, frequency or uncertainty of events

Consequence - The outcome of an event. Specifically, the severity or extent of harm caused by an event

This technical definition links to the risk assessment process. It refers to "hazardous events", which are potential events that can cause harm. Fire and rescue services record actual incidents of these types and produce statistics on their frequency and consequence. However, "hazardous events" also include possible incidents that have not yet happened but might happen in the future.

What are Leicestershire Fire and Rescue Service's Community Risks/Hazards?

Our CRMP is designed to keep people and places safe and takes account of the hazardous events faced by our communities, including the likelihood and consequence of fires, road traffic collisions, flooding and collapsed buildings amongst others. It's focused on how best our resources can be used to manage and/or reduce and limit the risks.

Reviewing Our Risks - When we develop a

CRMP, we engage with multiple partners and use a variety of sources to review existing risks and identify new ones. These sources include historical incident data, demographic data, performance data, high risk location information, local development strategies and informed and expert opinions. We also consider the impact of wider changes in society, including government policy, economic growth, the environment and climate change, evolving communities, technological progress and the issues recently identified in relation to the culture within Fire and Rescue Services.

For our emergency response capability, the key areas we looked at were availability of resources, response times to incidents and the individual station demand profiles. We also considered our prevention and protection activities in our future planning, reviewing the use and allocation of our available resources to mitigate the impact of identified risks.

All this data and information helps us understand the needs of our communities, identify locations of potential peak demand, and assess our capacity to respond. It's also used to anticipate trends that may result in an increase in demand as well as opportunities to reduce the current levels.

! Risk (Reviewing, Assessing, Managing) and Community Risk Model (CRM)

Assessing Risks/Hazards

Our Community Risk Model (CRM) uses all this information to predict where a serious incident is more likely to occur, relative to other locations within our area. It combines the overall level of deprivation with historic incident data and identifies localities which are more likely to require our response, relative to other localities. The result is a broad view of risk at a locality level, which then informs our decisions about where we should best allocate our resources.

We've mapped our station locations on to the CRM to show how they are currently placed to reflect the potential hazards within our communities. The map shows how each locality has been given a risk category depending on the level and types of incidents attended and overall levels of deprivation. Incidents which are more likely to result in death or injury have been weighted higher.

Our community hazards, identified across all areas of the Service are detailed in each of the five Service Strategies. These strategies outline the challenges we face in each area, the hazards, how we plan to meet the challenge, and the specific actions the Service will complete to deliver this Community Risk Management Plan.

These hazards are recorded on the Service's Organisational Risk Register (ORR). Each hazard has been evaluated against our robust risk management process and involves the completion and analysis of a risk assessment template to understand the likelihood and consequence of the hazard. This informs the risk value and the management level required to manage the risk. The content of the ORR is reviewed regularly by the Strategic Leadership Team and The Corporate Governance Committee (which is attended by members of the CFA).

Additional risks affecting our communities can be located on the Local Resilience Forum, Leicester, Leicestershire and Rutland Community Risk Register or on the National Risk Register [National Risk Register](#).

Supporting Information and Data

The detailed data we use to support our decision making is detailed in Appendix 1. It is based on the last five years of information and informs us where the greatest risks are, the volume and profile of our incidents, where and when they are happening, what type of incidents are occurring and how quickly we can get to them. It also informs us where the prevention and protection activities are being undertaken, and the location of potential foreseeable risks.

Based on the data within the three maps below (and the additional data in Appendix 1), we are confident that the locations of our stations, and those of neighbouring services, best meet the community risks and foreseeable demand which the Service will have to respond to.

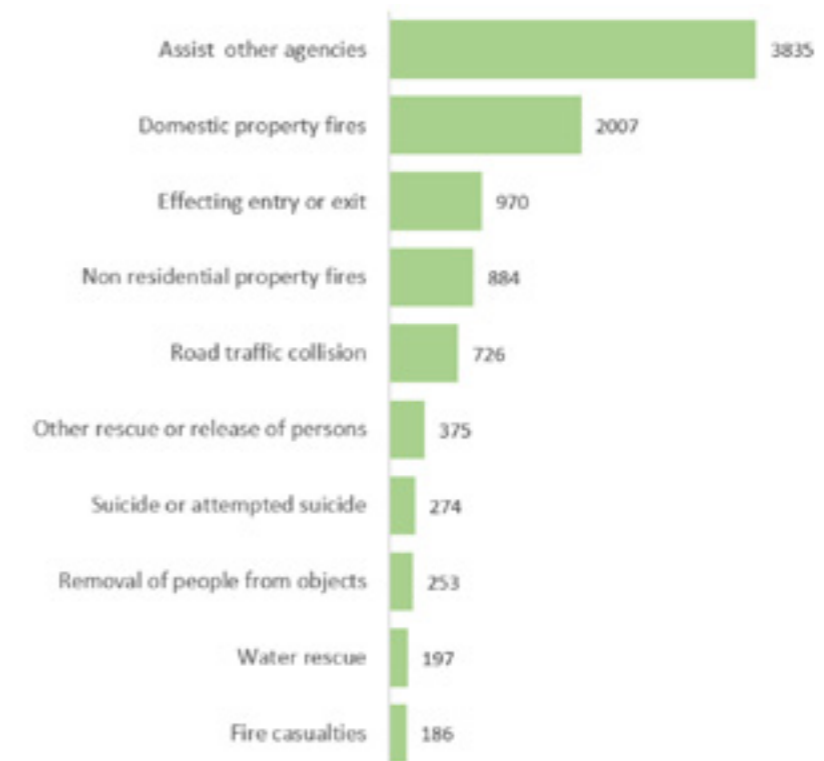
The previous 10-minute response time target to all life risk incidents, which includes the call handling time has been reviewed. By combining our historic incident and travel time data with academic research containing a literature review, The Service is comfortable that the 10-minute target is suitable for Primary Domestic Dwelling fires, with all "other types" of life risk incidents being attended in an average of 12 minutes, which is achievable for the majority of our life risk incidents.

The recommendations are appropriate and affordable based on the risk in the area. Alternative options would involve relocating the second fire engine from Eastern or Central stations in the city.

Community Risk Model

Background

The purpose of the Community Risk Model (CRM) is to identify locations where Leicestershire Fire and Rescue Service (LFRS) is more likely to attend life risk incidents. It is based on five years of incident data (Jan 2018 – Dec 2022) and combined with the indices of multiple deprivation.



Weightings

These incident types are grouped into five broad categories and are weighted based on the frequency of casualties resulting from them. The indices of multiple deprivation (a measure to identify deprived areas) and fire casualty variables are weighted based on professional judgement. The weightings are given below and total 100%.

- Road traffic collisions (extrications): **35%**
- Special service life risk: **25%**
- Indices of multiple deprivation: **20%**
- Domestic property fires: **10%**
- Non-domestic property fires: **5%**
- Fire casualties: **5%**

Change over Time

Compared to the model last used for Community Risk Management Planning in 2019, there has been an updated indices of multiple deprivation. There has been a continued decrease in property fires of between 5-15% but an increase in fire casualty incidents of 9%.

Conversely, the increasing trend in non-fire incidents has continued, with a 150% increase in assist other agencies. In addition, there has been over a 110% increase in water rescues, a 90% increase in suicides/ attempted suicides and over 80% increase in removing people from object related incidents.

Table 2. Number of LSOAs by Band and Associated Statistics

Band	Percentage of LSOAs	Number of LSOAs	Average Incidents per LSOA
Very High	Top 5%	31	45
High	Next 10%	61	27
Medium	Next 25%	153	19
Low	Next 40%	243	12
Very Low	Bottom 20%	122	7

Interpreting the Risk Model

The risk model shows which places are more at risk, relative to the whole of Leicester, Leicestershire and Rutland (LLR). This means that it shows for example that New Parks in Leicester is higher risk than Oakham in Rutland.

The model provides a generalised view of risk in an area and does not consider personal circumstances such as level of vulnerability. This means, not everyone living in a higher risk area is equally high risk and not everyone in lower risk areas are low risk.

The model now uses the nationally defined set of risk bands which is set out below. It describes the bands in terms of Lower Super Output Areas (LSOAs), these are the small areas used to calculate statistics of which LLR has 611. Each of these small areas has an average population of 1,500 people.

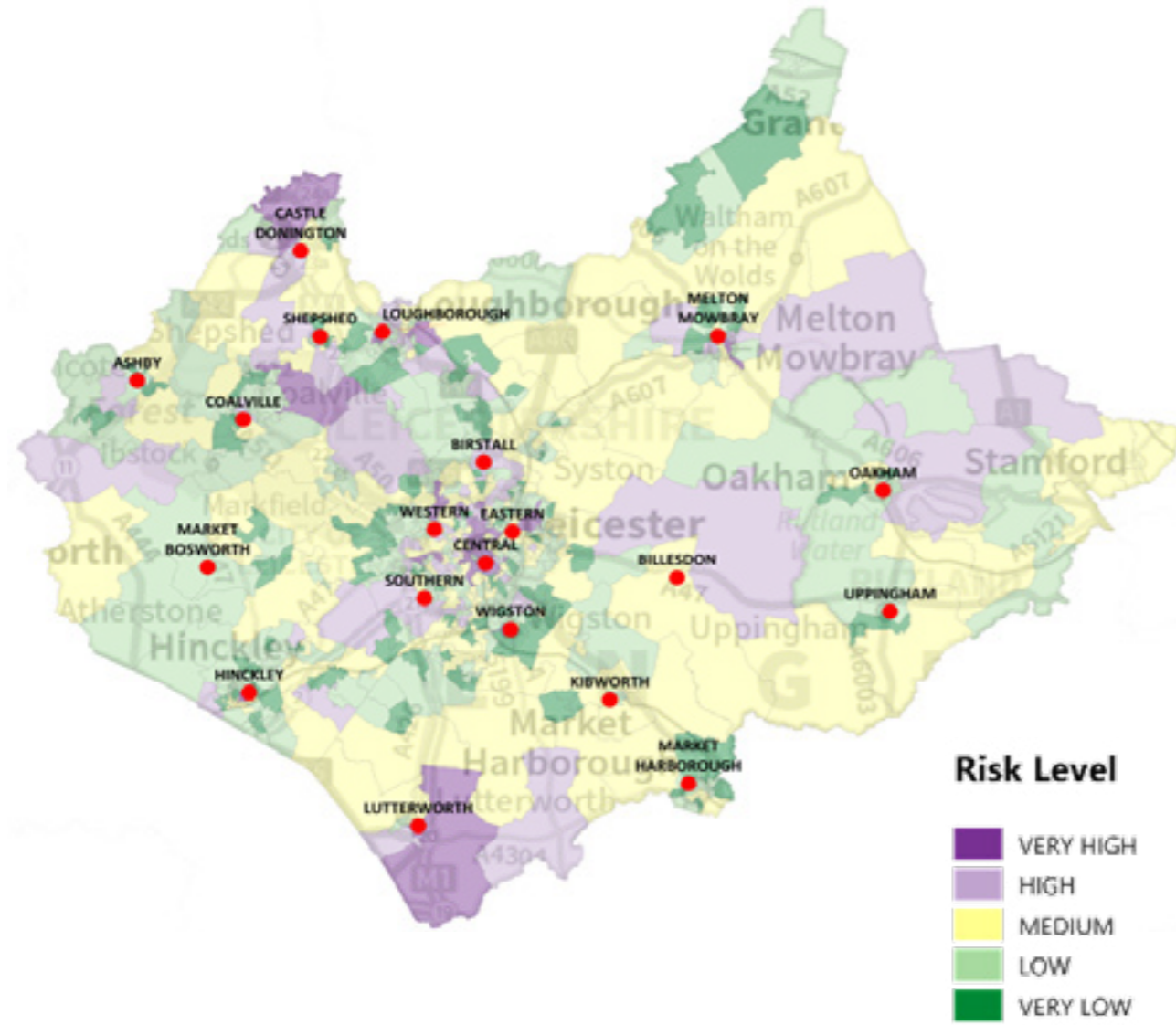
Table 3 shows the spread of risk by local authority, the darker the shading the higher the percentage of areas in the local authority for the corresponding risk category.

Table 3. The percentage of areas by risk category by local authority

District	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW
Blaby	0%	8%	18%	47%	27%
Charnwood	3%	14%	20%	39%	23%
Harborough	4%	6%	34%	30%	26%
Hinckley and Bosworth	2%	3%	23%	47%	26%
Leicester	11%	13%	33%	34%	9%
Melton	3%	13%	30%	33%	20%
North West Leicestershire	3%	9%	14%	60%	14%
Oadby and Wigston	3%	6%	11%	25%	56%
Rutland	0%	9%	30%	48%	13%

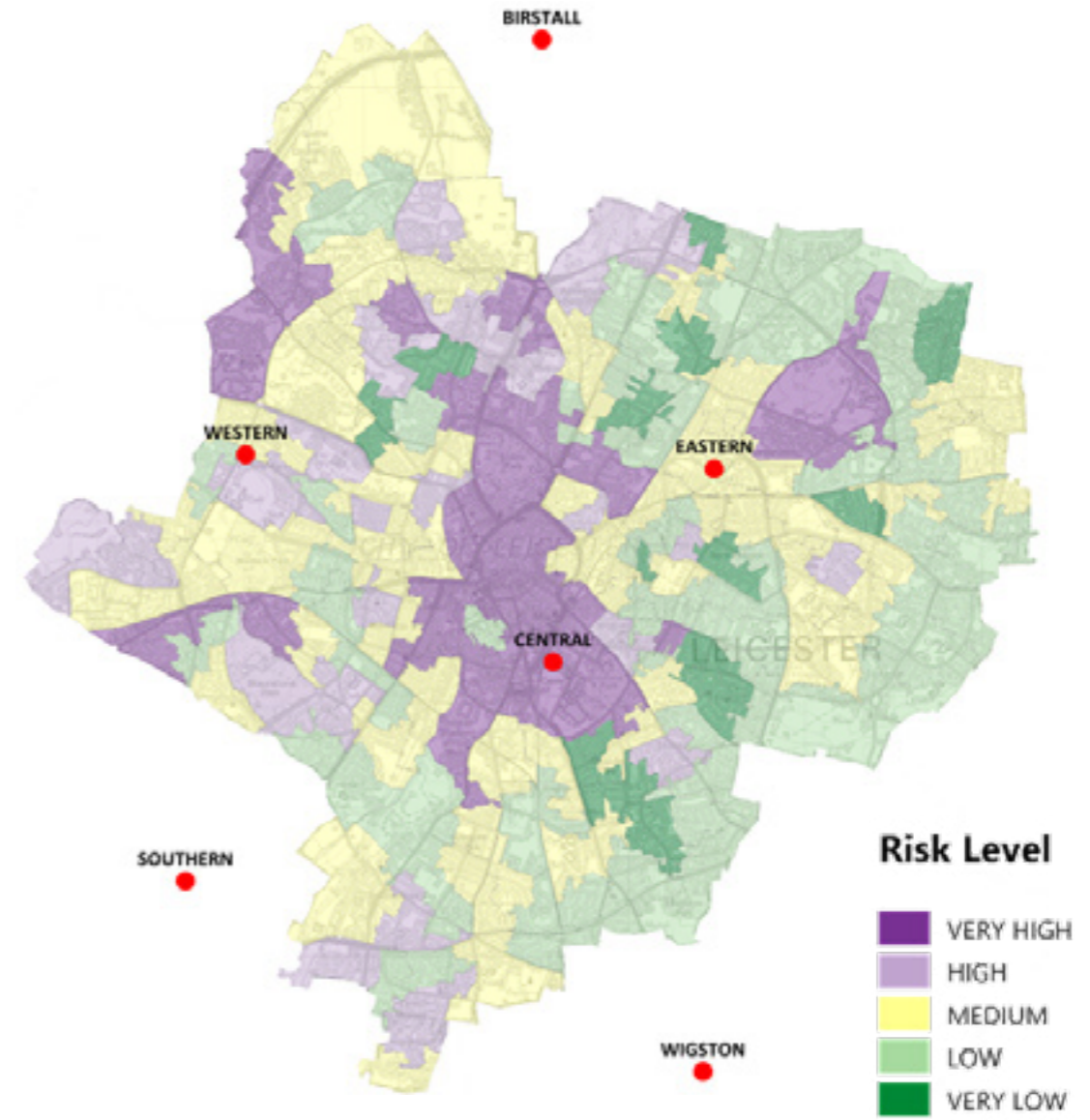
Map 1. Community Risk Model

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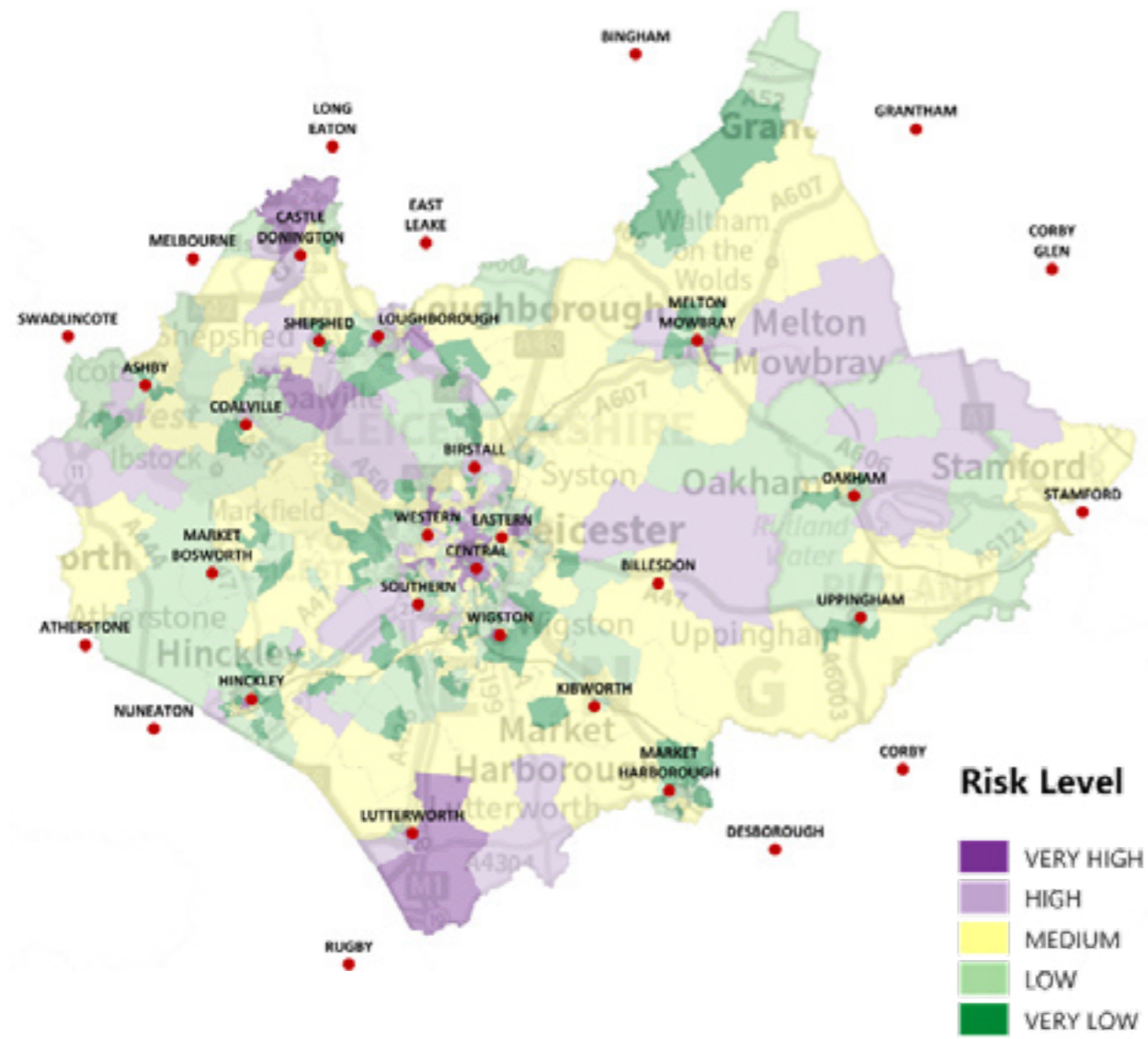
Map 2. Community Risk Model - Leicester

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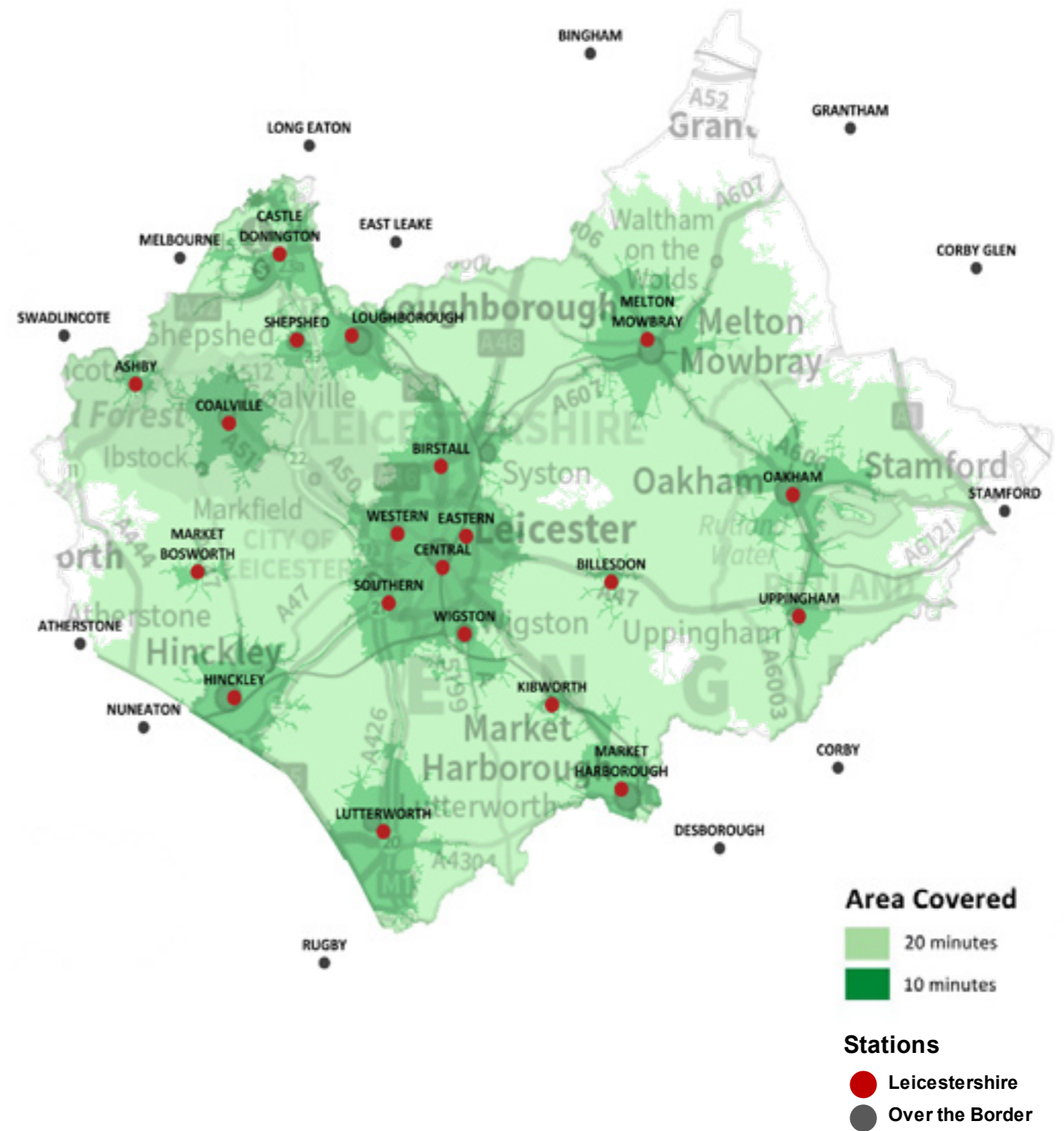
Map 3. Community Risk Model – Selected Over the Border Stations

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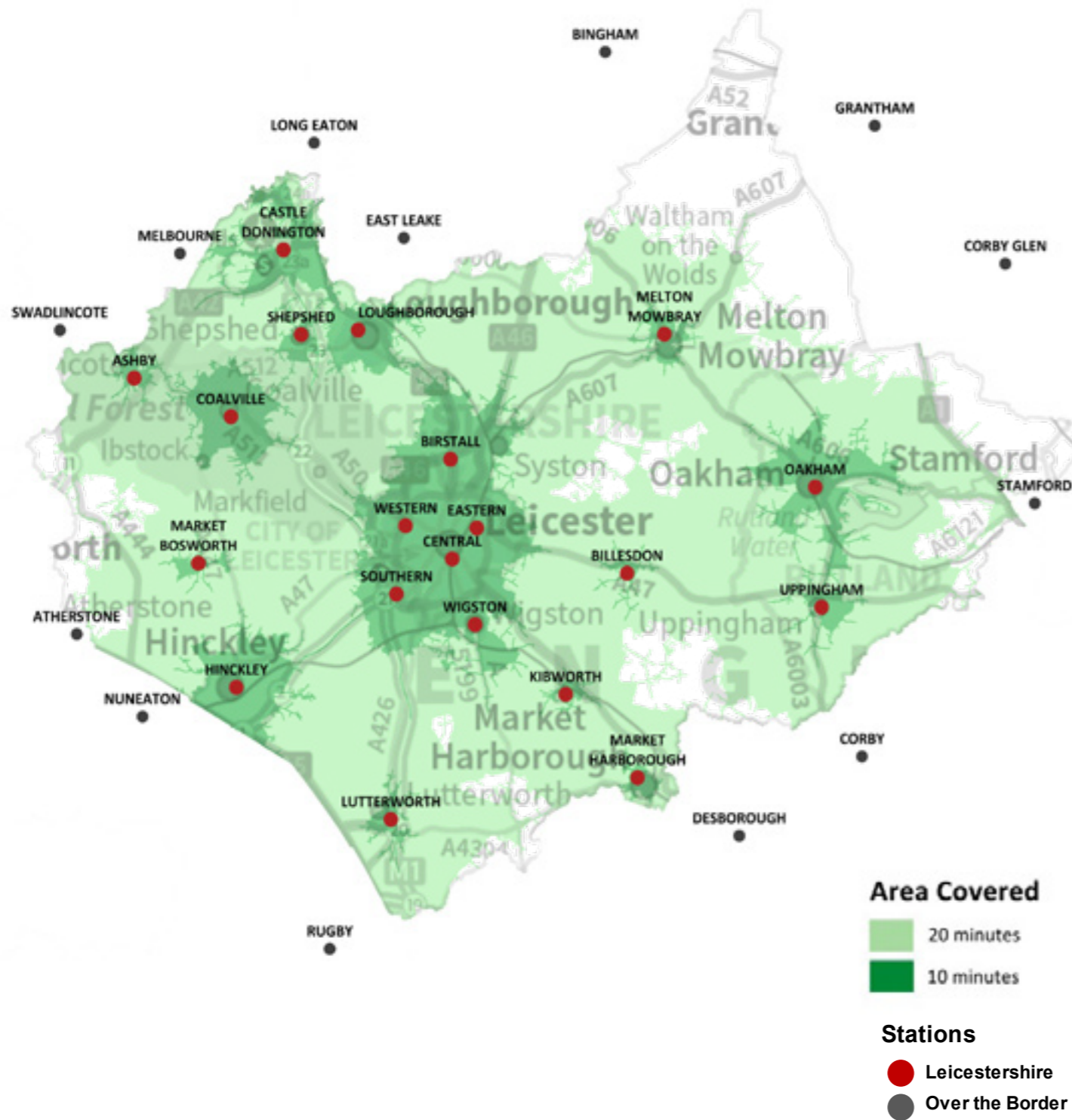
Map 4. 10 and 20 Minute Modelled Response Times in the Daytime

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Map 5. 10 and 20 Minute Modelled Response Times in the Night-time

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Safer Communities Strategy

The Aim: Fewer incidents with reduced consequences

- Targeted prevention, protection and resilience activities.
- Manage business and community risk effectively.
- Effective partnership working.

The Challenge:

Fire deaths and injuries have a strong link with social deprivation and the health and wellbeing of individuals. Fire has more of an impact on the elderly and vulnerable groups within our community. Reducing these risks represents a sizeable challenge, particularly when set against an ageing population.

Putting communities first, we need to continue to identify and engage with those who are vulnerable to fire and other emergencies. We need to deliver risk-based prevention and protection activities and reduce the likelihood and consequences of these emergencies.

We want to deliver effective services in all our communities with a person-centred approach. We will do this by working with partners, evaluating and improving our engagement with communities and better understanding their needs. To do this efficiently we need to develop our staff, make best use of resources and review partnership activities, in particular the Serious Violence Duty.

We must be prepared to meet any challenge that reduces our ability to keep our communities safe and secure. We will do this by planning for and responding to events that impact on our staff, our infrastructure, business functions and core services.

The diverse range of domestic properties, commercial and industrial sites as well as other infrastructure within our area present varying degrees of risk, not just limited to fire. We will continue to learn from national and local incidents when developing our operational preparedness. We will ensure that our staff have access to accurate, relevant and timely information and work with partners to assist us to mitigate the impact of emergencies when they occur.

The Hazards:

- A lack of collaboration/partnership working could prevent accurate, timely information/activities being shared to enable effective interventions.
- Failure to engage effectively increases the risk of information and help not being received by those who would benefit from it most.
- Failure to deliver an effective Fire Protection Risk-Based Inspection Programme, quality Home Safety Checks and community engagement work increases the risk to individuals and communities being affected by fire and rescue related incidents.



Safer Communities Strategy Cont'd

Meeting the challenge:

To meet the challenge, we will:

- ✓ Develop our staff to improve their productivity and effectiveness in delivering better outcomes for our communities.
- ✓ Deliver targeted, innovative safety education and inspections through skilled staff.
- ✓ Better understand our communities needs through improved engagement with them.
- ✓ Improve partnership working to enable us to identify, support and protect those vulnerable to emergencies.
- ✓ Work with partners to promote health and wellbeing of our communities to keep them safe and well, informing and warning them of risks that may occur.
- ✓ Identify and share organisational learning of local and national events to reduce the likelihood of reoccurrence.
- ✓ Make available accurate, relevant and timely risk information supporting prevention, protection and resilience activities.
- ✓ Improve our firefighting water testing capability ensuring an effective response to fires.
- ✓ Continually improve the health, safety and wellbeing culture.
- ✓ Continually monitor and evaluate the effectiveness of our activities.

Actions to deliver the 'Aim' of: Fewer incidents with reduced consequences:

- Collaborate and work with partners to reduce the risk to our communities.
- Continue to implement an effective Fire Protection Risk Based Inspection Programme for commercial buildings.
- Continue to implement an effective programme of Home Safety Check visits to reduce domestic dwelling fires.
- Continue to target and help those vulnerable to fire and rescue related incidents.
- Improve community engagement and equality of access.



Response Strategy

The Aim: Respond effectively to incidents.

- Manage calls to fires and other emergency incidents.
- Provide 24/7 response to local, regional and international incidents.
- Supply the appropriate resources and attend incidents to meet the needs of our communities.
- Meet our communities' expectations in resolving emergencies.

The Challenge:

The nature and range of emergency incidents we respond to has changed in recent years, but the expectation of the community remains the same. When emergencies happen, we respond in the most effective and safe way to protect and limit damage to life, property and the environment.

We need to ensure that our staff are competent and our firefighting vehicles are available. We will continue to be flexible in the way we manage and deal with emergencies, from receiving the call to after the incident, whilst seeking to develop collaborative opportunities in our response to emergencies.

Our key priorities must be to ensure that we have the right people, in the right place, doing the right thing, in the right way, maximising capacity, to enable us to meet our communities' expectations.

We need to understand what our communities expect and what is important to them; only then can we deliver an effective response.

The Hazards:

- Appliance availability and our response times to fire and rescue related incidents is ineffective doesn't meet our target of attending all Primary Domestic Dwelling fires in an average of 10 Minutes (including the call time) and all "other types" of life risk incidents in an average of 12 minutes (Including the call time).
- Climate change will see an increase in flooding, water rescue and wildfire incidents.
- The impact and frequency of road traffic collisions on major and rural roads.
- An increase in 'special service' incidents (e.g. bariatric transfer, gaining entry on behalf of partners etc.) reducing our availability for traditional fire and rescue incidents.
- An increase in the utilisation and disposal of lithium-ion battery related incidents may cause longer more protracted incident attendance.
- The staff and public impact from the effects of contaminants and effluents in smoke from some fire incidents will need to be considered.

! Response Strategy Cont'd

Meeting the challenge:

To meet community expectations of the right people, in the right place at the right time, we need to adopt different ways of working to support the availability of emergency response vehicles.

We will:

- ✓ Be ready to respond to emergency incidents;
 - Emergency calls answered and managed effectively.
 - Equipment and PPE well maintained.
 - Appliances available to respond with competent staff.
 - Support the health and wellbeing of our staff.
- ✓ Understand the risk;
 - Identity the risks to the public and review plans to minimise these risks.
 - Understand, plan and exercise for the risks our Firefighters may face.
- ✓ Identify those that may be vulnerable to fire;
 - Reduce accidental fires in the home.
- ✓ Review how we perform;
 - Review post incident and training debriefs to identify improved ways of working.
 - Ask those who used our services how we performed.

Actions to deliver the 'Aim' of: Respond effectively to incidents

- Amend the crewing and fire engine allocation at the following stations to address the concerns of the Health and Safety Executive with the DCP duty system and meet the needs and demands of the communities.
- Castle Donington - Change from DCP duty system to Day Crewed. Appliance crewed at night by combining the tactical response crews from Loughborough and Western Stations.
- Loughborough - Introduction of an On-Call section and an additional appliance. Tactical Response Vehicle to relocate to Castle Donington at night.
- Western - Introduction of an additional Tactical Response Vehicle during the day, in addition to the existing appliance for additional prevention and protection work. Tactical Response Vehicle to relocate to Castle Donington at night.
- On completion of a trial, consider deploying Variable Response Vehicles to stations to either replace 'end of life' fire engines or Tactical Response Vehicles to improve appliance availability, flexible crewing arrangements or provide functionality to greater suit local incident demand requirements, which may include wildfires and flooding incidents.
- Provide additional water rescue capability to two further Wholetime stations, increasing the total to five across the Service (Birstall, Loughborough, Oakham, Southern and Wigston) to meet the increasing risk and likelihood of flooding and water related incidents being experienced due to climate change.
- Internal and external education and process change to reduce the impact of contaminants on our staff and our communities.

£ Finance and Resources Strategy

The Aim: Deliver value for money quality services.

- A well-managed and transparent budget.
- Robust and effective procurement activities.
- Reliable, secure and effective ICT systems.
- Fit for purpose estate, vehicles and operational equipment.

The Challenge:

We need to continue to develop, review and work in partnership internally and externally to provide quality services, evaluating their effectiveness to maximise our resources against a backdrop of continuing financial uncertainty.

We need to harness and develop ideas, encourage innovation and ensure that our systems are available, accessible and secure, with effective and efficient processes to support service delivery.

We need to continue to maintain, modernise and develop our estate, fleet and equipment, considerate of our environmental impact, diverse workforce and changing delivery models.

The Hazards:

- Service premises, vehicles and equipment do not meet equality, environmental or corporate standards in training and protecting our staff and keeping our communities safe.
- ICT technologies/services will be disrupted and/or data leaked from unauthorised sources (cyber-attacks).
- ICT systems and service processes are not regularly reviewed and updated.
- The Service fails to respond adequately to the financial challenges it faces and sustain a balanced budget.





Finance and Resources Strategy Cont'd

Meeting the challenge:

To meet the challenge, we will:

- ✓ Develop and agree a medium-term financial plan, set a balanced budget for each financial year, manage and report spend against it.
- ✓ Deliver effective financial services to current and ex-employees, suppliers and customers.
- ✓ Develop our workforce and work with partners to improve procurement arrangements.
- ✓ Improve the security, accessibility and functionality of our ICT infrastructure.
- ✓ Listen to the ideas of our workforce and deliver innovative solutions that benefits service delivery, the environment, our workforce, or realises efficiencies.
- ✓ Work with others where it is financially, corporately or operationally advantageous to do so without reducing the quality of service.
- ✓ Evaluate and produce plans to develop, maintain and modernise our estate, fleet and equipment provisions, ensuring they are fit for purpose, cost effective, considering the impact they have on the environment and service delivery.

Actions to deliver the 'Aim' of: Deliver value for money quality services

- Successfully implement the five-year Fleet Replacement Plan.
- Ensure our equipment is new or serviced regularly.
- Successfully implement the five-year Estate plan of station improvements and refurbishments.
- Implement the ICT plan, reviewing and updating systems and processes (including cyber prevention activities).
- Deliver improvements towards achieving the Government's carbon reduction targets and our own commitment to sustainability.



Leicestershire Fire and Rescue Service



People Strategy

The Aim: An engaged and productive workforce

- Striving to improve the service we deliver.
- Listening and engaging with our employees and our communities.
- Ensuring our people know that their health and wellbeing is important to us.
- Being uncompromising in our commitment to diversity and an inclusive, cohesive workforce.

The Challenge:

The Service will recruit, develop and champion talented people embracing inclusion and the diversity of our workforce and communities.

Our efforts will focus on ensuring that we create and sustain a positive working environment for all, holding everyone to account and living our core values.

We will enable and develop our leaders at all levels by having clear development and career pathways focusing on personal growth, improvement, and flexibility.

As well as leadership skills, we aim to have people who can effectively manage their teams by providing clarity and consistency supported by policies and procedures that enable them to manage effectively.

As a Service, we will engage with our employees to help understand the changing demands and role of the fire and rescue service; working in partnership with others and embracing ownership and accountability.

Our support to all employees will focus on their health and wellbeing. As such, we will continue to enhance our understanding and approaches to individual needs and in particular areas such as neurodiversity, mental ill health and contamination.

Workforce planning and employee development will be at the cornerstone of this strategy ensuring that we can meet the challenges of a changing service.

We recognise that staff need clear direction along with developing new skills. This strategy acknowledges the value of diversity of thought, values and beliefs of our workforce. To build on our success, we will promote and develop leadership behaviours that generate trust, encourage a sense of responsibility and communicate a shared purpose.



 **People Strategy Cont'd**

The Hazards:

- Failure to recruit the required operational and support staff to meet the needs of the Service.
- Increased staff turnover could result in our staff being inexperienced and not effectively trained.
- The workforce remains unrepresentative of the communities of Leicester, Leicestershire, and Rutland, impacting future recruitment, retention and community engagement activities, resulting in not meeting the responsibilities of the Public Sector Equality duty.
- We fail to ensure our culture is one in which all people can thrive.



Meeting the challenge:

To meet the challenge, we will:

- ✓ Provide clear leadership to ensure everyone who works for Leicestershire Fire and Rescue Service understands the pivotal role their individual contribution plays in contributing to achieving Our Plan and serving our community.
- ✓ Provide clear expected standards of technical and behavioural competence and ways for people to understand their own performance, governed and assured against national guidelines and standards.
- ✓ Embed our values and behaviours and the NFCC Core Code of Ethics into all our actions.
- ✓ Be uncompromising in our commitment to inclusion, diversity and cohesion.
- ✓ Deliver worthwhile, regular situational feedback and performance and development reviews.
- ✓ Provide a blended range of training resources that support the development of knowledge, skills and behaviours for growth in role, and support opportunities for career progression and promotion.
- ✓ Using the national leadership framework we will implement career pathways that support people in reaching their full potential.
- ✓ Review the individuals and the organisation's experience of all people processes and policies; from selection through to exit.
- ✓ Align and evolve the activities through workforce planning with a strong focus on people, process and systems.
- ✓ Understand the needs and deliver interventions to prevent physical and mental ill health. Direct people to support services when they need them.
- ✓ Seek to address the barriers to recruiting a diverse workforce and creating an inclusive working environment.
- ✓ Collect and analyse people related data in order to make evidence-based decisions that improve the performance of our Service.

 **People Strategy Cont'd**

Actions to deliver the 'Aim' of: An engaged and productive workforce

- Deliver our Annual Equalities Plan and improve the diversity of our workforce.
- Enhance our approach to employee engagement.
- Enable a positive working environment for all our employees and hold people to account against the core values.
- Develop our people at all levels.
- Ensure appropriate health and wellbeing interventions are implemented and maintained to support our staff.
- Delivery of effective workforce planning and succession planning to ensure progression and opportunity throughout the Service.





Governance Strategy

The Aim: Provide Assurance

- Well-informed communities.
- Well-informed staff.
- We'll know what our communities think.
- We'll know what our staff think.

The Challenge:

The core principles of good governance is to encourage openness and comprehensive stakeholder engagement.

To do this, we need to understand what our communities need. We need to engage with them and have reliable, timely and understandable information to help us make informed decisions. We need to know how well we are doing and make effort to do better in areas identified for improvement.

We also need to engage internally to ensure that those who work for our organisation are given opportunities and have the ability to communicate openly and transparently. By doing this we will work together to deliver a clear direction for the future and better explain any change.

With robust governance arrangements in place, we will be ensuring that we are able to act with integrity and demonstrate a strong commitment to ethical values. This will be supported by implementing good practices in transparency reporting.

We want to develop and test arrangements to protect our own business from the impact of incidents and emergencies and be sure we are doing the right things for our diverse workforce and the different communities we serve.

The Hazards:

- Failure to effectively implement the findings and areas for improvement identified in the HMICFRS Inspection Report and the recommendations of the HMICFRS values and culture 'Spotlight' report.
- Failure to implement and comply fully with the range of Fire Standards Board Fire Standards.
- Failure to act in relation to the key findings from the most recent internal staff opinion/cultural survey.
- Failure to consult effectively with our communities regarding the strategic direction of the Service.
- Failure to achieve compliance with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018Z in relation to the use of people data.



Governance Strategy Cont'd

Meeting the challenge:

To meet the challenge, we will:

- ✓ Engage with staff and all communities on major changes and key decisions affecting our Service.
- ✓ Promote open and honest communication across the Service.
- ✓ Make our plans and policies available and easy to understand.
- ✓ Seek the views of our communities on how we do things.
- ✓ Collect, manage and use information effectively publishing what we are legally required to do.
- ✓ Monitor and report on our risks and performance so everyone knows how we are doing.
- ✓ Support independent audits and inspections.

Actions to deliver the 'Aim' of: Provide Assurance

- Implement the most recent HMICFRS Inspection Improvement Plan and the HMICFRS Values and Culture Report recommendations.
- Implement improvements and suggestions identified by our staff.
- Deliver compliance with the Fire Standards Board Fire Standards.
- Comply with our responsibilities from a data protection and GDPR perspective.
- Build improved trust and engagement with our communities, ensuring that communication methods are effective.
- Evaluate activities to inform future initiatives and improvements.
- Manage our organisational risks and ensure our business continuity plans are effective and tested regularly.



HMICFRS Inspection Results

The HMICFRS undertook their last inspection in May/June 2022. The results were published in January 2023. The hard work that all of our staff has put in since our last inspection in 2018, has been recognised, with HMICFRS stating:

“I am pleased to see that the Service has made progress since our 2018 inspection. The Service took our recommendations seriously and produced a comprehensive improvement plan to monitor progress. It has made improvements in all the areas we identified, with 20 out of 24 areas for improvement from the first round being resolved. This is a good example of what improvements can be made when a service focuses on the main findings of our inspection. Areas we have seen the greatest improvement in are protection and how the Service looks after its people.”

They also noted that we had improved in many areas and highlighted some of our key improvements as follows:

- **Introduction of new values and behaviours, with improved culture.**
- **Increased provision for staff wellbeing.**
- **Improved focus on equality, diversity, inclusion, and fairness.**
- **Improvements in protection and operational response.**
- **Improved work with the community and partners to drive efficiencies.**

Our next inspection is likely to take place towards the end of 2024. It is expected that the current three ‘pillars’ of Effectiveness, Efficient and People may be updated, and we are aware that a new grade of ‘Adequate’ is being introduced alongside the current gradings of: Outstanding, Good, Requires Improvement and Inadequate.

Effectiveness	Good
Understanding fires and other risks	Good
Preventing fires and other risks	Requires Improvement
Protecting the public through fire regulation	Good
Responding to fires and other emergencies	Good
Responding to major and multi agency incidents	Good
Efficiency	Requires Improvement
Making best use of resources	Requires Improvement
Future affordability	Good
People	Good
Promoting the right values and culture	Good
Getting the right people/skills	Good
Ensuring fairness and promoting diversity	Good
Managing performance and developing leaders	Good

Monitoring and Review

Monitoring the successful delivery of our CRMP, our aims, objectives and actions is completed through our district and departmental plans, and is undertaken throughout the year.

Our plans will have a diverse range of activities within them that link into the outcomes of the strategies. Governance arrangements for these tasks will vary. The Combined Fire Authority and Corporate Governance Committee will oversee key areas, with other actions monitored and challenged throughout the year depending on their corporate significance through the Senior Leadership Team, Tactical Management Team, Service Development Programme, departmental and other management meetings.



Measuring and Evaluating Success

The success of these strategies will come from measuring how well we achieve the outcomes and in evaluating the success of an activity, against its original objectives.

To do this, we will complete post activity evaluation assessments, compare ourselves with other fire and rescue services and ask our communities how well they think we are doing. Things we do will have their own success criteria and will feature within all our departmental and district team plans and projects.

We will:

- ✓ Know how well we engaged with staff and our communities on major changes affecting the Service and if our plans were available and easy to understand.
- ✓ Obtain community feedback on our performance.
- ✓ Effectively evaluate our community engagement activities.
- ✓ Have audit and inspection reports telling us how we've done.
- ✓ Share the key decisions we make with staff and communities.
- ✓ Have effective data capture and management reporting.
- ✓ Publish our data and key performance indicators.
- ✓ Share information about our successes.
- ✓ Have an external audit unqualified opinion on our annual Statement of Accounts, Value for Money conclusion and Annual Governance Statement.



- ✓ Have no significant loss of functionality through ICT system downtime.
- ✓ Achieve all compliance standards.
- ✓ Meet statutory requirements for responding to Freedom of Information requests.
- ✓ Measure delivery against time, cost and quality on projects.
- ✓ Publish an Annual Report and Statement of Assurance.

Budget and Resources (Risk and Resource Methodology)

We are content that we have a robust medium term financial plan in place to meet the needs of the Service in 2023/2024. We do still require clarity on future financial settlements from the Government before we can be confident of our position for the duration of this CRMP. This position will be influenced by external factors not in our control, including reduced income or increased costs as a result of pay awards or pension contributions.

We remain mindful that our Band D Council Tax cost is £74.29 per year, this is the cheapest in the East Midlands and is in the lowest quartile of Combined Fire Authorities in England.

Consultation (including pre-consultation, stakeholder and public engagement)

A public pre-consultation survey has been undertaken via social media asking which areas people felt the Service should focus on during the duration of this CRMP. A total of 143 responses were received, the public suggested the following:

- 34% - Reducing the number of fires in and around the home.
- 15% - Providing more information about how we keep you safe.
- 15% - Ensuring commercial buildings are safe for public occupancy.
- 18% - Reducing the number of Road Traffic Collisions on our roads.
- 14% - Preparing for more flooding and wildlife incidents.
- 4% - Responding effectively to non-fire related incidents.

The full public consultation took place between September and November 2023, and involved engaging with local communities, attending organised forums and utilising social media to understand what is important to them, and what they believe to be their greatest 'hazards' from a fire perspective.

The full public consultation, which followed the 'gunning principles' took place between Friday 1 September - Friday 24 November 2023, and involved:

In total, 188 survey responses were received with three-fifths (60.6%) of respondents being members of the public. Just under a quarter (24.5%) were serving firefighters or support staff.

It is estimated that over 144,000 public interactions were made during the consultation:

- 119,377 impressions, likes and shares via social media
- 3,000 leaflets were distributed to stations and Community Educators for sharing during home safety checks, a Pride Event, Have a Go Days, charity car washes and community safety events
- 16,289 leaflets delivered by the Royal Mail to postcodes in Leicester City with diverse communities
- 2,305 views were received on the Community Risk Management Plan consultation website
- 4,245 emails were sent to stakeholders
- Internal news articles read by 316 members of staff.

The outcomes of the public consultation were presented and reviewed at the Combined Fire Authority meeting in February 2024, where approval was gained to implement the proposals and actions within the CRMP 2024-2028.

Glossary

2-2-4 Duty System

Fire engine crewed by Wholetime employees who work two day shifts, followed by two night shifts, after which they have the next four days off.

Automatic Fire Alarm

Emergency incidents caused by the automatic operation of either a fire alarm or firefighting equipment (e.g. sprinklers), but on arrival there was no fire present.

Day Crewing Plus

Fire engine crewed by Wholetime employees who work a self-rostered 24-hour shift system and are immediately available to respond to emergency incidents.

Day Crewing

Fire engine crewed by Wholetime employees who work a self-rostered 12-hour shift system and are immediately available to respond to emergency incidents.

Equality of Access

Ensuring the process of developing a community profile that is fully inclusive by not only actively identifying those at high risk, but also other groups who, although may not be deemed at risk, may be unaware, unable, or have chosen not to engage with the services available to them.

VRVs

Variable Response Vehicles are operational response firefighting vehicles staffed by between 2 and 5 firefighters. The VRVs are larger than existing Tactical Response Vehicles, they carry more equipment and provide an off-road capability on unmade surfaces.

On-Call

Fire engine crewed by employees who are available to respond to emergency incidents from home or work, alerted by a pager.

Primary Fires

Fires involving casualties, property or any other items that are insurable.

RTC

Any emergency incident that involves a road traffic collision.

Self-Rostering

Fire engine crewed by Wholetime employees who work a self-rostered 12-hour shift system and are immediately available to respond to emergency incidents.

Secondary Fires

Small fires, such as grass, rubbish, derelict or abandoned vehicles.

Wholetime

Fire engine crewed by Wholetime employees who work a shift system and are immediately available to respond to emergency incidents.

Contaminants

The products of combustion from fires, often described as soot and carbonaceous material or deposits.

Legislation

The Combined Fire Authority (CFA) maintains key responsibilities that they are bound to carry out. These are primarily found within:

- [Fire and Rescue Services Act 2004](#)
- [Civil Contingencies Act 2004](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)
- [The Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)
- [Localism Act 2011](#)
- [Fire and Rescue National Framework for England](#)
- [Data Protection Act](#)
- [Policing and Crime Act](#)
- [Chapter 4 – Local Responder Risk Assessment Duty](#)
- [Equality Act](#)
- [Local Government Act](#)
- [The Management of Health and Safety at Work Regulations](#)
- [Human Rights Act](#)
- [Health and Safety at Work Act](#)
- [Serious Violence Duty](#)



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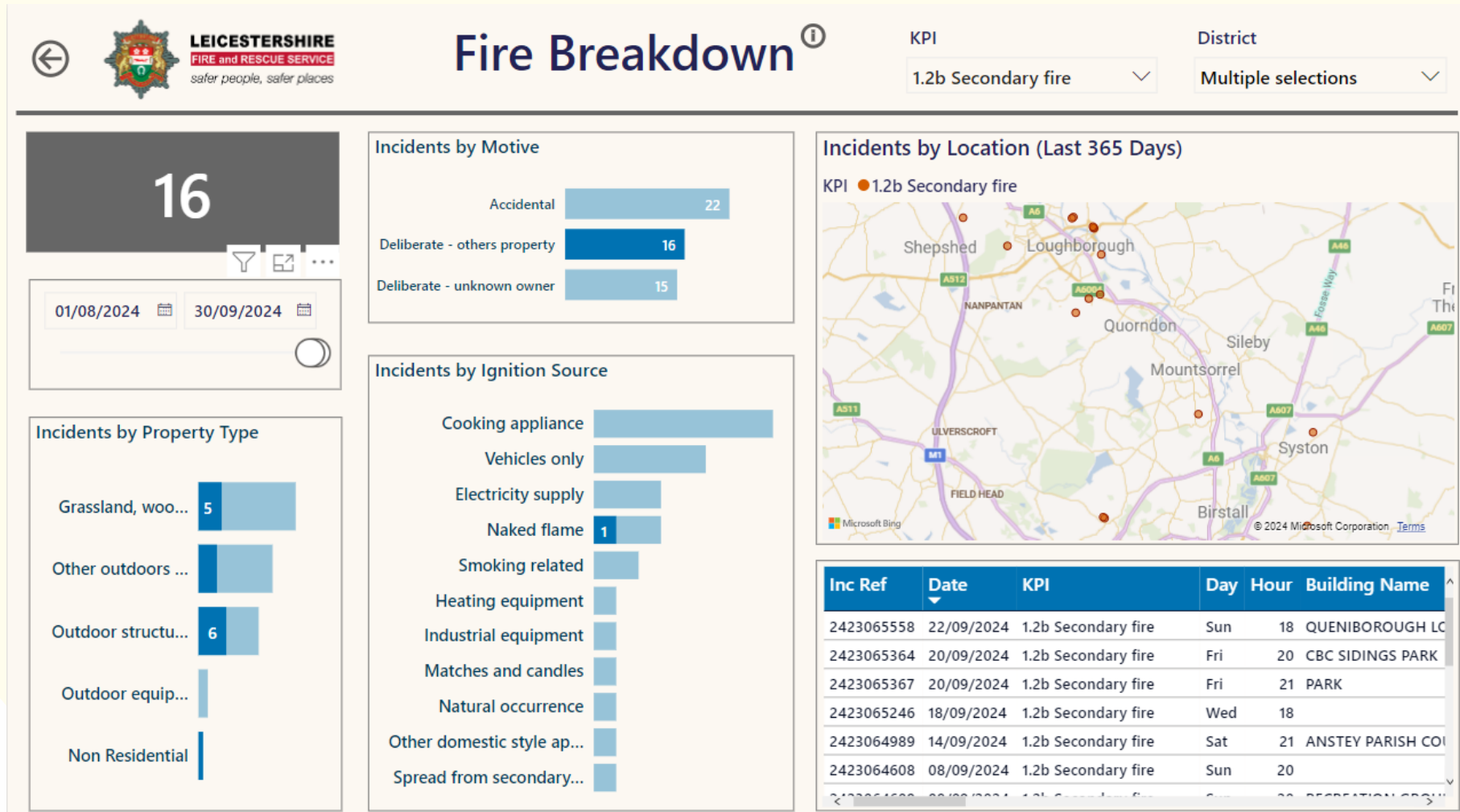


Leicestershire Fire & Rescue CSP Update – October 2024

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Deliberate *Secondary Fires (1st Aug 24 – 30th Sep 24)



*Secondary fires are generally small outdoor fires, not involving people or property. These include refuse fires, grassland fires and fires in derelict buildings or vehicles, unless these fires involved casualties or rescues, or five or more pumping appliances attended, in which case they become primary fires. Also, 94% of FRS considers 'non-insurable property or items'



Deliberate Secondary Fires

Deliberate Secondary Fires (1st Aug 23 – 30th Sep 23) = 10

Deliberate Secondary Fires (1st Aug 24 – 30th Sep 24) = 16

60% increase

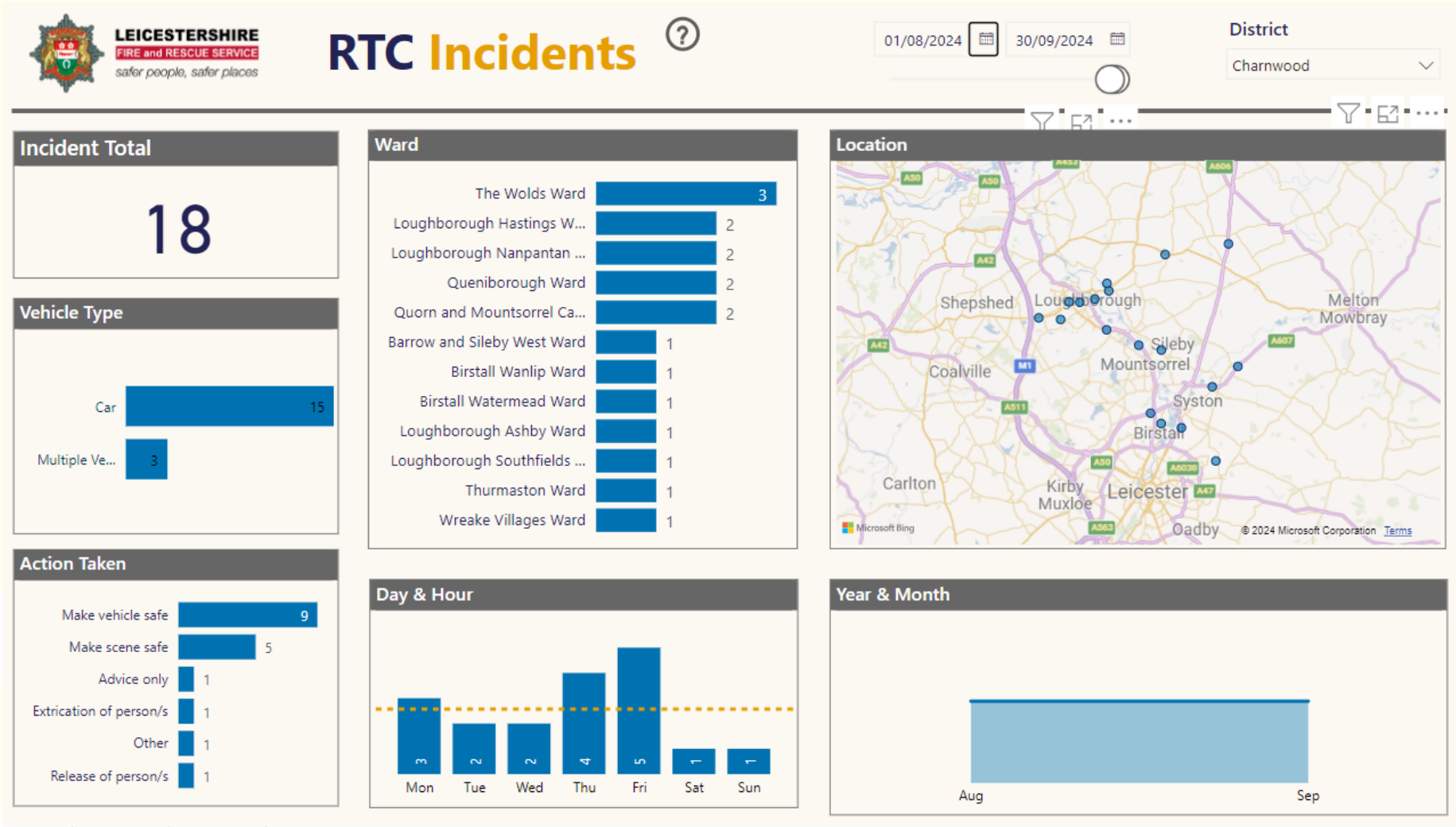
Primary Fires

*Primary fires are down in the same period, 2 compared to 6

***Primary fires** are potentially more serious fires that harm people or cause damage to property and meet at least one of the following conditions:

- any fire that occurred in a (non-derelect) building, vehicle or (some) outdoor structures
- any fire involving fatalities, casualties or rescues
- any fire attended by LFRS also uses any fire involving 'insurable property'
- five or more pumping appliances

Road Traffic Collisions (1st Aug-24 to 30th Sep-24)



Road Traffic Collisions

Road Traffic Collisions (1st Aug 23 – 30th Sep 23) = **24**

Road Traffic Collisions (1st Aug 24 – 30th Sep 24) = **18**

25 % decrease

Fatalities in RTC's – 2024 (same time period) = 0
2023 (same time period) = 0

Non-Fatal Injuries – 2024 (same time period) = 4
2023 (same time period) = 12 66% decrease

Home Safety Checks

Home Safety Checks (successful) – 1st Aug 24 – 30th Sep 24 = **385**

Dwelling fires in Charnwood are up by 8 from the same two-month period last year to 15

A significant increase. LFRS monitoring for longer term trends

End...

**COMMUNITY SAFETY PARTNERSHIP
24TH OCTOBER 2024**

FORWARD PROGRAMME

ITEM	DETAIL	DATE	ACTION BY
Appointment of Chair/Vice-chair	<p>The appointment of a Vice-chair is required at the first meeting following the start of each Council Year.</p> <p>(The terms of reference state that the Cabinet Lead Member for Community Safety will chair the Partnership)</p>	<p>First meeting of the new civic year <i>(Annual)</i></p>	<p>Committee Clerk</p>
Performance Update	<p>Standing Item</p>	<p>October 2024</p>	<p>Insp C. Dickens/A. Fadesco</p>
Partner Updates	<p>Standing item, to include;</p> <p>Student Street Support Scheme Update and Loughborough University Update</p> <p>Leicestershire County Council Update</p> <p>Turning Point</p> <p>Violence Reduction Network</p> <p>Loughborough BID Update</p> <p>Leicestershire Probation Service</p> <p>Leicestershire Fire and Rescue Service</p>	<p>October 2024</p>	<p>A Dales G Samra-Rai P Singleton S Devshi G Strong L Brown M Clay G Surridge</p>

ITEM	DETAIL	DATE	ACTION BY
2023/26CSP Plan Update	<p>Standing Item</p> <p>Safeguarding Communities from Violent Offences</p> <p>To reduce harm caused by youth ASB and youth crime</p> <p>To reduce criminal exploitation</p>	August 2024	Insp Charlotte Dickens/ G. Vassallo/ PC Phil Martindale
Student Street Support Scheme	An appreciative enquiry about the Student Street Support Scheme	October 2024	Giuseppe Vassallo
PSA Recommendations /Actions	To update on the PSA recommendations/actions	October 2024	TBC
Public Space Protection Order Extension	To ratify the extension of a Public Space Protection Order.	October 2024	Giuseppe Vassallo
Begging and Rough Sleeping Protocol	To agree a Begging and Rough Sleeping Protocol.	October 2024	Giuseppe Vassallo/Insp Charlotte Dickens
Finance and Performance Scrutiny Committee Update	An update on the outcome of the Council's scrutiny of the Community Safety Partnership at the meeting of the Finance and Performance Scrutiny Committee	January 2025 (Annual)	Giuseppe Vassallo/Lee Mansfield
Partnership Strategic Assessment and Community Safety Partnership Plan 2023-26	Update to be submitted for consideration and review	January 2025 (Annual)	A. Fadesco / G. Vassallo

ITEM	DETAIL	DATE	ACTION BY
Update on Early Release of Prisoners Scheme	To update on the Early Release of Prisoners Scheme	January 2025	Maddie Clay
Draft Delivery Group Action Plans	2025/26 plans to be submitted for consideration and approval	April 2025 <i>(Annual)</i>	G. Vassallo
PCC Attendance	The PCC will be in attendance at this meeting.	10 July 2025	
PCC Crime Plan	To allow the partnership to review the PCC Crime Plan.	TBC	
Community Safety Partnership Scrutiny – Finance and Performance Scrutiny Committee – 26th November 2024			
Future CSP Meetings 16th January 2025 (10am – 12pm) 24th April 2025 (10am – 12pm) 10th July 2025 (10am – 12pm) 9th October 2025 (10am – 12pm)			