



Partnership Plan

2017 – 2018

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Introduction

Each year, the Tunbridge Wells Community Safety Partnership (CSP) produces a Partnership Plan which sets out how partners will work to address crime and anti-social behaviour over the coming year. The plan is informed by a yearly Strategic Assessment which looks at current data and trends to identify priorities for the borough in helping to reduce and tackle crime and disorder.

Review of 2016/17

During the reporting period (October 2015 – September 2016) crime in Tunbridge Wells increased from 5040 to 5285 recorded offences. This is a rise of 4.7% on the previous year – the smallest increase of all twelve districts in Kent and still the lowest overall level of crime in Kent.

The 2016/17 priorities listed below were strengthened by objectives and priorities set by the Police and Crime Commissioner.

During the year, the CSP undertook a variety of projects and initiatives linked to the priorities of:

1. Domestic abuse
2. Road safety
3. Violent crime
4. Alcohol and substance misuse

The following pages outline key statistics for the year and the work done by the community safety team and CSP/CSU (Community Safety Unit) partners.

It must be noted that inherent challenges exist in the way crime is reported and ultimately recorded. This is particularly true for complex crimes such as sexual offences, domestic abuse and hate crime. An Office of National Statistics report published in 2016 cautions the use of statistics for a variety of reasons. When recording hate crime, for instance, it is possible for an offence to have more than one motivating factor, affecting the way it is categorised. Another factor cited in the report is improved compliance with the National Crime Recording Standard which may result in short-term movements in data as incidents are more appropriately recorded or re-categorised to provide a more realistic representation of an incident. This not only affects monthly data but makes short term trends less reliable.

Domestic abuse

Identified as a priority for 2016/17. The following activities were undertaken:

- DAVSS received 195 referrals in Q1 - Q3 of which 71 were graded high risk and 124 standard or medium risk.
- 74 new cases and 19 repeat cases were referred to a Multi-agency Risk Assessment Conference (MARAC).
- During Q1 five Tunbridge Wells' residents undertook 29 Freedom Program sessions (which examines the influence of attitudes and beliefs on the actions of abusive men and the responses of victims and survivors) between them at Edenbridge and two residents undertook 13 sessions between them at Sevenoaks. In Q2 five residents participated in the DAVSS Freedom Programme in Tonbridge. A further program was scheduled for Q4.
- Seven men were supported, or partially supported, through the CDAP (Community Domestic Abuse Programme – for male perpetrators of domestic abuse) during the first three quarters of the financial year.
- 39 victims of sexual abuse were supported by the Independent Sexual Violence Advisor.
- Two victims of domestic abuse were supported through the Sanctuary scheme which secures properties to allow victims to remain in their own home.
- One-Stop-Shop (OSS) funds were allocated to West Kent Refuge (as lead agency) but the OSS is a multi-agency endeavour that requires substantial long-term partner commitment. There is no OSS in Tunbridge Wells at present but our residents do travel to the OSS in Tonbridge. The Domestic Abuse Forum has picked this up as an area of focus and a report on the efficacy of an OSS in Tunbridge Wells will be tabled at a future CSP meeting.

Analysis: During the 12 months from October 2015 to September 2016, there were 1,403 recorded incidents of domestic abuse reported to Kent Police within the borough. This is an increase of 6% over the twelve-month period against a 17% rise during the previous twelve months. There were 589 recorded repeat victims of domestic abuse during the same period. All districts in Kent experienced an increase in recorded domestic abuse offences over the period.

Figures for the period October 2015 to September 2016 show repeat domestic abuse offences account for 42% of all reported domestic abuse crimes in Tunbridge Wells.

Adjusted data made available for the period April to November 2015 enables a comparison with the same period in 2016. For these two 8-month periods the repeat rate was 37% in 2015 and 41% in 2016. The Kent district average for both periods is 38%.

Recommendation:

As previously stated one must be cautious when studying crime statistics and trends. Victims of domestic abuse, in particular, are strongly encouraged to report incidents and improvements are consistently being made to the way such calls are handled.

However, due to a higher than average increase and a seemingly high repeat victimisation rate we recommend making domestic abuse a priority for 2017/18.

We will aim, through the Domestic Abuse Forum, to reduce the repeat victimisation rate.

Domestic abuse case study

Kathy was initially referred to DAVSS by the police as a high risk case following a serious physical and sexual assault when she reported that her partner had thrown her against a wall and tried to strangle her. He then tried to throw her out of the window but was unsuccessful because there was a safety catch on the window. She managed to escape and fled to a friend in Maidstone. However, she would not support any police action because she feared that this would make him even more abusive. Subsequently she discovered that she was pregnant and the midwife referred her to Social Services who advised her to contact DAVSS as she had returned to her housing association flat in the West Kent area.

Following her call to the DAVSS Helpline, her allocated DAVSS Advisor contacted her immediately to agree a safety plan and an early meeting. She said that her ex-partner was not living in the flat but visited regularly and would try to force the door if she did not let him in as he had broken in on one occasion already. She feared he would do this again before the police had time to arrive. Immediate contact was made with the housing association – who recognised the urgency of the situation – and immediately arranged for a safety chain to be put on her door and a fireproof letterbox to be installed as arson had been threatened.

Kathy was open about her distrust of all officials due to some negative previous experiences when she was in a former abusive relationship. However, she agreed to meet the DAVSS Advisor when it was explained that it would be a trained volunteer and therefore not 'an official'. Even so, she said that she did not believe anyone could help her.

Kathy arrived at the meeting with her bags packed saying she could not return to her flat as it was too dangerous. This was a challenging situation and it was agreed that she would go to her mother's although this could not be for more than a few days as the flat was already overcrowded. Kathy agreed to go to a refuge place whilst she tried to get more permanent accommodation before the baby was born.

Kathy revealed that she had been a self-harmer from time-to-time because of the abuse she had experienced; she said that she had also taken drugs and had attempted suicide very recently. However she was now determined to stop all drug-taking for the sake of her unborn child and, with support, enrolled onto a drug relapse prevention programme.

The DAVSS Advisor immediately contacted two refuges both of whom had spaces but her application was turned down for two different reasons, one was too near to the area where the alleged perpetrator was living, and the other for reasons of social mix within the refuge as Kathy had disclosed that she had a mental health diagnosis.

The social worker was contacted the same day and was very helpful in re-arranging meeting dates to suit Kathy, including an early session with the mental health team. She also followed up with the Refuges, and providing support to link up with other agencies in the area Kathy was fleeing to.

The DAVSS Advisor contacted the housing association about the planned move and they were very sympathetic to Kathy's dilemma, agreeing to waive the one months' notice period and to assist when she moved out.

Kathy's case was considered by the West Kent MARAC before being transferred to the MARAC process in her new area. She was also referred to the local domestic abuse service for further support as the perpetrator was still trying to contact her.

Kathy is now safe in her new accommodation and is in touch with all the agencies in her new area who can provide her with the support she needs.

Successful outcomes

- Kathy's mother agreed to Kathy coming to live with her temporarily although this meant temporary overcrowding of her flat; and then extended her welcome until a private rental could be obtained.
- There was excellent co-operation with social care service and the housing association – a real demonstration of what can be achieved in a short space of time where good partnership relationships are established.
- Kathy obtained a new safe home and was supported to do this by the local authority in the area to which she had fled.
- Kathy joined a drug relapse prevention programme and is now free from drugs.
- The social worker ensured that she was registered with a new GP and a midwife, and put her in touch with the local mental health service.
- A MARAC to MARAC referral was made and DAVSS referred her on to the local domestic abuse service in her new area.
- Kathy now feels safe and confident in her new home.

Unexpected benefits

- Kathy referred herself to a drug relapse prevention programme and is now free of drugs.
- Kathy said that she had felt so supported that she had not reverted to self-harming and was no longer suicidal. She said that she felt much safer, happier and in control of her life again.
- Kathy said that her health had also improved as she no longer had stomach pains and was no longer physically shaking from anxiety.
- Kathy recognised that 'the officials' had been very helpful and wanted them to be thanked.

A final word from Kathy:

"You were very efficient and friendly. When I heard it was a volunteer service I thought it wouldn't be very professional but I was wrong. You have done everything for me."

Name and some details altered to preserve anonymity – client gave permission to publish.

Road safety

Identified as a priority for 2016/17. The following activity was undertaken:

- Tunbridge Wells' first 20 mph area, in the ward of St John's, will go 'live' in February 2017. The Community Safety team have contributed to promoting the scheme in a variety of ways, including a primary school competition to design a poster. The winning entry, chosen by the mayor, features in the next edition of Local magazine and will feature in other publicity material throughout the year.
- Kent Fire and Rescue Service (KFRS) promoted pedestrian safety during road safety week/month in June.
- Speed Watch events were held in 17 wards, parishes and towns during the first three quarters of 2016/17. 1751 speeding drivers received an advisory letter from Kent Police. Of these 1275 advisory letters were sent to drivers from Speed Watch operations in Hawkhurst alone. Operations in Five Oak Green and Tudeley generated 141 letters. It should be noted that Hawkhurst run many more operations than other areas.
- Kent Police commit to attend a Speed Watch operation at least once every month and work closely with Speed Watch schemes supporting them all year round.
- KCC Wardens: Promotion of Rochester Road Safety Experience (RSE). Team members' training at RSE venue (Biker Down / Emergency First Aid). Delivery of road safety presentations to local schools / youth groups in Hawkhurst and Cranbrook (inc. those with Special Educational Needs). Road safety presentation to the Adult Social Care group in Cranbrook. Supported school crossing patrols to discourage discourteous and aggressive driver behaviour. Engaged with parents at school gates, promoting the 'be bright, be seen' when walking in poor visibility conditions. Distributed road-safety themed literature and resources, including hi-visibility reflective strips for young cyclists. Speaking to owners of vehicle(s) who have parked thoughtlessly or dangerously.
- As well as the 'business as usual' events, KCC Wardens assisted in managing the public during a spontaneous vehicle fire in Hawkhurst and used police accredited powers to directing traffic following a HGV/motor vehicle collision near Paddock Wood.
- KCC Wardens involved themselves in the annual Safety in Action event at Salomans Estate, organised by Salus. Over 400 children from 18 schools attended the event. The children were asked which scenario they enjoyed the most: Driver Safety was most popular.
- Engaged with Economic Development and external partners to ensure '20 is Plenty' is appropriately supported by the CSU.
- KFRS Licence to Kill programme attracted 141 young people in Q1-Q3.
- KFRS provided funding to the CSU to support the schools education programme (Road Safety Show) which ran during November's national Road Safety Week (RSW is co-ordinated by Brake the road safety charity). The 'Captain Safety' show was presented to approximately 800 primary school pupils at the Assembly Hall Theatre and Goudhurst primary school.
- In respect of the new Road Safety Centre, all Tunbridge Wells schools have been encouraged by KFRS and the CSU to make use of this valuable resource. To date four schools (82 children) have attended from Tunbridge Wells.

Analysis

Data from 2015 (the latest available) has seen a 12% reduction in all casualties (482 to 423). This is 59 fewer casualties this period, following an increase of 41 during the previous period. This compares well with a Kent-wide reduction of 7%. The total number of KSI (Killed or Seriously Injured) casualties fell to 54 and there were further reductions in slightly injured casualties. There was a welcome reduction in child casualties with KSI's down from seven to three and slight injuries down from 44 to 23.

Casualty reductions in this reporting period bring us back below the KCC 2004-2008 baseline and within KCC's long-term target. The reductions in child KSI and slight injuries to three and 23 respectively, also bring us within the 2004-2008 average of three and 35, respectively.

There is further scope to support and expand Community Speed Watch - two Speed Indication Devices (SIDs) were purchased by CSU in 2016 for use by local groups.

We continue to rely on (and direct, to some degree) our KCC Wardens to provide positive messages in villages and around schools.

Through KCC Wardens, police, Borough Council's Community Safety team, 20's Plenty group, KFRS and Salus (Safety in Action) we continue to engage and educate the public on the subject of road safety.

Recommendation

The borough council has a role to play in contributing to the *education* strand of the three E's (education, engineering and enforcement). We are able to engage with hundreds of young people through Safety in Action weeks and other road safety education programmes aimed at young people. We also are able to influence work undertaken by KCC Wardens to address parking issues around schools and local shopping areas.

Road safety remains a priority for many communities and we recommend road safety continues to be a priority for 2017/18

Violent crime

Identified as a priority for 2016/17. The following activity was undertaken:

- During Q1-Q3 street pastors engaged with over 1800 people during weekend evenings (Thurs-Sat) and into the early hours of the morning. As well as providing advice and, in some cases, comfort to late night revellers, street pastors helped people keep safe by calling for an ambulance on eight occasions and the police 16 times. They enlisted the help of CCTV Operators on 18 occasions using the two 2-way radios provided free of charge by the Safe Town Partnership.
- Eleven Safe Town Partnership exclusions for violence in force during Q1-Q3. All were male, from Tunbridge Wells or Tonbridge with an average age of 27. Six of the assaults that led to a ban were on members of the public. The remainder were on door staff or police.
- Pubwatch members used CCTV over 100 times to assist with monitoring incidents and the operators further monitored over 100 other violent offences.
- During quarters one to three CCTV monitored a total of 126 incidents graded as *violent*. These incidents range from assaults and domestic violence to public order and racial incidents. Violent incidents are routed to the police in real time for immediate attention. CCTV operators bring such incidents to daily briefings for further attention or for feedback from agencies to operators.
- Eight visits to licensed premises have been carried out and training sessions related to licensing responsibilities have been delivered.
- Kent Police's Community Liaison Officer (CLO) is based in the CSU and reviews all hate crimes within the borough putting into place suitable interventions, signposting and making referrals where appropriate. In the first three quarters of 2016/17 the CLO assisted with or managed 102 cases where hate was either a primary or secondary element.

Analysis

Violent crime includes violence against the person, robbery, and sexual offences. During the period October 2015 to September 2016, there were 1,696 recorded offences – an increase of 195 offences (13%) over the previous year.

Despite the rise, at 14.6 recorded violent crimes per 1,000 residents, Tunbridge Wells has the second lowest rate of violent crime in the county (after Sevenoaks).

Park, Culverden, Sherwood and Southborough & High Brooms are the four wards with the most violence against the person (VAP) offences in Tunbridge Wells between April and November 2016.

Arrests for drunkenness across the borough halved from 119 to 56 during the reporting period; within the 'town centre' wards arrests reduced from 103 to 44. Multiple arrests may stem from a single recorded incident. Pleasingly, there was also a big reduction in town centre incidents from 55 to 25.

Arrests for drunkenness fell from 119 in 2015 to 56 in 2016. 44 of these arrests sprung from 25 incidents in and around Tunbridge Wells town centre. This is an improvement on 2015 when there were 55 such incidents in around the town centre resulting in 103 arrests.

Robbery

The number of robberies halved during this period, which is encouraging. Robbery of personal property dropped from 43 to 19. Robbery of business property, such as a bank or travel agency, reduced from ten to six.

Tunbridge Wells has the second lowest rate of robberies in the county.

Hate crime

In July 2016 a motion was submitted to Full Council regarding hate crime. The motion stated that we - Tunbridge Wells Borough Council – “condemn racism, xenophobia and hate crimes unequivocally, and offered the reassurance that the council would work to ensure local bodies and programmes have support and resources needed to fight and prevent racism.”

Police data for the four weeks prior to and following the EU referendum showed an increase in hate crime across Kent (109 reports during the period before the vote, 172 following the vote). Tunbridge Wells showed an increase in race-based hate crime from four to nine during this period. Religious-based hate crime remained steady at two offences prior to and following the 23 June vote.

During the months following the referendum police colleagues, including the CSU’s Community Liaison Officer, visited several community faith leaders and engaged with the public in Tunbridge Wells town centre to show support for those affected by hate crime and to provide reassurance that such behaviour will not be tolerated.

Sexual Offences

Sexual offences rose 32% from 125 to 165 over the period, including a 36% rise in incidents graded serious. September 2016 saw a spike in recorded sexual offences of 26 – much higher than the preceding three months (13, 16 and 15). The average for the 12 months prior to September is 11.5 offences. Ward data for April to November 2016 shows a sharp rise in incidents in Park ward with other significant rises in Hawkhurst, Cranbrook and St James.

Despite some high profile sexual offence cases that made local news headlines in 2016 there it is clear there has been a recent increase in the reporting of historic sexual offences. An analysis of sexual offence data for this assessment revealed that of the seven reported sexual offences in Frittenden this year – an unusually high number – five were historic.

Recommendation

All the night-time economy activities for this priority have been subsumed into the ‘Alcohol and substance misuse’ priority for 2017/18.

Similarly, London gang-related activities in Tunbridge Wells will be monitored and reported on quarterly through the ‘Alcohol and substance misuse’ priority.

Tunbridge Wells has the 2nd lowest violent crime rate in Kent.

Therefore we recommend violent crime is NOT set as a priority for 2017/18.

Alcohol and substance misuse

Identified as a priority for 2016/17. The following activity was undertaken:

- During quarters one and two 15 young people were given individual education/information interventions to help them focus on the behaviour that resulted in them being referred to a worker or intervention program.
- During Q1-Q3 CGL, (Change, Grow, Live - a voluntary sector organisation specialising in drug and criminal justice intervention projects) offered structured treatment programmes to 308 individuals.
- Addaction engaged 81 young people in substance misuse early intervention services. Nine young people started structured treatment while 37 left treatment (35 in active treatment in total).
- Addaction recruited and trained a new Early Intervention worker. During quarter two several groups were set up for the summer; including National Citizen Service.
- Other referrals saw eight young people picked up by Kent Youth Drug Intervention Scheme (KYDIS) and a further nine engaging with specialist treatment.
- During the first half of 2016/17 Kenward Trust delivered outreach work to over 700 young people in car parks, recreation grounds and other open spaces in and around the town centre.
- 20 Tunbridge Wells Hospital staff were trained to use Drug Use Screening Tool (DUST).
- In Q1-Q3 police made 16 arrests (town centre, Rusthall, Pembury, Southborough and High Brooms) for possession or intent to supply crack or heroin. Some males had links to London gangs, such as the Dollis Valley Estate gang.
- The Sherwood Partnership offered support to families and individuals in Sherwood to reduce harm caused by substance misuse. During the first two quarters there were 21 alcohol-related hospital admissions and three admissions due to substance misuse.
- Trading Standards: Test purchases for underage sales now requires RIPA authorisation.
- The Street Cruiser (youth bus) parks between Calverley Grounds and Great Hall car park on Friday evenings from 5-7pm attracting 13-27 young people. YPBS provide two staff while KCC provide 2-3 youth workers to engage with young people who enjoy video games and music entertainment and soft refreshments.
- Seven rough sleepers (six men, one woman) who were guests of the Winter Shelter had issues around substance misuse (drugs and/or alcohol) and were signposted to CGL for help and support.
- Extra police officers were resourced for some key dates, including Thursday 18th August 2016 (1800-0200 hrs) to coincide with the release of A-level results and Thursday 25th August 2016 (1400-2200 hrs) to coincide with release of GCSE results.

Analysis

Between October 2015 and September 2016, there were 1.6 (previously 1.8) recorded drug offences per 1,000 population in Tunbridge Wells, equal to the Kent district average.

Hospital admissions due to the effects of alcohol and psychoactive substance continued to fall.

Alcohol-specific hospital admissions for people aged under 18 was less than five in 2015/16.

Substance: After two consecutive annual reductions in offences Tunbridge Wells is now 9th out of 12 Kent districts.

Substance: Reduction of 94 admissions - Pantiles and St Marks, Sherwood and Pembury all have higher overall admissions.

Alcohol: Data for 2015/16 shows no ward had more than four admissions per quarter, in many cases much less than four - a marked improvement in overall numbers, down from 93 to 66.

There was a clear reduction in trafficking offences in 2016 while possession offences fell by just three to 162 reported crimes. This is slightly above the Kent average but 11th out of 12 Kent districts. This does represent an improvement over the longer term as the past eighteen months have seen none of the regular and significant spikes of the preceding eighteen months.

We continue to receive reports of cannabis use amongst groups of young people in open spaces.

Kenward Trust Outreach, Street Pastors, Youth Service, the Street Cruizer, police operations and private security teams continue to engage with and deter young people from taking drugs in open spaces.

Alcohol abuse and substance misuse are key themes that stand alone as issues of personal wellbeing but they're also a factor in several other thematic areas. Though we improved overall for drug offences we are 11th for possession offences. Reports of groups of young people 'hanging around' open spaces in the town centre and some neighbourhoods often include cannabis use. Reports to the CSU of the use of new psychoactive substances (NPS) have lessened significantly.

Recommendation

Alcohol and substance misuse to include NTE and London-gang related projects and monitoring, and to remain a priority for 2017/18.

Priority setting for 2017/18

This year the CSP has agreed to focus on four key issues:

1. Domestic abuse
2. Road safety
3. Alcohol and substance misuse
4. Vulnerable victims

These priorities meet the shared goals outlined in the following documents published by the Kent Police & Crime Commissioner (PCC) and Kent County Council:

- Safer in Kent: The Community Safety and Criminal Justice Plan April 2017 to March 2021 – Kent Police & Crime Commissioner (draft as of February 2017)
- 2014-17 Kent Community Safety Agreement – Kent County Council (refreshed July 2016)

A new Kent Community Safety Agreement is currently being written with input from district community safety agreements with an expected sign-off in mid-March. At this stage it would appear that KCC's priorities will not vary greatly from the 2014-17 agreement.

The PCC has provided almost 75% of CSP funding this year. Our priorities reflect the Commissioner's strategic priorities of placing an emphasis on victims and tackling the misery caused by abuse and substance misuse.

During 2016/17 the CSU made significant changes to the structure of regular daily, weekly and monthly meetings. We now chair 'victim-led' meetings with agendas developed against the measure of *threat, harm* and *risk* to individuals and communities; with a stronger emphasis on harm over volume. These meetings offer better value for our partners and consequently, and by way of the Kent and Medway Information Sharing Agreement, we have better representation from key agencies, such as mental health and social care.

This year's strategic assessment process used a risk assessment tool called MoRiLE (Management of Risk in Law Enforcement). We applied MoRiLE to traditional crime types and thematic areas that include a high degree of vulnerability such as modern slavery, counter-terrorism (Prevent), child sexual exploitation (CSE), gangs and Organised Crime Groups (OCGs). These themes are increasingly being enforced through multi-agency work (police, Environmental Protection, Licensing, Immigration Service, etc).

Statutory partners, other agencies and voluntary services also have a role in addressing these themes around improved awareness, education, data sharing and safeguarding. While this will be daily business for some agencies an audit and understanding of the work partners undertake in addressing these themes will contribute to an incomplete picture and highlight any gaps in service and awareness provision. Consequently, these themes have been integrated into Priority 4: Vulnerable victims.

The Community Safety Unit

The Community Safety Unit (CSU), located in Tunbridge Wells Borough Council (TWBC) offices is the delivery arm of the CSP. The CSU works daily with a variety of partner organisations to provide a multi-agency approach to issues as they arise. Partnership working within the CSU will continue to develop throughout the year.

It is important to note that specific community safety issues may remain a priority for one or more partners of the CSP, but not be a priority for the partnership as a whole. This Plan is designed to identify and highlight those issues that should be partnership priorities for the coming year, regardless of individual partner priorities.

The PCC's funding allocation for the forthcoming financial year has been confirmed as the same amount we received during the previous year, and together with funding from TWBC and partners, will be used to address our local priorities.

Regular monitoring of all projects within the Partnership Plan will be undertaken to ensure they provide value for money.

Ongoing work to address anti-social behaviour

The wider policing landscape has changed significantly since the CSU was established in 2011. We are no longer afforded a frontline presence in every ward, be they in blue or green, and the array of support staff no longer includes dedicated roles, such as crime reduction officers and schools liaison officers.

In the strategic assessment reference is made to 'pockets of anti-social behaviour', despite the borough-wide rate remaining steady and, relative to Kent, low for a number of years.

Within residential neighbourhoods this has occasionally amounted to small groups of youths, often linked to cannabis smoking, causing an array of low-level disturbances and moving on before police arrive. In some situations, the more determined members of the group will escalate their behaviour to criminal damage.

Showfields, for instance, suffered a spate of broken windows around the Christmas period. Work had already begun to identify local youths causing anti-social behaviour in the area and to address the ease with which the paved area in front of the café can be misused by young people playing football. An environmental visual audit (EVA) was undertaken by the Council's Community Safety officer and as a result TCHG Foundation has kindly offered to fund a CCTV system to cover vulnerable areas.

However, this did not prevent a local resident, with responsibility for the café, from calling for an anti-social behaviour case review via the community trigger (ASB & Crime Act 2014) following three occasions when windows were broken.

The trigger application raised an issue with police incident recording whereby he was not identified as a repeat victim. This gap had already been identified and a process was put in place to address it around the time we received the application. This was communicated to the trigger applicant.

Following a successful trigger application the threshold for a case review is met if one or more agencies have failed to respond in a way that seeks to address the issues reported upon. On this

occasion a plan was already in place for police, Council and the Housing Association to address these issues, as outlined above. In consultation with police colleagues, considering the actions very recently undertaken, we felt the threshold for a case review had not been met. This was communicated to the applicant with an assurance that the situation is, nevertheless, an 'open case' and regular contact will be maintained.

Elsewhere, two or three individuals continue to ride noisy motorcycles around neighbourhoods causing multiple complaints as they move from neighbourhood to neighbourhood, Sherwood and High Brooms being a particular hotspot, for example. Work is ongoing to identify and effectively, *injunct* the riders with the threat of impounding their machines; which occasionally are legal and roadworthy but noisy.

In the town centre, rough sleeping replaced aggressive begging as an issue of concern. One persistent individual drew particular attention from Estates, Parking and the CSU as they moved from place to place throughout the summer. We were granted a two-year Criminal Behaviour Order on the individual preventing a recurrence, but not without first enduring some impact on resources and even some local media attention.

Rough sleeping in car parks has on occasion drawn attention from individuals known to prey on vulnerable people resulting in violent exchanges and criminal damage to vehicles or Council property. The Winter Shelter, which encourages and supports users in addressing underlying issues and finding somewhere to live, is a positive approach to this complex subject.

Crescent Road and Great Hall car parks, in particular, attracted gatherings of youths during the autumn and early winter. Cannabis use was evident but new psychoactive substance paraphernalia was much less seen. CSP-funded Kenward Trust youth outreach workers spoke with many young people during the year in the car parks and town centre parks during the summer months. They report good engagement with young people, which is encouraging, but expect the trend of gathering in groups in various places throughout the town to continue; likely with the aid and ease of social media.

While we will continue to support individuals who engage with services to address underlying issues that put themselves at risk or result in anti-social behaviour some of these issues can be better addressed by stronger enforcement through provisions made available under the Anti-social Behaviour, Crime and Policing Act 2014.

For instance, we may choose to designate an area, such as a park or car park, and apply prohibitions to that area, such as no rough sleeping, no begging or no loitering. This civil power will provide a proportionate response that can be used flexibly to address anti-social behaviour without unfairly punishing those whose needs must also be met by other supporting agencies.

We expect to go open the topic to six-weeks of public consultation during the summer months.

Actions and recommendations for 2017/18

Priority 1: Domestic abuse

Action	Primary agency/agencies	Measure
Provide DA support services to men and women at all levels of risk. Encourage early reporting by promoting the helpline and available services. Provide workshops/training aimed at awareness raising and prevention.	DAVSS	Number of referrals. Number of high, medium and standard risk referrals dealt with. Number/types of training provided.
Prioritise and refer all high risk cases to a Multi-Agency Risk Assessment Conference (MARAC), and regularly assess volatility of risk levels in all other cases and refer to MARAC as necessary.	DAVSS, Kent Police, West Kent MARAC Co-ordinator	Number of cases referred to/supported at MARAC number of repeat cases.
Refer women to the freedom programme for domestic abuse awareness and support.	DAVSS, DA Forum	Number of programmes run.
Provide support to perpetrators of domestic abuse to change their behaviour through the Community Domestic Abuse Programme (CDAP).	Kent CDAP	Number of men supported through CDAP.
Provide support to victims of sexual abuse through the independent sexual violence advisor.	Family Matters	Number of victims supported.
Evaluate the efficacy of a One Stop Shop to support victims of domestic abuse by signposting to DAVSS, MARAC and Freedom Programme.	DA Forum	Decision made on efficacy of One Stop Shop in Tunbridge Wells. Number of clients attending.
Provide the sanctuary scheme to victims of DA, securing properties to allow them to remain in their own home.	TWBC Housing	Number of properties secured.

Other recommendations

- Work with others to ensure the West Kent service directory is kept updated.
- Raise awareness of DA with partners and continue to ensure signposting information is current.
- Place greater focus on young people and healthy relationships.
- Work to increase numbers attending CDAP and Freedom programmes.
- Promote and attend DA Forum to take forward joint initiatives and ownership of CSP targets for DA.
- Consider the domestic abuse programme ("sexual respect") for young people in secondary schools.

Overall target: To reduce the harm caused by domestic abuse incidents.

Specific target: To see a reduction in the number of repeat cases of domestic abuse.

Priority 2: Road safety

Action	Primary agency/agencies	Measure
Education in schools and community groups to include Licence to Kill campaign.	KFRS KCC Wardens KCC Road Safety Team	Projects completed and feedback provided.
Work with KCC road safety to promote messages locally.	CSU	Number of campaigns supported.
Involve Tunbridge Wells students in innovative new Road Safety Centre at Rochester. CSU to support efforts to engage schools.	KFRS, CSU	Number of sessions held. Sessions held and feedback received.
Provide support for the '20 is plenty' campaign group and the installation of 20pmh zones around schools.	TWBC, CSU	Representation and input to '20 is plenty' meetings.
During Road Safety Week: Provide safety message to primary school children Organise activity with partners to tackle all road users.	CSU KFRS	Number of presentations/activities.
Organise two restorative justice road checks.	KFRS, Kent Police	Road checks held and drivers engaged with.

Other recommendations

- Continue to expand Community Speed Watch by identifying a cohort of volunteers within high-profile wards or a group who would be willing to work across the borough at speeding hotspots
- Direct KCC Warden public-engagement opportunity on road safety topics, particularly around schools
- Link with national and local campaigns including Road Safety Week
- Continue to target top road casualty sites in Tunbridge Wells
- Investigate the 'Good Egg Guide' for implementation/delivery in Tunbridge Wells (child casualties)
- Investigate and promote 'Beep Beep Day' for implementation in Tunbridge Wells (child casualties)

Overall target: Increase road safety for all road users and contribute to KCC's 2020 target to reduce killed and seriously injured casualties.

Specific target: To see a reduction in child casualties of road traffic collisions.

Priority 3: Substance misuse and alcohol abuse (including in the night-time economy)

Action	Primary agency/agencies	Measure
To deploy substance misuse workers to hotspots within the borough to carry out 1:1 and group work with adults and young people.	CGL, Kenward Trust	Number of individuals engaged with.
Carry out targeted work for those identified with substance-related offending/ASB.	CGL	Individuals engaged through group and one-to-one work.
Provide drug and alcohol misuse services for 10-17 year olds including 1:1 work, group work within schools (including RiskIt), Kent Youth Drug Intervention Programme (KYDIS) and family work.	Addaction, Kent Police	Number of young people worked with through 1:1s and early help. Number of referrals to KYDIS.
Deliver Drug Use Screening Tool (DUST) training to professionals.	Addaction	Number of professionals trained.
Support the Winter Shelter, in particular those NFAs with needs around substance misuse and offending.	Churches for Tunbridge Wells, TWBC, CSU	Number of offenders and individuals with substance misuse issues using shelter and number with positive outcomes.
Enforce the Town Centre Alcohol Control Zone.	TWBC, Kent Police	Number of dispersals issued by police and monitored by CCTV.
Replace Alcohol Control Zones with Public Spaces Protection Orders with an additional prohibition related to new psychoactive substances.	TWBC, CSU	Prohibitions in place. Number of enforcements made.
Ensure frontline officers access IBA training (Identification and Brief Advice to Reduce Risky Drinking).	PHE	Number of professionals trained.
Exclude individuals convicted of violence offences from Pubwatch members' licensed premises.	Safe Town Partnership (STP), CCTV, Kent Police	Number of exclusions in force.
Use Safe Town radios to prevent and detect violent crime, by sharing intelligence between licensees/retailers, CCTV control room and police.	STP, TWBC CCTV, Kent Police	Pubwatch instigated incidents monitored by CCTV.
Use CCTV to assist with detecting violent crime.	TWBC, Kent Police	Violent offences monitored.
Provide a positive presence in the night time economy.	Street Pastors	Number of people engaged. Number of ambulances called. Number of police call outs and statements given.
Tackle criminal gangs that target Tunbridge Wells borough.	Kent Police	Number of arrests and prosecutions of gang members. Reduction in ASB linked to gang drug dealing.
Provide licensing training to staff around responsibilities when serving alcohol, including: making sure they adhere to the licensing act, underage sales, legal highs and drug use.	Kent Police, STP	Number of training sessions offered by Kent Police.

Other recommendations

- Work with others to collate and publish West Kent Substance Misuse directory of services
- Promote Alcohol Awareness week
- Use of social media to get information to all residents across the borough with a focus on young people
- Detached work in areas highlighted by CSU for Kenward Trust substance misuse outreach team
- Police, Wardens and PCSOs to continue to gather intelligence on underage and proxy sales
- Encourage frontline professionals to promote the Know Your Score online evaluation tool for alcohol consumption for over-18s

Specific target: To engage youths caught with small amounts of illegal substances to engage with support services.

Priority 4: Vulnerable Victims (CSE, Modern Slavery, Prevent and Gangs)

Action	Proposed primary agency* / Other agencies	Outcome/measure
Scope agency knowledge and awareness of issues, reporting routes and safeguarding lead.	Community Safety Team* (CST), statutory partners, key agencies	An understanding of agency needs/gaps and relevant contacts established with key agencies.
Identify education and awareness training already in place.	CST*, statutory partners and key agencies	Awareness of current used resources and levels of staff take-up across partner agencies.
Identify the availability of online and classroom-based awareness and education training programmes.	CST*, police, KSCB	Awareness of available resources for agency staff and the public, including young people.
Identify multi-agency staff appropriate for awareness training.	CST*, local agencies	Staff roles and numbers collated for rolling training programmes.
Focus awareness campaigns around Counter Terrorism Awareness Week (Nov), National Child Sexual Exploitation Awareness Day (March) and Anti-Slavery Day (Oct).	CST*, police, key agencies	Many agencies focus positive messages and promote broader awareness of these issues during these times.
Acquire promotional materials to support campaigns, action days/weeks and other agency engagement opportunities.	CST*, police, KCC	The CSU already has a variety of posters and leaflets that cover some of these themes. Others will be sought.
Drive to raise awareness in schools, pupil referral units and other training providers (e.g. Horizon Project).	CST, EH, KCC, key agencies	Embedding awareness training at schools and other educational establishments will ensure positive messages reach those who may be at greater risk or vulnerability.
Collate national and regional action plans.	CST*	To feed into local action plans.
Ensure agencies link in with Vulnerability Board to raise awareness of victims and suspected perpetrators, addresses (and CSE hotspots).	CST*, police	Ensure victims' needs are addressed and perpetrator/location information is shared in a multi-agency environment to help reduce further risk.
Form a direct link with LA Safeguarding Board and CSP.	CST*	For oversight of LA safeguarding aspects of local action plans.
Meet with representatives of key agencies to formulate the above into rolling Action Plans, based around the government's model of: PURSUE, PROTECT, PREVENT and PREPARE. Subjects to be covered under these categories will be drawn from national action plans and supplemented by outcomes from Task and Finish groups.	CST*, statutory and key agencies	Task and Finish groups to establish actions plans for the key themes of Prevent, CSE, Modern slavery and London gang-based activity in Tunbridge Wells.
Regular attendance at County or regional meetings.	CST*, police*, key agencies	To feed into the national picture, pick up best practice from around Kent and to seek support for local action plans and ongoing work undertaken by partners.
Consider a West Kent approach to these thematic areas.	West Kent Community Safety Managers	To improve work streams and make better use of finite resources.

Specific target: To ensure the local authority and partner agencies comply with statutory requirements and offer support to vulnerable individuals in helping to address and reduce the risks associated with these themes