

## Community Theme - Impact Assessment

Present data in visual format where possible:

	Indicator	Data Source	Apr-20	May-20	Jun-20	Apr-19	May-19	Jun-19
Community Safety	Domestic Violence Calls to Police	Community Safety Team	172	224	213	193	215	166
	DAVSS - Calls received to Helpline	Community Safety Team	255	507	511	301		
	DAVSS – High Need Domestic Violence Referrals	Community Safety Team	11	12	16	Not recorded pre-COVID		
	Noise Complaints	Community Safety Team	14			9		
	Neighbour Disputes	Community Safety Team	201			63		
	Other ASB incidents	Community Safety Team	662			337		
	Hate Crime	Community Safety Team	96			105		
Environmental Health	TWBC – Noise Complaints	Environmental Health	275			131		
	TWBC – Bonfire complaints	Environmental Health	148			23		
	TWBC – other nuisance/pests/drainage etc.	Environmental Health	102			62		

What does the data identify in terms of impact? Are there any gaps in the data?

### Domestic Violence Calls to Police:

An increase of **nine** and **47** domestic abuse calls to Kent Police in May and June over the preceding year.

**Impact:** A clear increase in June but the impact is unclear without understanding the nature of the calls and any further work that may have been picked up by Victim Support or other support agencies.

**Gaps:** The nature and severity of the incidents. The number of calls that were repeat victims or repeat perpetrators.

**DAVSS - Calls received to Helpline:**

An increase of **972** calls to DAVSS helpline during the quarter.

**Impact:** A significant increase in helpline calls will have an adverse effect on the service provider and strongly indicates a high level of need for advice exacerbated/caused by the lockdown. Unfortunately, DAVSS cannot provide a breakdown of victims as their new call management software has not yet been implemented

**Gaps:** The reason for the call.

**DAVSS – High Need Domestic Violence Referrals:**

Modest month-on-month increase over the three-month period.

**Impact:** High need referrals have a greater impact on the service in terms of length and severity of initial call and the emotional effect on the call taker.

**Gaps:** Data not recorded prior to January 2020.

	Referrals (Total)	Referrals (Female)	Referrals (Male)	Std/Med Risk	High Risk
Apr	14	14	0	6	8
May	21	21	0	18	3
June	30	30	0	22	8
July	17	15	2	14	2

**Hate Crime:**

A total of 96 CAD calls were received for Q1. Each of these are then reviewed by the Police of which 60 were then identified as Hate Crime and were allocated to Police Officers to investigate.

	Racial	Disability	Transgender	Sexual Orientation	Religious Belief	Disability & Religious Belief	Racial & Disability	Racial & Religious	Religious Belief & Sex Orientation
April 2020	10	3	1	2					
May 2020	15	1			1	1			
June 2020	19	3			1		1	2	
July 2020	6	3		2	1				

**Noise Complaints (Kent Police):**

No real impact here

**Noise and Nuisance Complaints (TWBC):**

Data shows a dramatic increase (over double) in the levels of service demand for Environmental Health in respect of matters with a community or neighbourhood impact for the three months selected. This has been managed due to volume and early restrictions on officer visits by re-engineering some processes to encourage residents to assist in gathering evidence and adopting more use of ASB powers as opposed to traditional nuisance legislation where applicable. Both the EH admin team and the EP Officers have responded fantastically to this challenge. The success of these measures means that some are likely to be adopted in the long term. Please note these figures are only for reactive/complaint service requests and do not capture planning or licensing consultations or any of the more proactive work undertaken by the team such as with air quality. The majority of these cases relate to residential to residential cases, however July and August have seen an increase in complaints

about commercial premises.

**Impact:** It is likely there has been some slippage in the response times to cases and to the response to planning applications and other proactive work which will affect both TWBC and MBC. Projects aimed at income generation have also been delayed or not progressed.

#### **Neighbour Disputes (Kent Police):**

An increase of **138** neighbour dispute calls to Kent Police during the quarter.

**Impact:** Kent Police Force Control Room will have been severely impacted by all manner of calls during lockdown. An increase in this 'crime type' was to be expected and will likely tail off over time. Of the **201** calls, **93** were tagged as 'COVID-19' indicating social distancing/regulation breaches were a factor in the call.

**Gaps:** Without a clear understanding of the nature and severity, housing tenure and outcome of the calls it is difficult to understand what long-term or ongoing impact the increase will have.

#### **Other ASB incidents (Kent Police):**

An increase of **325** anti-social behaviour calls to Kent Police during the quarter.

CCTV work with partners to monitor and respond to ASB within our town centres to help reduce the fear of crime. To help deter crime, help detect crime and provide evidential material for court proceedings.

To provide assistance in the overall management of public health and safety. Help to enhance community safety, assist in developing the economic wellbeing in Tunbridge Wells Borough and to encourage greater use of the town centres, shopping areas, car parks, and similar locations within our area

**Impact:** There are a number of sub-categories under ASB. By far the biggest increase was in "Rowdy or nuisance gathering in public / impeding public access" with **281** more incidents over the preceding year – **271** of these were tagged as 'COVID-19' indicating social distancing/regulation breaches were a factor in the call.

**Gaps:** As with other data provided by Kent Police, without a deeper understanding of the nature of the call, the severity, the discrete location and the response it is difficult to know what impact this increase has had on a family, a road, a community or a ward/parish.

(AWAIT GRAPH FROM DEBRA LARKIN)

What local knowledge do we have on the impact which is not reflected in the data?

We know that DAVSS have been swamped with additional calls to their helpline (which they increased from three to six hours a day, five days a week) and the high need calls have had an impact on the volunteers. DAVSS are looking to increase their volunteer numbers and are recruiting more office-based staff to manage the increase in workload.

Overall, what do you think are the biggest risks/consequences of the impact?

ASB calls increased by 468 over the same period last year. Of the 877 total calls, 412 were tagged 'COVID-19'. We could reasonably expect that ASB, noise and nuisance neighbour/dispute calls will flatten out and return to some form of normal over time. Discussions are regularly being held with DA advisors.

Families may have been strengthened or weakened during this time.

Financial hardship and mental health issues may impact the family unit, young people in particular.

For domestic abuse there may be increased risks to victims over the longer term if the lockdown period has had a financial impact on the household, particularly for children within the families. The risks of not being able to meet the needs of an increased number of victims may also have an impact. Other earlier changes, such as the closure of local courts, will also further impact victims and their children.

Overall, what do think are the biggest opportunities?

A key question that will likely be discussed with DA professionals at the West Kent DA Forum, the Quarterly DA Commissioners meeting and the Kent DA Chairs forum.

The pandemic offers support services a good opportunity to have deeper discussions with young people about home life, mental health, general wellbeing and schooling. Outreach workers should take this opportunity to have more meaningful conversations with the hard-to-reach cohort.

Are there any quick wins?

Not necessarily a quick win but the CSU will be leading on two youth engagement 'all out' events in July and August to reach young people in public spaces. We will also be adding 'contextual safeguarding' to our bi-weekly Youth Diversion Forum meeting to better understand the open spaces young people use and the risks associated with these spaces (such as car parks, hidden areas within parks, abandoned/derelict premises, train stations. As mentioned above the opportunity to start conversations and make them meaningful should not be underestimated.

Is there anything we should stop doing now to aid recovery?

No

Are there any media/communications issues or requirements that need to be flagged as a result?

Signposting to relevant support services will be included in the community safety section of the revamped TWBC website.

The Council's Community Safety Team will encourage service providers, particularly those who provide support for young people and victims (and perpetrators) of domestic abuse, to promote their services widely. We will reinforce relevant message amongst our social media followers as appropriate.

Does the impact have a disproportionate impact on those with protected characteristics?

Much of the data provided in the main doesn't provide a breakdown to protect those of protected characteristics. Limited data in respect to hate crime, but Tunbridge Wells in comparison with other Kent authorities is low.