

Crime and Disorder Committee Meeting

**Grand Jury Room, Town Hall, High Street,
Colchester, CO1 1PJ**

Tuesday, 16 February 2021 at 18:00

The Crime and Disorder Committee review and scrutinise decisions made, or other actions taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, and to make reports and recommendations to the Council or the Cabinet with respect to the discharge of those functions.

Information for Members of the Public

Access to information and meetings

You have the right to attend all meetings of the Council, its Committees and Cabinet. You also have the right to see the agenda (the list of items to be discussed at a meeting), which is usually published five working days before the meeting, and minutes once they are published. Dates of the meetings are available here:

<https://colchester.cmis.uk.com/colchester/MeetingCalendar.aspx>.

Occasionally certain issues, for instance, commercially sensitive information or details concerning an individual have to be considered in private. When this is the case an announcement will be made, the live broadcast will end and the meeting will be moved to consider the matter in private.

Have Your Say!

The Council welcomes contributions in the form of written representations from members of the public at most public meetings. Each representation may be no longer than three minutes (or 500 words, if a written submission). Written submissions must be submitted via the form accessed by this link, before noon on the working day before the meeting date: [Crime and Disorder Have Your Say!](#) If you wish to speak in person to the Panel, you must register your wish by noon on the previous working day, by emailing democratic.services@colchester.gov.uk, and include a written copy of what you wish to say, in case technical difficulties prevent you joining the meeting. The Chairman will invite members of the public to make their representations at the start of the meeting.

If you would like to submit representations to a meeting and need to find out more, please refer to the Have Your Say! arrangements here:

<https://colchester.cmis.uk.com/colchester/HaveYourSay.aspx>.

E-mail: democratic.services@colchester.gov.uk
www.colchester.gov.uk

The role and work of the Crime and Disorder Committee

The role

The Committee shall meet to review or scrutinise decisions or other actions taken in connection with the functions conferred to the Committee, these being, a strategy for the reduction of crime and disorder in the Borough and a strategy for combating the misuse of drugs in the borough.

The Committee has to meet at least once in every twelve-month period.

The Committee may co-opt persons to serve on the Committee who are members of the public, employees, officers or members of responsible authorities, for example, the Council, Essex County Council, Essex Police Authority, Essex Fire and Rescue Authority and the Essex Probation Service.

Executive members of the Council may not be co-opted to the Committee. Co-opted persons shall not be entitled to vote on any matter, unless the Committee so determines.

The work

The review of the Safer Colchester Partnership will be a year on year substantive report to be considered by the Committee.

Any Member of Colchester Borough Council may give written notice to the Scrutiny Officer that they wish an item to be included on the agenda of the Committee in relation to a local crime and disorder matter. If the matter is considered a local crime and disorder matter, the item will be included on the first available agenda of the Committee.

A crime and disorder matter is a matter involving anti-social behaviour or other behaviour adversely affecting the local environment, or the misuse of drugs, alcohol and other substances.

The Committee once it has considered a local crime and disorder matter shall consider whether or not to make a report to the Cabinet or Council, and if it decides not to, shall notify the Councillor concerned of its decision(s) and the reason(s) for it.

If the Committee decides to report to the Cabinet or Council, it will provide a copy of the report to the Councillor concerned and the responsible authorities and co-operating persons or bodies as appropriate.

COLCHESTER BOROUGH COUNCIL
Crime and Disorder Committee
Tuesday, 16 February 2021 at 18:00

Member:

Councillor Kevin Bentley
Councillor Lewis Barber
Councillor Tina Bourne
Councillor Paul Dundas
Councillor Chris Hayter
Councillor Mike Hogg
Councillor Sam McCarthy
Councillor Lorcan Whitehead

Chairman
Deputy Chairman

Substitutes:

All members of the Council who are not Cabinet members or members of this Panel.

AGENDA - Part A
(open to the public including the press)

Please note that Agenda items 1 to 6 are normally dealt with briefly.

Live Broadcast

Please follow this link to watch the meeting live on YouTube:

[\(107\) ColchesterCBC - YouTube](#)

1 Welcome and Announcements (Virtual Meetings)

The Chairman will welcome members of the public and Councillors to the meeting and remind those participating to mute their microphones when not talking. The Chairman will invite all Councillors and Officers participating in the meeting to introduce themselves. The Chairman will, at regular intervals, ask Councillors to indicate if they wish to speak or ask a question and Councillors will be invited to speak in turn by the Chairman. A vote on each item of business will be taken by roll call of each Councillor and the outcome of each vote will be confirmed by the Democratic Services Officer.

2 Substitutions

Councillors will be asked to say if they are attending on behalf of a Committee member who is absent.

3 Urgent Items

The Chairman will announce if there is any item not on the published agenda which will be considered because it is urgent and will explain the reason for the urgency.

4 Declarations of Interest

Councillors will be asked to say if there are any items on the agenda about which they have a disclosable pecuniary interest which would prevent them from participating in any discussion of the item or participating in any vote upon the item, or any other pecuniary interest or non-pecuniary interest.

5 Minutes of Previous Meeting

The Councillors will be invited to confirm that the minutes of the meeting held on 15 September 2020 are a correct record.

Crime and Disorder Committee Minutes 15 September 2020

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6 Have Your Say! (Virtual Meetings)

Members of the public may make representations to the meeting. Each representation may be no longer than three minutes (500 words). Members of the public may register their wish to address the meeting by registering online by 12.00 noon on the working day before the meeting date. In addition a written copy of the representation will need to be supplied for use in the event of unforeseen technical difficulties preventing participation at the meeting itself.

7 Safer Colchester Partnership

15 - 110

This report provides the Crime and Disorder Committee with the opportunity to review the work of the Safer Colchester Partnership (SCP) during the period September 2020 – February 2021. Included within the report is background information and an explanation of the role of the Safer Colchester Partnership, work undertaken by the Partnership during September 2020 – February 2021 and future priorities for 2021/22.

Part B

(not open to the public including the press)

CRIME AND DISORDER COMMITTEE

15 September 2020

Present:- Councillor Barber, Councillor Bentley, Councillor Dundas, Councillor Hayter, Councillor Hogg, Councillor McCarthy, Councillor Whitehead

Substitutes:- Councillor Harris for Councillor Bourne

Also Present:- Councillor Lilley

22. Minutes of previous meetings.

RESOLVED that the minutes of the meeting held on 15 September 2019 be confirmed as a correct record, subject to correction of a typographical error which erroneously listed Councillor Bentley as being in attendance.

23. Safer Colchester Partnership

Councillor Hogg (by reason of being the trustee and license holder for a local charity) declared a non-pecuniary interest in the following item pursuant to the provisions of Meetings General Procedure Rule 7 (5). Councillor Bentley (by reason of being the Deputy Leader of Essex County Council) declared a non-pecuniary interest in the following item pursuant to the provisions of Meetings General Procedure Rule 7 (5).

Pamela Donnelly, Chair of the Safer Colchester Partnership and the Council's Strategic Director of Customer and Relationships, introduced the partners attending and thanked them for the work that their organisations carried out. The report was noted as highlighting some changes and details of the three current key priorities and the work of the statutory partners. The three priorities were:

- Tackling Organised Crime, Gangs and County lines with an emphasis on Drug Trafficking
- Driving down Anti-Social Behaviour and Violent Crime in public, focussing on Hate Crime
- Identifying and supporting the reporting of Hidden Harms with a proactive approach to those at risk of Domestic Abuse and Sexual Offences

The Strategic Director introduced Councillor Michael Lilley, Portfolio Holder for Communities, Wellbeing and Public Safety, detailed the recovery plan put in place by 'One Colchester' and the work to integrate the Safer Colchester Partnership into 'One Colchester.' The work done by local charities, Community 360 and foodbank were described, acting to help and support residents and the statutory partners.

The Portfolio Holder highlighted the challenges presented by Covid 19, and the partnership working going on, including by the groups coordinated by Community 360. The lockdown and closures had produced a change in expected crimes, with initial expectations that

antisocial behaviour (ASB) by young individuals would be prominent then being superseded by evidence that antisocial behaviour was instead being committed by older residents and included parties, bonfires and other types of ASB. Drug dealing and issues from deprivation had continued and were being addressed by the Safer Colchester Partnership. Pubs and bars had reopened, but problems had been caused due to the lack of government guidance given. Over 400 venues were being visited by licensing officers, who offered advice and pressed for compliance.

Chief Inspector Rob Huddleston described the situation faced by the Police, and the work conducted to address it. The lockdown had initially led to a decrease in call numbers. Officers who had booked leave had cancelled this, leading to an increase in the officer levels available. Personal Protective Equipment was ensured so as to provide what was necessary for officers, and remote working used where possible. A patrol plan was put in place to protect closed businesses and monitor areas in which it was likely that people might congregate. Essex Police's response had been co-ordinated centrally by a Gold Commander and dedicated Covid Response Team.

Colchester Police were pursuing an 'Engage, explain, encourage and enforce' approach, in that order. Work to reassure the public and build trust was prioritised, and hidden harms (such as domestic abuse) was a priority alongside protection of lives and property. Work has continued, both with town centre partners and with partners and residents in rural areas. An example was the close working with licensees within the Pubwatch scheme. Enforcement against antisocial behaviour included the issuing of closure orders, and a description of this process and the ways it could be used was given.

The Police were awaiting legislative guidance as to the most-recently introduced provisions [including Covid Marshals]. The first information had been received the previous night and more was expected over the following few days.

521 fewer crimes were recorded in 2020-21 (up to end of July, compared to same timespan in 2019-20). Reductions were seen in burglary, shoplifting, robbery, sexual offences and hate crime. 86 fewer incidents of antisocial behaviour were recorded. The uniform operational solve rate had improved by 3.4%.

Combating gangs and County Lines operations remained priorities for the Police, leading a multi-agency panel to disrupt both of these areas of criminal activity. A major gang involved in drugs and firearms provision had been broken up and 14 members on remand or convicted of offences, including supplying of Class A drugs. Proactive, intelligence-led operations continued. Operation Sceptre continued to target the carrying of offensive weapons.

Judicious use of stop and search powers continued, with 1,964 stop and searches being carried out since the Committee last met, with a 30.24% success rate, with weapons, drugs, or crime-related items discovered. To the end of July, 12.9% of stop and searches had been conducted on BAME individuals, roughly in line with the percentage demographics for race in the area. The Committee discussed this and asked whether the local Police service had a different approach compared to elsewhere, given the difference between this and the national statistics relating to race and stop and search. The Chief Inspector was asked for information on the likelihood of fixed penalty notices being issued, broken down by race. Chief Inspector Huddleston explained that Colchester Police had been working on stop and search for years, to maximise deterrence but minimise the effect on communities, operating with respect and based on intelligence received, rather than in a blanket operation. Fixed

penalty notices covered a huge range of transgressions, including driving offences, and no specific details were noted.

A reduction in 'violence with injury' offences had been recorded of 423 fewer incidents over that period than for the same period in 2019-20. An example given was the Riverside Estate, where reports of antisocial behaviour and drug dealing had been addressed with a visual police presence, stops and searches and work to improve the ability of residents to feel safe. Antisocial behaviour and violent crime had then dropped.

Lockdown had seen an increase in dangerous driving offences reported. Full training was given to more officers on use of the 'TrueCam' technology to help detect, enforce and prosecute malefactors. A dispersal order had been served at Abberton Reservoir to crack down on illegal car meets. Antisocial use of off-road motorbikes had been tackled, including related crime and drugs activities.

The Chief Inspector summarised a range of additional Police activities, such as working with parish clerks to distribute information to residents and businesses, identifying where closure orders were needed, 'Coffee with Cops' events in communities, engaging via local radio stations and working with Street Pastors and the SOS Bus. A Night of Action had been held with the Borough Council on 7 August, when a large range of premises were visited to ensure compliance with Covid-19 regulations.

An Independent Advisory Group fed into and steered policing actions to deal with hidden harms, and new organisations were now attending to advise on BLM views. A representative of the local Youth Council also attended, and the Group discussed approaches and strategy on a range of issues. There were now four youth engagement officers operating in Colchester, working on safeguarding and carrying out liaison duties to reassure residents and support schools. Operation Encompass acted to protect children from domestic abuse.

The Committee asked for details of recovery plans and planning for the future reflecting changes from the Covid-19 outbreak. The Strategic Director of Customer and Relationships gave a summary of the recovery work being carried out across the Safer Colchester Partnership and, more widely, the One Colchester Partnership. Key priorities had been ensuring that the most-vulnerable residents had their needs met, and to then move on to recovery planning. Objectives had been shown in the report and the inter-organisation between partners had helped to start recovery work. Part of this was to strengthen the communities which had been especially hard-hit and included work by foodbanks and the effective use of community assets. A local delivery pilot had been designed to increase activity, fitness and health within communities.

The Committee thanked and praised the work of the Safer Colchester partners during recent difficult times. It was queried whether recruitment drives and hiring were being carried out to maintain or increase numbers of officers and whether expected staffing members would be met. Chief Inspector Huddleston confirmed that Police recruitment continued, albeit using online aptitude tests and interviews, with training spread out to ensure safety. Uniform staffing had been better than ever, and backfilling of the detective branch had been carried out. Only two officers had left in recent times, both taking retirement.

The Committee asked whether the drop of 521 in crime numbers, compared to last year, was due to Covid-19 or whether there had been month-on-month drops for each of the last

12 months compared to the previous year. The Chief Inspector committed to provide Committee members with the relevant data to answer this question. There had been a drop in burglaries during lockdown and an increase in patrols to prevent commercial break-ins. Concern had now shifted to online fraud and similar crime, especially Covid-19 fraud such as phishing for financial details. Information and reassurance were being given to residents. The Committee asked that the statistics and an update be provided to all Borough councillors.

The Committee praised the lines of communication to the Police for reporting problems, especially the email address available for councillors to use and cautioned that the Council should remember that crime and antisocial behaviour affected population centres throughout the Borough, including the settlements of Wivenhoe and Tiptree, where some crime had spread.

County Lines drugs issues were discussed, where metropolitan gangs moved into local exploitation and provision of illicit substances and items. 18 different lines had been identified and, up to present day, 11 of these had been disrupted and were inactive. Pockets of dealing remained, including in Greenstead and at the Hythe. Recently more rural areas were involved, including antisocial behaviour and the exploitation of vulnerable residents used to disguise the trade. Instances of harassment and threatening behaviour had been recorded.

Operation Sceptre was discussed, and the Panel was informed that it had had a significant effect on knife crime, and indirectly on drug crime. The disruption of drug gang operations also continued via the work of Raptor Teams, working with the Metropolitan Police to take out the ends and origins of county lines. There were currently only seven active drugs gangs in the area, two of which were home-grown. Police actions continued to target these gangs.

A Committee member asked for better ways to discuss and communicate any issues to report regarding half-way houses, such as antisocial behaviour. The Chief Inspector urged councillors to continue to report any issues to the Community Policing Team, which worked closely with Nacro and other local partners to identify and solve any problems. David Messam [Head of North Essex LDU – National Probation Service], explained that the Probation Service also had a good relationship with the Police and, if in receipt of information regarding individuals out on license and potentially in breach of this, would engage to resolve issues or, in worst cases, recall to custody. Jenny Gibson [Manager, Service Delivery, Essex Community Rehabilitation Company Ltd] elaborated on this to explain the good relationships and multi-agency working in operation. The Company's local lead officer led on resettlement and maintaining links with Nacro. Contact details were available for councillors to use and enforcement action would be taken where issues are identified regarding individuals.

The Committee requested more information on the increase in rates of reported hate crimes and on the impact of lockdown on domestic abuse/violence rates. The Committee were told that the Police had opened new ways to report hate crimes over the past year and, whilst there had not been significant changes in cases reported since the previous year, the biggest problem area in Colchester was racial hatred. The Police worked with communities to tackle this and, with Community 360, had instituted a BAME conference to help officers better understand the problems being faced. This had started with around ten attendees, increasing now to around 50. There had initially been a drop in reports of domestic abuse during lockdown, thought to be because victims often wanted to avoid causing a scene in

front of children. Resources had been put in place to deal with an expected increase in reports following the end of lockdown. There was concern at the increase in violence reported, with 13 more domestic violence warnings being issued than the next-best performing authority in the region. Best practice was described, and ways to safely report any domestic violence allegations involving a police officer were in place.

Expected trends for the future were discussed, with organised crime gangs diversifying from drugs to people trafficking, modern slavery and other sources of income. Crime prevention information was being circulated and advertised.

The Committee praised the reporting function available for councillors to report crime, and the information updates produced by the Police. Members queried how the Police and local authorities worked together to enforce restrictions related to Covid-19 and dealing with breaches. The new provisions for appointing 'Covid Marshals' were queried regarding how these would fit in with future enforcement work. It was explained that the Police worked closely with the Council's licensing officers, including joint visits to venues. The Covid patrol plan included visiting a minimum of three venues per night to check adherence to regulations. The rural strategy fed into the Covid patrol plans and efforts continued to build local connections and deal with traditional crimes. No guidance had yet been received regarding Covid Marshal powers and who would employ them, but this was expected in coming days.

Mel Rundle, Communities Group Manager, gave an overview of the Council's licensing team's activities. Good partnership working was in place and the team operated a direct approach to tackle reported problems and breaches of regulations. Community Protection Warnings could be issued and the team worked with the Essex Director of Health to issue orders regarding the operation of different premises/venues. The team's approach to visiting and taking action, where needed, was outlined.

There was funding available from government for any local authority on the watch list (e.g. where the R rate has exceeded a certain level) and this included funding for Covid Marshals. Colchester was not on the watch list, so funding was not expected for Marshals. The Colchester Ambassadors currently covered certain of the Marshal duties in town and provided information, advice and reminders of current regulations. The Portfolio Holder for Communities, Wellbeing and Public Safety confirmed that the Council would present its approach to councillors and the public once the guidance had been received and digested. The Portfolio Holder informed the Committee that it will be a Council priority to ensure compliance with the national 'track and trace' effort. At present, the Council did not have funds to employ Covid Marshals.

The Portfolio Holder for Communities, Wellbeing and Public Safety noted that many breaches could be seen and that evidence of these can be sent to the Police to make enforcement possible. Community Police Officers were working well with the ASB officers of Colchester Borough Homes. The Portfolio Holder requested that councillors reporting nuisances provide a community impact statement. This could feed into enforcement and prosecutions. A Committee member questioned the use of such statements, asking whether these would be considered hearsay evidence and therefore whether they were admissible as evidence in legal proceedings. It was also questioned whether anonymous reports could be made by residents to councillors. It was explained that the statements were to show the perceived negative impact of an action or crime, rather than to provide direct evidence to prove culpability of an accused individual. Chief Inspector Huddleston elaborated on this to explain that community impact statements were used to

support applications for enforcement action. Generally they could show impacts without identifying complainants, and were generally considered in secure closed hearings.

Various issues were raised and queried by the Committee, such as speeding and road meets at Abberton Reservoir, with Police working with parish councils to carry out effective enforcement actions. Thanks had been received from several parish councils.

The Committee were briefed on county lines issues relating to cuckooing [the taking over of a property for illegal activities, usually victimising vulnerable residents] and actions to address them. The Police had detected such activities going on, although there had not been significant numbers of cases. Cases were responded to with a partnership response involving safeguarding of vulnerable residents, provision of alternative accommodation, and closure orders (some full, some partial). Partial closure orders allowed a resident to stay in a property but provided a deterrent to stop gang activities, with gangs wanting to avoid using properties being watched by the Police. This helped reduce antisocial behaviour, fear and harassment.

The Committee discussed the Police's powers regarding lockdowns and enforcement of Covid regulations. Enforcement was the last resort, if efforts to 'Engage, explain and encourage' failed. Current legislation allowed the issuing of fixed penalty notices of £100. 20,000 engagements had been recorded over the past year, but very few fixed penalties had been issued as most residents had valid reasons for their behaviour or apologised for transgressions.

The Chief Inspector informed the Committee that the latest guidance regarding the 'Rule of 6' had just been received. There were extra patrols for licensed premises and 65 priority locations had been identified for monitoring and patrol due to the likelihood of regulation breaches.

David Messam [Head of North Essex LDU – National Probation Service], answered questions about remote working by partners, agreeing that there had been a reduction in face-to-face work, as this was replaced, where possible, by telephone contacts and doorstep visits. Office visits continued for high-risk offenders. Remote options were now gradually being replaced by in-person meetings, but the remote options that worked well would continue where appropriate.

Jenny Gibson, Manager, Service Delivery, Essex Community Rehabilitation Company Ltd, explained that the Company's recovery operations had largely been in line with those of the national probation service and that they had also used remote meeting options and doorstep appointments. Covid-secure working had been introduced, with full risk assessments and team bubbles being set up. 'Project in a Box' work continued, with service users carrying out homework to help the community, e.g. making facemasks.

Karen Loweman, Director of Operations at Colchester Borough Homes, gave an overview of the Company's operations during lockdown. Most staff had moved to homeworking, however CBH kept a presence within the community, especially where vulnerable residents were concerned. Work continued with the Police to combat antisocial behaviour and the Community Caretakers and other officers maintained vigilance to detect any hidden harms.

Pam Green, North-East Essex CCG Chief Operating Officer, gave a high-level view of the huge shift in health service delivery which had been needed during 2020. Statutory partners had become strong health allies and partners in health and safety, especially within the


'Once Colchester' partnership. An improvement in results had been noted, with tackling long-term conditions and providing vaccinations. The work of the North-East Essex Health and Wellbeing Alliance was described.

Lee Bailey, County Council Lead for Partnership Delivery, Children & Families, gave assurance that visits to vulnerable children continued, albeit using social distance and protective equipment. For less-acute cases, officers used gardens, parks and dog walks or online meetings. A spike in referrals had been expected but had not come to pass.

The Chair of the meeting thanked the Safer Colchester Partnership for presenting, and thanked members of the Committee for their questions and scrutiny.

RESOLVED that the Committee had scrutinised the work of the Safer Colchester Partnership (SCP).

16 February 2021

Report of	Strategic Director for Customer & Relationships	Author	Sonia Carr  282978
Title	Safer Colchester Partnership		
Wards affected	All		

1. Executive Summary

- 1.1. This report provides the Crime and Disorder Committee with the opportunity to review the work of the Safer Colchester Partnership (SCP) during the period September 2020 – February 2021. Included within the report is background information and an explanation of the role of the Safer Colchester Partnership, work undertaken by the Partnership during September 2020 – February 2021 and future priorities for 2021/22.
- 1.2. Appendices are provided from the Statutory members of the SCP (including Health, National Probation Service (NPS), Essex Community Rehabilitation Company (CRC), Essex County Council (ECC), Essex Fire and Rescue (ECFRS) and Essex Police) to deliver more detailed partner information on performance/activities linked to the SCP and their own priorities.
- 1.3. At the Crime and Disorder Committee meeting, key stakeholders, including the Colchester Borough Council Portfolio Holder and Executive Director, Colchester District Commander (North Local Policing Area) Essex Police and Senior representatives from other statutory and non-statutory partner agencies will be in attendance to provide further details to Committee members and to answer any questions that they may have.

2. Action Required

- 2.1. For the Crime and Disorder Committee to scrutinise the work of the Safer Colchester Partnership (SCP).

3. Reason for Scrutiny

- 3.1. Under the Crime and Disorder (Overview and Scrutiny) Regulations 2009 the Committee is required to meet at least once a year to review the work and progress of the Safer Colchester Partnership in connection with the discharge, by the responsible authorities, of their statutory crime and disorder reduction functions.

- 3.2. However, during the 'annual' Crime and Disorder Committee Panel meeting on 10 September 2019; the Committee requested that there be two Panel meetings per year (taking place in February/March and September) so that they could receive and discuss performance data and statistics from the statutory partners of the Safer Colchester Partnership. This motion was agreed by the Chair of the SCP.

4. Background Information

- 4.1. The Crime and Disorder Act 1998 sets out statutory requirements for local agencies to work together to tackle crime in their local area. Partners involved in this work are known as 'Responsible Authorities'.
- 4.2. The SCP was set up in order to deliver this statutory duty and includes the following partners: (statutory) Colchester Borough Council (CBC), Essex Police, Health/Clinical Commissioning Group (CCG), National Probation Service (NPS), Essex Community Rehabilitation Company (CRC), Essex County Council (ECC), Essex Fire and Rescue Service (ECFRS) and non-statutory partners include Colchester Borough Homes (CBH), University of Essex, Community 360 and Colchester Garrison. North Essex Children's and Families Service and North Essex Adult Social Care, Essex Ambulance, Essex Youth Service, Colchester BID and Colchester Institute became members of the Partnership during 2019.
- 4.3. There are many areas where the work of agencies overlaps, and it is more effective to work in partnership to address issues. Also, more effective data sharing between agencies enables partners to target resources to where they are needed most.
- 4.4. The SCP has a statutory duty to carry out an annual 'Strategic Assessment of Crime'. This involves analysing data on the frequency, location and types of crime (over the period 1st October – 30th September) in order to identify patterns and trends. The CBC Community Safety Team, alongside Essex Police's Intelligence Analyst, lead on the delivery of this Assessment and, once completed, it is shared amongst SCP partners and used to develop the SCP Annual Partnership Plan (for the period 1 April - 31 March) which prioritises the key local issues and outlines actions to address them. The SCP then monitors this Annual Plan throughout the financial year, reviewing and refocusing activity as necessary to effectively tackle the issues.

5. The Partnership's work during 2020-2021 (to February 2021)

- 5.1. Following completion of the Strategic Assessment of Crime 2019-20, the SCP identified the following Key Priorities for the period April 2020 - March 2021.
- Tackling Organised Crime, Gangs and County lines with an emphasis on Drug Trafficking

The Safer Colchester Partnership will continue to develop the intelligence and awareness picture of this escalating criminality, especially focusing on Drug Trafficking. To best tackle this issue the Safer Colchester Partnership will strive to provide appropriate safeguarding and support to those vulnerable to this type of drug-related exploitation with a further aim to assist in the disruption of drug-related activities within the community.

- Driving down Anti-Social Behaviour and Violent Crime in public, focussing on Hate Crime
The Safer Colchester Partnership will use all available resources and legislation, including utilising the four standing Public Space Protection Orders (PSPOs), to tackling ASB and violent crime within the District. Reductions in these areas will bring reassurance to residents regarding their personal safety and will assist in driving down crime rates for the area. With a further emphasis on Hate Crime as identified by the risk matrix, addressing this type of behaviour and conduct can help improve the community quality of life.
 - Identifying and supporting the reporting of Hidden Harms with a proactive approach to those at risk of Domestic Abuse and Sexual Offences
The Safer Colchester Partnership will aim to increase the understanding and awareness, to both the general public and front-line practitioners, of the Hidden Harms our communities face. Encouraging those who are affected by these harms to engage with the Partnership or relevant agencies/charities to seek help and support, with an emphasis on Domestic Abuse and Sexual Offences as identified by the risk matrix.
- 5.2 The SCP Annual Partnership Plan 2020-21 details the specific work and projects undertaken to address these themes (to date), attached as Appendix A.
- 5.3 Updates from statutory members of the SCP including Health (CCG), National Probation Service (NPS), Essex Community Rehabilitation Company (CRC), Essex County Council (Children's Services), Essex Fire and Rescue (ECFRS) and Essex Police are included as Appendix B.

As per the Committee's request these updates include specific references to the following areas in relevant partner updates:

- Covid related activities and impacts
- Crime data
- County Lines Information
- Covid Marshals
- Police roles and changes
- Domestic Abuse both from Police and Next Chapter
- Parish and Town Council feedback on perceptions of crime.

6. Plans for the Partnership's work during March 2021- September 2021

- 6.1. The Strategic Assessment of Crime 2020-21 was completed in December 2020. The pandemic restrictions have impacted on crime committed and reported in 2020 resulting in crime types experiencing unprecedented significantly reduced or increased levels. As restrictions have changed, crime levels have continually readjusted. As the data set significantly reflects crime within a pandemic environment the data may not accurately inform priorities for the following year where similar restrictions may not be in place. In this circumstance, the Partnership has agreed to adopt the priorities identified in the previous assessment for the year 2021-22 as there has not been an opportunity to address them.

Therefore, as last year, the priorities for the coming year April 2021-March 2022 will be as below:

- Tackling Organised Crime, Gangs and County lines with an emphasis on Drug Trafficking
- Driving down Anti-Social Behaviour and Violent Crime in public, focussing on Hate Crime
- Identifying and supporting the reporting of Hidden harms with a proactive approach to those at risk of Domestic Abuse and Sexual Offences

- 6.2. The Annual Partnership Plan for 2021-22 will commence at the end of March 2021.

7. Changes during the year to date

- 7.1. Employment by the local authority of a Covid Co-ordinator and Covid Marshals to support public compliance with Government guidelines. Covid Marshals have been working closely with Essex Police, Business Improvement District and Council Neighbourhood Teams.
- 7.2. Successful partnership working between all agencies in response to the global COVID-19 pandemic, including increased contact with Public Health and adapted ways of working.
- 7.3. The CBC Community Response Team has continued to provide support and assistance to residents across the Borough and issued up-to-date guidance through revised versions of a Communities Support Pack.
- 7.4. Further recovery planning undertaken including the set-up of a Covid Testing Centre in Colchester, and the support at a local level of the Test and Trace process.

8. The Police, Fire and Crime Commissioner (PFCC)

- 8.1. The PFCC will be in attendance at the meeting.
- 8.2. Cllr Michael Lilley continues to be a member of the Police, Fire and Crime Panel throughout the year, which is the body set up to scrutinise the work of the

PFCC. He will be at the meeting to provide an update on the work of the panel and to answer any questions.

- 8.3. The PFCC for Essex's Community Safety Development Fund enables voluntary and community safety groups from across Essex to apply for funding. This is to help prevent and tackle crime and anti-social behaviour in Essex and support vulnerable people.

9. Equality, Diversity and Human Rights implications

- 9.1. No specific Equality and Diversity implications.

10. Strategic Plan References

- 10.1 This work contributes to the Council's Strategic Plan 2020-2023. Under 'Creating safe, healthy and active communities', the priority to 'Provide opportunities for young people', includes key goals to tackle crime issues and tackling anti-social behaviour. Specifically:

- Provide positive opportunities for young people to engage with their local community and do things that interests them, keeps them safe, makes them happy and supports improved mental wellbeing.
- Support the creation of strong, safe, and friendly communities that care about each other.
- Work with Essex Police, Colchester Borough Homes, Essex Youth Service and other partners to reduce anti-social behaviour and tackle serious crime.
- Work alongside our partners to improve cleanliness and community safety in the town centre.
- Upgrade and extend the CCTV network to reach more places.

11. Consultation

- 11.1. The Strategic Assessment of Crime 2020-21 was completed in December 2020 and has been used to identify the Key Priorities for the SCP for 2021-22.

12. Publicity Considerations

- 12.1. All publicity aims to achieve a positive reflection of the work of the SCP. There is a dedicated website, providing information and advice for residents and members of the public – www.safercolchester.co.uk

13. Financial implications

- 13.1. It is expected that funding for the partnership's work will continue to be reduced. Therefore, the partnership will consider the financial sustainability of any project work it undertakes.

14. Community Safety Implications

14.1. The Community Safety implications are the subject of this report.

15. Health and Safety Implications

15.1. There are no specific Health and Safety Implications.

16. Risk Management Implications

16.1. There are no specific risk implications.

ACRONYMS:

Abbreviation	Description
APP	Annual Partnership Plan
ASB	Anti-Social Behaviour
CBC	Colchester Borough Council
CBH	Colchester Borough Homes
CBO	Criminal Behavioural Order
CCG	Clinical Commissioning Group
CPN	Community Protection Notice
CPW	Community Protection Warning
CS	Community Safety
CSP	Community Safety Partnership
ECFRS	Essex County Fire & Rescue Service
FPN	Fixed Penalty Notice
KP's	Key Priorities
PFCC	Police, Fire and Crime Commissioner
SCP	Safer Colchester Partnership

Appendices:

- Appendix A SCP Annual Partnership Plan 2020-2021
- Appendix B Statutory Partner Updates
- Appendix C Community Assets Mapping
- Appendix D Parish Council Updates
- Appendix E Domestic Abuse Update
- Appendix F Domestic Abuse supporting data
- Appendix G Domestic Abuse excel data
- Appendix H CRC – Community Payback

ANNUAL PARTNERSHIP PLAN 2020-21

The Crime and Disorder Act 1998 requires the Community Safety Partnerships to complete an annual partnership plan. The legislation also places a joint responsibility upon specific agencies to work together to protect the local community from crime, and to help people feel safer.

The Safer Colchester Partnership consists of representatives from the following statutory authorities:

- * Colchester Borough Council (CBC)
- * Essex Police
- * Essex County Fire and Rescue Service
- * Essex Community Rehabilitation Company
- * Essex County Council
- * National Probation Service
- * Clinical Commissioning Group (NHS)

Safer Colchester Partnership also consists of non-statutory representatives from:

- * Colchester Garrison
- * University of Essex
- * Community 360
- * Colchester Borough Homes
- * Crimestoppers
- * Neighbourhood Watch
- * Open Road
- * Business Improvement District (BID)
- * Next Chapter
- * Beacon House
- * Youth Enquiry Service (YES)
- * Firstsite

Key Priorities for 2020-21

The Partnership identified three specific priorities for 2020/2021 following an assessment of crime and disorder, and consultation with various agencies.

Priority One - Tackling organized crime, gangs & county lines with an emphasis on Drug Trafficking

The Safer Colchester Partnership will continue to develop the intelligence and awareness picture of this escalating criminality, especially focusing on Drug Trafficking. To best tackle this issue the Safer Colchester Partnership will strive to provide appropriate safeguarding and support to those vulnerable to this type of drug-related exploitation with a further aim to assist in the disruption of drug-related activities within the community.

Priority Two - Driving down Anti-Social Behaviour and Violent Crime in public, focusing on Hate Crime

The Safer Colchester Partnership will use all available resources and legislation, including utilising the four standing Public Space Protection Orders (PSPOs), to tackling ASB and violent crime within the District. Reductions in these areas will bring reassurance to residents regarding their personal safety and will assist in driving down crime rates for the area. With a further emphasis on Hate Crime as identified by the risk matrix, addressing this type of behaviour and conduct can help improve the community quality of life.

Priority Three - Identifying & supporting the reporting of Hidden Harms with a proactive approach to those at risk of Domestic Abuse and Sexual Offences.

The Safer Colchester Partnership will aim to increase the understanding and awareness, to both the general public and front-line practitioners, of the Hidden Harms our communities face. Encouraging those who are affected by these harms to engage with the Partnership or relevant agencies/charities to seek help and support, with an emphasis on Domestic Abuse and Sexual Offences as identified by the risk matrix.

These priorities form the basis of the Safer Colchester Partnership (SCP) action plan and other activities during the year. This report provides an overview of projects and initiatives that have contributed towards achieving the Annual Partnership Plan targets and meeting the objectives of the Crime and Fire plan.

Priority One - Tackling organized crime, gangs & county lines with an emphasis on Drug Trafficking

The Safer Colchester Partnership will continue to develop the intelligence and awareness picture of this escalating criminality, especially focusing on Drug Trafficking. To best tackle this issue the Safer Colchester Partnership will strive to provide appropriate safeguarding and support to those vulnerable to this type of drug-related exploitation with a further aim to assist in the disruption of drug-related activities within the community.

Project / Initiative	About the Project / Initiative	SCP Priorities	PFCC Priorities
MAC Panel Essex Police October 2019 - Ongoing	Working together through the Multi Agency Coordination Panel partners have targeted individual criminals and used their combined powers to disrupt the criminal in addition to the criminality. This approach has seen one Organised Crime Group archived. Emerging groups are under review on a bi-monthly basis.	1 & 2	4, 5 & 6
Closure Orders Colchester Borough Homes BAU Ongoing	Closures/partial closures have been conducted to tackle drugs and ASB. A closure notice prohibits access to the premises for the period specified in the notice. The process to close premises which are causing antisocial behaviour, if they reasonably believe that there is, or is likely to be a nuisance to members of the public, or disorder relating to the premises and in its vicinity.	1 & 2	4, 5 & 6
Offender Management Pilot Essex Police/ SCP/Probation Service Early 2021	Pilot to be arranged for early 2021 ⁱⁱ to combine MACP meetings with Integrated Offender Management meetings currently held by Police/Probation/CRC and to be attended by other relevant partners.	1 & 2	
Virtual Crew CBC Community Safety Team	For 2020 in light of COVID pandemic and home-schooling, Virtual Crew was replaced by an online support page for CYP. This included information and support relating to Gangs & Knife Crime, Internet Safety, Bullying / Online Grooming & Anti-Social Behaviour. There is an ongoing review of Virtual Crew in order to launch revised scheme for 2021.	1 & 2	2 & 5
Essex Youth Services EYS June 2020	£46,000 funding available for project to support young people in tackling ASB and anxiety issues.	1, 2 & 3	
Essex Youth Services EYS	Delivery of online activities for young people during the COVID restrictions. Schedule distributed to partners on a weekly basis.	1, 2 & 3	

April 2020 – ongoing			
Op Metaphor Essex Police May 2020	Op Metaphor is an intelligence collection plan around the Riverside Hotel which is being used by our rough sleepers. Information has been received that users of the premises may be leaving in the early morning to get drugs in the direction of North Station Road, were still in the intel gathering face but this has involved shift changes and regular liaison with security.	1 & 2	
Op Sceptre Essex Police Various Dates	Op Sceptre a National operation to tackle knife crime. The campaign comprises a mix of targeted operational and educational activities to remove unwanted knives off the streets of Colchester, and to reassure young people they are safer not carrying knives and walking away from harm.	1, 2 & 3	1, 4, 5 & 6
Project Servator Essex Police Various Dates	Project Servator aims to deter, detect and disrupt a range of criminal activity, including terrorism, while providing a reassuring presence for the public. Officers will arrive unannounced at various locations. These patrols could last for different lengths of time and involve varying numbers of officers. As a minimum, uniform and plain-clothes officers, but might also include officers from other departments such as dog or horse units or armed officers, depending on our specific requirements.	1 & 2	1, 4, 5 & 6
Op Enlightenment Essex Police Various Dates and Ongoing	Partnership with schools across the District. Working together to identify vulnerable students who may be at risk of exploitation support can be provided through a variety of means from one to one with Children's and Young Person officers, sessions with NGO who provide expert youth workers, or through statutory partners.	1	1, 4, 5 & 6
Box Smart Colchester Borough Homes	'Box Smart,' aims to provide young people with a positive outlook, increasing their confidence through being active and using qualified coaches as positive, local role models. Weekly boxing sessions will be held to encourage 12-16-year olds, who might be vulnerable to the dangers of County Lines and knife crime, to try something new. The programme gave 20 young people the opportunity - December 2019 – 9 young people successfully completed the programme.	1 & 2	3, 4, 5 & 6

Priority Two - Driving down Anti-Social Behaviour and Violent Crime in public, focusing on Hate Crime

The Safer Colchester Partnership will use all available resources and legislation, including utilising the four standing Public Space Protection Orders (PSPOs), to tackling ASB and violent crime within the District. Reductions in these areas will bring reassurance to residents regarding their personal safety and will assist in driving down crime rates for the area. With a further emphasis on Hate Crime as identified by the risk matrix, addressing this type of behaviour and conduct can help improve the community quality of life.

Project / Initiative	About the Project / Initiative	SCP Priorities	PFCC Priorities
PSPO Car Parks CBC Community Safety Team & Neighbourhood Team May 2020-May 2023	A Public Spaces Protection Order (PSPO) aims to prevent things that are harming the quality of life of people in the local community. Renewal of the PSPO including prohibiting human habitation, across the following car parks: Butt Road, Napier Road, St Marys, St Johns, Vineyard Street, Britannia, Middleborough, Priory Street, Sheepen Road.	2	2
PSPO East Bay & The Moors CBC Community Safety Team & Neighbourhood Team June 2020- June 2023	A Public Spaces Protection Order (PSPO) aims to prevent things that are harming the quality of life of people in the local community. Renewal of the PSPO completed.	2	2
PSPO Town Centre CBC Community Safety Team and Neighbourhood Team September 2020-October 2023	A Public Spaces Protection Order (PSPO) aims to prevent things that are harming the quality of life of people in the local community. This PSPO was renewed in October 2020.		
PSPO Mill Road Sports Ground CBC Community Safety Team & Neighbourhood team	This PSPO was renewed in November 2020. This excludes dogs from the sports pitches areas of the sports ground, dogs to be kept on a lead on non-sports pitch areas, and if a dog defecates on any of the land a person who is in charge of the dog at that time must remove the faeces.		

November 2020 – November 2022			
PCSO Funding CBC Dec 2017 – Dec 2020	CBC funding for PCSO roles to cover the town centre and rural communities.	1 & 2	
Op Halfback Essex Police April 2020	Policing and Safeguarding the Night Time Economy, and Planning for the re-opening of Night Time Economy	1 & 2	
Op Luscombe Essex Police in partnership Launched November 2019 - Ongoing	A multi-agency approach, Police, NHS, Open Road, Colchester Borough Homes, Community 360 providing a drop-in centre once a week where members of the homeless community can access a range of services to provide safeguarding and support. Combining this support offer with prosecution of offenders who do not engage has seen further progress reducing instances of crime and ASB.	2 & 3	2 & 6
ASB Service Delivery CBC Community Safety/CBH Ongoing	ASB service delivered in conjunction with Colchester Borough Homes.	2	
ASB – Environmental Team Response CBC Ongoing	Sharing of internal resources to respond to the significant increase in anti-social behaviour reports (such as noise nuisance, residential bonfires) through the initial 'lockdown' period and provide guidance to communities on how to deal with this.	2	
ASB Awareness Week Essex Police & CBC 30 March – 5 April 2020	Preparation was in place for promotional activity and a focus on enforcement for the week. Included joint patrols with the Police, CBC Neighbourhoods and ASB Team (CBH) in Greenstead and Stanway. Social media campaign to raise awareness within the community of what ASB is and how to report. This was cancelled due to COVID-19 outbreak.	2	
Rural Tool Kit CBC Community Safety Team October 2020	The partnership re-launched the Rural Crime Toolkit in conjunction to provide communities with ideas, information and support to make their neighbourhood a better place to live.	2	2
Rural Communities Fund CBC Community Safety Team October 2020	Alongside the Rural Tool kit, money was made available by CBC for communities to apply for funds for initiatives to tackle safety issues within their rural area. This includes a successful bid by West Bergholt Parish Council to upgrade their CCTV	2	2

	system at Orpen Memorial Hall as a means to tackle ASB incidents. The funding was re-launched in October 2020.		
NHW New Website Launch Neighbourhood Watch April 2020	Neighbourhood Watch was started in the UK in 1982 and is now one of the large and successful crime prevention organisations. The aim is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen. The vision is that of a caring society that is focused on trust and respect in which people are safe from crime and enjoy a good quality of life. The NHW website has been revamped providing more online accessibility, more localised and ongoing crime prevention advice.	2	
Reviewing Neighbourhood Watch Data NHW/Community Safety September 2020 onwards	Collating data provided by Neighbourhood Watch to monitor trends relating to type of offence, hotspot Wards/Postcodes and any intel from Essex Police. Feedback to relevant partners to look at any actions required.	1,2 & 3	
Town Centre Action Plan CBC Community Safety Team Launched August 2018 - Ongoing	Meetings held fortnightly (and weekly through the initial stages of the COVID pandemic). Action Plan produced May 2020 to ensure effective monitoring and evaluation of activity. Refer to TCAP action plan for further information.	2 & 3	1, 2 & 6
Make a Difference Days Colchester Borough Homes	MAD Days involve CBH staff, volunteers, residents and councillors visiting specific areas of the community to help make improvements and encourage pride in community spaces. On these days, a whole host of clean-up activities take place: general community clear-ups, tree and hedge trimming, bulb planting and gardening, fence repair and painting and rubbish clearance. Due to COVID-19 this has not been possible to date. Under review.	2	2
Project Soteria Colchester Borough Homes Launched November 2019 - Ongoing	Project Soteria raises awareness of the positive actions taken by both Police and Colchester Borough Homes when house closures are undertaken. The reason for these closures is often related to drug activity and the associated ASB that this act brings. This same behaviour that can put fear in the community and that has huge detrimental effects on those that live nearby.	1, 2 & 3	2, 5 & 6
Op Vocal Essex Police October 2019 - Ongoing	Essex Police supported the Rural Toolkit with Op Vocal providing flexible deployment of the Community Policing Team into rural areas based on intelligence and demand. This has seen numerous deployments across our rural communities addressing issues from speeding, to drug use.	1, 2 & 3	1 & 2

BikeWise Campaign Colchester Borough Council March 2020	Part of the Bike Wise campaign both Council and Police will be carrying out work and activity to provide advice to cyclists in order to increase awareness of locking cycles securely. Additionally, campaign stickers will also be put on the town Centre cycle racks reminding users to lock their bikes and Police will be carrying out extra patrols to deter potential thieves.	2	1 & 2
Nights of Action (Op Emblazen) Essex Police and Partners Various	Night of action – 7/8/20 – 45 venues visited by Essex Police/CBC Licencing Team - to check premises were operating safely and taking note of Government Guidance. 3 Nights of Action took place in December 2020, supported by the Police and Covid Marshalls.	2	1, 2, 4, 6 & 7
BID – Security Patrol BID April 2020-June 2020	Patrols of Town Centre (10pm -6am) to monitor the town centre during lockdown which saw zero break-ins/attempted break-ins into businesses through the whole of full lockdown.	2	
Town Centre Re-opening CBC/Essex Police / BID April 2020 - Ongoing	Joint working with the Police and the Town Centre Business Improvement District to help businesses safely re-open within Covid-19 guidelines. Formation of Town Centre Covid-19 Taskforce. Included provision of floor vinyls, sanitiser stations, and webinars for businesses.	2	
Street Ambassadors BID October 2019 – current	Trained in areas such as Hate Crime and Dementia. Interacting with businesses - including informing of campaigns. Key issues, such as thefts, shoplifting and general street issues have been reported. The top four issues are, paving, footway cleaning hazardous materials. Trained in areas such as Hate Crime, Dementia and evidence collection.		
BID Dog Patrol December 2019	Funded by BID- A dog patrol alongside the joint Council, Police night of action to target drug activity through the night-time economy. Zed Security were employed to deliver this and complete a joint patrol with members of the Proactive Police Team.		
BID – NTE Patrol BID 24 July 2020 onwards	BID funded night-time patrol (between 2200hrs and 0215hrs) to cover the taxi marshalling on the High Street alongside foot patrols to monitor ASB and crime around the main areas for the night time economy (NTE). These patrols compliment the work of Essex Police and with the purpose of deter/de-escalate matters, not enforcement. To operate alongside CCTV and other agencies through TownLink radios.	2	

Community Safety and Engagement Officer Essex Police August 2020	Recruitment of Community Safety Engagement Officer to join the Community Policing Team in Colchester. Role to reduce crime and ASB, protect vulnerable people.	2	
Community Response Team CBC April 2020 - ongoing	Mobilisation of CBC Community Response Team to provide support and assistance to residents across the Borough during the pandemic, along with a Communities Support Pack containing useful information and contacts.	2	
Safe, Well and Secure ECFRS/Police/CBC September 2020	Events to deliver safety messages/advice to residents in target areas across the Borough, including Mersea Island. Across the two-day event a total of 1281 door knocks were conducted along with 590 face to face engagements. The Essex Fire Home Safety Service received 102 requests for visits for new smoke alarms and 17 referrals were made to partner agencies.	2 & 3	
Greenstead – Support to engage with Employment/Education Project DWP/CBC November 2020 – April 2021	Using funding from the Violence and Vulnerability Unit Home Office this project in the Greenstead Ward will tackle violent crime/offenders. DWP and other local partners and schools deliver a project to work with residents in this Ward on issues such as employment, training, and benefits.		
Op Talia Essex Police Ongoing	Operation Talia dedicated to covid guidelines enforcement. Patrol focus on town centre, public open spaces.		
Covid Co-ordinator Role CBC November 2020-ongoing	Employed through MHCLG funding provided to CBC to co-ordinate 'Covid Marshalls' operating across the borough, and any associated Covid related activity.		
Covid Marshalls CBC November 2020 - ongoing	Employed to work across the borough to assist with adherence to government guidelines by the general public and businesses, and to provide a PR/support presence.		
Test and Trace CBC	Working with Essex County Council and NHS Test and Trace, CBC are supporting the process of contacting residents required to self-isolate due to coming into contact with someone testing positive for Covid. This involves making calls, home visits and referral to Essex Police for enforcement if found not to be self-isolating.		

Covid Testing CBC January 2021 – ongoing	Working with Essex County Council CBC are implementing a process for Lateral Flow and PCR testing. Relevant communications to staff and general public about criteria for accessing this facility to follow.		
Section 59 Notices CBC December 2020	Notices installed to deter vehicle ASB in the following locations: Smeeton Close, St Mary's Car Park, Axial Way, United Way.		

Priority Three - Identifying & supporting the reporting of Hidden Harms with a proactive approach to those at risk of Domestic Abuse and Sexual Offences.

The Safer Colchester Partnership will aim to increase the understanding and awareness, to both the general public and front-line practitioners, of the Hidden Harms our communities face. Encouraging those who are affected by these harms to engage with the Partnership or relevant agencies/charities to seek help and support, with an emphasis on Domestic Abuse and Sexual Offences as identified by the risk matrix.

Project / Initiative	About the Project / Initiative	SCP Priorities	PFCC Priorities
Every Contact Counts CBC, PFCC, CYP First	Delivery of 3 sessions were scheduled for April 2020 to raise awareness of the signs of exploitation, how to respond safely and know how to report them. This was cancelled due to the COVID-19 outbreak.	3	
Domestic Abuse Awareness CBC Community Safety May 2020	In light of COVID pandemic, efforts to raise awareness of domestic abuse were prioritised. SCP / CBC Website information updated Leadership/Councillors updated by Briefing Paper Internal front line staff and DSO's encouraged to complete SETDAB Domestic Abuse E-learning Course This was also shared with some partner organisations including church and faith groups.	2 & 3	

	Alpha Vesta online workshops (funded by the PFCC) promoted internally, and attended by members of Community Safety Team. Promoted to members of CSDB. Full cascade of internal training planned for September 2020.		
Together we Can Project CBC Community Safety/Next Chapter/LA Partners April 2020-March 2021	£500K funding secured from MHCLG to support Recovery Refuge, Community based support and Resettlement programme, specialist support for CYP affected by domestic abuse, and review/implement new housing interventions. SLA agreed and Partnership board meetings scheduled to ensure effective monitoring and evaluation of the project.	2 & 3	
Suicide Awareness Training CBC Community Safety April/May 2020	Internal front-line staff, DSO's and Councillors encouraged to complete the e-learning package produced by Zero Suicide Alliance. This was also shared with partners/local organisations including church and faith groups. Full details of suicide awareness training options to be launched following full review of Safeguarding training – summer 2020.	3	
Suicide Prevention Partnership Group – Colchester August 2020 - ongoing	Partnership Group formed in August 2020 and meets quarterly to consider risks of suicide (particularly in young people) and co-ordinate activity at a local level to prevent incidents across the borough. Group consists of CBC Officers, Councillor, Network Rail Community Safety, ECC Youth Services, Samaritans, Essex Police, Mental Health Services.		
ICS Wave 2 Suicide Prevention Project Group Ongoing	Formed by Public Health – this group covers Suffolk and NE Essex. Partnership working to consider national activity to prevent suicide, funding bids/projects, local campaigns. Attended by CBC officers to co-ordinate with Colchester Suicide Prevention Group.		
Suicide prevention Training Options Campaign CBC / Livewell August 2020	Campaign to raise awareness of suicide prevention including information on the Livewell website and production of an information leaflet. This will be distributed electronically and in printed format, for community and businesses – to let them know about all the help that is available to support their friends/customers/clients with the increase of people experiencing issues around suicide.	3	

PREVENT training CBC Community Safety May 2020 onwards	All staff to complete the Home Office PREVENT E-learning course as an introduction to the risks of radicalisation and the role that professionals and practitioners can play in supporting those at risk. New PREVENT Strategy and Action Plan to be shared with Community Safety Delivery Board members. PREVENT to be included as a standing agenda item at Community Safety Delivery Board meetings, as an opportunity to review local intelligence, and update progress on the Action Plan.	2 & 3	
Modern Slavery Statement and Action Plan CBC September 2020	Modern Slavery Statement 2019-20 published in September, along with an Action Plan to improve staff training, raise awareness within the Council and its' partners/suppliers.	2 & 3	
Safeguarding Training Full Review and Launch CBC Community Safety July 2020 onwards	L1 e-learning training updated May 2020 – due to increased safeguarding concerns during the initial stages of the COVID pandemic, all staff were encouraged to refresh their safeguarding L1 training. The Council's Safeguarding training programme is under review with a launch planned for all training options from L1-L3.	1,2 & 3	
Taxi Driver CCTV Consultation CBC Licencing April 2020	Consultation extended to June 2020 due to COVID situation.	1 & 3	4, 5 & 6
Hate Crime Awareness Sessions Essex Police	Sessions delivered providing an overview of what is a hate crime, what a hate incident is and how prevalent they are. Learning who the victims and perpetrators of hate crimes generally are, what effect hate crimes have on an individual as well as what the current challenges are for professionals working in this area. Introducing the law around hate crime reporting and explain how to report a hate crime effectively. Two workshops held for Ward Councillors – November 2020.	2 & 3	2 & 6
Hate Crime Ambassadors Session Essex Police	Hate Crime Ambassadors are trained to be able to speak confidently to others about what a Hate Crime is and where to report Hate Crime. This is done by holding conversations with friends/family/colleagues etc.,	2 & 3	2 & 6

	organising events to raise awareness of Hate Crime, helping out at events to raise awareness of Hate Crime, distributing Hate Crime leaflets, providing information to a victim that you might come across, reporting Hate Crime yourself if you witness it or a victim wants you to report it on their behalf. Representatives from DWP, C360 and the University have received Hate Crime Ambassadors training and able to speak confidently to others about what a Hate Crime is and where to report Hate Crime. We have trained 120 Hate Crime Ambassadors, members of the public and professionals who raise awareness and support victims to report hate crime. This will increase during 2020/21 including online workshop for Ward Councillors.		
Hate Incident Reporting Centres Essex Police	Colchester has 7 Hate Incident Reporting Centres HIRC: Colchester Library, Essex University, Community 360, Job Centre, Colchester Refuge Action and First Site. We have seen an increase in Hate crime reporting across Colchester.	2 & 3	2 & 6
Hate Crime Awareness – Website Information	The SCP website has been updated with information on Hate Crime, what it is, and how to report it.	2 & 3	
Hate Crime Awareness Week CBC/ Essex Police October 2020	Activity planned to raise awareness of hate crime. To include Hate Crime Ambassador training for Councillors, social media and other comms support.	2 & 3	
Essex Hate Crime Action Plan Victim Support/CBC/Essex Police	Input/support the Strategic Hate Crime Prevention Partnership Action Plan.	2 & 3	
Hate Crime Education Essex County Fire & Rescue Service Oct-Dec 2020	Aim to deliver training for schools, primarily on hate crime. Working with partners to identify priority schools to target and share the link to their educational package.	2 & 3	
Observers CBC Community Safety Team	Launch of Level 2 Safeguarding e-learning package for CBC staff is in development.	1 & 3	3, 4, 5 & 6

Planned September 2020	Includes topics: Modern Slavery, Gangs & County lines, Sexual Offence, Domestic Abuse, Child Sexual Exploitation.		
Keep Safe CBC Community Safety June 2020	Re-launch of Keep Safe for Colchester. Keep Safe is a free scheme helping vulnerable residents in Essex to feel safer and more confident out in the town. Review of venues signed up to the scheme, promotion to residents who may benefit from the scheme. SCP Website information updated.	2 & 3	
Hidden Harms Conference CBC Community Safety	This was scheduled for late 2020/early 2021 – plans cancelled due to Covid restrictions. Other training options including Level 2 Observers being available for Partners planned.	1, 2 & 3	
National Stalking Awareness Week April 2020	Stalking is a pattern of unwanted, fixated and obsessive behaviour which is intrusive and causes fear of violence or serious alarm or distress. Stalking is a criminal offence, and anyone can be a victim. On average 1 in 5 women and 1 in 10 men will experience stalking in their adult life. It causes victims to make changes to their lives such as stopping or changing the way they socialise, changing their routes to work or isolating themselves. SCP Website updated with support information on Stalking. Next Chapter working with Essex Police obtained Essex's first full Stalking Order.	2 & 3	3, 4 & 6
Sanctuary Scheme Colchester Borough Homes Ongoing	A Sanctuary Scheme is a multi-agency victim centered initiative which aims to enable households at risk of violence to remain safely in their own homes by installing a 'Sanctuary' in the home and through the provision of support to the household.	2 & 3	3, 4 & 6
J9 Domestic Abuse Awareness Training Safer Places/CGH April 2020	Colchester General Hospital (50 safeguarding champions) received J9 training, in conjunction with Safer Places.	2 & 3	
J9 Domestic Abuse Awareness CBC Community Safety Team & CBC Enabling Team	J9 training sessions are intended to raise awareness and increase knowledge and understanding of domestic abuse for staff in public and voluntary sector organisations. In the course of their work, these staff may meet someone they suspect is a victim of domestic abuse, or a client may reveal that they are suffering abuse. The training aims to ensure that staff are equipped to respond appropriately and effectively.	2 & 3	3, 4 & 6

	Training course was planned for March for BAME/Faith groups - rescheduled to 13 th November 2020. Promotion of J9 online workshops to partners.		
The Urhuru Project Stop the Traffik	The Urhuru project, empowers and equips minority communities to make a difference to the exploitation of girls and vulnerable women, with a particular emphasis on domestic servitude. Working with Statutory and Voluntary Organisation partners to ensure that diverse solutions are in place, and robust policies and resources. This includes developing listening and action campaigns and running community led activities. National Womens Day event at Firstsite was planned for March – however was cancelled due to the COVID-19 outbreak.	1 & 3	4, 5 & 6
Spot It, Stop It CBC Community Safety Team Planned launch 2021	Local businesses can play a positive role in helping to raise awareness and potentially stop children and young people becoming victims of exploitation. The scheme has been developed to help businesses do all they can to ensure they are a safe place for young people and children to visit, to reassure parents and the public that they take their social responsibility seriously in relation to Children and Young People. Part of the scheme is a pledge from businesses to sign up giving confidence to report alongside guidance on how to approach creating a safer environment. Planning in process to launch in 2021 – delayed due to Covid.	1, 2 & 3	2, 5 & 6
Op Henderson Essex Police/CBC November 2020	2 week digital campaign to raise awareness of child/vulnerable people exploitation. Working with train stations, taxi operators. Highlight the SET e-learning exploitation training. Due to covid lockdown the campaign was adjusted, as previously planned to include an outreach element.	2 & 3	
Op Aident Essex Police Ongoing	Essex Police operation to tackle modern slavery – carrying out visits at local sites to spot the sights of modern slavery and human trafficking and to safeguard potential victims.	2 & 3	
Op Ratify Essex Police Ongoing	Essex Police Operation targeting perpetrators of sexual offences, Local officers working in partnership with Crime and Public Protection command.	2 & 3	

Op Yalta Essex Police Ongoing	Essex Police Operation to identify repeat victims of sexual abuse where intelligence would indicate they continue to be at risk. Once identified it is the intention of Op Yalta to utilise Police resources alongside a multi-agency approach to mitigate this risk and reduce the risk of repeat victimisation.	2 & 3	
Sex Offences input to University of Essex Essex Police and Essex University September 2020	<p>Officers from Essex Police are providing a sexual offence input to staff and students at the University. This is designed at explaining how the police investigate sexual offences, information about areas such as what is consent, how to keep your safe and support available. Tailored inputs are being provided to:</p> <ul style="list-style-type: none"> - Resident life students at Essex University in September 2020 as a train the trainer type presentation. All first-year students who are going to live on the campus receive a mandatory input from the resident life student who will accordingly incorporate this into the input they deliver. - Security staff at Essex University in September 2020 with a focus on how they should respond to allegations of sexual offences being made to them. - Student Union Staff who work in the various licensed premises on campus which is in the process of being arranged. 	2 & 3	
Op Enlightenment Essex Police Ongoing	Working in partnership with schools to spot the signs of Child Sexual Exploitation, Child exploitation and educate around gangs/county lines.	2 & 3	
Op Pegasi Essex Police Ongoing	Operation to tackle knife crime - targeting hotspots for knife crime, such as Greenstead and the Hythe.	1 & 3	
Refugee Action August 2020	Funding from Essex Violence and Vulnerability Unit to provide a comprehensive support service to Refugees, Asylum Seekers and vulnerable migrants of all ages. Including mental health, counselling, immigration, health, education and housing. This may extend into domestic violence, bereavement, hate crime.	2 & 3	

Fire & Crime Plan Priorities 2016 – 2020 – *Extended to 2021*

The Police and Crime Plan sets out the policing priorities and aims for keeping Essex safe. It brings together police, partners and the people of Essex to build safe and secure communities, thereby promoting public confidence in the police and ensuring that victims are satisfied with the service and support they receive. The commitments set out in the plan build on existing partnerships and seek to develop them in new and ambitious ways. These include greater collaboration between police and fire and closer working with local councils, community safety partnerships, and the voluntary, community and health sectors

- 1) More Local, visible and accessible policing
- 2) Crack down on anti-social behaviour
- 3) Breaking the cycle of domestic abuse
- 4) Reverse the trend in serious violence
- 5) Tackle gangs and organised crime
- 6) Protecting children and vulnerable people
- 7) Improve safety on our roads

APPENDIX B - Statutory Partner Updates

Colchester Borough Council

See Appendix A – Annual Partnership Plan, which outlines key community safety initiatives to date. Key activity includes:

- CBC Community Response Team has continued to provide support and assistance to residents across the borough during the pandemic. They have continued to adapt and issue up-to-date guidance through a Community Support Pack.
- CBC continues to support COVID compliance and enforcement through their Licensing Team, and the employment in November 2020 of a Covid Co-ordinator and Covid Marshals.
- Town Centre Action Planning meetings have been held on a weekly basis to monitor and evaluate activity to support ASB [Antisocial Behaviour] enforcement, support for rough sleepers and has adapted to support Covid guideline compliance.
- Re-launch of Safer Rural Communities Fund with successful applications including West Bergholt Parish Council for new CCTV system at their community centre to tackle increase in ASB incidents.
- Review and renewal of Public Space Protection Orders including Town Centre and Mill Road Sports Ground.
- CBC invited key organisations to join a Suicide Prevention Partnership Group for Colchester. This group now meets on a quarterly basis to consider risks of suicide (particularly in young people) and co-ordinate activity at a local level to prevent incidents across the borough. We link into a wider group across Suffolk and NE Essex.
- CBC arranged for its Ward Councillors to attend Hate Crime Awareness Sessions, delivered by Essex Police Hate Crime Co-ordinator.
- Continued awareness raising of domestic abuse through partnership work with Next Chapter and sharing of social media campaigns. Work is underway to ensure the local authority is prepared for the additional requirements under the Domestic Abuse Bill - comes into force in April 2021.

Covid Marshals

They have been contracted from 30 November 2020- 28 February 2021 – Tasked to manage the whole of Colchester Borough, and therefore are both mobile and on foot; both in the Town Centre and elsewhere.

During Tier 2, they completed checklists (adapted for us by the Licensing Team) to check that all regulations were being adhered to. If there were issues, the Marshalls would return a few days to a week later to make sure the premises were adhering. Since the move to Tier 4, they have adopted more of a PR/presence role. They visit the same areas as before, have a walk around, offer hand sanitiser / face masks, to those they speak to who perhaps are gathering in groups or not social distancing adequately.

If reports come in from any source; Police, general public, other teams within the Council or Councils partnerships, they are contacted by the Covid Compliance Co Ordinator and redirected to the site in question to ensure any noncompliance is resolved.

They have visited 120 premises, and some of these have had multiple visits since the contract began on 30 November 2020.

Hours patrolled,

The 2 Covid Marshals are working a total 66 hours across 6 days

Number of compliance discussions

120 premises were visited throughout the Borough, whilst in Tier 2. Now that shops/pubs/restaurants are mainly closed they are checking that stores are adhering to the correct Click n collect rules or checking that they are closed as required. Checking on social distancing and/ or groups gathering, is being adhered to by the general public.

Police and Enforcement action

The Marshalls have been working with the Police, teaming up on Friday and Saturday's evenings, whilst in Tier 2, checking on licensed premises.

Weekly meetings take place between the CCC, Police/ PCSOs, Market Manager, BID Team manager, Community 360 to discuss the previous weeks potential issues, areas that need more attention going forward. Also discussed is relevant signage and pinch points during market days.

Nights of Action 3 Nights of Action took place in December, the Marshalls worked alongside the Police whilst visiting pubs and restaurants. The results of these visits are below:

No	Time Taken								
Action Taken	1.25 hrs	15 Mins	2.0 hrs	30 Mins	45 Mins	60 Mins	(blank)	2.5 hrs	Grand Total
Advice given	1	3	1	9	2	1	17		34
Email to subject premises		6		5	2		11	1	25
Formal Action			1				7		8
Letter sent to subject premises							10		10
No further action		1					2		3
Phone call to subject premises	1	9		10	1	2	10		33
Visit subject premises	3	33		3	7	5	24		75
(blank)		12	3	13	4	4	259		295
Grand Total	5	64	5	40	16	12	340	1	483
							30 mins est		81.25 hours

Other compliance activities

Handing out of masks and sanitiser will continue as long as necessary. Making contact with the public in a friendly educational manner is really important and so far, we have received good feedback.

Track and Trace Duties

The Marshals have undertaken house to house calls to assist in the tracking of those who have tested positive for Covid but have yet to be contacted, and linked up with the Police when unable to make contact with an individual.

North East Essex – Clinical Commissioning Group (CCG)

- Supporting Colchester General Hospital to manage wave 3 surge over the winter period and to bring back routine/elective work when appropriate.
- Supporting the care market to manage Covid outbreaks and support residents to remain well at home.
- Winter Messages – key messages around keeping warm homes, exercise and supporting mental health.
- Covid immunisations roll out.
- Demand/capacity planning for winter and Covid related cases is ongoing.
- Work with Primary Care on maintaining primary care services that support health and wellbeing as well as mental health support – anticipate increased demand for services to continue.

Essex County Fire and Rescue Service

Naturally, the restrictions currently in place to prevent the spread of COVID 19 have had a significant impact on our non-emergency activities.

However we are still carrying out Safe and Well visits for those members of the community who are identified as vulnerable and smoke detectors are still available through our community safety teams.

We are, of course still attending all emergency requests for our services and we are providing additional support to the East of England Ambulance Service in terms of providing ambulance drivers and offering operational support where their crews are limited.

Our risk identification and information gathering work continues, although we are carrying this out remotely where appropriate.

Fire investigation work continues as normal as do workplace inspections where access can be gained.

All of our sites have COVID 19 risk assessments in place as do all of our activities.

Essex Police

Temporary Chief Inspector 2158 Jon Evans

Briefing notes will be activity since previous Crime and Disorder Panel which took place in September 2020.

Specific Questions from the Panel:

Police update including impacts of COVID and latest crime figures for Colchester. Insight into how the Police roles have changed over the last three years in relation to the incidents attended.

Specific Request for resources stationed at Colchester.

Domestic Abuse – Update on domestic abuse figures, approach and activities relating to DA by police.

COVID

The Coronavirus Pandemic has provided a unique challenge to policing across the country and this has been no different within Colchester District.

The policing response has been in conjunction with the National Police Chiefs and College of Policing guidance using the four E approach (engage, explain, encourage, enforce). On 14th September 2020, England's gathering restrictions were tightened, with the rule of six applied in both indoor and outdoor settings. Shortly after this pubs and restaurants directed to close at 2200 hours.

Locally Colchester Police linked in with Colchester Borough Council Licensing Team to ensure the guidelines in relation to the Night-time Economy were being adhered to, in order to keep the public safe. Working with partners to support Businesses across the district.

Operation Talla is Essex Police's response to the Coronavirus Pandemic and locally dedicated Community Policing Team resources are completing the districts patrol plan, responding to reports from the community of breaches of the regulations and re-assuring the community.

In October 2020, the three-tier system was introduced national and during this period the local patrol plan focused on providing a visible policing presence in the areas of highest concentration – Town Centre, Shopping Centres, Supermarkets, Medical Facilities and the University of Essex, as well as providing re-assurance patrols in rural policing areas.

On 5th November 2020, the second national lockdown and non-essential high street businesses were closed.

On 2nd December 2020, the tier system was reintroduced, restrictions on hospitality business were stricter. The partnership response was to have three 'nights of action' at weekends in the lead up to the Christmas period, additional Town Centre Patrols and Late-Night Shopping Patrols to support the local businesses.

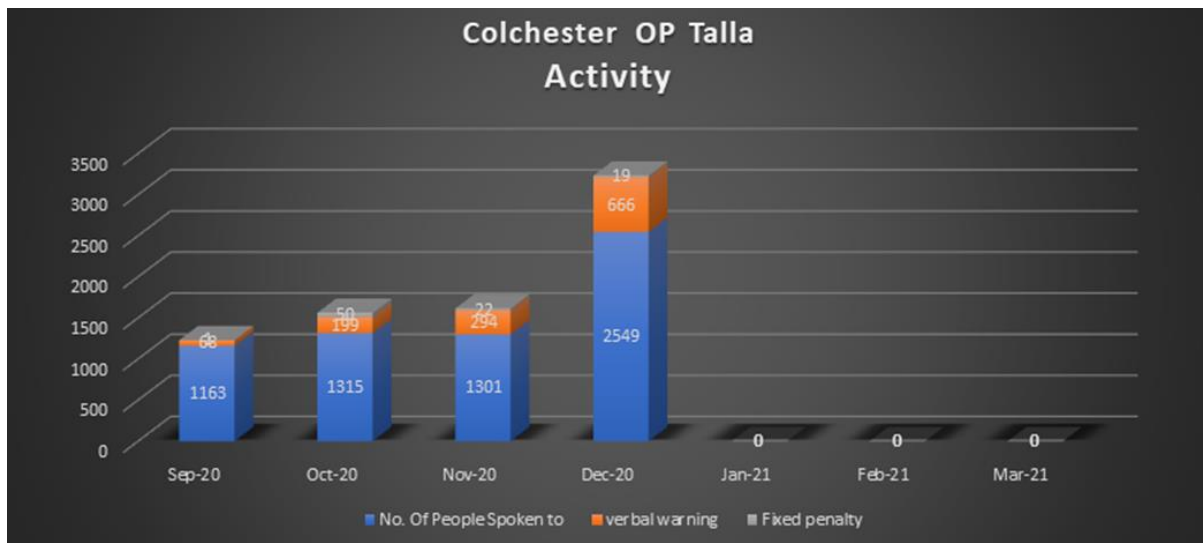
On 19th December 2020, a new tier four system was introduced by the Government. There was also a 'Christmas Bubble' which meant a slight relaxing of the regulations on Christmas Day only, allowing for family groups to mix outside of their bubbles.

On 30th December 2020, the country was placed in tier four restriction and lockdown three commenced on 6th January 2021.

We have seen a steep increase in Covid related policing demand in lockdown three, with an increase in the number of reports from the community.

Colchester Police related Covid statistics Since September 2020 to January 2021;

- Issued 112 Fixed Penalty Notices.
- Engaged with 6328 members of the community.
- Given 1227 verbal warnings
- There has been 826 Covid related incidents created on the Essex Police Storm System.
- Conducted 396 Licensed Premises Visits.
- Patrol hours recorded 1244 hours.



Impact of COVID on Local Policing:

The Coronavirus Pandemic has affected the staffing levels across the district in terms of staff absent through work with COVID related symptoms. The absence levels have not had a detrimental effect on service delivery, with response times to emergency incidents remaining at similar levels throughout the period. The district has a COVID contingency plan in place in terms of resourcing and we are currently in Status Green in terms of our resource levels (green, amber, red and black being the indicators in order).

The teams have the correct numbers of response capability, taser and body worn video trained officers.

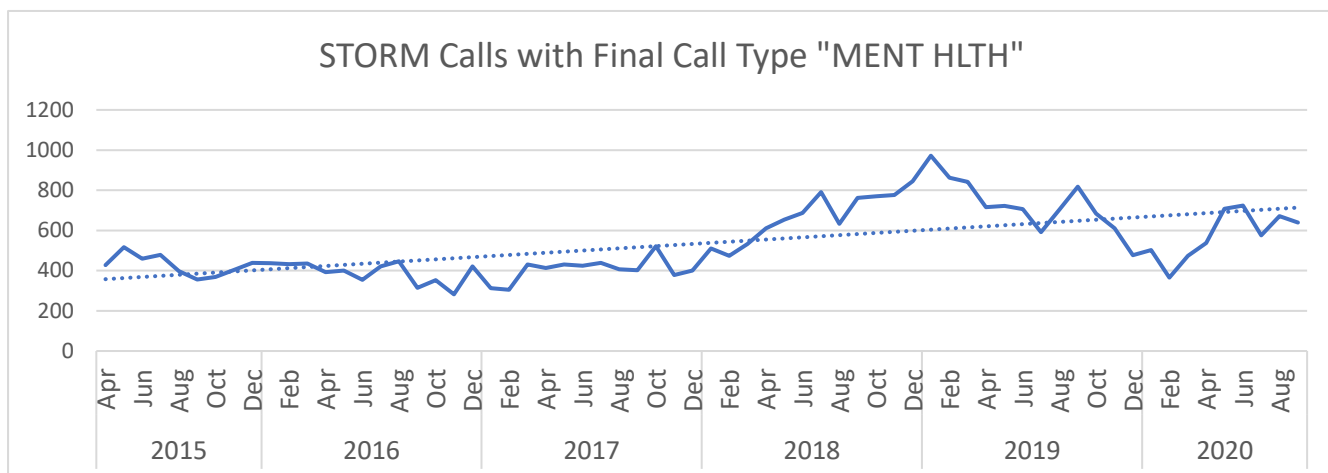
There has been an increase in demand in terms of additional COVID related incidents, but we have seen a decline in normal demand as a result of COVID restrictions.

Change in Policing Landscape

Essex Police Force Plan details the priorities for the Police Service. Help people, keep people Safe and catch criminals. With the main efforts focused around the 4V's – Victims, Vulnerability, Violence and Visibility.

Nationally there has been a decrease in overall volume crime types and a change in the pattern of modern crimes. With hidden crimes such as modern slavery, Child Sexual exploitation, Online crimes and county lines related crimes becoming more prevalent. The demands facing the Police Service are broader and nationally there is evidence that non crime demand is higher.

Essex Police have seen an increase in incidents relating to mental health over the last five-year period with a significant rise between mid-2018 and mid-2019. The bar chart below shows the volumes of calls for Mental Health in the 12 months to the end of September 2020.

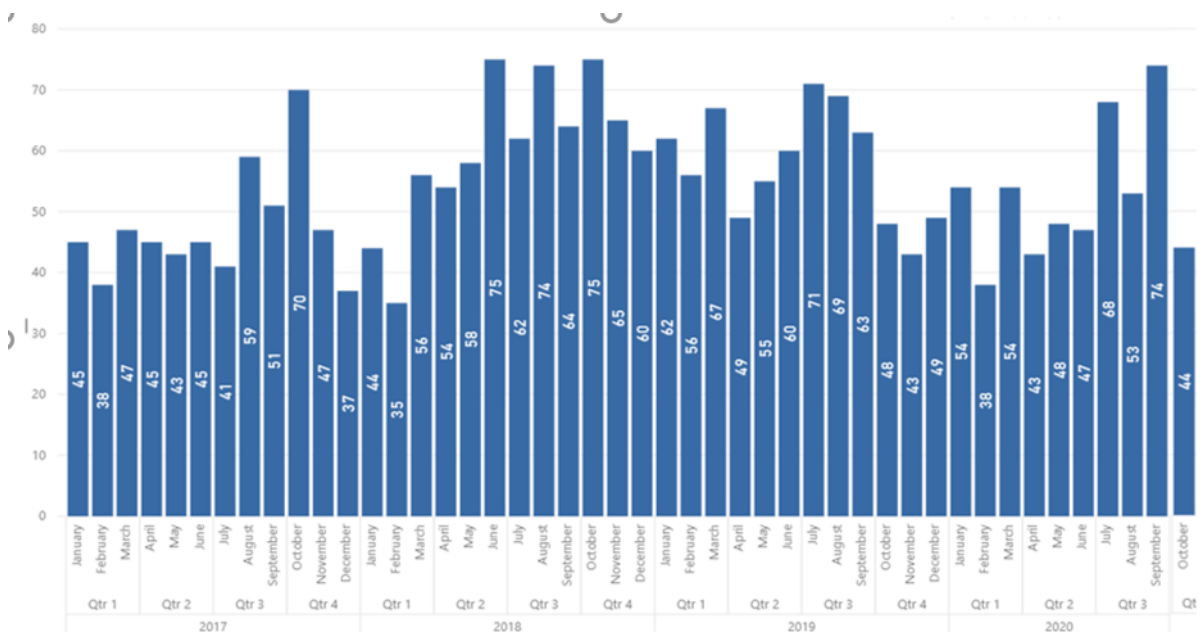


Force-wide section 135

Available data as set out in the chart below regarding the number of non-urgent warrants under Section 135 Mental Health Act suggests a significant increase in the number of section 135 warrants:

- 2017 – 28¹ warrants,
- 2018 – 111 warrants,
- 2019 – 147 warrants,
- 2020² - 156 warrants.

Colchester Volume of Mental Health Incidents



¹ A note of caution must be applied around the 2017 data, due to improved data collation methods were introduced.

² Data presented is up to end October 2020

Non crime related demand

The below figures have been taken from Essex Police Storm Command and Control system and detail the total number of incidents recorded for the Colchester District.

Type of Incident	2018	2019	2020
Missing Person	1179	1132	856
Concern for Welfare	5180	4847	5042
Assist other agency	210	254	259

The assist another agency call type, shows an increase in demand, from other public services. Missing person incidents have declined, this maybe down to the COVID restrictions.

Locally we are currently working in partnership with the health service to deliver a future dedicated Serenity Integrated Mentoring (SIM) team with a dedicated police officer. In joint mentoring teams, they will begin to intensively support service users who were struggling to manage high frequency and high-risk crisis behaviours. By combining the clinical expertise of a mental health professional with the boundary setting skills of a police officer in a personal, relational and consistent approach. With the aim to support the individuals and therefore reduce demand on all services.

Partnership Nights of Action

On 2nd December 2020, the tier system was reintroduced, during partnership discussions between Colchester Borough Council plans were developed to run three additional 'nights of action' in the lead up to the Christmas period.

The Policing Operation took place on the 5th, 11th and 19th December 2020 and were supported by Colchester Borough Council Licensing team and the new Covid Marshalls. On 5th December 2020 - 15 Licenced premises were visited, 92 members of the public were spoken to, 38 persons were warned, no tickets were issued to the public, no arrests were made, but The Hole in the Wall Public House was closed and later issued with a £10,000 fine by licensing.

On 11th December 2020 - 19 Licenced premises were visited, 65 members of the public were spoken to, 10 persons were warned, no tickets were handed to members of the public, no arrests were made.

On 5th December 2020 - 18 Licenced premises were visited, 89 members of the public were spoken to, 30 persons were warned, 2 tickets were handed to members of the public, 3 arrests were made but The Leather Bottle Public House was closed and issued with a £10,000 fine.

COVID Marshals

The Community Policing Team have been liaising with the Covid Co-ordinator daily to coordinate the partnership response and to avoid duplication of efforts in terms of visible patrols across the district.

The team have also assisted with the track and trace process for the individuals that the Covid team have been unable to contact in order to confirm that they are isolating. This requirement has been infrequent and limited in number – 4 referrals to police have taken place in January 2021. Police Officers have been able to trace the individuals following the referrals and no enforcement action has taken place.

Crime Statistics for Colchester District

Please see Colchester Districts Crime and Anti-Social Behaviour Statistics as a comparison to previous rolling 12 months;

- All Crime has decreased by 7.3% (difference of 1389 offences)
- Anti-Social behaviour has increased by 13.4% (642 more incidents – This is identified as linked to the recording of breaches of COVID regulations)
- Violence with injury has decreased by 5.3% (99 less offences)
- Stalking and Harassment has increased by 4.4% (118 more offences)
- Residential Burglary has decreased by 26.3% (206 less offences)
- Commercial Burglary has decreased by 39.7% (133 less offences)
- Theft of pedal cycles have decreased by 37.4% (158 less offences)

Crime/Incident Type	# offence		# diff	% diff	District vs Force % pt diff	Per 1000 Pop.*	District vs Force Per Pop* diff	# offences		# diff	% diff	Per 1000 Pop.
	Colchester 12M							Force				
	2019	2020						2019	2020			
ALL CRIME	18924	17535	-1389	-7.3	-0.3	90.1	5.3	168478	156583	-11895	-7.1	84.8
Violence with Injury	1858	1759	-99	-5.3	2.2	9.0	1.3	15371	14219	-1152	-7.5	7.7
Violence without Injury	3157	3329	172	5.4	-0.1	17.1	2.4	25758	27198	1440	5.6	14.7
Stalking and Harassment**	2652	2770	118	4.4	-0.7	14.2	1.1	23070	24262	1192	5.2	13.1
Sexual Offences	659	549	-110	-16.7	-13.8	2.8	0.3	4849	4711	-138	-2.8	2.6
Robbery	178	114	-64	-36.0	-12.6	0.6	-0.2	1787	1370	-417	-23.3	0.7
Residential Burglary	782	576	-206	-26.3	-2.0	8.0	-0.1	7784	5886	-1898	-24.4	8.2
Business and Community Burglary	335	202	-133	-39.7	-14.2	1.0	-0.1	2859	2129	-730	-25.5	1.2
Dwelling Burglary (pre-Apr 17 definition)	532	413	-119	-22.4	3.5	5.8	0.0	5554	4120	-1434	-25.8	5.7
Other Burglary (pre-Apr 17 definition)	585	365	-220	-37.6	-14.1	1.9	-0.2	5089	3895	-1194	-23.5	2.1
Theft from a Vehicle	448	347	-101	-22.5	-3.7	1.8	-1.5	7534	6111	-1423	-18.9	3.3
Theft of a Vehicle	263	213	-50	-19.0	8.1	1.1	-1.0	5388	3928	-1460	-27.1	2.1
Theft from the Person	179	109	-70	-39.1	-18.1	0.6	0.0	1317	1040	-277	-21.0	0.6
Theft of Pedal Cycles	423	265	-158	-37.4	-20.5	1.4	0.4	2177	1810	-367	-16.9	1.0
Shoplifting	1397	910	-487	-34.9	-7.0	4.7	0.3	11090	8005	-3085	-27.8	4.3
Other Theft	1385	1064	-321	-23.2	-0.8	5.5	0.0	13115	10183	-2932	-22.4	5.5
Criminal Damage (incl. arson)	1905	1744	-161	-8.5	3.1	9.0	0.5	17701	15650	-2051	-11.6	8.5
Anti-Social Behaviour Incidents	4800	5442	642	13.4	-8.4	27.9	0.0	42368	51583	9215	21.7	27.9

District	Anti-Social Behaviour Incidents	
	Offences	Per 1000 Pop.
Basildon	5245	28.0
Braintree	3142	20.6
Brentwood	1964	25.5
Castle Point	1830	20.2
Chelmsford	4705	26.4
Colchester	5108	26.2
Epping Forest	3380	25.7
Harlow	3476	39.9
Maldon	1028	15.8
Rochford	1309	15.0
Southend-on-Sea	6817	37.2
Stansted	391	
Tendring	3955	27.0
Thurrock	5183	29.7
Uttlesford	1330	14.6

Colchester District Policing Structure and Resources

Colchester District Policing Area (DPA) is part of the North Local Policing Area (LPA). The DPA is run by one District Commander, who has one Community Policing Team (CPT) Inspector and 5 Local Policing Team (LPT) Inspectors.

Operating from Colchester Police Station, located on Southway, the DPA is covered 24 hours a day, seven days a week, by the LPT.

LPT has an establishment of 5 Inspectors, 10 Sergeants, and 116 Constables. These resources are split across five teams.

Colchester Community Safety partnership brings together key agencies supported by two teams: Colchester Community Policing Team with an establishment of 1 Inspector, 2 Sergeants, 12 Constables and 8 PCSO. The second being a dedicated Town Centre policing Team consisting of 1 Sergeant, 6 constables and 4 PCSO. 2 Constables work as community safety and engagement officers while 4 Constables work as Children's Young Persons

officers, we are also supported by a Missing Person Liaison Officer, a licensing officer, and a hate crime officer.

Also based at Colchester are a Criminal Investigations Department (CID) a Domestic Abuse Investigation Team (DAIT) and the North LPA Crime and Public Protection Command team consisting of an Adult Sexual Offences Investigation Team, and a Child Abuse Investigation Team.

A dedicated gangs team support the North LPA along with forensic support from a team of Crime Scene Investigators who are also based at Colchester police station.

The Police station also houses a Criminal Justice Unit, a custody area, an administration team, property storage, facilities team and provides a front counter open for the public from 9am to 5pm 7 days a week.

At Stanway the North Roads Policing Unit cover the North of Essex.

Colchester is supported by 65 Special Constables who have the same police powers as full time Police Officers but volunteer their time to keep our community safe.

Force Growth

In this financial year, Essex has recruited a further 151 police officers county wide, which has seen the total number in Essex Police increase to 3,369. A growth of 519 police officers over the last three years.

The additional 151 officers break down as, 88 additional officers to Investigation Teams, 41 Officers to specialist trained roles (including business crime team and additional Rural engagement officers) and 22 Officers to Community Safety Engagement Officers posts. At a district level, this has seen additional posts at Colchester; 2 Community Safety and Engagement Officers and 2 additional Child and Young Person Officers.

The Town Policing Team has seen a decrease in 4 Community Support Officer posts which were funded by Colchester Borough Council.

In terms of the specific question regarding police officer retirements, I do not have any specific data on future retirements, whilst this would influence 'policing experience', this should not have a detrimental effect on resource numbers due to the continued recruitment of police officers by Essex Police.

One Colchester - Priority One - Tackling Gangs and County Lines

The North Operation Raptor team is based at Colchester Police Station; however, the team provides coverage across the North Local Police Area (LPA). The teams primary focus is to combat Urban Street Gangs and County Drug Lines.

Between September 2020 and December 2020, the North Raptor team have achieved the following results across the LPA;

Arrests: 45

Charge & Remands: 18

Cash Recovered: £15,105

Drugs recovered: £5,846

Weapons recovered: 6

Main drug line phones seized: 10

Safeguarding activity, referrals for vulnerable persons and cuckoo address checks completed by dedicated safeguarding officers.

Specific OP Raptor Enforcement activity in Colchester District:

In September 2020, Operation Raptor arrest of County Lines dealers in Castle Ward of Colchester. Suspect wanted for firearms offences in Metropolitan policing area.

70 wraps of class A drugs located – Heroin and cocaine. Suspects charged and remanded for drugs offences.

In October 2020, Operation Raptor arrest of County Lines dealer at an address in the Castle Ward of Colchester. He was wanted conspiracy to supply class A drugs, a quantity of cannabis and approximately £6,000 in cash seized at the address. Suspect was charged and remanded.

Social Care referrals completed for children located at the address.

In October 2020, Operation Raptor executed a search warrant in Highwoods Ward of Colchester. 3 Suspects linked to county line were arrested on suspicion of possession with intent to supply class A drugs and over 200 wraps of class A drugs were seized. Significant safeguarding actions taken at the scene around young children at the address.

In October 2020, as part of a joint policing operation with the Metropolitan Police, Operation Raptor executed a warrant at an address in the ST Annes Ward of Colchester. Suspect involved in running of a county line arrested at scene and numerous zombie style knives seized. Suspect charged with being concerned in the supply of class A drugs and remanded.

In December 2020, A further joint policing operation between the Metropolitan Police, Operation Raptor team and Colchester CID resulted in 13 search warrants being simultaneously executed in both London and Colchester areas. This action resulted in the arrest of 11 suspects who were responsible for the running of a county line in Colchester. 6 suspects were charged and remanded for conspiracy to supply class A drugs. This operation has shut down a county line.

Community Policing Team Activity

The Community Policing Team through our regular deployments Operation Pegasi, under the Home Office funded Op Sceptre, provide high visibility reassurance combined with plain clothes patrols targeting those who carry weapons (this is often associated with drug activity), the intelligence lead deployments are in conjunction with our Force Tasking document.

The focus of this activity has been on the ST Annes Ward (Greenstead).

The team have executed 18 Misuse of Drugs Act warrants across the district, between September 2020 and January 2021, to tackle both the criminality associated with the use/supply of drugs and the anti-social behaviour this brings to the community.

This county lines activity presents not only an enforcement challenge to the police, but the safeguarding issues that this model of criminality presents, with vulnerable members of the community being subject to 'cuckooing', with dealers using their premises as an operating base and juveniles being exploited as drugs runners.

One Colchester – Priority Two - Driving Down Anti-Social Behaviour and Violent Crime in Public Places, focusing on Hate Crime

Violent Crime

The Community Policing Team through our regular deployments on Operation Pegasi, under the Home Office funded Op Sceptre, provide high visibility reassurance combined with plain clothes patrols targeting those who carry weapons (this is often associated with drug

activity), the intelligence lead deployments are in conjunction with our Force Tasking document. The focus of this activity has been on the ST Annes Ward (Greenstead).

Night-time Economy Policing – Through Partnership work through the TCAP meeting, Pub Watch group and Licensing teams. Our Town Policing team plan bespoke night-time economy deployments to reduce the harm. Identifying repeat offenders and repeat victims through analytical work, in order to take preventative steps.

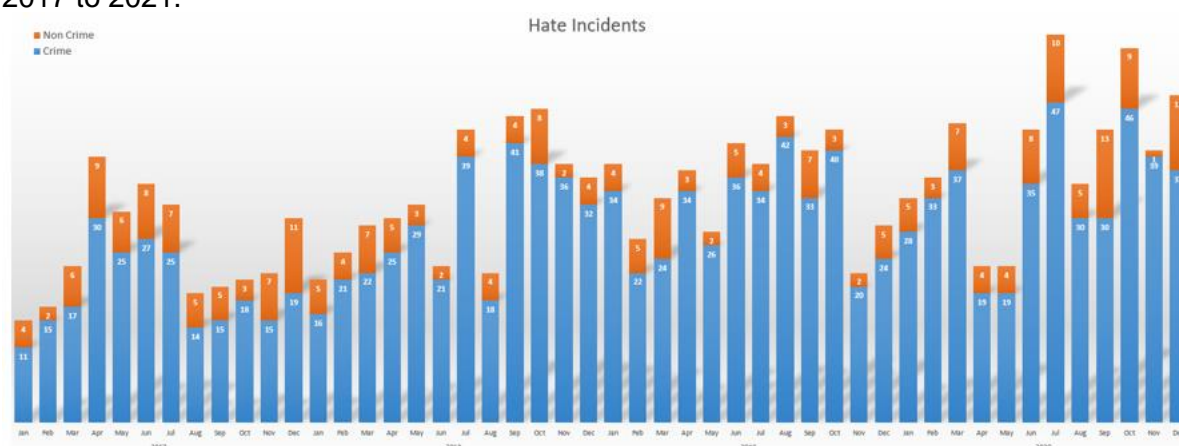
This activity has been reduced due to the COVID restrictions in place, but the activity is subject to internal review process through the Night-time Economy Force board.

Hate Crime

The Independent Advisory Group has continued to go from strength to strength, Essex Police providing monthly updates on hate crime statistics/trends and details of stop search activity across the district.

Hate Crime Officer based at Colchester Police Station continues to work with partners to increase the number of hate crime ambassadors and hate crime reporting centres in Colchester.

Colchester Community Team officers take the investigative lead from standard and medium risk hate crime offences. With Investigation teams owning the high-risk investigations. The below chart details recorded hate incidents and crimes for the Colchester District from 2017 to 2021.



Hate Crime statistics for Colchester District:

Year	Hate Crimes recorded
2018	432
2019	454
2020	479

Anti-Social Behaviour

Across the Colchester District Anti-Social behaviour has increased by 13.4%. This is 642 more incidents than the previous 12 months. – This is identified as linked to the reports of breaches of COVID regulations and associated behaviour.

The Community Policing Team, work in collaboration with partners to tackle anti-social behaviour across the Colchester District. Tackling a wide range of issues from ASB associated with drug related activity, nuisance vehicles, speeding and neighbour disputes. (not a definitive list)

Operation Luscombe is the Town Centre Policing teams policing operation in relation to the street homeless community, and where the COVID restrictions have allowed, through partnership working have supported the vulnerable individuals and tackled anti-social behaviour associated with street begging.

A large portion of the reported ASB incidents have been COVID related since the September 2020.

One Colchester – Priority Three - Identifying & supporting the reporting of Hidden Harms with a proactive approach to those at risk of Domestic Abuse and Sexual Offences.

Colchester District utilise several different policing operations to identify and tackle hidden harms offences across the district, both through our locally based resources and specialist teams.

Child and Young Person officers work with schools and our partners at social care to safeguard vulnerable children from child exploitation, child sexual exploitation and gangs/county lines association. Regular contact with Safeguarding officers at schools, work with care homes/placements and attendance at partnership Missing and Child exploitation meetings to discuss safeguarding of vulnerable individuals.

Operation Encompass - enables a referral pathway for police to inform a school that their pupil has been involved in or exposed to a domestic abuse incident.

Operation Aidant – Regular visits to identified vulnerable business locations across the district to ensure safeguarding of individuals by community policing team and by specialist modern slavery team.

Sexual Offences

Stationed at Colchester are specialist officers from the Crime and Public Protection Command – ASAIT and CAIT teams.

Partnership work with the University of Essex in October 2020 to increase awareness/knowledge in relation to sexual offences and reduce sexual offences.

Domestic Abuse:

We are more preventative than ever. Through PFCC precept growth we have just set up a Domestic Abuse Problem Solving team for the force. 6 officers will be based in Colchester for the NLPA starting on March 15th. This number will double by December 2021. They will look at all repeat victims/perpetrators and work with partners to reduce harm. They will also manage the MAPPA (Multi Agency Public Protection Arrangements) DA offenders, look for opportunities to divert people away from violent behaviour. They'll also provide a service to support victims right through the Criminal Justice process, so they remain engaged right through to court.

During lockdown/COVID we've had tremendous support from other organisations and the 3rd sector regards DA. In terms of Domestic Abuse statistics; Colchester district levels have remained at similar levels over the past three years in terms of volume of incidents.

Year	Number of recorded Incidents	Number of Investigations
2018	3816	2682
2019	3806	3214
2020	3853	3130

Since the COVID-19 outbreak and the lockdown in the UK at the end of March 2020, the number of domestic abuse crimes remained at similar levels prior to COVID-19 and lockdown. It could be argued that this may be due to victims being unable to report offences where they live with the perpetrator.

In terms of repeat victims and repeat perpetrators of Domestic Abuse. The below data shows the level of repeat individual victims (the data set is 12 months old, but have been informed that this is broadly the same data for this year).

	Individual Victims		
	12M to Nov 19		
	Repeat	Non-repeat	% Repeat
Uttlesford	267	508	34.5%
Braintree	708	1134	38.4%
Chelmsford	834	1257	39.9%
Maldon	236	401	37.0%
Colchester	1048	1691	38.3%
Tendring	992	1602	38.2%
North	4085	6593	38.3%
Brentwood	296	536	35.6%
Epping	534	1084	33.0%
Harlow	582	1002	36.7%
Thurrock	978	1758	35.7%
West	2390	4380	35.3%
Southend	1327	1967	40.3%
Castle Point	382	729	34.4%
Rochford	299	515	36.7%
Basildon	1145	1802	38.9%
South	3153	5013	38.6%
Stansted Airport	1	13	7.1%
Force	9629	15999	37.6%

Operation Shield 2 is going live across Essex as a problem-solving approach to Domestic repeat Offenders and Victims, this is driven through the Force Tasking process.

Rural Crime

The Community Safety Engagement Officers have regular contact with members of Parish Councils and the team provide a rural response/patrols under Operation Vocal.

There is a regular Police presence at the Town and Parish Clerks forum to present and seek feedback from the community.

The Operation Talla district patrol plan (Covid pandemic) also provides visible patrols in the rural locations of Colchester.

Rural Crime Statistics

Please see below crime figures which provides volume of recorded crimes between September 2020 and January 2021:

	TOTAL
BIRCH AND WINSTREE WARD	8
COPFORD AND WEST STANWAY	6
DEDHAM AND LANGHAM	12
EAST DONYPOND	10
FORDHAM AND STOUR	10
GREAT TEY	4
MARKS TEY	12
PYEFLEET	8
WEST BERGHOLT & EIGHT ASH GREEN	4
WEST MERSEA	26
TIPTREE	24
WIVENHOE	27

As a comparison to urban areas of Colchester - 136 were recorded in the Castle Ward (Town centre) and 69 crimes recorded in ST Andrews Ward (Greenstead).

Engagement – Meet and Greets

The engagement activities with the communities has been a challenge during the Covid Pandemic, coffee with cops has been replaced with socially distanced meet and greets (when Covid regulations allowed) Please find the below detailing rural engagement activity;
December – Langenhoe, West Mersea, Fingeringhoe, Langham, Tiptree, Copford.
November – West Mersea, Birch, Boxted, Dedham, Tiptree, Peldon
October – Rowhedge, Chappel, Wormingford, Salcott, Mount Bures
September – Tiptree, West Mersea,

CPT Enforcement – Rural Warrants

The Community Policing Team have executed Misuse of Drugs act warrants between September and December 20 in the following rural locations:
Fordham, Tiptree and West Mersea.

The main rural community concerns raised to Colchester Police remain reports regarding road safety (speeding) and anti-social behaviour related to motor vehicles.

North Quadrant Children & Families

Priority One - Tackling Gangs & County Lines, focussing on keeping drugs and weapons out of the Community.

Partnership work undertaken

- Development of a risk record that combines the Missing Prevention Plan and existing child exploitation that will enable practitioners to effectively identify and record standards of risk for individuals.
- Developed an impact framework around Children Sexual Exploitation which has been put into use in southern Essex and Thurrock. The framework will be scrutinised in the Children Exploitation & Missing Sub-Committee and rolled out across Essex if it meets its objectives.
- Unfortunately, the Stay Safe Violence and Vulnerability Conference for North Essex partners on 18th March 2020 was postponed. The intention going forward is to run a series of webinar events that will tackle a range of issues around young people and vulnerabilities.
- Building on the “Parents did you Know” The CSP supported the campaign which cumulated with an event in Colchester town centre last year. The “Merry Muletide” publicity campaign which ran over the Christmas period continue the enhance learning and raise awareness of child exploitation in the borough.
- During the lockdown period the ESCB has been running a number of campaigns targeted at parents and young people based on the dangers of on-line exploitation. To compliment this, the “Two John’s” have also been running a range of online learning opportunities for children, young people and parents on safe internet use.
- Through the Violence and Vulnerability Community Grants Fund there have been four charities supported with additional funding. They are all focused on preventing serious violence through the provision of alternative services and activities in the community. The small organisations are well embedded within their areas and have deep connections to the young people they are targeting and working with.
- Through the localities workstream of the Violence and Vulnerability Unit there has been a project carried out in the Greenstead area, working with 90 young people. This service has focused on education and training for those at risk who reside in the

area. Specific local business sector support has been provided from construction, rail and other employers to provide training and opportunities for those young people who complete the programme. The project start date has been delayed by the start of COVID but phone contact with the young people has been maintained by Colchester YMCA and Homestart.

Priority Two - Driving down Anti-Social Behaviour and Violent Crime in public places.

Partnership work undertaken

All young people working with the Youth Offending Service, either sentenced to Court Orders or on Out of Court disposals who commit violent offences or offences involving the carrying of weapons are completing a Weapons Awareness Programme. This currently involves 4 sessions, but the work continues to be reflected and discussed throughout the length of their Order. The outcome of the programme is to reduce the likelihood of further offences committed.

The work addresses the following areas.

The Law

Sentences – legal consequences
Intent – specific scenarios
What is an offensive weapon?
Who can legally carry?
What can be sold?
Joint enterprise

Reasons for carrying

Peer pressure
Mindset/attitudes

Impact

Consequences – body / emotional / community / financial
Different types of weapon – acid, knives, guns etc
Short and long term
Body map exercise

Help

Raising alarm
Applying pressure
Blood loss
Basic principles
Body map exercise

This work is also being completed with young people who we suspect are on the periphery of violent/knife/weapon crime to ensure that they are aware of the risks involved.

Following a pilot period North Youth Offending Team are now completing assessments for young people pre-panel for consideration for Out of Court Disposals. This ensures a comprehensive plan of work can be offered on a voluntary basis for those offences considered suitable for a Community Resolution Plus outcome, reaching young people at an earlier stage of ASB and offending behaviour.

All of these young people will also complete victim work. All the victims of offences are contacted by the Youth Offending Team Restorative Justice Worker and they are offered the opportunity to be involved in the restorative justice process.

This can involve the victim being kept informed of the progress of the young person, a letter of apology or explanation, direct reparation or a direct face to face meeting with the young person. This work enables young people to understand the impact of their offences, not just physical injuries but the emotional and psychological harm which can last much longer.

Priority Three - Increase confidence in identifying & reporting Hidden Harms.

Partnership work undertaken

- Stalking workshops by SETDA team which was done across the county including one in Colchester to raise awareness of the crime of stalking and increase reporting.
- Children & Families undertaken learning from review workshops.
- Launch of new DA support services drop-in workshops which are open to all partners.
- Youth Service Good Man is a five-week male mentoring programme for boys and young men who are at risk of entering into abusive relationships in the future and/or are at current risk within an abusive relationship. It can be delivered on either a groupwork or 1:1 basis, depending on need. Who is eligible?
 - Young males aged 13 – 18 years
 - Living in Greater Essex
 - Willing to take part in groupwork or 1:1 intervention
 - Displaying signs of unhealthy relationships / coercive behaviours (can include signs such as lack of empathy, dishonesty, manipulative, dismissive of other views).
- Youth Service Sisters in Strength has been established to replicate the above programme for girls.

Feedback has been very positive from these services has been very well received It continues to offer guidance and support to young people who may be criminally or sexually exploited or those who are victims or perpetrators of DA. This information and intelligence are fed in through the Multi Agency Child Exploitation meetings held monthly/bi-monthly.

Essex County Council Adult Social Care

Response to Covid-19 pandemic

- Vaccinations – Working closely with NHS colleagues, ECC has supported the vaccination programme for all care homes, for both residents and staff, together with frontline social care staff.
- Care Homes Hubs – A multi-agency approach to support over 180 registered care settings, continues to be a successful operation that is working closely with providers to prevent the virus spreading. Working closely with staff, management and owners of these care homes, we made resources, advice and support available to take proactive steps to reduce the risks identified.
- Engagement and Communication – Daily email updates continue to be made providing advice and guidance, to care providers, through Essex County Council Adult Social Care. In addition, regular webinars, providing virtual updates on testing, vaccinations, safely managing visitors, that allows questions to be directed to specialist on specific topics. This proved a vital mechanism to

maintain regular contact with the significant number of providers of adult social care and support, across the County.

- Discharge Pathways – Adult Social Care, continues to work closely with NHS colleagues to safely discharge patients, back to the community. This focused work is to avoid people remaining in hospital longer than is required, to with ensuring sufficient capacity exists within the acute Hospital, to meet the significant demand the hospital is experience from the rising numbers of cases, arising from the outbreak.
- Mental Health – There has been and continues to be increasing numbers of people recorded as experiencing impacts on their mental wellbeing, with higher levels of need for support from social care and health professionals, as they manage and recover from these episodes.
- Having made over £50m available, Essex County Council continues to provide significant financial support, through the Government funds allocated, to support care providers to continue to operate and support some of our most vulnerable residents.
- Operation Shield – Through a coordinated effort, with partners in local councils across Essex, and in the third sector, we delivered ensured those residents shielded, were kept safe and supported with food, medication and regular contact.
- Infection Control Fund – Essex County Council administered almost £30m of grant allocated to provide care homes and other care providers, additional resources to take steps and reduce the risks of outbreaks, provide capacity to provide safe isolation areas and stop the spread of the virus.
- Testing Fund – Government funding recently announced, will allow further financial payments to be made to care providers to give capacity in providing local Lateral Flow Tests, for rapid results, as to infections within their staffing teams.
- Workforce Fund – Enabling additional resources to support care providers, to safely isolate their staff, yet continue to safely provide care and support to those who use their services; ensure the continuity of provision whilst allowing staff to protect the risk of infection spreading during their isolation period.

National Probation Service – North Essex

The National Probation Service is one of a number of ‘responsible authorities’ who by law are required to work together to tackle crime, disorder, and reoffending.

As the NPS is a statutory Criminal Justice Service, mainly responsible for the supervision of offenders in the community and the provision of reports to the criminal courts to assist them in their sentencing duties, it is well placed to contribute – be that directly or indirectly – to achieving the Safer Colchester Partnership (SCP) objectives.

Impact of Covid 19 on service delivery

The National Probation Service continues to follow the principles of our COVID Roadmap to Recovery, prioritising public protection and risk management, as well as the health and well-being of our staff.

We continue to work under our established Exceptional Delivery Model Framework and have continued to increase face-to-face contact in our offices for high risk and complex cases.

Our local Approved Premises remains open to take offenders (includes Colchester cases) who present a high or very high risk of serious harm. They are mostly used for people on licence and provide a programme of purposeful activity that is intended to help with reducing re-offending and reintegration into the community.

Given the current restrictions programme delivery had to be moved from face to face small groups to remote individual delivery on the 21st December 2020. These Alternative Delivery Formats are supported by the Correctional Accreditation and Advice Panel (CSAAP) and make it possible for NPS to continue to deliver programme sessions in exceptional situations through remote means.

A Prioritisation Framework has been given ministerial approval and is used by the Programme team to prioritise cases for new programmes. This ensures that we prioritise those sex offenders, domestic abuse cases in Colchester presenting the highest Risk of Serious Harm.

Where an accredited programme requirement cannot be completed, every attempt is being made by the probation practitioner to ensure that work to support change and desistance is undertaken.

Colchester Caseload.

The following tables displays various datasets relating to the number of offenders managed by the NPS in the community, and who live in the Colchester area. Each section displays the percentage of the total number of offenders managed by the NPS for each criterion. i.e. Risk of Harm: 5% of the 140 offenders are low risk.

Number of offenders managed by NPS	
	140
Risk of Harm	
Low	5%
Medium	74%
High	20%
Very High	1%

Gender	
Female	5%
Male	95%

Ethnicity	
Blank	2%
Asian or Asian British: Other	1%
Black or Black British: African	1%
Black or Black British: Other	1%
Mixed: White and Black Caribbean	1%
Refusal	1%
White : Irish	1%
White : Other	4%
White: British/English/Welsh/Scottish/Northern Irish	88%

Age Group	
18-25	14%
26-29	13%
30-39	27%
40-49	16%
50-59	16%
60+	14%

Homeless Prevention Taskforce

The National Probation Service (NPS) established NPS/CRC Homelessness Prevention Taskforces (HPT) in England and Wales in March 2020. Whilst it was envisaged that funding would be a time limited, it has been extended on several occasions: it was recently confirmed that the scheme would again be extended to 31 March 2021. The funding provides financial assistance for released prisoners to secure short term accommodation for a specified period, where all other options have been exhausted. This can include hotel, B&B accommodation and consideration can also be given to rent deposit schemes.

The following table includes offenders who are managed by the NPS Colchester office by their accommodation status.

Accommodation	
Approved Premises	1%
BASS accommodation 13 weeks or more	1%
Friends/Family	1%
Friends/Family (settled)	33%
Friends/Family (transient)	5%
Homeless - Other	4%
Homeless - Rough Sleeping	1%
Householder (Owner - freehold or leasehold)	7%
Long Term Residential Healthcare	1%
Permanent Independent Housing	4%
Rental accommodation - private rental	21%
Rental accommodation - social rental (LA or other)	10%
Supported Housing	5%
Transient/short term accommodation	6%

County Lines and Serious Organised Crime

The following table shows the current picture regarding current offenders in Colchester who have county line or serious organised crime links.

Registers	
Street Gangs	0%
Organised Crime	1%
Child Sexual Exploitation - Perpetrator	1%

Probation practitioners can access information and guidance on how to work with offenders convicted of county lines and serious organised related offences on EQUIP, which is a National database designed:

- to provide a 'one stop shop' for all our processes
- provide us with a consistent approach to our work with these offenders
- provide us with a single source of all documents and guidance
- help induct and support our new staff (including our trainees).

Where staff have concerns relating to serious organised crime, the process involves seeking the support and involvement of the regional serious organised crime unit.

In addition, cases that meet the criteria for management under Multi Agency Public Protection Arrangements (MAPPA) and Integrated Offender Management (IOM) will involve probation working with partners to manage the risks posed by the individual(s).

Essex Community Rehabilitation Company

Essex CRC have continued to strive to deliver the best possible service to the most people despite the COVID-19 landscape. ECRC continued to deliver throughout lockdown but had to change its mode of delivery where possible. In September 2020 close to 20% of cases were face-face, as were interventions such as Building Better Relationships and the Unpaid Work scheme. Remaining work was conducted remotely.

Due to COVID-19 the court service significantly reduced also, and a period of limited new sentences occurred. This impacted on the CRC where there was a drop in overall caseload, however, these numbers are expected to rise as court work returns to previous levels and

resumes sentencing. The CRC remains committed to its partnership commitments across the next year as we move towards unification with the NPS in June.

All face to face to delivery for Accredited Groupwork Programmes has been paused and moved to the Alternative Delivery Framework. Currently this is remote delivery on a one-to-one basis. Delivery of structured interventions under the Rehabilitation Activity Requirement is being carried out remotely, in small groups only over Microsoft Teams.

All face-to-face delivery of our Unpaid Work groups has been paused. Our alternative delivery through Project in a Box is continuing and all service users are being contacted to allocate a project wherever suitable.

ETE: We are continuing to encourage our Service Users to complete the online ETE provision to utilise up to 30% of their hours to support them with any employment issues and for work completed within the voluntary sector. New online offers have been added through Flow Training and our new online provider Learning Curve.

Project-in-a-Box: The PIAB offer continues to grow. Service users who return a good standard of completed products are being allocated more complicated projects such as making syringe driver bags.

Safe Systems of Work are being reviewed for sites in preparation for a return to face-to-face delivery as soon as safe to do so, in line with Government guidance.

Some examples of recent Unpaid Work Projects and our Project In A Box are attached.

Resettlement

ECRC service Users have been able to access HMPPS funding via the HPT's to support their accommodation needs on release from custody and this funding will continue until releases to the 31st March for new entrants. HPT is working with Housing Action Management (HAM) to be able to continue their provision.

See Appendix H – Community Payback Project Overviews

Appendix C: Community Assets Mapping excerpts for Safer Colchester

In June 2019, Community360 produced a report mapping Community Assets in Colchester Borough. In August 2020, Healthwatch Essex, CVST [Community Voluntary Services Tending] and Community360 came together to co-design a Terms of Reference, intending to refresh the 2019 report and one produced for Tending. They developed a three-year plan of research, with a partnership between CVST, Community 360, Healthwatch, Essex County Council, Colchester Borough Council, One Colchester, Tending District Council, NEE CCG [North-East Essex Clinical Commissioning Group] and/or the NEEHWA [North-East Essex Health and Wellbeing Alliance] and Essex Association of Local Councils. The first finding of their work will be published soon but sections have been extracted from the draft to inform the Crime and Disorder Committee of some themes and outcomes from consultation.

January 2021

One Colchester

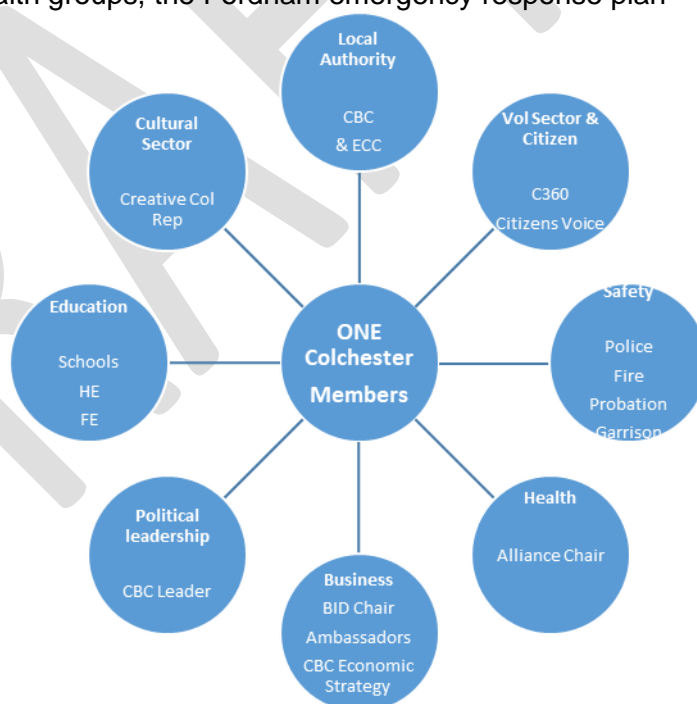
Local communities rallied during lockdown and created new responses to local need. Examples include Wivenhoe Mutual Aid, a hot meals delivery service in Greenstead, food support in Highwoods led by local faith groups, the Fordham emergency response plan which recruited 22 volunteers, West Mersea community volunteers and BAME community WhatsApp groups.



Strategically, One Colchester responded rapidly to galvanise assets in March 2020 to respond to the coronavirus pandemic. One Colchester is a senior level partnership working together to facilitate a system wide approach to a Safer Colchester; a Prosperous Colchester and a

collaborative approach to maximising the opportunities for good Health and Wellbeing across the Borough. Operating since 2014, the network had built up trusted relationships across the voluntary, public, and commercial sectors which could be called upon quickly to co-produce relevant solutions at a Borough-wide level but that could disseminate into local neighbourhoods where existing assets may need support.

The group adopted the function of the Community Hub, with individual partners taking on key responsibilities, such as Beacon House and Colchester Borough Homes supporting Homelessness provision and Community360 managing volunteer recruitment, deployment, and wraparound support for vulnerable and shielded people – be that food, prescription pick-ups, transport, or social isolation. The programme worked in tandem with the Essex



Wellbeing Services, receiving referrals directly and joining the developing Vulnerable and Shielded Taskforce to learn from and plan ahead for continuing to support at risk community members.

Within six weeks, partners had:

- Conducted 76,416 contacts with vulnerable people.
- Supported 2399 households to access food and medicines.
- Helped 39 rough sleepers to find accommodation – a figure that rose over the coming months to in excess of 50 people.
- Gave over £27,000,000 to businesses in grants

By the beginning of August, the partnership had also committed to activities that supported community safety and access to the Arts and Culture:

- 5,254 hours of High Visibility Patrol Police, supporting town centre safety
- 90,750 views of daily poetry project
- Over 1,000 people engaging in Essex Explores lectures

The Hub served as the central point for contacting Category A shielded patients in the Borough and called more than 4,419 people to offer support or information. Together with referrals from the wider community, the Hub supported by C360 and volunteers had (by end of October):

- Collected 1,894 prescriptions
- Issued 452 welfare parcels, delivered to individuals
- Provided resources, shared to 16 local community groups running their own neighbourhood programmes, including schools supporting key workers and parish-based groups
- Conducted 9,892 welfare calls made to local residents, including regular calls to more than 360 people, shielded patients and those with mobility issues



For local residents, the services proved vital.

Community Voices – Covid-19 Case Study – not being forgotten

At the core of much of the feedback received by the Community Hub was the fact that people were not missed, ignored, or left without help. One parent who is self-isolating is autistic with an autistic son and who has escaped domestic violence has received 4 parcels.

“Thank you so much for the food bag.

My son had some rolls cooked for lunch and is HAPPY

Her son has autism and was unhappy because he enjoys “Plain” food and they had none.

He particularly missed plain rolls!

KM is also a single parent with a long-term health conditions [Lupus]. She has a daughter who is autistic whom she was really worried about. She spoke to our team who then referred her for a Welfare Pack. We received the following feedback.

I am isolated for 3 months on the government advice. I am a single parent with an autistic daughter. The first couple of weeks of shut down I had no help or support, so I had to go to the shops myself, of which is a big risk for me and my health issues. My autistic daughter offered to go for me being scared I might catch the virus and herself would not be able to cope with the shopping experience as it is atm. ... I had a call from a lovely lady called Amanda Finley wow what a lovely lady, so kind/ empathetic and lovely natured lady. I received a call within a couple of hours to place my food order within an hour my food was on the doorstep and my prescription a day later. The help and prompt response were overwhelming it reduced me to tears for the relief that I finally had help and didn't have to endure the shops anymore; you even gave my autistic daughter an Easter egg wow what companionate people you are.

We are now starting to recognise the potential impact of long tail COVID-19.¹ The British Lung Foundation and Asthma UK has begun the process of mapping people's experiences and this will be an important resource alongside local people's voice.

Black Asian and Minority Ethnic (BAME) Communities

Across Colchester and Tendring, BAME population density varies significantly from ward to ward. Overall, less than 5% of residents in Tendring represent BAME communities, with over 10% in Colchester, where there is a growing BAME population in both areas. It has traditionally been the home in the UK of the Gurkhas and has welcomed the resettlement of refugees including from Afghanistan and Syria.

The 2011 census² showed that:

- In Colchester there were 14,000 BAME citizens; in Tendring there were 5,000 BAME citizens.
- The proportion of young people who are from BAME communities is higher. In 2016, BAME schoolchildren were 14.8% of the population in Colchester.

The largest group within Colchester's BAME population is those describing themselves as British Asian. However, there are one hundred nationalities represented and so some groups are relatively small. BAME citizens live throughout the Borough but are not equally represented in all wards. The ward with the highest BAME population is Greenstead. Wivenhoe also has a relatively large BAME population. The ward with the lowest BAME population is Tiptree (just 106 people). In Tendring, the size of local communities can be very small and consequently isolating. For example, there are just 34 people who describe their ethnicity as Pakistani in District.

Indices of Deprivation³

In 2019, The Index of Multiple Deprivation (IMD) was updated. The IMD covers 7 categories - income, employment, education, health, crime, barriers to housing & services, living environment.

¹ <https://www.post-covid.org.uk/2020/10/29/mapping-the-experiences-of-people-with-long-tail-covid/>

² www.colchester.gov.uk/info/cbc-article/?catid=census&id=KA-02616

³ JSNA 2019 Colchester and Tendring

It is recognised that Colchester has pockets of deprivation that continue to impact on the quality of life of local residents and are not improving. The Borough has 27 LSOAs that fall into the top 40% of most deprived LSOAs in the county. These LSOAs are largely concentrated in the wards of Berechurch, Greenstead, New Town & Christ Church, Old Heath & The Hythe, and St Anne's & St John's. Colchester has 1 LSOAs in the 10% most deprived in the country, found in the ward Greenstead.

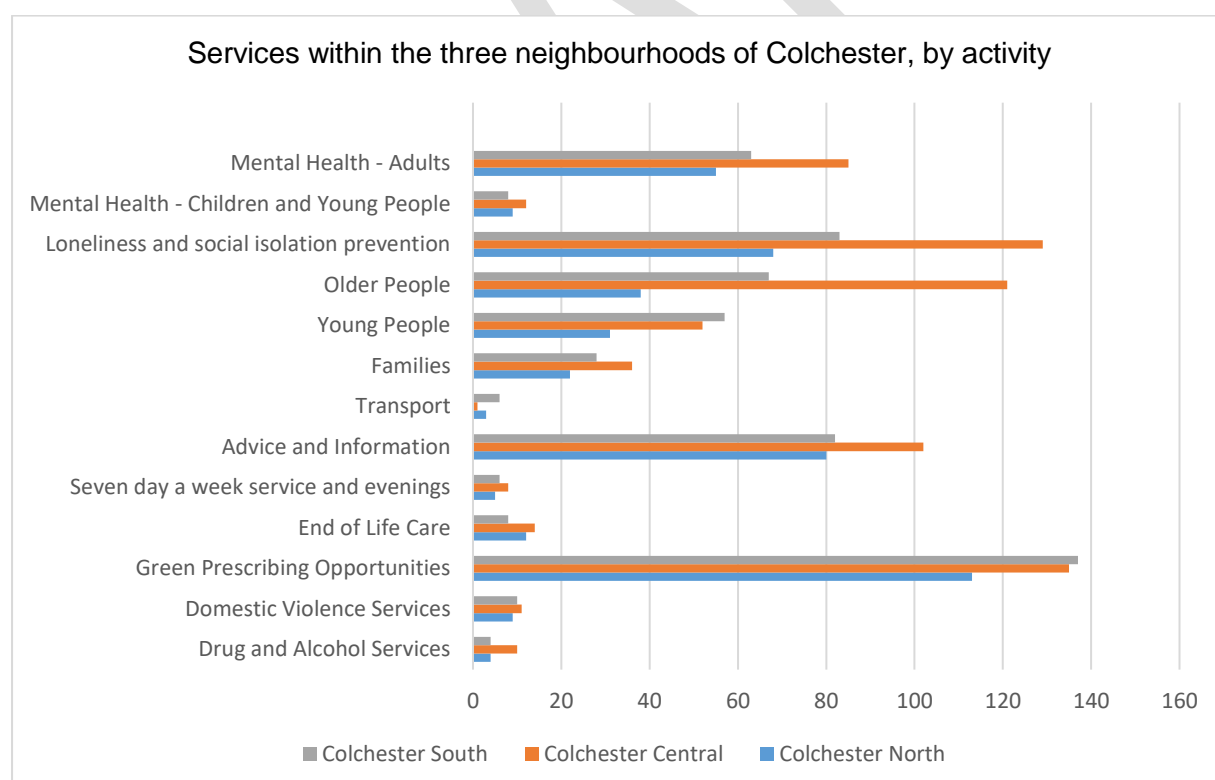
The average life expectancy at birth for a child born in Colchester (2015-2017) was 83.2 years for females and 80 years for males. This is just above the average for England for both sexes (Females = 83.1, Males = 79.6).

Life expectancy at age 65 in Colchester (the number of additional years a person could expect to live) was 21.1 years for females and 18.8 years for males, the same as the England average for both sexes (Females = 21.1, Males 18.8).

Sensory Impairments

In Essex, 53,800 people are estimated to be living with sight loss (second to Kent nationwide), but this is the largest percentage nationally based on population. Also, 10,300 people who are deafblind.⁴ Across the county, 286,796 people live with hearing loss.⁵ Across North East Essex alone, 68,089 people are believed to be living with hearing loss of 25 dBHL or more.

Colchester



Colchester North

⁴ <https://www.nib.org.uk/professionals/knowledge-and-research-hub/key-information-and-statistics/sight-loss-data-tool>

⁵ Hearing loss data tool

Colchester North includes contains the majority of CO4 postcodes in the Borough, as well as CO3, CO6 and a small number of CO7 postcodes. Colchester North includes Rural North, where many smaller villages and less densely populated parishes are located but with this comes a strong sense of identity associated with the area (we see this replicated in Colchester South which contains towns and villages such as Tiptree or Mersea). However, more community-based Facebook or online groups have been catalogued in both rural and urban areas of North Colchester than either Colchester South or Central. In practice, there are more than double the number have been active locally through the pandemic.

Colchester North is the location of some of our most significant sites for physical activity, especially sport, notably Colchester United, Colchester Golf Club and Colchester Rugby Club.

Within the 2019 asset report, we identified that a notable proportion of our community centres and halls are based in Colchester North, in part as a response to the rurality of parts of the Neighbourhood. This represents a strength, but the long-term impact of prolonged closure is yet to be determined.

Consultation with local people has suggested that another strength in this area is engagement with the infrastructure of agriculture, i.e., Farmers networks.

Colchester Central

Colchester Central draws in the greatest number of CO1, 2 and 3 postcodes of any area, with very small numbers of CO4-7 postcodes included in its catchment area. As we analyse data under the Live Well Domains, many voluntary and community sector partners identify a greater take up from people living in CO1-4 postcodes.

For example, more areas in Colchester Central access support from Citizen's Advice at a higher level than in any of the other Neighbourhoods.

The Neighbourhood is strengthened by many active faith groups who have co-ordinated responses to the pandemic but also maintain an ongoing commitment to reducing social isolation, ensuring that inequity is challenged, and that vulnerable people have access to necessary resources including food.

Stanway, previously included in Colchester North (2019 Community Assets Report) is a site of continued development. This is both housing and retail. This affords opportunities and is impacting upon the infrastructure of the Neighbourhood. School catchment areas have extended or altered in the last two years, with Home Farm Primary School (based in Prettygate) doubling in size to accommodate growing numbers of families entering the Prettygate and Stanway areas. This is both because of development, but we are also acknowledging the changing demographics of the area. Prettygate has been evolving since its foundation in the late 1950's/60's and many residents who had been living in the area for decades have been downsizing or leaving the area, introducing opportunities for families, attracted by the proximity to schools.

A continued review of the changing demographics and the influence of length of occupancy in areas across the Borough would be beneficial in the future to continue to predict trends that may require a review of the existing assets to determine if they meet changing demands.

Good transport links into Colchester Central encourage activity here and the location of many public spaces only contributes further.

Armed Forces Personnel are served by several bespoke services in the area. The Community Support Development Workers for the Army Welfare Services facilitate a varied programme

of activities for families. They have continued remotely and are integrating with wider networks, such as Essex Family Support services. We have sought to uncover more information about the size and scale of veteran communities based here. No single database of all veterans exists for the area. The figures cited earlier in the report will only include personnel who have served 12 years or more. However, this data shows more than 1000 people based in CO2 postcodes.

The area does host several venues for localised groups and sessions, but consultation with community leaders demonstrates a desire to extend this in areas including Berechurch and Stanway (where conversations are already underway). This would respond to increasing populations and updating existing facilities.

Colchester South

Colchester South has a mixed character as a Neighbourhood. It contains the wards which access Citizen's Advice support in the highest numbers (Greenstead) and the lowest (Wivenhoe). It hosts the two areas with the most significant BAME populations, again Greenstead (17.4%) and Wivenhoe (15.8%), but also the lowest with Tiptree (1.4%) and Marks Tey (2%). Like Colchester Central, it includes postcode designations from CO1-7 but notably the largest groupings are CO2, CO4 and CO5.

The extremes which are noted above reflect some of the unique assets and challenges affecting the area. It contains some of our most deprived Lower Super Output Areas in Greenstead but also has one of our most asset rich areas in Mersea.

The presence of the University and its influence upon the surrounding environment is evident in the diversity of local communities neighbouring Wivenhoe Park. It also affects our population demographics, highlighted earlier, with a higher proportion of adults aged 20-29 living in the Borough. Yet, Mersea, again providing contrast, has a larger proportion of older adults living within its boundaries.

The type and number of assets in the area is similarly varied. It includes some unique and interesting examples, such as the Student's Union RPG and Tabletop Society, community run Colne Radio and Bus Pass Safari Tiptree U3A group, although all U3A groups are suspended until further notice.

Engagement with local councillors (through surveys and discussions) has brought to the fore a question of the possibility of seeking to extend the provision of youth services in parts of the Neighbourhood.

Education

Adult and Lifelong learning is available from at least 20 public, commercial and voluntary services in Colchester Borough. They range from informal to postgraduate degree level. They offer courses in industry specific skills and personal interests. Most are based centrally at hubs in the Borough but the Universities of the Third Age (Colchester, Stanway and Tiptree) and WEA's (West Bergholt, Tiptree, Mersea, Dedham, Colchester) are based in localities.

Others offer bespoke training for mental health support (Interact), youth (YMCA), adults with learning disabilities (Brightlives) and the voluntary sector (C360).

Faith Groups

Faith groups are key assets within our local neighbourhoods, operating within defined boundaries and reaching across communities and ages, although some congregations have

a significantly older population – in one church 80% of worshippers are over 70 years of age. Engagement with faith groups has highlighted through lockdown that people, not just place of worship, drives activity and can continue whether people are able to access a physical space. Like many groups, technology has been essential, but they have developed outreach programmes for food delivery and social support that requires direct contact.

Overview of assets in North East Essex

In 2019, we identified more than 2,000 assets and over the course of the year have continued to add examples of new, emerging and amended assets to the list.

The influence of Covid-19 has been profound upon the direction of services, mode of delivery and continuation of them in local communities. We have taken our original asset map as a starting point. We have reviewed the original 2,000+ assets, compared this list with new services that have emerged and been captured in valuable research conducted during the pandemic (such as the production Community response and residents' packs). We have monitored news feeds through September, October, and November to capture as much information as possible about existing assets. However, this is a changing picture with introduction of revised restrictions and a second lockdown during the research period.

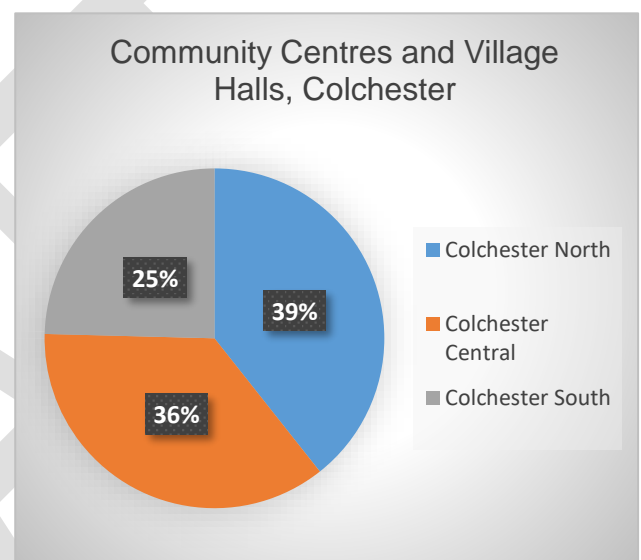
Analysis of those active, inactive, and newly formed assets raises considerations for:

- Community Events/Activity Timetables – our assets are not just our services, but our celebrations, memorials, community schedules and events, be it carnivals, community fayres, air shows, fundraising drives or exhibitions. Whilst many activities have moved online, for example, Remembrance Sunday commemorations, the cohesion created at public events in shared, physical spaces is in deficit and needs to be reinvigorated for the future.
- Hub/public spaces – consultation with local leaders praised the role of existing facilities, such as community centres, but expressed concerns in the short and medium term about the ability of some spaces to continue to operate after the impact of the pandemic and the need for adaptable/extended spaces to reach more people. Green spaces have been cherished throughout the pandemic and green activities were some of the first to return for use or develop after the end of the first lockdown. This did not include formal sports teams but alternative forms of physical activity and informal sports-based groups. Over 200 different opportunities – ranging from gardening programmes, to U3A groups, to walking football, walks to Tai Chi – and now Boccia leagues in Care Homes, are supporting the wider agenda of reducing physical inactivity. The capacity to reach people at scale face to face will be the ongoing challenge.
- Communications – the power of local neighbourhoods to communicate, organise and be agile in responding to need has been demonstrated this year. This has been an informal and formal activity. The desire exists within some wards to build on this or learn from others, in neighbouring wards to improve communications networks.
- Community Resilience – not only were many people and groups mobilised at a local level, but by reviewing the asset map, we can see many assets who support community cohesion and accessibility through community cafes, places of faith, social groups and communities of special interest. This contributes to the high figure of Be Well assets, alongside green prescribing.
- VCSE [Voluntary, Community and Social Enterprise] support – over 100 of the assets identified, be they church halls, grant makers, trainers, or advice services, renew and support local assets.

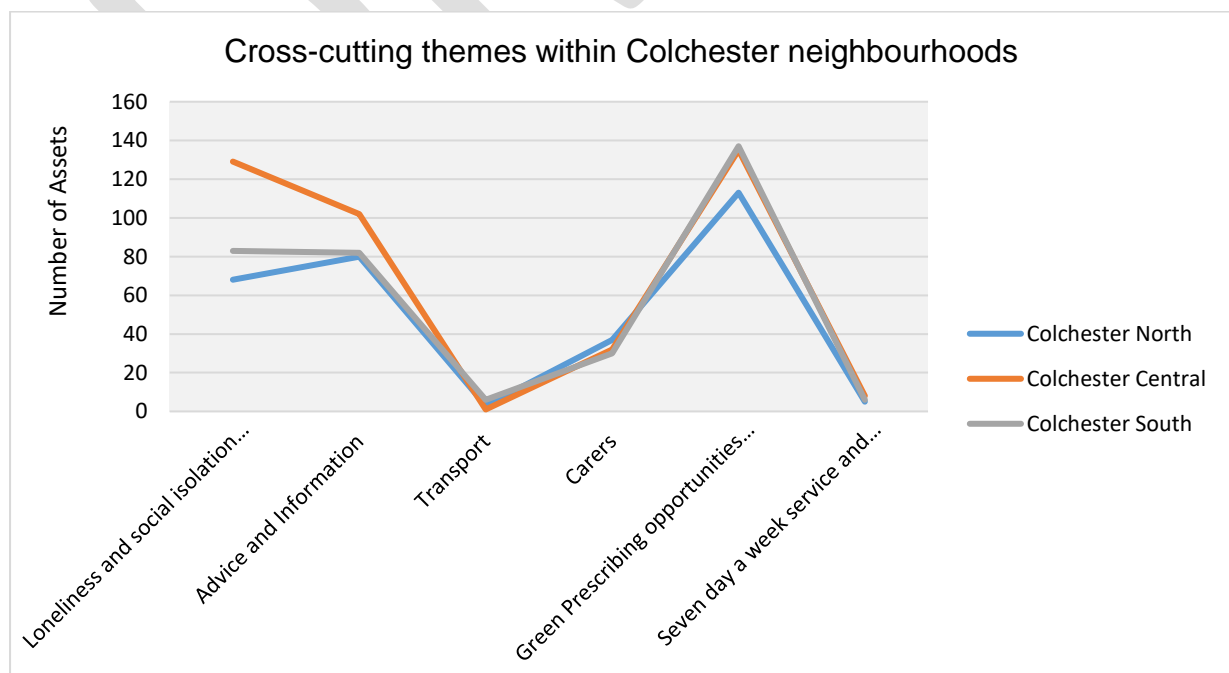
- Assets outside of the area – we cannot ignore the importance of assets based outside the area but that offer outreach. This will often be at people’s homes or through virtual means – i.e., Seafarers Links. Therefore, they will not be identified on Neighbourhood maps but will influence local lives.

Village Halls and Community Centres

In Colchester we have identified 57 halls, community centres and faith centres operate serve as wider community facilities with other sites (bringing numbers to more than 65) managing a diverse timetable of activities in-house. They are well-distributed across North East Essex and are often run by willing volunteers. Colchester Halls in Partnership brings together five of our community centres into a shared administrative booking network to improve sustainability and increase income generation with locations across South, Central and North Colchester.

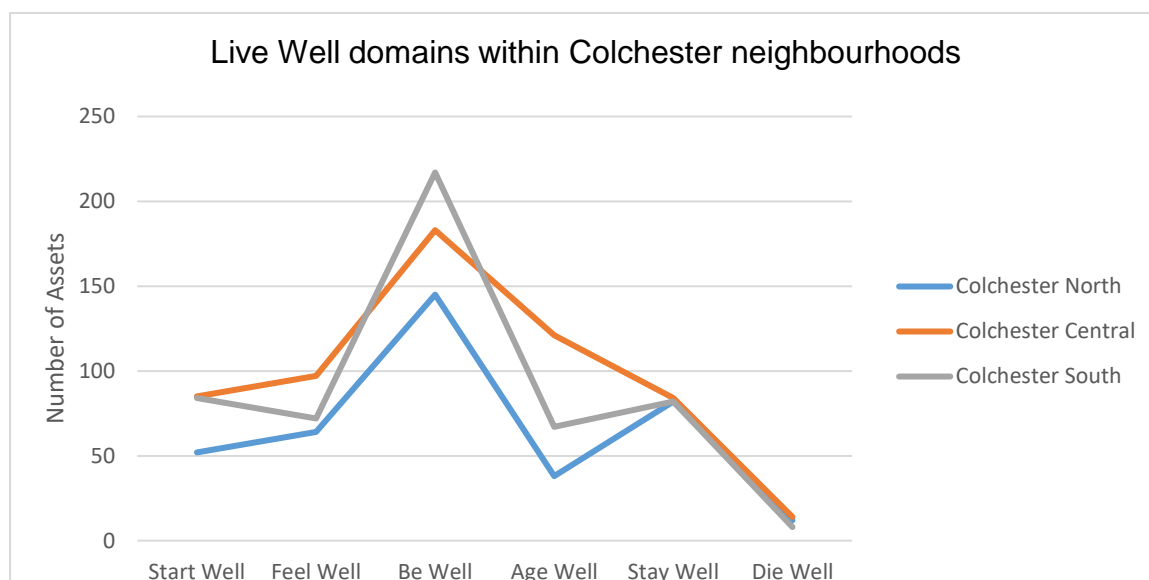


Cross Cutting Themes



Live Well Domains

The NEEHWA Alliance has adopted the Essex-wide Livewell approach and its six key themes; this report has attempted to present issues by domain and neighbourhood where appropriate and possible. What must be noted is that the placing of the assets under certain domains is subjective as they could be interpreted in different ways by different people depending on what the focus is upon.



Feel Well – supporting mental wellbeing.

When surveyed, voluntary and community groups in Colchester overwhelmingly registered that their greatest concerns for residents were in relation to mental health and loneliness. Both were registered by over 80% of respondents. This relates to all ages, as noted above by Homestart for example, and across communities. BAME listening events brought concerns about mental health to the fore as well.

There are a range of services within across North East Essex offering support to people with mental ill health. These include Haven, Summit (*pictured*), the Citizens Advice Tendring Mental Health Hub, Mid and North-East Essex MIND and Samaritans in Essex – Colchester, Tendring and Suffolk Borders. Loneliness and social isolation are tackled by many organisations and communities in different ways, from formal befriending to special interest groups, drop-in sessions to timetabled activity.

Suicide and self-harm

According to the latest data from Public Health England, Tendring now has the second highest suicide rate in the country, at 18.8 / 100,000, while Colchester has the third highest rate in England at 18.5 /100,000 (the highest in England is Torbay at 19 /100,000). The average for England is 10.1 /100,000.

The development of the Crisis Cafes and roll out of Mental Health First Aid (MHFA) and Suicide Prevention training is essential as a response to this need and the voluntary and community sector has taken the opportunity to heart. C360 and CVST facilitate and promote MHFA training which is well attended and followed up. Feedback from those who complete the course highlights how often they ultimately use the training (in some cases daily) and the reach that it can have.

The importance of support for men, especially single men, is also presenting anecdotally within support services for some of the stressors noted by Summit. In Colchester, emergency support – including food and financial capacity – is being sought by more single and younger men, as are the services of Refugee Action Colchester.

For those engaging with services, the transition to new ways of working will be a challenge. Mid and North East Essex Mind have commented on how some clients became very anxious over lockdown and through the Summer, struggling with going outdoors again to attend sessions. Responses to technology were mixed with some clients able to manage it and were therefore able to access support through this means however, many were struggling with technology and lacked confidence.

The Haven Project

The Haven Project supports the treatment of adults living with a personality disorder across North East Essex. Since lockdown, the recovery programme is facilitated by Zoom groups several times a week with individual one-to-one appointments also available twice a week. They are also piloting in-reach groups in Ardleigh Ward at the Lakes. They are running four recovering groups which are both self-directed and social networking groups.

They are also finding that clients are encountering more complex issues affected by the continuation of Covid-19 restrictions. For some people, good mental health is deteriorating, and they are finding they are delivering more crisis calls each week. Some clients are in higher states of anxiety, lower states of depression and may be using unhealthy coping strategies such as self-harming.

The Haven are facilitating some social contact and are aware of the impact that lack of physical contact is having on clients.

Befriending

Befriending is a lifeline for people living alone and for carers who are feeling isolated and tired. Organisations such as Independent Age, Age Concern Colchester, and North East Essex (ACCNEE), Essex Befriends, Re-engage, United in Kind, Community Transport, SUMMIT, Essex Carers, Carers First, CVST, C360 have regular 'check –ins' with people and give them some time to chat and offload some of their concerns. Most organisations offer a social environment within which people can feel a sense of belonging. Sometimes a buddy or friend is needed to help people grow the confidence to access services.

Yet, demand is high and the impact of the pandemic on usual social patterns is being felt in the voluntary sector as people are seeking ways to keep connected. C360 received more than 900 requests for referrals into befriending services in the first seven months of this financial year. The figure already exceeds the number of enquiries taken in all the previous twelve months. We maintain a network of 10 local befriending agencies who meet quarterly to provide peer support and update on the status of services. Their feedback has been essential in understanding more about the reach and demand:

- One countywide provider has taken on additional staff to meet need.
- Providers spoke of increasing anxiety amongst older adults and referrals on to mental health services.

- One provider had supported isolated adults by incorporating volunteers into their 'bubble' to allow for contact.
- Another provider had reduced the lower age limit to support more people at younger age range.

Monitoring and maintaining capacity is essential, with some providers managing waiting lists and others holding referrals with demand outstripping the supply of volunteers. With the large number of enquiries, we also wish to identify any potential hotspots of need. Pre-COVID-19 research indicated that those living in the centres of estates may be vulnerable and with less travel out for work and leisure, the impact on former commuters and younger people should be taken into consideration.

Independent Age

Before the lockdown in March, Independent Age focussed on supporting their socially isolated clients through face-to-face volunteer visitors' telephone befriending calls and small book club groups held via a telephone conferencing platform. When the lockdown started and the face-to-face visits had to stop, the organisation began to receive an increasing number of calls from lonely, socially isolated people who were becoming more and more anxious. Independent Age knew a response was needed and so set up small virtual Coffee Morning groups over the telephone. Initially 7 groups were set up with 35 people taking part. By September, this number had grown to 27 groups with 126 people participating every week.

"I had my first conference coffee morning call this morning and it was great. Thanks for asking me and could I ask you to pass on my thanks to the woman who rang me/organised it, I have forgotten her name. The facilitator of the group was a lovely man and the group seemed to gel very well on a first footing. We seem to be a group of characters and have led interesting lives and have lots of things in common as well as interests which we can share too. I didn't realise how good it would be, it was if we were in a café or round a table. I have always been impressed with Independent Age and you have helped me very much. This is a great innovation and I look forward to it continuing. [...] It was so interesting and more than a call for me to a phone buddy which are very good, it opened up my social life! You are a great bunch".

APPENDIX D – Parish Council Updates

The Panel requested information from Parish and Town Councils to demonstrate their perceptions of crime in more rural communities.

This request was passed on and feedback below received. To add to this, a regular meeting is co-ordinated by CBC for Parish and Town Clerks and the police have a standing agenda item to share information and address any concerns raised. ASB and speeding features most regularly in these discussions and very often the localised issues are picked up by the Community Policing Engagement Officers who work with Communities.

Colchester Borough Council also developed a Rural Toolkit in partnership with the Police and Partnership which aims to enable communities, funding supported the implementation of this.

Wormingford & Chappel Parish Council

The main issue for Chappel Parish Council is the speed of traffic through the village, especially on the A1124 and this was also the main issue highlighted for Wormingford.

Wivenhoe Town Council

The perception of crime in our community is that whilst we compare favourably with Colchester, Wivenhoe has experienced increased antisocial behaviour and drug issues. I think this was borne out in the crime figures discussed at the last CALC meeting. Last September, our Chair and I met with Chief Insp Huddleston and Insp Jon Evans to discuss what we could do to engage further. We have also set up a new Neighbourhood Watch scheme which is slowly expanding.

I would say that our engagement has improved- last week I reported an issue to the Community Policing Team and they did follow it up. Also, I set up a council Facebook page last year and I use this to share information and the police updates. We hope to hold some events where residents can meet with the Community Policing Team once restrictions are lifted.

West Bergholt Parish Council

We have had an issue with black bags of green waste from cannabis plants being dumped at intervals all along the roads through the village and out the other side. I had been given some information on the possible perpetrators and passed it on to the Community team - they got back to me quickly yet again and reported that although there wasn't enough evidence for a warrant they were aware of the situation and keeping an eye on it. Which is all we ask really - communication and responses. In general, during the past year, crime has been mainly based around drugs - cars hanging out during the early hours in the village hall car park and waste (including NO2 canisters), from youths again congregating, left on farmland slightly outside the village. Both reported to the Community Team, who added sites to patrol routes. Also the CCTV which we upgraded at the Orpen Hall thanks to the Safer Colchester grant really helped us identify the problem around the hall (and helped us when we thought they had come back and were digging the posts up, but it turned out to be a fox caught on camera!).

APPENDIX E – DOMESTIC ABUSE UPDATE

Next Chapter (previously Colchester & Tendring Women's Refuge) became the commissioned provider for domestic abuse services in Mid & North Essex in April 2019 covering the local authority districts of Colchester, Tendring, Maldon, Chelmsford, Braintree & Uttlesford.

We provide the full range of domestic abuse services with 2 Refuges offering specialist crisis accommodation, one family refuge with 12 spaces and a Recovery Refuge with 9 spaces for women fleeing DA who have the multiple-disadvantages of a substance addition or dependency. We work in partnership with Open Road to deliver our Recovery Refuge services.

Our Community-based services offer safety planning & advice, advocacy, support & access to recovery group-work, counselling services and sign-posting to other services as required. Our Community DAP (Domestic Abuse Practitioner) Team supports individuals who are assessed as having a standard or medium risk and our IDVA (Independent Domestic Violence Advisor) Team support individuals who are assessed as having a high risk of harm.

Our newly reshaped Children & Young People's Team offer specialist DA crisis and recovery support to children and young people (age from pre-school through to 19 and sometimes up to 23 depending on circumstances). This is the first (& only) specialist DA community-based support for children and young people in Mid & North Essex.

This report focusses on services and referrals from the Colchester district where it has been possible to extract the data to a local geographic area.

Colchester referrals

The total number of referrals for the Colchester area is detailed in Appendix 1 – which provides a breakdown of the referrals by gender, age, sexuality, ethnicity and disability. It also provides the profile of the referrals in relation to level of risk and the referring organisation.

Trends

We have been monitoring our total weekly figures since the start of lockdown to understand the pattern and volume of referrals. Chart 1 below shows that up to the beginning of October we can see that there is a clear upward trend in relation to overall referral numbers. The dip at the end of June was recovered in the beginning of July and we continued to see referral figures that are higher than any months prior to Covid-19. Our June figures show a 61% increase above the pre-lockdown monthly average for all referrals, with high risk cases showing a 62% increase over pre-lockdown referrals.

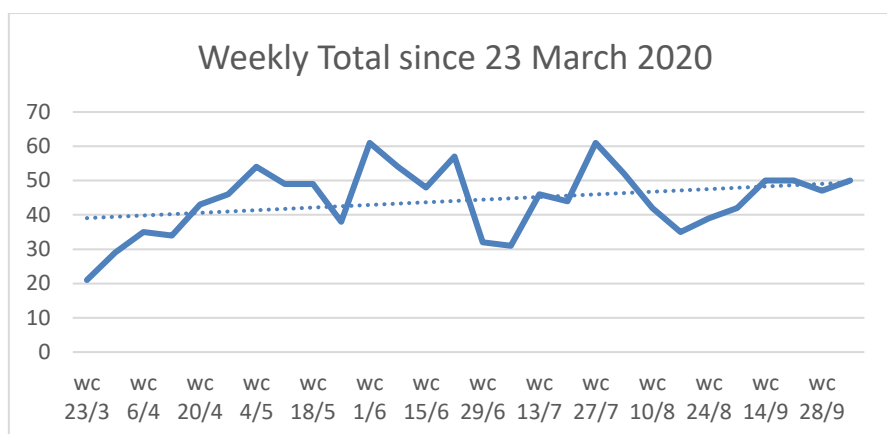


Chart 1 – Weekly referrals since first national lockdown

Chart 2 below shows that whilst the weekly numbers continue to be somewhat “spiky” and show no real defined pattern – the upward trend that we have seen since mid-way through the first national lockdown continued through to the start of December and the run up to the Christmas break. With the downward dip over December, our trendline of referrals has levelled off for the first time since the start of the pandemic. The numbers over December returned to a pre-Covid level. The 3rd national lockdown is most likely the reason that we have not experienced our usual post-Christmas deluge of referrals and we are keeping a close eye on the level of referrals over the next few weeks as we have already seen referrals rise to the mid-40 level for each of the first 2 weeks in January 2021.

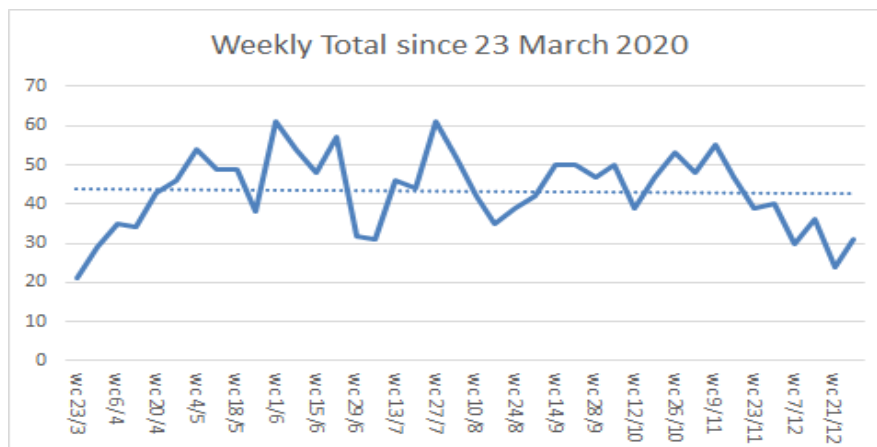


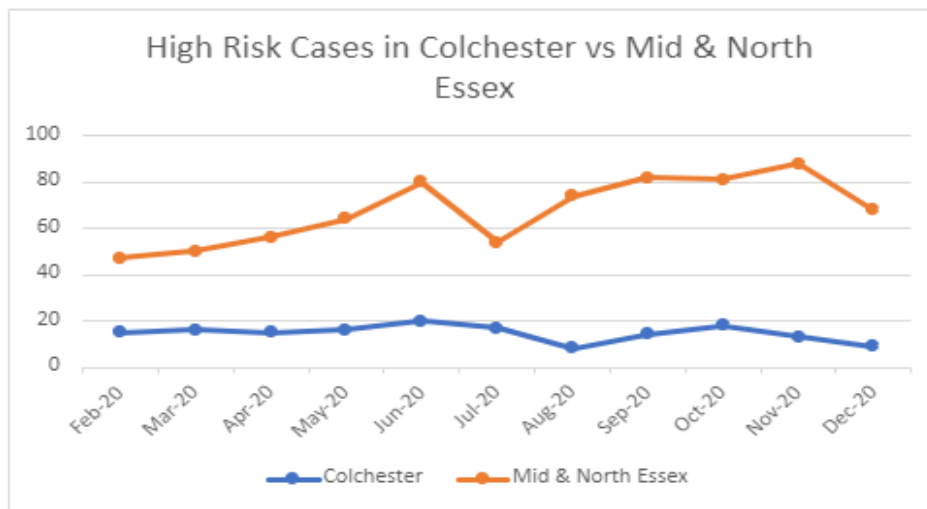
Chart 2 – Weekly referrals from first lockdown to end Dec 2020

Risk profile trends

In a recurrent theme across the past year our practitioners are continuing to feedback that there is a maintained increase in the complexity and risk profile of the cases that being referred.

The risk profile of cases is broadly consistent across all areas, with Colchester showing a less marked rise in high risk cases but nonetheless a discernible increase in the number of high risk cases in June/July and Sept/October which relate in the first instance to the easing of the first wave of restrictions going into the summer when clients had more opportunity to seek help. We saw a dip in August, which follows the normal pattern over the summer and

perhaps still represented the general feedback that clients just want to keep the peace while the children are home and will look to seek help when the return to school. The rise in high risk cases in September and October would support this theory and the second impending lockdown/circuit break saw a spike in referrals to our services.



We continue to hold cases for longer than previously in order to help support and manage risk within the restrictions in place and as a knock effect of the number of cases awaiting court hearings and the delays in the judicial system causing a knock-on effect to the number of cases that we need to keep open to provide the court-based support. Our concerns relate to the impact on safety of victims, the wellbeing and impact on mental health of our client and their children and the impact the delay will have on the likely success of any family court hearing, application for a non-molestation order or prosecution by the CPS due to the emotional impact on our client undermining their ability to present a credible witness.

Our concerns in respect of these delays in court proceedings and the impact on safety has been raised with both the PFCC as our service Commissioner and with the Colchester Community Safety Delivery Board. As a result of the report to the CSDB, a meeting with representatives from the Essex Criminal Justice Board has been convened to discuss the issue as a matter of urgency.

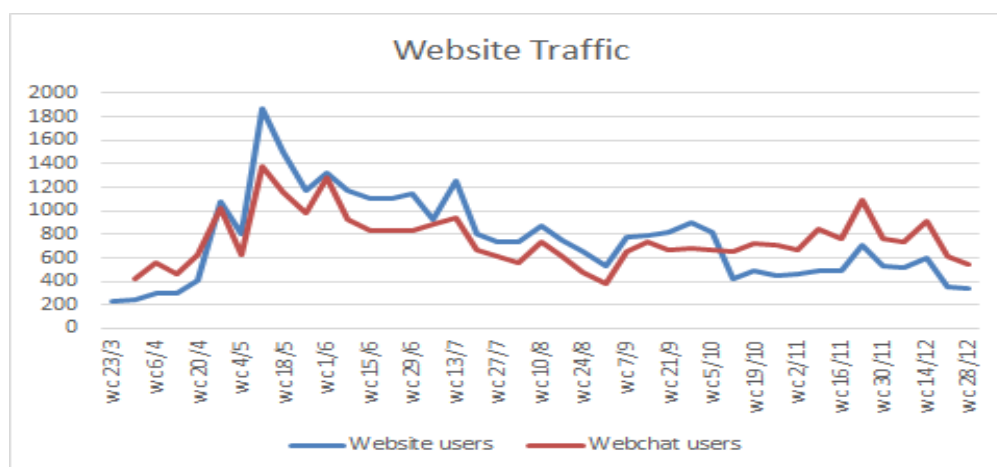
Ways of working

Up to the start of the latest lockdown (lockdown number 3) we have been providing telephone-based support and “Teams” based sessions depending on the client preference. This has been supplemented with face to face contact and “eyes-on” style contact for those clients that most need it, or where our practitioners feel the need to touch base with clients as a result of the discussions they are having. This face to face contact has been reduced as a result of the latest lockdown in order to keep our staff and clients safe, but clients are continuing to report that they are happy with the telephone support that they have received and our practitioners are reporting positive outcomes and feedback associated with the support that is being provided.

Website & Social Media

Our website traffic, which feels a good surrogate indicator of interest/activity in the community has seen a similar dip in numbers over December, although our webchat facility has seen a consistent level of contact which anecdotal feedback from our duty team

suggests is from individuals seeking advice and guidance (testing the water) prior to seeking support as well as individuals reaching out for help.



We include a range of information to provide help and advice to survivors and their families. Since the start of lockdown we have added a series of blogs to our website – which were aimed at trying to connect with our communities in a more personal way. Written by our practitioners, about topics that are important to them, with their own views and responses – they enable a different way for individuals to understand domestic abuse, it's impact and what help is available. Feedback has been enthusiastic and the website traffic and hits to the pages demonstrate that they have been really well received and accessed frequently.

<https://www.thenextchapter.org.uk/Blogs/blog/Category/next-chapter-blog-posts>

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Partnership Working

Whilst not directly related to activity in Colchester, we have been working closely with the Tendring Local Policing Team to work up a pilot project to understand how we can ensure that victims access DA support as early in the process as possible, ideally at the time of crisis and often prior to the police investigation. We know that a high proportion of victims from the Tendring area do not access support and it is hoped that this approach will encourage them to do so at the right time. We are currently in the fact-finding stage to understand the need, the possible impact and canvassing opinion to ensure we include victims' voices in our plans. By working closely together we have created a domestic abuse awareness training package which is now in production in readiness to roll out to the Essex

local policing teams, ahead of the outcome of the pilot project which will inform how DA support can be provided across the rest of Essex.

Also funded by the PFCC from the Community Safety Development Fund, we have partnered with the Wilderness Foundation UK and the University of Essex to co-produce a programme of outdoor therapy to work with survivors of domestic abuse to aid long term recovery. The project is still in the design phase and we have attended the initial meetings alongside survivors, with the aim of starting the programme in early Spring, University of Essex researchers will complete the monitoring and evaluation of the project, with the longer term aims of being able to develop an impact rich intervention for domestic abuse survivors that can be sustained beyond the fixed term project. Work continues on the co-production of the outdoor therapy programme with the University of Essex and the Wilderness Foundation UK and this project is on track.

We have used the MoJ funding (which was available to non-commissioned services) as a launchpad for a new partnership with Chelmsford Counselling Foundation. After the initial training provided to their Counsellors we began providing CCF with referrals from the middle of July and are just starting to see the first clients finishing their programme of counselling. Initial indications from the outcome analysis is extremely positive and we hope to have more detailed feedback on these outcomes for the next quarter when we have a sufficient number of clients to undertake meaningful analysis. The partnership is a positive introduction to assist us with moving clients on from DA practitioner support at the end of their support journey with us. Our practitioners are reporting that this is very beneficial in helping us close our cases efficiently when they come to the end of the DA support that they can helpfully provide to the client. There has been some decrease in engagement over December and the Christmas period but this is experienced across the range of our services and to be expected. We have worked with CCF to modify our referral process and are hopeful that this will improve understanding of the commitment required from clients.

Next Chapter is now part of the newly formed Victims Panel meeting which is proving to be very useful and allows us to share the DA victims experience to the group with the aim of improving services available and client outcomes.

Groups

We have now completed three separate online Freedom Groups which have been very successful, both in terms of engagement and outcomes and will be starting three more in January 2021. Two of these groups are held during the day, and one is held in the evening in line with clients wishes and availability. We are also running regular online healthy relationship workshops for clients completing their programme of support. Both of these groups have enabled participants to form a support network of their own which is invaluable going forward.

Staff Training & Induction

All existing and new staff have been through our mandatory induction training which includes both Level 2 Safeguarding and a full introduction into our service delivery standards. All new staff will be taken through mandatory induction training and as part of their induction into the organisation, are shadowed for the first 4 weeks of their direct work with service users and buddied with a more experienced member of staff beyond this period. Regular shadowing and supervision is undertaken by our team leaders which includes comprehensive case reviews.

We have commenced our next cohort of Domestic Abuse Practitioners on the VQAS Skills for Justice – Supporting the survivors of domestic violence (Level 3 qualification). This is a blend of self/distance learning with workplace support and points of assessment which can be carried out in-house by our approved assessor meaning that the delivery is less impacted by Covid-19 restrictions. We have 3 practitioners who have started this qualification and have a rolling programme for subsequent cohorts which provides this training to all our Domestic Abuse Practitioners.

We are still waiting for Covid restrictions to lift sufficiently for us to provide the Trauma-informed and Motivational Interviewing training for our staff in a face to face environment.

“Together We Can” Funded Projects

Recovery Refuge

Funded by the MHCLG “Together We Can” funding the Recovery Refuge is only the second refuge nationally, to offer specialist crisis accommodation to women fleeing domestic abuse with the added complexity of a substance addiction or dependency.

Our Recovery Refuge project was started nearly 2 years ago with the previous MHCLG funding achieved by CBC in partnership with other neighbouring local authorities to try and address the rising need we were seeing and experiencing, for crisis accommodation supporting women who were suffering domestic abuse alongside drug and alcohol addiction or dependency. We take women who are at risk of serious harm and need to flee the domestic abuse they are experiencing and provide them with the safety of crisis accommodation. Here they can then access recovery services for both domestic abuse and their substance misuse.

We know from the referrals we received both before and after starting our project, that whilst there is a national network of specialist women’s refuges offering crisis accommodation for those fleeing domestic abuse – this network is closed to women who have any form of active substance addiction or dependency, leaving them (in the vast majority of cases) with the stark choice of remaining in their abusive and dangerous relationship or becoming street homeless. This should not be the case and we believe that they have the right to safety & support and the opportunity to rediscover and reclaim their future.

This project operates in a complicated landscape of health providers and commissioned services who often misunderstand and misjudge women who find themselves victims of both domestic abuse and substance misuse. Our aim, alongside the delivery of specialist recovery services, is to engage and influence the health system that should support our clients, to change and inform attitudes, provide models of delivery that are client-led and offer success in their widest sense and to influence the commissioning of these vital services.

- The residents engage with Action on Addiction and receive weekly phone calls from the counsellor who also helps them to prepare for the Self-Help Addiction Recovery Programme (SHARP). This is a community rehabilitation programme for those in recovery from drug and alcohol use). The programme is currently conducted online due to Covid-19.

- Clients with problematic alcohol use will be referred to Phoenix Futures and will be given an opportunity to engage with SHARP as well.
- Residents are supported in 1-2-1 weekly sessions by an Open Road keyworker to support them in their substance recovery & separate 1-2-1 weekly sessions with their Next Chapter keyworker to support them in their recovery from domestic abuse.
- Some of the residents follow the 12 steps program and attend mutual aid meetings (NA, CA, AA) online, as well as a group session with Open Road women's complex needs manager.
- We have secured additional funding to provide residents with 1:1 therapeutic sessions with a qualified therapeutic practitioner to help them explore the issues surrounding their DA and their substance misuse. These 1:1 sessions are supplement with a weekly group session with the same practitioner to create a mutual support network and to learn from each other.

All the data provided are captured using 'Oasis on Track' database.

We measure outcomes using the POWeR tool (Personal Outcomes and Wellbeing Record). The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Whilst we can demonstrate a very high percentage of our service users reporting positive increases in the outcomes, it is important to understand that external factors can change from referral to closure of service which will influence whether the service user feels they have made progress over their time with our services. For example, the relocation out of their risk area will result in a change to their support networks, the perpetrator may have been released from custody or prison or even a change in benefits can affect their confidence in being able to have a financially independent future. This can impact on the overall measurement of progress made. Therefore, it will reflect the overall situation in a service user's life, not just the work undertaken with Next Chapter. In some case there may have been disengagement with service due to resuming the relationship.

If using this service made a difference in your life, please tell us how – what's changed for you?

Everything, I have better awareness and skills to live my life, I cannot thank the manager/staff enough, they believed in me when everyone else gave up'.

'I am no longer on methadone which I could not have done without the support of the staff. It has taught me to be more accepting of people as at times living in a house full of other can been tough. I always felt by staff Lorna is always totally fair honest and approachable, Justine was always supportive and friendly, but I felt I could talk to all the staff, Mandy was like a kind Mum, Simon understood me and my substance needs. I felt after 5 months I needed to return home as my dad was not well and need me'.

'I arrived at the refuge on 29th January 2020, I was in a very bad way, my situation was dire, and I was at rock bottom. I had a crack addiction and alcoholism; I was also coming from a domestic violence relationship. The staff here have been nothing short of fantastic, I

have received the most incredible support and I am leaving here a different woman entirely. As my dear Father stated, he has his daughter back again'.

'I have never had anyone believe in me the way you do I will be externally grateful for being given this opportunity to better myself and my lifestyle. Since being here I have realised that I am worth more than what I have settled for previously. I never imagined I could even get to where I am now, and I am confident I can keep improving. You inspire me to do better and I feel I can tell you anything and you will never know how grateful I am. I admire you so much'

'I have only been in refuge for 2 weeks but being in refuge has made me never want to take drugs again as it has showed me how drugs can devastate your life. Witnessing the support, the other residents needed shocked me. It is so hard to stop taking drugs. I did not realise I was nearly at that stage'.

'When I came into the refuge, I was drinking 30+ units of alcohol, with the support of the team I am leaving abstinent from alcohol and looking forward to my future. I found the staff approachable and always willing to assist. I found the dynamics in the house hard at times as the women were always arguing amongst themselves, but the staff always managed the situations'

How would things be different for you if you'd not received support here?

'I would be drinking still, and my family would not have anything to do with me, this was my final chance'.

'I would be homeless, still in active addiction and a domestic relationship and resulting in more bad relationships in the future'

'I would have been dead in a ditch. I now understand my triggers and feel I can offer support to others with substance issues'.

'I would not be able to share with you that I have a job, my Daddy is buying me a car as I have now gained their trust'.

'If it hadn't been for the refuge, by now there is a strong possibility I could be dead. This could have been from the drugs, alcohol or at the hands of a man, so this has saved my life'.

'Probably would be dead'.

'The team of staff are amazing, I have so much gratitude to the staff for taking the time to listen to me'.

Children and Young Persons Service (CYP)

The breakdown of the data related to referrals received shows the significant number of children associated with the individuals and families we support. Until the expansion of our CYP service using the MHCLG funding, there were no specialist DA support services available for children and young people experiencing harm through domestic abuse. The

data also shows the increased impact of DA during the pandemic as can be seen by the rise in cases open to Children's Social Care or Family Solutions.

Since the last quarter report, practitioners have commenced direct work with clients and have been running recovery groups and providing 1-1 support to children and parents. We have had to continue to adapt our service model to ensure we are delivering in line with Government COVID guidelines, operating safely for both clients, their children, and our staff. This has been a challenge, but groups have been run remotely and client 1-1 work has been done remotely or by telephone. Children 1-1 work has been done remotely and in school when possible. The CYP manager left the service at the end of November 2020 and a new manager has been appointed and has reassessed the CYP service and in consultation with partners has amended the referral criteria.

Three Youth Violence Advisors have recently been appointed to work (from January 2021) with young people aged between 14-19 who are experiencing serious harm from intimate relationships or family domestic abuse.

Three teams continue to deliver the service covering Colchester, Tendring, Braintree and Chelmsford/Maldon. The Children and Young Person's Service has been shaped to meet needs presented and in response to this we have continued the three pathways (Recovery Groups, One-to-one work, Early Interventions) with adaptations.

i) Recovery Groups

The CYP team has been running recovery groups for parents with children aged 5 to 12 years old. The groups follow the Women's Aid Programme called 'You and Me, Mum'. These groups support mothers who are not in MARAC or considered high risk, the alleged perpetrator is not in the home and the support needs of the child are linked in some way to the domestic abuse they have experienced. The groups have three aims: -

- To help mothers understand how domestic abuse affects them as a parent
- To help mothers understand the effects of domestic violence on children and young people
- To strengthen the mother and child relationship post-abuse

Given the Covid-19 restrictions, we have been delivering these groups online and they run for ten weeks. For families referred to the service during this time, we hold a waiting list. For the period September until December, we have run 6 groups, with approx. 6 mums attending each group. Parents have engaged well, and staff have adapted the programme to fit this delivery style. Family Domestic Abuse Practitioners provide follow up support, between sessions.

We began direct 'in person' work with the children of these parents in school from 25 September 2020. Visits are planned and follow schools risk assessment as well as our own risk assessment. Schools are open to us coming in with robust risk assessments and it has been acknowledged that children are less able to learn if they have been exposed to an unsafe home environment. Much of the direct work with both parents and children is helping them to recover not only from domestic abuse experiences but also with re-engaging with school.

ii) One to one Work

Although originally our interventions had been designed for post-abuse support, we have adapted these to respond to need for support for children who are experiencing Domestic abuse and well as experienced domestic abuse. This change in referral criteria was made

in consultation with partners and has been welcomed because of the high need, especially during lock down. Practitioners work in partnership with agencies who are working with the adults, by giving expert domestic abuse advice and supporting the child to explore their feelings and help them understand what they have been through, know they are not to blame, help them to stay safe and let them know where they can turn if they need more help.

With families who are going through on-going Family Court proceedings we continue to support parents by providing direct work to parents via the telephone in order to be responsive to this need. This can be intensive, and support offered more than once a week. We are providing direct work to children in school and this work follows the 'wishes and feelings' model.

iii) Early intervention

Our early intervention work had been delayed because of the pandemic. Healthy relationship workshops targeting Year 6 in their approach to transition to Year 7 and we are also offering an adapted workshop targeting year 7, year 9, and young people aged up to 19. This work enhances the Relationships, Sex and Health Education Curriculum that is now compulsory in all schools. Schools have also requested a workshop for the teachers to allow an understanding of the domestic abuse, healthy relationships and the impact of domestic abuse on the whole family. We hope to start these in February. We are currently in liaison with schools and youth groups regarding delivering the workshops remotely during lock down.

In order to share this intervention, we have established a partnership with the Healthy Schools Initiative and will raise awareness of our service via this platform.

i) Partnerships Development

We have partnered with Family Solutions and Essex Child, Family Wellbeing Service, Healthy School Initiative and recently Schools, 'Xtra Support for families' and Youth services such as the YMCA for referrals. Awareness of our service is also being promoted by partners. The referrals are expected to increase significantly following the change in referral criteria. The new Service Manager has attended strategic meetings to introduce the service and Family Domestic Abuse Practitioners are continuing to attend the frontline team meetings to ensure the criteria is clear and referral pathway is known.

We have developed a working relationship with the Emotional Wellbeing and Mental Health Service. This is to ensure we have a clear remit of psychological risk. The EWMHS are keen to partner with us, particularly for clients on their Complex Pathway waiting list, and we are establishing a mechanism to assist with joint assessing for particularly complex cases and ensure there is a clear identification of work.

i) Data

Young people worked with in the service: 255

Age range:

0-5 years old – 74

6-10 years old – 111

11-15 years old – 54

16 plus – 16

Parents worked with in the service: 126

You me and Mum – 6 workshops (each ran for 10 weeks), 7 arranged starting 11 January 2021 including 1 evening session following a need identified.

Young People referred to Social care following CYP input – 30

Housing Domestic Abuse Project

We have now successfully recruited to our Housing Domestic Abuse Practitioner positions and our team is in place and working through their induction and training programme.

An introductory email has been sent to all nominated key contacts and each practitioner will be working with the nominated teams in their area to develop relationships and immerse themselves in all things housing. A request has been made for specific induction plans to be created to ensure they are able to develop a broad knowledge of the services that are specific to each area.

The team are preparing a domestic abuse led presentation to introduce Next Chapter and provide some further awareness on current DA issues and trends in their various locations. It is hoped that the increased awareness of the impact of domestic abuse and the various referral pathways and services available will allow housing professionals to refer more clients for support.

Covid and lockdown clearly has an impact on how we work right now with all meetings taking place over Teams, but we hope to be able to change that as soon as restrictions are lifted and it is safe to do so.

We are delighted to have secured the services of Dr Kelly Henderson, DAHA Co-Founder and former housing Professional of the Year to provide some bespoke training to our team to ensure they are up to speed with housing legislation and the current challenges faced by housing teams across the districts. Kelly is extremely knowledgeable and passionate about domestic abuse and housing and is very supportive of our project. The first of three training sessions takes place on 11 January 2021 and we will be working with Kelly to produce a toolkit for all our practitioners to use and share going forward.

The team have already started to work on some complex cases where they have had some very positive outcomes. These are being documented as case studies to ensure that we take the learning and share across all districts.

The rest of the team have been collecting examples of housing challenges their clients have faced so that we can try and work on these to find a resolution that can be replicated elsewhere.

We have set up a specific case surgery for the Housing DAP Team so that they can advise and guide each other, sharing particular learning from their area and in order to become a hub of knowledge for the rest of the organisation when supporting clients with housing difficulties.

We have amended our recording system to ensure we can accurately record housing outcomes, and these will be reported monthly to track referrals and impact. This is in addition to a client feedback survey that is being developed to ensure we are able to use our client's views in developing the service.

Next Chapter Service Outcomes

The outcomes (both quantitative and qualitative) delivered by our services are outlined in the 3 quarterly outcome reports appended to this report. We are currently working on the outcome reports for our Children & Young People's Service as this is a newly shaped service that has only been operating for a period of 3 months.

Or visit our website and read our survivors stories that really explain the outcomes for those individuals

<https://www.thenextchapter.org.uk/Pages/Category/stories>

Other funding

In addition to our commissioned services and the MHCLG "Together We Can" funding – we secured a range of additional funding to support the additional demand related to Covid and to support development of the services we offer.

MoJ/PFCC – Emergency Covid Funding for additional IDVA practitioners to cope with rise in referrals (£108k up to 31 March 21)

MHCLG – Emergency Covid Funding to cover additional costs of providing services in lockdown & additional practitioners to cope with rise in referrals (£98k up to 31 March 21)

Children in Need – Emergency Covid (Funding £2.5k) & Project funding to fund our Young Person's Violence Advisor (YPVA) team. (£79k to 30 November 2021)

Essex Community Foundation – Range of Emergency Covid funds to support service delivery – (£24k up to 31 March 21)

Essex Community Foundation – Tampon Tax funding to support delivery of Freedom Programme (£10k up to 31 March 21)

Essex County Council - £10k grant to provide a welfare fund for clients to access for specific support

Community Donations – incredible support both in monetary donations and community support. Notable mentions to Colchester Community Mask / Face Covering Tree who raised an incredible £8,500 helping to support our Counselling service, Anglian Community Enterprise who donated £5k to fund our secure webchat & covert secure email facility and Colchester Anti-loo Roll Brigade who amaze us on a daily basis with their coordination of community responses for to any and every practical need we have for the clients we support.

Gaps

We don't currently have funding to provide any practitioners in health based locations. There is a wealth of research that demonstrates the positive impact and outcomes of co-locating DA practitioners in health settings but to date we have been unable to secure CCG support for commissioning specialist DA practitioner resources in Colchester Hospital & there has been little interest by GP surgeries even when a small amount of funding was secured to pilot the impact of DA practitioners in the GP setting.

Beverley Jones

CEO, Next Chapter
January 2021



APPENDIX F: Supporting data for the Domestic Abuse Update report

Includes:

- Improvement Outcomes for Quarter 1, 2 and 3
- Domestic Abuse Case Study

Improvement Outcomes 2020/2021 – Q1 – April to June 2020

Improved feeling of safety	97%
Improved mental and physical health including improved emotional wellbeing	85%
Improved relationships with family, friends and children	82%
Reduced reliance on drugs and alcohol	Not recorded
Resumption of or development of opportunities for education, skills, and employment	6%
Improved ability to manage financial difficulties	13%
Improved accommodation situations	27%
Improved social interactions and social relationships	84%
Improved outlook for the future	82%

POWeR Outcomes (Personal Outcomes and Wellbeing Record)

The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Outcomes	Increased or stayed the same	Decreased
I've been feeling safe	100%	0%
I've been feeling more confident	95%	5%
I've been feeling good about myself	95%	5%
I've been feeling close to other people	92%	8%
I've been dealing with problems well	95%	5%

I've been able to make up my own mind about things	95%	5%
I've been feeling optimistic about the future	95%	5%

Impact Outcomes

Outcomes	Increased or stayed the same	Decreased
I feel better able to recognise abusive behaviour	98%	2%
I feel more confident about asking for help when I need it	95%	5%
My support networks have improved	90%	10%
I am clear that the abuse was not my fault	100%	0%
I feel more confident in my parenting skills	95%	5%
I understand more about the impact of abuse on my child/children	100%	0%

Type of Abuse Experienced	
Emotional	40%
Financial	6%
Jealous/Controlling Behaviour	60%
Physical	20%
Sexual	4%
Surveillance/harassment/stalking	5%

Many service users experience a combination of the types of abuse above.

Service Feedback

Outcomes	Increased or stayed the same	Decreased
Coming to this Service has made a positive difference in my life	100%	0%
I feel that my privacy was respected	83%	17%
I was able to access the service quickly	100%	0%
I was listened to and believed by staff here	100%	0%
I was supported to make my own choices	82%	18%
I was supported to talk about my experiences of violence and abuse	100%	0%
I'd come back to the service again, if I needed to	100%	0%
I'd recommend this service to family/ friends if they needed help	100%	0%

Staff here have been knowledgeable and competent	100%	0%
The service I accessed was non-judgemental	100%	0%
The service met my needs effectively	83%	17%
The service understood and respected my particular needs	83%	17%
After being supported here, I feel better about myself	100%	0%
After being supported here, I feel more confident	100%	0%
After being supported here, I know more about domestic abuse	100%	0%
After being supported here, I feel more confident to ask for help when I need it	87%	13%

Qualitative Feedback – a small selection of responses received from our service users

Community Outreach Clients

- I wanted to take the opportunity to thank my DA worker for all of her support throughout my experience with the Next Chapter agency. On 29.06.2020 my perpetrator was successfully and severely sentenced for Stalking - involving serious harm and distress. Since his 2nd arrest Claire stayed in consistent contact throughout and was pivotal during the times when I'd had enough and wanted to retract my statements and give in. Claire gave me the courage and determination to continue with conviction despite huge adversity. Her humility, professionalism & passion for safeguarding vulnerable victims of domestic abuse is very evident, and equally important is her humour and friendly approach. Please pass on my sincere gratitude as this praise is truly deserved. She is a real credit to your team.
- My practitioner has been supportive, helpful and knowledgeable, and pretty all round awesome.
- I now feel much more hopeful about the future, a lot calmer as I was close to meltdown.
- As a result of the support I have received my mental health has improved.
- I liked that there were options that were available to me and the ongoing care that practitioners provided throughout my support.
- I felt much safer and more protected.
- They treat you as an individual, trying to fulfil all your needs, always checking up and following up well.
- Darina is amazing, she is so lovely. I never met her, like face to face, but she is so kind and caring to talk to, and she really understands, I know I am not supposed to call her now because I have an IDVA, but she is so great and I want her to know that. Her voice makes me feel calmer.
- Lou is amazing, she is so understanding and caring and I do not know where I would be without her. I would have probably given up.

Refuge Clients

- I think I would of been dead if I did not come into recovery refuge Thank you for everything you have done for me - I never want to go back to using drugs again, and next is to build relationships with my children and family.
- I don't know where I would be without Next Chapter. They have helped change my life. They are amazing and put up with so much from clients. I have very grateful for all the help I have had. I didn't like it when I first got to refuge and being made to stay

in, but I realise now why they do it. They know their stuff and know the clients so well. They explain things in such a positive way, they do not look down on anyone, even if we lapse they continue to work with us to why this has happened. They spend many hours a day and night with us all they made me think and look at unhealthy relationship and have given lots of support and advice should I form a relationship in the future.

- I could have been dead, refuge saved my life and I can't thank Next Chapter enough.

Improvement Outcomes 2020/2021 – Q2 – July to September 2020

Improved feeling of safety	95%
Improved mental and physical health including improved emotional wellbeing	82%
Improved relationships with family, friends and children	80%
Reduced reliance on drugs and alcohol	Not recorded
Resumption of or development of opportunities for education, skills, and employment	7%
Improved ability to manage financial difficulties	18%
Improved accommodation situations	20%
Improved social interactions and social relationships	84%
Improved outlook for the future	86%

POWeR Outcomes (Personal Outcomes and Wellbeing Record)

The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Outcomes	Increased or stayed the same	Decreased
I've been feeling safe	95%	5%
I've been feeling more confident	97%	3%
I've been feeling good about myself	99%	1%
I've been feeling close to other people	91%	9%
I've been dealing with problems well	95%	5%
I've been able to make up my own mind about things	95%	5%
I've been feeling optimistic about the future	97%	3%

Impact Outcomes

Outcomes	Increased or stayed the same	Decreased
I feel better able to recognise abusive behaviour	88%	12%
I feel more confident about asking for help when I need it	95%	5%
My support networks have improved	92%	8%
I am clear that the abuse was not my fault	95%	5%
I feel more confident in my parenting skills	97%	3%
I understand more about the impact of abuse on my child/children	98%	2%

Type of Abuse Experienced	
Emotional	40%
Financial	7%
Jealous/Controlling Behaviour	7%
Physical	22%
Sexual	6%
Surveillance/harassment/stalking	4%

Many service users experience a combination of the types of abuse above.

Service Feedback

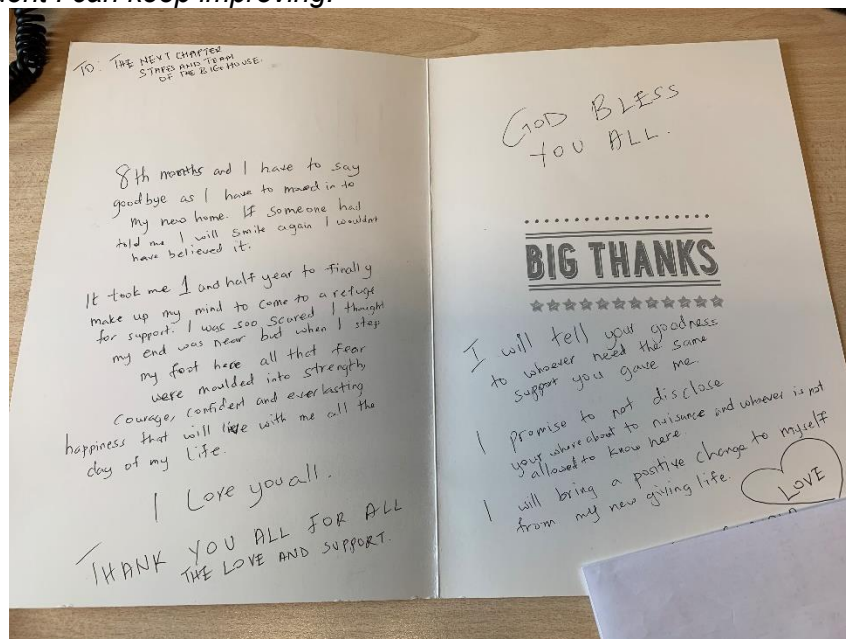
Outcomes	Increased or stayed the same	Decreased
Coming to this Service has made a positive difference in my life	100%	0%
I feel that my privacy was respected	100%	0%
I was able to access the service quickly	99%	1%
I was listened to and believed by staff here	100%	0%
I was supported to make my own choices	100%	0%
I was supported to talk about my experiences of violence and abuse	100%	0%
I'd come back to the service again, if I needed to	98%	2%
I'd recommend this service to family/ friends if they needed help	100%	0%
Staff here have been knowledgeable and competent	100%	0%
The service I accessed was non-judgemental	100%	0%
The service met my needs effectively	99%	1%
The service understood and respected my particular needs	99%	1%

After being supported here, I feel better about myself	100%	0%
After being supported here, I feel more confident	100%	0%
After being supported here, I know more about domestic abuse	100%	0%
After being supported here, I feel more confident to ask for help when I need it	99%	1%

Qualitative Feedback

A small selection of responses received from our refuge service users

- *"I feel stronger, I can say what I want, I have more confidence"*
- *"My children were being looked after by social care. With the support I received from the refuge staff it enabled me to build myself up and I was supported to keep my son. Resettlement helped me to set up my bills and supported me to get furniture and settle in the community."*
- *"When I arrived in refuge I was in a very bad way, my situation was dire and I was at rock bottom. I have received the most incredible support and I am leaving here a different woman entirely."*
- *"Nobody ever believed in me the way you have. I am extremely grateful for being given this opportunity and I have realised that I am worth more than what I have settled for previously. I never imagined I could even get to where I am now and I am confident I can keep improving."*



Community Outreach Clients Feedback

DAP (Domestic Abuse Practitioner) Client

"I just wanted to take this opportunity to Thank you so much for your kind help & support for F.

It is great news that she and H have been housed in a brand-new build!

I'm sure that she can start to rebuild her life again, with all of the support of her friends & Family.

We can all relax once court case is over in September.

Just so happy she is home with H & safe.

*Thank you once again for Everything - you have made a huge difference to F's life.
All Good Wishes"*

IDVA (Independent Domestic Violence Advisor) Clients (including Essex Police's first successful stalking protection order)

*"I could never gather enough evidence, or I felt bad for my ex-partner every time he promised it would stop; it started again and got worse and worse. I finally could not take any more so with my **amazing domestic violence worker** and my supportive family and friends I decided I had to do something and thankfully Essex Police started listening to me because of X."*

"I am so grateful to everyone that helped me and did everything in their power to protect myself and my children."

"Domestic violence and mental abuse is one of the hardest situations I have ever been through and even harder to break the cycle but if anyone else is going through the same situation just keep fighting the truth always comes out in the end and make sure you don't stop until your heard."

Results from our Exit Satisfaction Survey

What did you like about the service that Next Chapter provided to you?

"Just having that name on my phone so that if I needed help it was there. It changed my life – it just gave me confidence that I never had before. "

"Just an amazing service. To be able to talk about the situation, Claire really helped me deal with things."

"The weekly catch-up I felt like I was safe and if I ever had any problems, I knew I had someone to talk to."

"It was just very supportive. She was very open and put me at ease straight away. I knew a lot of the things she was advising but it was just nice to be reassured I was doing everything right."

"It felt like a support and someone was at the other end to help and listen to me."

What would have made your experience better?

"I don't know, I'm just so happy. It gave me incentive to stand my ground. It's just what I needed all along, someone that I can turn to. "

"Don't know, nothing would have made it better, it was just amazing"

"I don't feel there is anything that could have been done better. Shelly was amazing, I called her one time because I felt like I was having a breakdown and she just calmed me and brought me back."

"Well if not in lockdown, face to face would have been nice."

"No she did really well, she provided me with everything I needed at the time I needed it"

Did Next Chapter do everything that they said they would?

"100% - even things that I thought they would not have like things with the police."

Would you recommend Next Chapter to your friends and family?

"Absolutely because the thing is you don't realise that help is out there until you are faced with that situation."

How did you feel after your first meeting with your Practitioner at Next Chapter?

"Just Lesley talking to me and I told her what had been going on made me feel so much better. He always had control and plays a liar so well to family and friends. It was nice to finally feel believed."

"Lovely, felt like I had known her for years. It was really weird actually because I just felt an instant connection which really helped. Claire was so friendly and approachable."

"After my first session I felt quite calm and laid back. I was really nervous; it was scary to unpack everything to someone, but she made everything feel right and normal. She was really easy to talk to and I could tell she was speaking from experience."

"A little bit shaken due to unpacking everything but this was not Shelly's fault. It was just daunting for myself and having to rethink the last 4 years of my life was difficult. I cannot stress enough how great Shelly was and how much she helped me."

"Comfortable to talk"

How did you feel at the end of the service?

"A lot better and confident, it felt so much better after talking about it and processing what had happened."

"I feel like you're still there if I need it which is such a nice feeling."

"I was feeling anxious for a few days because I felt like I didn't have anyone, but I knew there was not really much more she could have done. But just that weekly call was helpful and its difficult knowing that I can't speak to her."

"A lot stronger and capable of doing what I need to do to make me and my child happy."

"She's left me with my name down for further support and her number if I need her. I feel there is someone there and it's given me a safe place."

What word or phrases come to mind when you think about Next Chapter?

"Amazing support"

"Safe, professionals."

"It does what it says on the tin, its moving onto the next chapter in life that you never thought you would be able to."

"Safe"

If you were not in contact with Next Chapter how would your situation be different?

"I would still feel like I couldn't stand up for myself. I had five children so growing up I would cover things up to protect them but now I can feel more confident and stand up."

"Well I don't think I would be as good as I was because of delay in response from police. It was quite difficult to communicate with the police so to have Claire there to help me with advice was great."

"I probably would have got extremely anxious and run down. I feel like I'm in a place now with my medication that I can cope with things."

"I would probably still be where I was which was blaming myself for everything and not having the mental strength to understand what was going on."

"Gosh I don't know I was very lost. On a verge of being suicidal trying to make an understanding of everything"

Feedback from other Professionals (Childrens Society)

"Shelly, you have been totally amazing throughout this joint work. Not only have you gone above and beyond to try and provide every option for S to encourage her safety. You have also supported in my work. You have kept me calm and reassured when I felt out of my depth. Providing clear structured advice, allowing me to feel I am doing enough and confident in my decisions."

In this type of work I deal with so many professionals- but you truly are one of the gems.

I hope to work again with you in the future."

Improvement Outcomes 2020/2021 – Q3 – October - December 2020

Improved feeling of safety	75%
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Improved mental and physical health including improved emotional wellbeing	75%
Improved relationships with family, friends and children	30%
Reduced reliance on drugs and alcohol	Not recorded
Resumption of or development of opportunities for education, skills, and employment	3%
Improved ability to manage financial difficulties	15%
Improved accommodation situations	34%
Improved social interactions and social relationships	25%
Improved outlook for the future	55%

POWeR Outcomes (Personal Outcomes and Wellbeing Record)

The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Outcomes	Increased or stayed the same	Decreased
I've been feeling safe	91%	9%
I've been feeling more confident	93%	7%
I've been feeling good about myself	92%	8%
I've been feeling close to other people	87%	13%
I've been dealing with problems well	89%	11%
I've been able to make up my own mind about things	90%	10%
I've been feeling optimistic about the future	89%	11%

Impact Outcomes

Outcomes	Increased or stayed the same	Decreased
I feel better able to recognise abusive behaviour	91%	9%
I feel more confident about asking for help when I need it	94%	6%
My support networks have improved	90%	10%
I am clear that the abuse was not my fault	93%	7%
I feel more confident in my parenting skills	91%	9%
I understand more about the impact of abuse on my child/children	91%	9%

Type of Abuse Experienced	Reduction in abuse recorded on exit
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Emotional	74%
Financial	67%
Jealous/Controlling Behaviour	72%
Physical	74%
Sexual	65%
Surveillance/harassment/stalking	67%

Many service users experience a combination of the types of abuse above.

Service Feedback

Outcomes	Increased or stayed the same	Decreased
Coming to this Service has made a positive difference in my life	100%	0%
I feel that my privacy was respected	88%	12%
I was able to access the service quickly	94%	6%
I was listened to and believed by staff here	100%	0%
I was supported to make my own choices	94%	6%
I was supported to talk about my experiences of violence and abuse	100%	0%
I'd come back to the service again, if I needed to	94%	6%
I'd recommend this service to family/ friends if they needed help	100%	0%
Staff here have been knowledgeable and competent	94%	6%
The service I accessed was non-judgemental	82%	18%
The service met my needs effectively	100%	0%
The service understood and respected my particular needs	100%	0%
After being supported here, I feel better about myself	95%	5%
After being supported here, I feel more confident	100%	0%
After being supported here, I know more about domestic abuse	100%	0%
After being supported here, I feel more confident to ask for help when I need it	100%	0%

Qualitative Feedback

A small selection of responses received from our refuge service users

- For the first time I feel that I have the support I needed to make changes.
- The staff has been supportive with all areas, I am now clean from all substances after reducing. I am looking forward to living my life free from men and drugs.
- I have now built on my relationship with social services and my son.
- The room had lovely things in on the first night - toiletries / food - really nice touch. made me feel welcome
- I feel like I can do this for the first time. The staff are amazing, they go out of there way to help us, they made our Christmas, providing the food, presents and making the whole stay as lovely as they could.
- They provide a service that no other people could, they know their stuff both with relationship work and substances. I will leave here clean

Results from our Exit Satisfaction Survey

What did you like about the service that Next Chapter provided to you?

It's was a friendly service and someone to go to help with problems and they helped with compassion and empathy.

I liked that I could go to someone for some help and had someone that was listening to me. I think it just the situation I was in completely highlighted what I already knew but I didn't want to acknowledge. Just being able to talk about it and know I wasn't crazy was really helpful.

I just liked the fact that they understood and it have me confidence and reassurance. I didn't have to justify. It was nice to speak to someone who can relate to how I was feeling.

What would have made your experience better?

The fact that due to covid, we couldn't do face to face.

I just felt it was kind of like a conveyor belt but don't know what you could have done better. More visual but because of covid this was not possible.

Nothing, considering COVID I think it was amazing.

Would you recommend Next Chapter to your friends and family?

I already have

How did you feel after your first meeting with your Practitioner at Next Chapter?

it elevated me and made me feel strong enough in my own decisions.

It was nice to be able to speak to someone I think it put things into perspective but she was good as gold and she had knowledge from her background

I felt absolutely knackered but so happy and it was a relief to be talking about it with someone.

It literally made me feel like I can do this. It was someone that understood and who I didn't have to justify anything.

Relief, just like 'thank god there is someone that understands'. I had reached out to a number of places and xxxx helped me.

How did you feel at the end of the service?

I phoned to cancel because I was feeling in a better headspace and didn't feel like I needed support anymore.

A little bit disappointed, pleased I had done it as I felt stronger.

What word or phrases come to mind when you think about Next Chapter?

A brilliant service, friendly and professional to get you back on your feet, never on your own.

Free support for traumatic experience, just a friendly ear good charity.

Before I didn't even know of Next Chapter but now definitely an incredible resource. Even the information on the website was really really good.

Reassuring, supportive, knowledgeable. Like my saviours

Empowerment, recovery and protection (in the sense of its your safe place).

If you were not in contact with Next Chapter how would your situation be different?

I think I would have been hospitalised for my mental health and my parents would have to look after my children.

I was really down and looking for some sort of guidance.

I would probably be a lot bleaker, what they were able to provide me with was a complete wakeup call and make me realise that what was happening was wrong. My mindset wouldn't be as defiant as it is now. I would still be under control.

It basically gave me the confidence to take control with child contact. It also gave me confidence to stop verbal contact with my ex-partner which has been great.

I wouldn't have the confidence to get back into work, I would have stayed in my own head figuring out my own thought processes. I wouldn't be having counselling.

Feedback from other Professionals (High Support Needs IDVA - external)

I would like to take this opportunity to say thank you.

Thank you for listening and for taking the time and effort in reading and understanding my client's case. Thank you for seeing beyond what looks to be incriminating factors against my client which are in fact at the hands of the true perpetrator.

It was a pleasure to speak to someone that truly understands the complexities that clients can face and that your understanding in the fact that everyone deserves a chance was a truly refreshing and welcome attitude. As a high support needs IDVA I have been met with unfortunately many negative attitudes towards my clients and xxxxx case was no exception so to finally speak to you leaves me with the confidence that xxxxxx will receive the support needed – she also knows she has to put the effort in!

If only there were more people like you doing what you do.
I thank you and your team for your efforts and hope to work with you again in the future.

Kind Regards

Emma Threadingham

HSN IDVA –
High Support Needs Independent Domestic Violence Advocate

Domestic Abuse Service – Case Study

Description of the case, including about the service user, referral and risks	<p>Client was referred to our service after recently fleeing from her family home. She had been experiencing domestic abuse from her mum for a long time but had only begun to realise how bad this was becoming during the lockdown. She described her mum as being controlling over every aspect of her life. Her mum had created rituals around the virus, ensuring she would take her clothes off at the front door and bath for a certain amount of time before being allowed to socialise with her brother and stepdad. Her mum isolated her from her dad and said if she saw him, she would kill herself. She would say that it would be her fault if she did end up killing herself. She was previously having counselling through her university however her mum forced her to stop this, again, threatening to end her life if she did not do as she was told.</p> <p>Client was currently residing with her dad in a one bedroom flat with very minimal space so was sleeping on the floor in his lounge. She expressed concerns over contacting the council regarding her housing as her mum worked for Essex County Council so she was worried she may have access to any enquiries Lucy was to make. The lack of space and worry caused by her mum negatively impacted on client's mental health causing her anxiety to heighten.</p> <p>Upon referral to our service her DASH score was 13. One mark away from making this a high risk case.</p>
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Level and details of need and issues to be addressed	<p>Client required housing support and how to go about making a homelessness application to the council. With regards to her mental health, she needed encouragement to visit her GP to be placed on medication and also a referral to counselling to help her address her trauma and to come to terms with what had happened to her. She needed to engage in some work around healthy relationships and boundaries.</p>
Support provided	<p>Firstly, I encouraged her to contact the district council in order to explore her housing options and what would be available to her. Following her initial call I supported client virtually to complete her homelessness application and was able to provide her with a supporting letter to confirm that she was a victim of domestic abuse and needed to flee due to the increasing risk posed to her. After the application was submitted to the council I was able to provide emotional support to her via telephone for her housing appointment, where her homelessness housing officer made an application to a local hostel which was near-by to her dads flat.</p> <p>Following the application being submitted to the hostel I encouraged client to book an appointment with her GP to discuss her mental health and see if they could suggest options for her to help her to manage this. She did this and was prescribed some medication to help her feelings of anxiety. Furthermore, I was able to make a referral to Chelmsford Counselling Foundation for her to have 8 sessions of counselling in order to recognise the trauma she has been through and help her to come to terms with this.</p> <p>I undertook a thorough safety plan with her and continued to monitor her risk whilst she was staying at her dads, by this time her risk had reduced from 12 to 9.</p> <p>I was able to encourage her to find employment as she had recently graduated from University. Whilst supporting her she was attending various job interviews for teaching assistant positions and was looking forward to settling down and having a full-time job and being independent.</p> <p>We were able to talk through aspects of a healthy relationship and she gained a good understanding of the cycle of abuse.</p> <p>During this time she was on a waiting list for her room at the hostel and understandably became frustrated with the time this was taking. I was able to contact the hostel directly with her consent and provide her with an estimated move in date so that she could have something to look forward to. After a few weeks her room became available and she was able to move into her self-contained room. She was allocated a case</p>

	<p>worker who would be helping her in her search to find some more permanent accommodation.</p> <p>Following her move into the hostel her risk reduced to 6.</p>
Length of time in the service	3 months.
Outcomes and impact	<p>Client is now safe in her hostel accommodation and is being supported and guided by her allocated case worker. She has kept the address of the hostel confidential to ensure her safety. She has completed her counselling with Chelmsford Counselling Foundation and fully engaged with all 8 sessions provided, enabling her to address the trauma she has been through and help her to understand that she now has regained the control. She continues to look for a full-time teaching assistant position. Her relationship with her dad has improved since living independently and she has been back in contact with her brother whom she had lost contact with. She is continuing to work on her anxiety and self-esteem with the support of her case worker.</p>
Current situation	<p>The case has now been closed to Next Chapter having completed all the relevant support that was needed. She is aware of our contact details and how to re-refer to our service if she ever needs support around domestic abuse in the future.</p>
Quote from individual supported (if possible)	<p>"I feel as though I have come a really long way."</p> <p>"I'm so excited to settle down and have my own safe haven."</p>

Dated: 29/10/2020

Measure	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	YTD
Number of contacts to the service	165	153	146	161	185	254	190	189	201	210	195	147	2196
Number of contacts to the service by victims' current location - Colchester	50	44	50	45	59	67	59	47	55	54	53	47	630
Demographic data - Gender - Female	46	34	49	42	55	63	53	42	46	50	48	30	558
Demographic data - Gender - Male	2	0	1	1	1	1	3	2	5	1	3	3	23
Demographic data - Gender - Non-binary	0	0	0	0	0	0	0	0	0	0	0	0	0
Demographic data - Gender - Not stated	0	0	0	0	0	0	0	0	0	0	0	1	1
Demographic data - Age - 16-20 years	1	0	3	2	1	1	1	1	2	1	2	2	17
Demographic data - Age - 21-25 years	4	3	3	6	6	8	6	3	2	7	5	5	58
Demographic data - Age - 26-30 years	8	6	14	9	10	14	7	9	11	7	5	8	108
Demographic data - Age - 31-35 years	14	8	9	8	11	13	12	10	12	10	13	3	123
Demographic data - Age - 36-40 years	10	4	7	4	13	13	10	5	4	6	10	6	92
Demographic data - Age - 41-45 years	6	4	9	5	7	9	9	7	7	4	5	3	75
Demographic data - Age - 46-50 years	0	3	3	3	4	2	5	2	6	6	2	2	38
Demographic data - Age - 51-55 years	1	3	0	2	2	1	3	3	3	5	5	3	31
Demographic data - Age - 56-60 years	0	1	0	2	0	3	2	2	1	1	1	1	14
Demographic data - Age - 61-65 years	0	2	0	0	1	0	0	1	0	0	0	0	4
Demographic data - Age - 66-70 years	0	0	0	0	0	0	0	0	0	0	0	0	0
Demographic data - Age - 71-75 years	0	0	0	0	1	0	1	0	0	2	0	0	4
Demographic data - Age - 76 years or over	0	0	0	0	0	0	0	0	0	0	0	0	0
Demographic data - Age - Not stated	4	0	2	2	0	0	0	1	3	2	3	4	21
Demographic data - Sexual Orientation - Heterosexual/ straight	45	31	47	39	54	57	51	38	48	46	44	31	531
Demographic data - Sexual Orientation - Gay / Lesbian	0	0	0	1	0	1	1	0	1	2	4	0	10
Demographic data - Sexual Orientation - Bisexual	1	1	1	0	0	1	1	2	0	0	2	1	10
Demographic data - Sexual Orientation - Other	1	0	1	1	0	1	1	0	0	3	1	1	10
Demographic data - Sexual Orientation - Not stated	1	2	1	2	2	4	2	4	2	0	0	1	21
Demographic data - Ethnicity - White	44	29	46	40	49	59	49	38	50	47	48	29	528
Demographic data - Ethnicity - Mixed / Multiple ethnic groups	1	1	1	0	0	2	2	0	0	1	0	1	9
Demographic data - Ethnicity - Asian / Asian British	0	1	2	0	1	1	0	0	1	1	1	1	9
Demographic data - Ethnicity - Black/ African/ Caribbean/ Black British	2	2	1	2	5	1	3	4	0	0	1	2	23
Demographic data - Ethnicity - Other Ethnic Group	1	1	0	0	0	0	0	0	0	0	1	0	3
Demographic data - Ethnicity - Not stated	0	0	0	1	1	1	1	2	0	2	0	1	9
Demographic data - Disability - Has a Disability	14	16	17	14	14	19	12	13	14	18	19	11	181
Demographic data - Disability - Does not have disability	34	17	32	28	39	44	43	28	35	31	32	22	385
Demographic data - Disability - Not stated	0	1	1	1	3	1	2	3	2	2	0	1	17
Number of contacts to the service(s) from - Education settings	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of contacts to the service(s) from - GP's	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of contacts to the service(s) from - Housing	1	1	1	2	2	2	3	1	0	0	0	0	13
Number of contacts to the service(s) from - Mental Health Services	0	0	1	1	0	0	0	0	1	0	2	0	5
Number of contacts to the service(s) from - Other Health Services	2	1	0	2	1	0	1	1	0	2	0	0	10
Number of contacts to the service(s) from - Police	2	6	13	8	4	10	7	4	8	8	7	3	80
Number of contacts to the service(s) from - Referrals accepted from triage service	17	14	19	16	34	37	27	20	23	20	22	13	262
Number of contacts to the service(s) from - Social Care and Family Solutions	1	2	2	0	2	0	1	1	0	2	2	2	15
Number of contacts to the service(s) from - Self referral	20	11	9	12	11	14	14	16	17	17	12	11	164
Number of contacts to the service(s) from - Substance Misuse services	1	0	0	0	0	0	0	0	0	0	0	0	1
Number of contacts to the service(s) from - Other	6	9	4	4	5	4	6	4	6	6	8	3	65
Number of cases assessed as - Standard risk	10	7	8	7	8	10	8	9	8	9	7	10	101
Number of cases assessed as - Medium risk	30	21	26	23	35	37	34	30	33	27	33	28	357
Number of cases assessed as - High risk	10	15	16	15	16	20	17	8	14	18	13	9	171
Number of children in community support	282	255	260	250	290	327	337	323	339	324	305	282	3574

Number of cases open to Children's Social Care or Family Solutions	2	1	7	5	8	7	4	10	12	12	11	5	84
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APPENDIX H : Essex CRC - Community Payback

Name of project: St Andrews church

'St. Andrew's is a Church of England Church and you can find us on Forest Road. It is one of the oldest churches in Colchester having served the people of Greenstead since the 11th Century. We are a friendly and welcoming Anglican church attended by people who have a real passion for community, worship and fellowship.... We welcome families and have a well-established Sunday School each week, where youngsters can learn at their own pace and in their own space'

Location: Forest Road, Greenstead, Colchester

Type of work Gardening: grass cutting, raking of grass and leaves, pruning hedges, tidying graves of weeds.

Skills learnt by the service users:

This project provides skills learning about adherence to basic boundaries, following rules and regulations especially in regards to health and safety, time keeping and the structure of a day of work; communication skills, team working and good personal interaction with others. Opportunity to gain work-based gardening skills to include instruction in use of mechanical/hand tools, recognition of varieties of trees and hedges and weeds and the good practice of realising a good job and pride in their work. They are expected to be respectful of graves, the church and faith of the local community and anyone who is visiting a loved-ones grave. Many ask questions of the beneficiary relating to the age and history of the church and are interested in the altar and features of the church.

Who does this work benefit:

Benefits to the service user: self-esteem, working as a team, work experience for those who have none. Social skills and the ability to form working partnerships or friendships without judgement. Meeting new people of a different demographic, age, experience that may have positive influences on ideas and preconceptions

'The churches in the parish are places where people have met to be with each other and to meet with God for hundreds of years. For these reasons, in addition to the location and historical importance of its buildings, the church is central to this area of Colchester.'

The local community that use or pass-by the church: The church grounds are maintained to a good standard avoiding the need for the ageing congregation to have to pay for the service or to complete the work themselves. The local residents have a clean and tidy area in their vicinity that does not look unkempt and should not attract vagrants, unwanted wildlife or gatherings.

The children that attend Sunday school and all those that attend meetings, services or prayer mornings can see the church is maintained tidily and respectfully by UPW teams.

Beneficiary feedback

With a churchyard of around 2 acres the unpaid work of the community payback team is invaluable to us in keeping the churchyard accessible to people visiting graves, looking good, tidy and under control.

This also benefits our neighbours and people visiting the churchyard who are able to see that the churchyard is being maintained.

This service is greatly valued and without it the church would find it very difficult especially given the age of our congregation to maintain the churchyard.

In my experience the workers do a wonderful job, work very hard and seem to take pride and get satisfaction in seeing the grounds looking good after they have finished.

The supervisors are very helpful working with us to address the priorities that need doing.

Contacting the service and general communication is very good.

As well as the benefits to the congregation and people who visit the graveyard, it also shows our neighbours that we are maintaining the churchyard.

People using the church for Weddings, Funerals and Baptisms appreciate the churchyard looking good.

The church is on a popular well used walking route and seeing the grounds maintained in a good condition is important to show the church is open and in use, deterring antisocial behaviour and encouraging people to visit the church.

Steve Ball. Churchward

Trevor Hopkins

7 months ago-

Perfect place to practice our Elizabethan Tudor dancing

David Okoli

5 months ago-

Amazing

Dear Julie

I thought that you would like to see this email and the one that follows. It is so lovely to have some positive news and bless you for everything you do to keep our grounds so beautiful.

Please pass on my thanks to all those who come weekly and who work so hard

God bless

Rev. Sue Howlett Team Vicar (Pioneer) Greenstead with Colchester St Anne

26.10.20

Dear Sue

What perfect directions to see my parents Daisy and Frank Naunton resting place.

Your church is so English and pretty.

I loved the graves area and it was so well kept and in a lovely setting amongst the bushes and small trees.

It made me so grateful that they are resting at your loveliest of churches.

Thank you so much.

Keep well. Christina Martin xx**25.10.20**

PHOTOGRAPHS



Name of project

Great Horkesley Manor care home

A care home for the old and those of ill health. They have 74 rooms, usually fully to capacity and a very big area for the residents to use. Great Horkesley Manor is a very sensitive project that community payback attend.

Location

Great Horkesley Manor

Nayland Rd, Great Horkesley, Colchester CO6 4ET

Great Horkesley Manor is situated in a village just on the outskirts of Colchester, close to the A12 and about 10 minutes' drive from the Colchester pick up.

Type of work

The type of work that we do at Great Horkesley Manor includes but isn't limited to-

GROUNDWORK: [this includes laying patios, digging out roots and bushes](#)

GROUND MAINTENANCE: [we help with cutting the grass; cutting back brambles, litter picking, sweeping the car park, raking leaves](#)

PAINTING: [some indoor painting and painting of pagodas](#)

RESTORATION WORK: [painting old furniture and fixing shed floors](#)

GARDENING: [planting flowers and shrubs](#)

Skills learnt by the service users

This project provides skills learning about adherence to basic boundaries, following rules and regulations especially in regards to health and safety. The structure of a day of work; communication skills, team working instructions are given out. They learn the correct use in different tools, as we use a variety of different hand tools, such as shovels, spades and forks as well as lawnmowers and strimmer's.

Some service users have learnt basic groundwork techniques such as screeding sand and laying slabs. They learn the value of hard work, as when we come to great Horkesley manor they have to work hard as usually the work is very demanding, especially when doing jobs such as laying slabs or moving sand around.

Who does this work benefit:

Benefits to the service user includes, building self-esteem, working as a team, work experience for those who have none. The work we do also benefits our service user's in regards to them learning and using skills that they may not previously have been able to use. The work we do with Great Horkesley manor is appreciated highly by everyone involved with the project, therefore they often comment on how well the service users we take there do. This appreciation goes a long way and with this, the service users greatly benefit from the work as they feel like they are truly making a difference to the people that they are doing the work for.

The work that we do benefits the beneficiary. We have saved them plenty of money because we have had service users that have particular skills that used and site matched such as laying slabs and building a patio for the residents to use. This has been beneficial to the beneficiary, as it has meant that we have been able to do the work over a period rather than rushing to complete a job. This has made things easier for us and eased time constraints on Great Horkesley Manor. The work that we have done for Great Horkesley Manor has been health and safety issues that the CQC have brought to the attention of the home. This stuff has needed to be urgently dealt with to ensure that Great Horkesley Manor is complying with their health and safety. Also with community payback helping out with the ground maintenance such as grass cutting and hedge trimming we are keeping the grounds in good condition, this is great for the home manager and staff as it helps to maintain a good appearance of the home for residents family members who come to visit. It is also beneficial for members of the public that come to look at the home to decide if they would like to have their family member put in Great Horkesley Manor for care.

The work we do really helps out the groundsmen for Great Horkesley Manor, Alan is in his 70's and George in his 50's. The work we do is stuff that they themselves may not be able to undertake due to time constraints or it not being deemed of high importance, such as sweeping the car park. Most of the tasks they are set are essential tasks inside the home and therefore they do not always get time to cut the grass for instance which is where community payback helps.

The work that we do mainly benefits the residents of Great Horkesley Manor. When we have laid patios inside the quad areas, the quads have been deemed unsafe to use by the CQC. This is when we have come in and not only made them safe but made the area usable for the residents. Some residents had not been outside for a long time and we made that possible for them because of the skills we had and the ability to work hard to really make a difference to people's lives. Even just cutting the bushes and the grass outside of the homes really benefits the residents, bushes overgrow and block out the light in some rooms and the grass can grow to untidy lengths. This just makes it possible for the residents to see out of the window and enjoy the outside. Everything community payback does for Great Horkesley Manor is to benefit the residents to help them to continue to live their lives as best as possible.

The families and friends of the residents that live at Great Horkesley Manor also benefit from the work we do as it maintains a good appearance of the home and this can help those family members recognise that the home is well looked after so their family member will be too.

In the Managers Own Words

We offer first class care for the elderly on a permanent or respite basis, delivered by highly trained professionals in lovely comfortable surroundings.

Our philosophy is simple; we want everyone to enjoy life to the full. We never forget that all our residents are individuals and we treat them with dignity, privacy and respect while offering freedom of choice and as much independence as possible.

Friends and family are welcome at any time. Hot drinks and snacks are always available and guests are invited to share a meal with residents. Our cook prepares three nutritious meals a day and the menu changes regularly to reflect seasonal produce. Special diets are catered for.

Residents have freedom to choose what to do and when. There is plenty going on and our activities coordinator puts together a full programme which is adapted to suit the needs and wishes of our residents. Activities include quizzes, sing-alongs, reminiscence therapy, indoor games, art and craft, baking and wherever possible, trips out and about.

I'd love to show you around the home. So if you should like a tour, or wish to discuss any aspect of elderly care with me, please telephone the home to make an appointment.

Yours sincerely

Alison Day



Essex Care Learning (ECL) - Marylands

A Day Centre who support older people by providing them opportunities to socialise and make new friends. ECL service users have a chance to be involved in stimulating activities within a small friendly environment in stimulating activities within a small friendly environment run by a highly experienced team of carers.

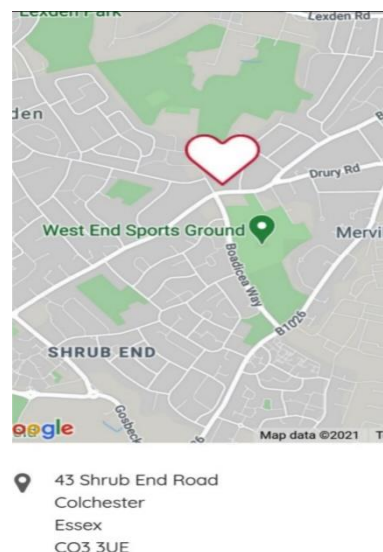
**43 Shrub End Road
Colchester
Essex
CO3 3UE**

Marylands is an Essex Care Learning day centre 5 minutes from the centre of Colchester.

This is one of our newer sites, having had very few sites in Colchester before the pandemic

Due to the Covid-19 pandemic, we needed to find sites that our service users could get to with relative ease. We were contacted by the ECL teams about working at another local ECL in Clacton. The ECL sites were also not getting the attention they needed due to the pandemic and upon doing the risk assessment for that site we came up with a plan to also begin working at Marylands.

Therefore running Community Payback at Marylands came because of the Covid-19 pandemic. However, having found a site that is highly accessible, provides great work for our service users and appreciates every bit of work that we do, when the pandemic is over, we will continue to attend Marylands in the future.



The work we do on Community Payback

The type of work that we do at ECL- Marylands includes but isn't limited to-

Horticulture: Our main focus since working at Marylands has been horticulture. Working alongside Helen, we have dug out garden beds, spent time weeding them and the planting flower bulbs that will eventually be sold. We have spent time sifting through old leafage that goes in to flower beds to make the soil better for growing in. This has all be done under the guidance of Helen who has horticulture qualifications.

General Gardening: Whilst on site we have also spent time doing general gardening, such as cutting back over grown bushes, strimming the gardens, removing old plants from the gardens to create a new sensory garden and turning compost piles. We have also started create a wood chip path around the perimeter of the back garden to allow for easy access for Maryland service users.

Painting: We have begun to paint outdoor furniture, hand railings and fences throughout the site to help maintain a fresh feel at all times.

General maintenance work: We do some very important work at Marylands, we also do a lot of general work. This is includes raking leaves, sweeping the car park, moving woodchip and shovelling snow and salting the pathways.

These are just some of the jobs we do at Marylands. Most of it under the watchful eye of a beneficiary who loves her job and is keen to pass on her knowledge and help our own service users learn.



This project provides skills learning about adherence to basic boundaries, following rules and regulations especially in regards to health and safety. The structure of a day of work; communication skills and team working instructions are given out. A day on community payback also provides routine and familiarity to our service users. This can help towards employment, as they will be able to transfer these 'skills' to a real life work setting. They learn the correct use in different tools, as we use a variety of different hand tools, such as shovels, spades and forks as well as lawnmowers and strimmer's. They learn basic gardening techniques including pruning of shrubs and bushes. Site-specific skills that our service users learn are very much in line with horticulture. Helen, who we work very closely with at Marylands, is very keen to pass on her knowledge to our service users. The service users learn how to plant certain plants and how to do this correctly such as depth of the bulb, what time of the year the bulbs should be planted and why we are planting them. Our service users also learn other skills related to horticulture, such as how composting works or why we sift leaf mold and how it is good for the soil. Marylands is site that uses and re-uses materials, so our service users learn the benefits of recycling and upcycling materials, and why it is important to do this. Whilst not a skill, our service users are also encouraged to be respectful, thoughtful and engaging at all times.



Our service users benefit from working at ECL Marylands. This is mainly because they are being provided with a site to complete their unpaid work hours and comply with their court order. Not only this but also the work that Marylands provides is highly engaging, very productive and a worthwhile. Not every service user that attends community payback wants to be there however, I have found that with Marylands they can see the benefits of the work we are doing and whom we are doing it for and the outlook they had has changed. The work

I find is very good for a person's mental health and this is part of why the site benefits our service users. Marylands provides a very specific set of skills in horticulture that will benefit our service users.

Other benefits to the service user includes, building self-esteem, working as a team, work experience for those who have none. The work we do also benefits our service user's in regards to them learning and using skills that they may not previously have been able to use such as learning the correct technique when strimming.

Some other benefits that our service users gain from ECL- Marylands is the fact that the work is hard which allows them to become accustomed to working for 7 hours a day , but also provides routine that they may not have had before. This routine can help them when trying to get back into work if they are unemployed.

Marylands benefit from the work our service users do on community payback. They are able to allocate work for us that they may have previously been unable to start and complete. This could have been due to monetary reasons, manpower or time. We provide all of these for no cost and therefore able to provide Marylands with a service that they did not have in return for engaging work and a regular site to attend. They have also benefitted from the fact that we have been able to run small groups during the covid-19 pandemic. They lost many of the volunteers that worked at Marylands and have been unable to continue with work that they had scheduled, some of which have been allocated to us and our service users to allow for work to continue and Marylands to continue progressing as a day care centre. The site will also benefit from the sales of plants, fruit and veg that has been produced because of the work we have completed.

Although Helen is not the site manager, she is the manager of the garden side of Marylands. She has a vision that she is working towards, and has been struggling to bring her vision to life as she is on her own, and normally has to run classes for Marylands service users. However, the work force and labour that we are providing through our service users are helping to bring this vision to life. The way Helen wants her garden to be is going to take time and it is not time that she has spare to complete the work herself. Community Payback is allowing Helen to realise her vision, but also allowing her to pass on her knowledge to our service users.



The service users of Marylands day care centre are also benefitting from the work we do on community payback. In transforming the gardens, we are making them more accessible for those service users. They will be able to walk round the gardens with more easily with fewer risks. They will also be able to get involved in planting flowers, fruit and veg when the garden is complete.

The other garden that we have been involved with has been replanted with new flowers, plants and shrubs that are better for sensory purposes.

What ECL- Marylands does in their own words



ECL Colchester is a forward thinking Day Centre for older people with a range of support needs for people with mental health issues, Alzheimer's and individuals living with Dementia. We provide person centred support to older people with a range of health care needs including dementia. The focus is on having fun, trying new activities and maintaining independence. Customers are able to visit the local community on a weekly basis including the beauty spots of the surrounding area using our own transport, which can be also booked to access the service daily. With support tailored to each individual, we offer a wide range of activities and care that encourage choice and independence.

Activities include floor games, movement to music and themed cinema weeks as well as quizzes, table and board games, reminiscing with friends and discussions about current affairs.

We offer a variety of art and craft activities including making cards, artwork and themed decorations to display at the centre throughout the year. Our activities encourage stimulation for cognitive, physical and emotional support. Our facilities are accessibility friendly, which means we can cater for any requirements you may have. Activities at our Day Centre are focused on maintaining independence and improving wellbeing. Activities at our Day Centre are focused on maintaining independence and improving wellbeing. We provide the opportunity to take part in a wide range of enjoyable and stimulating social activities; both onsite and out amongst the local community. We recognise that carers need support too. Our highly skilled staff create a warm, happy and positive atmosphere and are specialists in supporting older people with learning disabilities, sensory impairments, Dementia and Alzheimer's.

