

March 4th, 2020

Notice Of Meeting

You are requested to attend the Policing and Community Safety Partnership meeting to be held on **Tuesday, 10th March 2020 at 7:00 pm in Mourne Room, Downshire.**

Agenda

1.0 Welcome, Chairperson's Remarks and Apologies

2.0 Declarations of Interest

3.0 Draft Minutes of Previous Meeting dated 21 January 2020

[Draft Minutes PCSP Committee 21 January 2020.pdf](#)

Page 1

[ACTION SHEET PCSP Meeting 10 March 2020.pdf](#)

Page 5

4.0 Matters Arising

5.0 PCSP Officer's Report

[Report - PCSP Action Plan 2020 21.pdf](#)

Page 7

[PCSP Officer Report March 2020.pdf](#)

Page 8

5.1 Verbal Update – PSNI / PCSP Mobile Engagement Unit

6.0 PCSP Action Plan 2020/21

[Report - PCSP Action Plan 2020 21.pdf](#)

Page 17

[NMD PCSP Action Plan 2020 21 FINAL.pdf](#)

Page 18

7.0 Bonfire Sub Group Report

[Report - Bonfire Sub Group Report.pdf](#)

Page 30

[DRAFT Bonfire Sub Group Minutes 27 January 2020.pdf](#)

Page 31

8.0 ASB Sub Group Report

[Report - ASB Sub Group Report.pdf](#)

Page 32

[DRAFT PCSP ASB Sub Group Action Sheet 12 February 2020.pdf](#)

Page 33

9.0 NIHE Community Safety Strategy 2020-23, Consultation & Response

[Report - NIHE Community Safety Strategy 2020-23 Consultation.pdf](#)

Page 36

 *NIHE Community Safety Strategy CX Covering Letter.pdf* *Page 37*

 *Community Safety Strategy 2020-2023.pdf* *Page 39*

 *27 02 2020 PCSP response to NIHE consultation.pdf* *Page 79*

10.0 DEA Co-Ordinator's Report

 *Report - DEA Officer Report March 2020.pdf* *Page 82*

 *DEA Officers Report March 2020 - PCSP.pdf* *Page 83*

11.0 Update from PSNI on implications of, and preparations for, Brexit in relation to Policing in Newry, Mourne and Down (Standing Item)

12.0 Date of Next Meeting (Tuesday 19 May 2020 – Council Offices, Newry)

Invitees

- Cllr William Clarke
- Cllr Hugh Gallagher
- Cllr Oonagh Hanlon
- Mrs Janine Hillen
- Cllr Alan Lewis
- Mr Michael Lipsett
- Cllr Declan Murphy
- Linda O'Hare
- Cllr Michael Ruane
- Cllr Michael Savage
- Cllr John Trainor
- Cllr William Walker

POLICING AND COMMUNITY SAFETY PARTNERSHIP

Minutes of the Newry, Mourne & Down Policing & Community Safety Partnership Meeting held on Tuesday 21 January 2020 in the Boardroom, District Council Offices, Monaghan Row, Newry at 7pm

- Present:**
- Audrey Byrne, Independent Member
 - Una Kelly, Independent Member
 - Jude McNeill, Independent Member
 - Grace McQuiston, Independent Member
 - Fiona Stephens, Independent Member
 - Councillor W Clarke, NMDDC
 - Councillor M Savage, NMDDC
 - Councillor M Ruane, NMDDC
 - Councillor O Hanlon, NMDDC
 - Councillor T Hearty, NMDDC **(Chair)**
 - Councillor A Lewis, NMDDC
 - Councillor W Walker, NMDDC
 - Chief Inspector Joe McMinn PSNI
 - Chief Inspector Nigel Henry, PSNI
 - Inspector Darren Hardy, PSNI
 - Inspector Amanda Ford, PSNI
 - Inspector Kelly Gibson PSNI
 - Sergeant Ryan Duffy, PSNI
 - Donna Weir, EANI
 - Michael Heaney, YJA
 - Roisin Leckey, PBNI
 - Loma Wilson, NIHE
 - Ruth Allen, SHSCT
 - Rod O'Hare, NIFRS
- In attendance:**
- Damien Brannigan, Head of Engagement
 - Martina Flynn, Safer Communities & Good Relations Manager
 - Judith Thompson, PCSP Officer
 - Clare Loughran, PCSP Officer
 - Svea Nagel, PCSP Student
 - Kerri Morrow, DEA Co-Ordinator
 - Sarah Taggart, Democratic Services Manager (Acting)
 - Colette McAteer, Democratic Services Officer

1 Apologies and Chairperson's Remarks

Apologies were received from Declan Murphy, Independent Member and Councillor J Trainor.

2 Declarations of Interest

There were no Declarations of Interest.

3 Minutes of PCSP Committee Meeting held on 18 September 2019

Read: Minutes of PCSP Committee Meeting held on 18 September 2019 (copy circulated).

Agreed: On the proposal of Una Kelly, seconded by Councillor Savage, it was agreed to approve the Minutes of the PCSP Committee Meeting held on 18 September 2019 as a true and accurate record.

4 Matters arising

There were no matters arising.

5 PCSP Officer's Report.

Read: PCSP Officer's Report – January 2020. (copy circulated).

Agreed: It was agreed to note the report and to note the attached PCSP Officer's Report and also agreed to the following actions:-

- **A Working Group consisting of 4 Councillors and 4 Independent Members be set up to agree the way forward in relation to the provision of speed indicator signs (Mrs. Flynn to send an e-mail seeking nominations for these positions).**
- **Mrs. Flynn to investigate if the OCN accredited training in Domestic Abuse could be offered to Members of the Partnership.**
- **Mrs. Flynn to liaise with NIHE, and other Statutory Agencies regarding a call for the establishment of a multi-agency think tank of key stakeholders to consider the provision of bespoke housing accommodation and support services for young offenders in the 18-21 age group who may also have learning difficulties, to help them break the cycle of re-offending.**
- **Mrs. Flynn to consider a piece of work around lonely and vulnerable people and a possible mentoring scheme.**

Members were then shown two videos which promoted the work carried out by the PCSP – one on the recent Kid's Court event held at St. Columban's Primary School in Kilkeel area and the other on the RAPID bins.

Members welcomed the video presentations and agreed they would be very useful in promoting the work of the Partnership.

6 Procurement of PCSP Contracted Services

Read: Procurement of PCSP Contracted Services Report. (copy circulated).

Agreed: On the proposal of Councillor Clarke, seconded by Grace McQuiston, it was agreed to:-

- Note the report.
- Approve two contract extensions, one contract cessation and associated procurement exercises as below –
 - Community Safety Wardens – extend current contract to Talon Security to 31 March 2021
 - Home Secure Scheme – extend current contract to Confederation of Community Groups to 31 March 2021 (this is subject to the provider agreeing to the implementation of a Performance Improvement Plan by 31 January 2020). A procurement exercise will be undertaken for the Home Secure Scheme if this could not be agreed.
 - Telephone Support Network – cease current contract on 31 March 2020 and procure a Social Alarm Service (or equivalent).

Members discussed the Community Safety Warden Scheme and were advised by Mrs. Flynn that she had evaluated the contract as per the service specification but advised that it was too soon to do an in-depth evaluation as the current provider was only in place from October 2019. However, this evaluation would be carried out in 6 months' time. She also advised that discussions would be held with the NIHE regarding Community Safety Funding towards the Warden Scheme and if funding was made available from NIHE the Partnership budget would be re-profiled and money re-allocated within the Action Plan.

Mrs. Flynn provided an update on figures relating to the Home Secure Scheme; concerns were expressed by Members at the extent of the current waiting list.

7 Bonfire Sub Group Meetings – 23 September and 25 November 2019

Read: Report re: Draft Minutes of PCSP Bonfire Sub Group Meetings held on 23 September 2019 and 25 November 2019. (copy circulated).

Agreed: On the proposal of Councillor Clarke, seconded by Fiona Stephens, it was agreed to note the above report and agree the draft Minutes of the Bonfire Sub Group held on 23 September 2019 and 25 November 2019.

8 ASB Sub Group Report

Read: ASB Sub Group report dated 21 January 2020. (copy circulated).

Agreed: On the proposal of Councillor Clarke, seconded by Audrey Byrne, it was agreed to note the report and agree the draft Minutes of the ASB Sub Group Meetings held on 21 August and 9 October 2019.

9 Policing Plan 2020-25 Consultation

Read: Policing Plan 2020-25 Consultation Report dated 21 January 2020. (copy circulated).

Agreed: It was agreed to note this report and to note the consultation response to the Policing Plan 2020-25.

10 Peace IV PCSP Update

Read: Peace IV PCSP Update report dated 21 January 2020. (copy circulated).

Agreed: It was agreed to note this report and to note the Peace IV PCSP Update.

11 DEA Co-Ordinator's Report

Read: DEA Co-Ordinator's report dated 21 January 2020. (copy circulated).

Agreed: It was agreed to note this report and to note the DEA Co-Ordinator's Report.

12 Update from the PSNI on implications of, and preparations for, Brexit in relation to policing in Newry, Mourne & Down (Standing Item)

Noted: Chief Inspector McMinn advised preparations remained in place for Brexit in relation to policing in Newry, Mourne & Down.

13 Sentence Review Consultation

Noted: Jude McNeill encouraged members to respond to the Sentence Review Consultation with responses due by 3 February 2020.

14 Date of Next Meeting

The next PCSP Committee Meeting is scheduled for Tuesday 10 March 2020 at 7pm in the Council Offices, Downpatrick.

There being no further business, the meeting concluded at 8.10pm.

ACTION SHEET- POLICING AND COMMUNITY SAFETY PARTNERSHIP – 21 January 2020

5

AGENDA ITEM	SUBJECT	DECISION	Lead officer	Actions Taken/Progress to date	Remove from Action Sheet Y/N
5	Speed Indicator Signs	A Working Group consisting of 4 Councillors and 4 Independent Members be set up to agree the way forward in relation to the provision of speed indicator signs (Mrs. Flynn to send an e-mail seeking nominations for these positions).	Martina Flynn	E-mail sent to Councillors and Independent Members on 22 January 2020. Nominations received from all parties. Meeting of Working Group agreed for 28 February 2020.	Y
5	Domestic Violence Training	Mrs. Flynn to investigate if the OCN Accredited Training in Domestic Abuse could be offered to Members of the Partnership	Martina Flynn	E-mail sent to Members on 22 January 2020 to determine interest in the OCN training. 4 Members subsequently confirmed interest – not enough for Women's Aid to proceed (minimum 8 required)	Y
5	Support for young offenders aged 18-21	Mrs. Flynn to liaise with NIHE, and other Statutory Agencies regarding a call for the establishment of a multi-agency think tank of key stakeholders to consider the provision of bespoke housing accommodation and support services for young offenders in the 18-21 age group who may also have learning difficulties, to help them break the cycle of re-offending.	Claire Loughran	Officer progressing – meeting to be convened with relevant agencies late March / early April 2020.	N

AGENDA ITEM	SUBJECT	DECISION	Lead officer	Actions Taken/Progress to date	Remove from Action Sheet Y/N
5	Vulnerability / loneliness	Mrs. Flynn to consider a piece of work around lonely and vulnerable people and a possible mentoring scheme.	Martina Flynn	<p>Thematic area – Community Safety & Vulnerability – included in the 2020-21 PCSP Action Plan.</p> <p>Activities to be developed aimed at increasing community safety amongst vulnerable persons including (but not limited to) adults at risk, older people, minority communities and newcomer families</p>	Y

Report to:	Policing & Community Safety Partnership						
Date of Meeting:	10 March 2020						
Subject:	PCSP Action Plan 2020/21						
Reporting Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
Contact Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
<table border="1"> <tr> <td>For decision</td> <td>X</td> <td>For noting only</td> <td></td> </tr> </table>				For decision	X	For noting only	
For decision	X	For noting only					
1.0	Purpose and Background						
1.1	Purpose To consider and agree the PCSP Action Plan for 2020/21.						
1.2	Background The attached PCSP Action Plan was submitted to Joint Committee for consideration on 21 February 2020 (in line with the timeline for submission issued by the Department of Justice and the NI Policing Board).						
2.0	Key issues						
2.1	None.						
3.0	Recommendations						
3.1	That the Committee:- <ul style="list-style-type: none"> • Note the report. • Agree the attached Action Plan for the PCSP for 2020/21. 						
4.0	Resource implications						
4.1	None - all actions are budgeted for in the PCSP Action Plan 2020/21.						
5.0	Equality and Good Relations implications						
5.1	No Equality of Opportunity or Good Relations adverse impact is anticipated. Should have a positive impact on Equality of Opportunity and Good Relations.						
6.0	Rural Proofing implications						
6.1	Due regard to rural needs has been considered.						
7.0	Appendices						
7.1	Appendix I: Draft PCSP Action Plan 2020/21						
8.0	Background Documents						
8.1	None.						

Newry, Mourne and Down PCSP Officer's Report – March 2020

The purpose of this Report is to provide an update on key activities and progress since the last PCSP meeting.

An update will also be provided on key areas which have been discussed by Members and where a more detailed update may be considered useful. During this reporting period Members should note progress in the specific areas below –

- **Staffing update** – Interviews for the Safer Communities & Good Relations Officer post will take place on 9 March 2020. In addition to facilitating the monitoring and delivery of the Council's Good Relations Action Plan, this Officer will have responsibility for facilitating the PCSP Bonfire Sub Group and supporting delivery of the annual PCSP Action Plan as required. Funding for this post is via The Executive Office District Council Good Relations Programme.

- **Recruitment of PCSP Independent Members** – The selection panel will meet on 11 March 2020 to consider appointments to Newry, Mourne & Down PCSP. A further update will be issued to PCSP Members once provided by the Policing Board.

- **Community Support Partnership** – The Community Support Partnership continues to meet on a monthly basis and a number of individuals are currently supported by partner agencies. Three voluntary sector organisations have now joined the CSP -these are SPACE, County Down Rural Community Network and Community Advice Newry, Mourne & Down (formerly Citizen's Advice). This is the first Partnership / Hub in Northern Ireland to have voluntary sector representation. A meeting has recently taken place with the PSNI and other agencies in the Belfast area where we were able to share local learning in advance of the Support Hub being established in that District.

- **Review of local alcohol bye-laws** – A meeting has taken place between the PCSP, Council and the PSNI to discuss the pending review of the Council's alcohol bye-laws. The current bye-laws only cover consumption of alcohol on-street. An offender must be seen in the act of consuming the alcohol and because the penalty is legal proceedings, a full investigation file with statements and evidence must be prepared for court. Currently when the Council receives a statement from a police officer who has witnessed on-street drinking a caution is issued - if the same person re-offends within 12 months, then Council will take legal proceedings against the offender. It was noted at the meeting that the Council's scope is quite narrow with regard to on-street drinking and so a full review of the bye-laws is currently being progressed by staff from the Council's Legal Services Department. The PSNI also agreed to increase awareness of issues associated with on-street drinking and support the confiscation of alcohol where possible.

- **PCSP Peace IV projects** – All projects have now completed Stage 1 as planned. An update on Stage 2 will be provided in due course.

- **PSNI / PCSP joint meetings** – These meetings have been re-established and take place on a bi-monthly basis (in advance of PCSP meetings). These are extremely useful and facilitate effective joint planning and partnership working.

Overview of progress against PCSP Action Plan

Strategic Priority 1:		
To form & successfully deliver the functions of the Policing & Community Safety Partnership for the area		
Theme	Aims & description	Key Activities in this Period (21 January – 28 February 2020)
Partnership Structure and Development	<p>To evidence impact through supporting PCSP members to be effective in their role and as Partnership</p> <p>To evidence impact through PCSP meetings</p>	<ul style="list-style-type: none"> ○ Sub-Group meetings have been held in this period as follows – ASB Sub Group (12 February) and Bonfire Sub Group (27 January). ○ Continued development of PCSP social media channels including Facebook, Twitter and Instagram. PCSP staff are now responsible for managing all social media channels - the monthly reach on the Facebook page averages 11,500. Officer attendance at social media training in this period.
Strategic Priority 2 : To improve Community Safety by tackling crime and anti-social behaviour		
ASB	Develop a range of diversionary youth & community engagement projects	<p>As agreed at the PCSP meeting on 28 May we have moved to supporting a range of projects across the entire Council District which aim to address anti-social behaviour in local communities.</p> <p>A total budget of £26,000 has been allocated to 21 ASB projects whose proposals were received by PCSP - see Appendix 1 for details of these projects.</p> <ul style="list-style-type: none"> ○ One Punch Can Kill Workshop in Kilkeel (in partnership with the PSNI - 20 young people attended)

	<p>Provide funding for low cost community-based community safety projects</p>	<p>42 applications were received to the PCSP Financial Assistance call for 2019/2020. These projects are administered through Council's Programmes Unit – all projects are progressing according to schedule.</p> <p>The 2020/21 PCSP Financial Assistance Programme will open for applications on 16 March 2020 – this will include a separate theme (Theme 1) for Anti-Social Behaviour projects with an increased level of funding available (up to £3,000). Applicant projects may include the following –</p> <ul style="list-style-type: none"> - Provision of diversionary / intervention programmes which incorporate developmental opportunities and encourage behaviour / attitudinal change (these may include parental support projects) - Provision of diversionary / intervention programmes which will reduce the number of incidents of Anti-Social Behaviour through partnership working in local communities - Provision of early intervention projects which will reduce the risk of individuals, (especially young people aged up to 17 years) from engaging in Anti-Social Behaviour. <p>In Theme 2 (Community Safety), applicant projects must address at least one of the following areas –</p> <ul style="list-style-type: none"> - Confidence in Policing – Projects which will increase confidence in policing by developing and enhancing opportunities for engagement between local communities and the PSNI. - Fear of Crime – Projects which will reduce the fear of crime in rural and urban communities, and /or achieve a reduction in the opportunities to commit crime in rural and urban communities. - Alcohol, Drug & Substance Abuse – Projects which will achieve a reduction in alcohol, drug and substance abuse including prescription medication. - Domestic Abuse & Crime – Projects which will achieve a reduction in levels of domestic abuse (including physical, emotional and financial abuse), and increase the levels of reporting of the abuse to the PSNI and other support agencies.
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		<p>- Road Safety – Projects which will reduce road deaths and serious injuries by working in partnership with statutory and voluntary organisations.</p>								
<p>Drugs and Alcohol / ENTE</p>	<p>Develop awareness raising campaigns Support ENTE safety initiatives</p>	<ul style="list-style-type: none"> ○ Talon Security continue to provide the Community Warden Scheme; 300 hours of patrols are provided across the District per month. Main areas of focus include Newry, Newcastle, Downpatrick, Kilkeel, and Warrenpoint. Monitoring meetings continue to be held with the provider on a regular basis. ○ Officer attendance at SEDACT and SDACT Meetings, ○ Officer attendance at OCN training in Community Restorative Practice. ○ RAPID Bin - there are a total of 5 RAPID Bins installed within the District. The PSNI and Start360/Ascertain have recently emptied the RAPID bins with the below quantities of drugs disposed of: <table border="1" data-bbox="900 791 1729 954"> <thead> <tr> <th></th> <th>Total since Jan 2020</th> </tr> </thead> <tbody> <tr> <td>Camlough</td> <td>1,202</td> </tr> <tr> <td>Newry (North Street)</td> <td>1,913</td> </tr> <tr> <td>Kilkeel</td> <td>571</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ○ New signs are due to be installed at Newry Leisure Centre and the Ballymote Centre in Downpatrick to show the locations of the RAPID Bins. Further promotional activities are planned for both sites. ○ Launch of RAPID animation – the RAPID animation is now complete and will be launched on PCSP / Council social media channels. ○ Drugs and alcohol information session in Drumaness, including a talk from Theresa Burke followed by information from ASCERT (40 people attended) 		Total since Jan 2020	Camlough	1,202	Newry (North Street)	1,913	Kilkeel	571
	Total since Jan 2020									
Camlough	1,202									
Newry (North Street)	1,913									
Kilkeel	571									

		<ul style="list-style-type: none"> ○ Drugs and alcohol programme in Bessbrook in partnership with the PSNI and the Education Authority (12 young people participated) ○ Theresa Burke Drugs talks in De La Salle School Downpatrick, Ballynahinch High School, St Louis Grammar School, Kilkeel, Kilkeel High School and St Marks High School, Warrenpoint (500 young people attended).
Gender Based Crime	Raise awareness & deliver programmes	<ul style="list-style-type: none"> ○ Women's Aid Armagh and Down have delivered OCN Level 2 recognised training in Domestic Violence Awareness to PSNI and PCSP staff. A total of 45 PSNI Officers have now completed this training. ○ Inter-agency work progressed in this period – Officer attendance at the Down Sub Group of the South Eastern Domestic & Sexual Violence Partnership. ○ Community Domestic Violence awareness events in Ballynahinch and Strangford throughout January and February (total of 80 people attended both events). Further events are scheduled for March 2020 (this information has been circulated to Members).
Hate Crime	Support initiatives to reduce incidents	<ul style="list-style-type: none"> ○ Continued support provided to local multi-agency partnerships including Newry & Mourne Traveller Forum and Newry, Mourne & Down Intercultural Forum.
Road Safety	Improve road safety and reduce fatal RTCs	<ul style="list-style-type: none"> ○ Continued support of Newry, Mourne & Down Road Safety Committee. Production of a documentary (The Paulie Project) about the personal / family impact of road traffic collisions has been completed. A successful launch event was held in Newry Omniplex on 29 January (180 people attended). The Paulie Project social media clips have now been viewed over 20,000 times. ○ Further public showings of the documentary are planned as follows – <ul style="list-style-type: none"> 4th March – Newry Arts Centre – 4pm & 6pm 9th March – St Patrick's GS, Downpatrick - 7pm Dates to follow for South Armagh and Kilkeel

		<ul style="list-style-type: none"> ○ The Road Ahead Support Group, a new Support Group for individuals and families affected by road traffic collisions, has held 2 meetings (16 January & 20 February) in the Canal Court Hotel, Newry - both meetings were well attended. The Group meet third Thursday of every month at 7.00pm ○ Tender is currently live on E-hub for the purchase of 7 Speed Indicator signs (closes 5 March 2020). Ongoing consultation with DFI regarding location and installation of Speed Indicator Signs; Task & Finish Group with Councillors and Independent Members also set up. ○ A further Kid's Court within the District took place on 27 January at Annsborough Integrated Primary School. A total of 6 individuals were caught speeding outside the school and attended the Kids Court. ○ PSNI Road Safe Roadshow at the SERC Downpatrick Campus to demonstrate the impact of road traffic collisions – (300 young people attended)
Burglary and Fear of Crime	Raise awareness of and inform community how to reduce the risk of being burgled and address fear of crime	<ul style="list-style-type: none"> ○ Officer attendance at inter-agency meetings in Newcastle, Crossgar, Saintfield, Kilkeel and Killyleagh areas – aim of these meetings is to agree local solutions to issues of concern. ○ Crime Prevention event attended in Nautilus Centre, Kilkeel (30 people attended). Further Crime Prevention events scheduled for Saintfield Men's/Hen Shed and Crossgar Community Association in March. ○ Officer attendance at a multi-agency Community Safety information event organised by SPACE in Annalong (70 people attended). <p>Neighbourhood Watch</p> <ul style="list-style-type: none"> ○ We currently have 90 live schemes and 101 Co-Ordinators, a number of new Schemes have been set up since January 2020 (including Dominic Street, Newry & Meigh) ○ PCSP Officers have also attended a number of community information events regarding the sign up of new Neighbourhood Watch Schemes, and requests are coming in more frequently

		<p>to establish new Schemes. PCSP and PSNI are working through the administrative requirements to ensure these schemes can be set up successfully.</p> <ul style="list-style-type: none"> ○ The public had provided feedback that they felt that the Text Alert Scheme could be used more frequently. Officers have been working with PSNI to encourage greater use of Text Alert - PCSP sent 30 Text Alerts since January 2020. Total number of beneficiaries per message is over 990. ○ Beat the Burglar Kit – 20 Kits have been distributed by the PSNI’s Crime Prevention Officer. The Crime Prevention Officer has reported that the Kits have been distributed primarily to burglary victims aged over 65 and those who have requested Crime Prevention advice from PSNI through fear of crime.
Rural Crime	To highlight incidences of rural crime in the locality and develop range of interventions to reduce its prevalence	<ul style="list-style-type: none"> ○ Officer attendance at 14 Bee Safe Events across the district with approximately 1,850 children (P7) attending and receiving safety advice

Strategic Priority 3: To improve confidence in Policing		
Theme	Aims & description	Key Activities in this Period (21 January – 28 February 2020)
To improve community confidence in Police	<p>To improve community confidence in policing</p> <p>To ascertain views of public</p>	<ul style="list-style-type: none"> ○ Over 500 people have attended recent PCSP community events and have actively engaged with the PSNI at these events. Surveys are carried out at each event, with opportunities provided for participants to comment on police visibility in their communities, give their views on personal & community safety, and make suggestions for further services. ○ The PSNI/PCSP public meeting will be arranged for April 2020.

	To work in partnership to effectively monitor progress of PCSP and Policing Plan	
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Appendix 1 - ASB Projects

Name of group / project	Number of Participants	Project Description
Magnet Young Adult Centre	10-15	Summer Alternative Programme – 12-week outreach and engagement including arts workshops
St Oliver Plunkett YC	25-30	Sumer Scheme for aged 13-18 to educate and engage in arts-based programme to reduce ASB and provide information on drugs awareness.
Schomberg Society	4	Bespoke Media training for young people involved in anti-social behaviour. Production of radio clips promoting local pride
Light 2000	10-20	Development of a documentary film about Rostrevor, managed by young people aged 11-18
Carnagat Community Association	55	Summer scheme for aged 7-19 as a diversionary activity, involving peer leadership from previously disengaged young people
RADAR Visit	6	Summer diversionary activity, PSNI led trip to RADAR Centre to educate young people aged 10-14 on the impact ASB has on the community. Role play where the young people play role of PSNI and respond to emergencies.
Flying Horse & Model Farm	15	PSNI led project to engage with males identified as associating with ASB activities, this project mainly involves sport
Rowallane & Downpatrick	8	PSNI Led summer project, water-based activities as a diversionary activity for young people involved in ASB. PSNI officers attended the residential activity to build relationships.
Crossgar YC	30	Sporting project involving young people aged 13-16 to discourage involvement in ASB
Fiddlers Green International Festival	25	Café culture experience in association with PSNI and Education Authority to engage with young people and discourage ASB during the festival.
Ballykinlar GAC	16	Mindfulness, yoga and fitness workshops for young people aged 11-14 to educate and discourage involvement in ASB
Bosco Youth Club	25	Halloween Diversionary activity, residential activity covering the Halloween period to remove those previously engaged in ASB from the Newry. Residential enabled education on drugs and alcohol and effect of ASB on the community.

Ardglass GAC	20	Community mural project – discourage vandalism and encourage young people aged 13-16 to take pride in local area. 6 week ASB intervention programme involving Coast guard, PSNI etc
Clough Rangers	10	Sports based programme for ages 16-30 to provide a rural area with opportunities to socialise and discourage any involvement in ASB
Killean Youth Club	16	Intergenerational project to promote community relations and take pride in the local community. Activities include community clean ups, planting etc.
Barcroft & Ballybot Residents Assoc	50	Intergenerational Befriending programme, young people visiting older people within the community to provide support and increase community relations. Day excursions for both groups to learn from each other and the impact ASB can have on the community.
Respect	40	Halloween diversionary activity, young people aged 11 + involved in building a Halloween haunted house set which is open to the public for 3 days. Young people involved in marketing, PR, dressing up, event planning etc
Patrician Youth Club	25	Cross Border Project focussing on Sports for age 12-18-year olds, in the Downpatrick Estates.
Meadow Armagh Road	20	Halloween diversionary activity for young people aged 14-18 on a study visit over the Halloween period, involvement of those previously not engaging with services and diverting them at a time of high tension.
Sprocket Kids Club	20	Targeting young people aged 4-10 from Castlewellaan Road area in Newcastle, to develop life skills regarding behaviours and tackling anti-social behaviour.
Sprocket Kids Club	20	Targeting young people aged 11-17 from Castlewellaan Road area in Newcastle, to develop life skills regarding behaviours and tackling anti-social behaviour.
Flying Horse Half-term ASB Project (PSNI)	10	Sports based project to engage with males identified as being involved in with ASB (project mainly involves sport)

Report to:	Policing & Community Safety Partnership						
Date of Meeting:	10 March 2020						
Subject:	PCSP Action Plan 2020/21						
Reporting Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
Contact Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
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For decision	<input checked="" type="checkbox"/>	For noting only	<input type="checkbox"/>				
1.0	Purpose and Background						
1.1	Purpose To consider and agree the PCSP Action Plan for 2020/21.						
1.2	Background The attached PCSP Action Plan was submitted to Joint Committee for consideration on 21 February 2020 (in line with the timeline for submission issued by the Department of Justice and the NI Policing Board).						
2.0	Key issues						
2.1	None.						
3.0	Recommendations						
3.1	That the Committee:- <ul style="list-style-type: none"> • Note the report. • Agree the attached Action Plan for the PCSP for 2020/21. 						
4.0	Resource implications						
4.1	None - all actions are budgeted for in the PCSP Action Plan 2020/21.						
5.0	Equality and Good Relations implications						
5.1	No Equality of Opportunity or Good Relations adverse impact is anticipated. Should have a positive impact on Equality of Opportunity and Good Relations.						
6.0	Rural Proofing implications						
6.1	Due regard to rural needs has been considered.						
7.0	Appendices						
7.1	Appendix I: Draft PCSP Action Plan 2020/21						
8.0	Background Documents						
8.1	None.						



**Newry, Mourne & Down Policing & Community Safety Partnership (PCSP)
Action Plan 2020/21**

Introduction

In January 2020 Newry, Mourne & Down PCSP undertook an Assessment of Policing and Community Safety in the Newry, Mourne & Down District Council Area.

This exercise was undertaken to ensure that the priorities identified continue to reflect priority policing and community safety issues in the area and was informed by analysis of information provided by Elected & Independent Members and statutory partners, as well as the results of ongoing District-Wide engagement and consultation on policing and community safety across the Council area.

Cognisance was also taken of:

- The Programme for Government
- CJINI Inspection Reports
- The Northern Ireland Policing Plan
- Local Policing Plan
- Together Building a United Community
- Council's GR Plan
- Fresh Start Implementation Plan
- Community Planning

A Turning the Curve Exercise was undertaken in relation to the current PCSP Action Plan Indicators/themes to formulate the Partnership's best thinking on projects and initiatives to contribute towards the overall outcome

As a result of the Turning the Curve Exercise the following Indicators/themes have been identified as local priority –

- Fear of Crime, Burglary & Crime Prevention
- Anti-Social Behaviour
- Community Safety & Vulnerability
- Road Safety
- Domestic Abuse & Sexual Violence
- Alcohol & Drugs Misuse

Newry, Mourne and Down PCSP Action Plan for 2020/21

Strategic Priority 1: To form & successfully deliver the functions of the Policing & Community Safety Partnership for the area							
Indicators		% public awareness of the PCSP (measured at PCSP events – in lieu of Omnibus Survey)					
Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
PCSP Delivery	Organising the work of the PCSP through appropriate structures and mechanisms	1. Delivery of PCSP meetings 2. Facilitation of PCSP thematic Sub Group meetings	4/20	3/21	£8,060	<p>How much did we do? # meetings of Policing Committee & PCSP # meetings of PCSP Sub Groups</p> <p>How well did we do it? # and % attendance at meetings</p> <p>Is anyone better off? # and % of members feeling supported to carry out their role</p>	1,2,3 & 4
Raise awareness of PCSP	To evidence impact through increased awareness of the PCSP	Develop & implement a Communications Strategy for the PCSP across a variety of platforms including social media, print based publications and public engagement events	4/20	3/21	Included in above	<p>How much did we do? # social media reach # public events held</p> <p>How well did we do it?</p>	1, 2, 3 & 4

						% increase in retweets / likes on social media # attendance at public events Is anyone better off? % increased public awareness of the PCSP (measured at public events)
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Strategic Priority 2: To improve Community Safety by tackling crime and anti-social behaviour

Indicators	- Recorded crime (PSNI) - Domestic abuse incidents (PSNI) - Anti-Social Behaviour incidents (PSNI) - Road traffic casualties (PSNI) - Fear of Crime (NI Crime Survey / NI Life & Times Survey) - % residents feeling very safe or fairly safe in their local area during the day/night (Newry, Mourne & Down District Council Residents Survey)						
Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
ASB	Develop a range of diversionary youth & community engagement projects	Development of a range of locality-based initiatives and programmes across the District (including seasonal and other focused interventions), and support for YAFTAs 2020/21 (To include delivery of minimum no. 1 Youth Volunteer Academy programme in partnership with the PSNI, NIAS & other agencies)	4/20	3/21	£47,120	How much did we do? # programmes delivered # participants in programmes # partners involved How well did we do it? # and % of participants feeling satisfied with activities and interventions Is anyone better off? # and % of participants with changed attitudes / beliefs / opinions	1, 2, 3 & 4

						% of number of participants reporting increased awareness of risk and ASB behaviours	
	Provision of a District-wide Community Safety Warden Scheme	Work in partnership with the PSNI and other relevant agencies to provide a high visibility foot patrol to act as a deterrent to anti-social behaviour,	4/20	3/21	£53,000	<p>How much did we do? # Community Safety Warden patrols hours provided</p> <p>How well did we do it? # and % of beneficiaries feeling satisfied with activities and interventions</p> <p>Is anyone better off? % decrease in ASB</p>	1, 2, 3 & 4
Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
PCSP Small Grants	Provision of a small grants programme to increase the capacity of the community to address community safety issues	Groups and organisations apply for funding to support locally based activities which are linked to the PCSP Action Plan, add value to existing activities and have a prevention-based focus	4/20	3/21	£53,930	<p>How much did we do? # applications processed</p> <p>How well did we do it? # of grants successfully awarded</p> <p>Is anyone better off? % number of applicants who were satisfied with the application process # and % of applicants reporting they believe the community is a safer place as a result of their project</p>	1, 2, 3 & 4

Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
Drugs and Alcohol	To support the delivery of a range of programmes, and develop a range of awareness raising campaigns	Work in Partnership with a range of agencies (including SDACT & SEDACT) to support the delivery of a range of programmes (including a specific focus on prescription medicine management and safer alcohol initiatives)	4/20	3/21	£15,060	<p>How much did we do? # programmes delivered # participants # partners involved</p> <p>How well did we do it? # and % of participants reporting satisfaction with activities and interventions</p> <p>Is anyone better off? # and % of participants with changed behaviours and / or circumstances # and % of participants with increased knowledge and awareness as a result of interventions</p>	1, 2, 3, 4
	To support the development of the RAPID Bin initiative across the NMDDC area	Work in partnership with other agencies (including the PSNI & PHA) to oversee the installation of a minimum 3 RAPID bins across the District	4/20	3/21	Included in above	<p>How much did we do? # RAPID Bins operational</p> <p>How well did we do it? # number of RAPID bins installed # views of RAPID animation</p> <p>Is anyone better off? # items removed from RAPID bins % improved awareness and understanding of the RAPID initiative</p>	1, 2, 3 & 4

Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
Domestic Crime / Abuse and Sexual Violence	To support the delivery of a range of programmes, and develop a range of awareness raising campaigns	Work collaboratively with other agencies (including local Domestic & Sexual Violence Partnerships) to support the delivery of programmes and initiatives which educate and raise awareness of domestic abuse and sexual violence	4/20	3/21	£15,060	<p>How much did we do? # programmes delivered # participants # partnership meetings attended</p> <p>How well did we do it? # and % of participants reporting satisfaction with activities and interventions</p> <p>Is anyone better off? # and % of participants with changed behaviours # and % of participants with improved/awareness /understanding of domestic abuse & sexual violence</p>	1, 2, 3 &
Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
Community Safety & Vulnerability	To develop and implement a range of community safety initiatives for vulnerable persons	Develop activities aimed at increasing community safety amongst vulnerable persons including (but not limited to) adults at risk, older people, minority communities and newcomer families	4/20	3/21	£22,060	<p>How much did we do? # programmes delivered # participants # partners involved</p> <p>How well did we do it? # and % of participants feeling satisfied with activities and interventions</p> <p>Is anyone better off?</p>	2, 3 & 4

						# and % of participants with changed behaviours % of participants who state fear of crime has decreased	
	Newry, Mourne & Down Community Support Partnership	Engage in and support the Newry, Mourne & Down Community Support Partnership	4/20	3/21	Included in above	<p>How much did we do? # of Support Partnership Meetings # vulnerable people supported</p> <p>How well did we do it? # and % of people feeling satisfied with activities and interventions provided via the Support Partnership</p> <p>Is anyone better off? % of agencies engaged reporting fewer repeat calls # of positive actions / interventions recorded</p>	1, 2, 3 & 4
Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
Road Safety	To support and promote road safety initiatives	Work in partnership with the PSNI, Road Safe NI Newry, Mourne & Down Committee and other agencies to develop and implement a range of road safety initiatives	4/20	3/21	£27,060	<p>How much did we do? # partnership meetings # awareness raising events # road safety signs installed at local schools # Speed Indicator Device signs installed across the District # Kid's Court events</p>	1, 2, 3 & 4

Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
						<p>How well did we do it? % and # attending public events #/% participants reporting satisfaction with activities</p> <p>Is anyone better off? # and % of participants with increased knowledge of road safety % and # of participants reporting they would be more likely to drive more safely after an event % of drivers with excess speed before, during and after the use of SIDs</p>	
Fear of Crime, Burglary & Crime Prevention	To support communities to protect themselves and their property to reduce the fear of crime	Procure and deliver the following services - - Home Secure Scheme - Social Alarm Scheme	4/20	3/21	£55,000	<p>How much did we do? # Home Secure referrals # Social Alarm Scheme referrals # alarms distributed</p> <p>How well did we do it? % and # beneficiaries reporting satisfaction with the Schemes</p> <p>Is anyone better off? % and # participants reporting feeling safer in homes</p>	1, 2, 3 & 4
	To develop a range of crime	To develop a range of crime prevention interventions in	4/20	3/21	£20,060	How much did we do?	1, 2, 3 & 4

	<p>prevention interventions (including rural crime)</p>	<p>response to community need and emerging trends (including general crime prevention events, trailer marking, scam awareness)</p> <p>Provision of seasonal interventions (including Christmas campaign)</p>				<p># trailer marking events # crime prevention events # Beat the Burglar packs distributed # programmes delivered # participants</p> <p>How well did we do it? #/% participants reporting satisfaction with information provided</p> <p>Is anyone better off? #/% participants reporting improved knowledge of crime prevention awareness</p>	
	<p>To promote and develop the Neighbourhood Watch Scheme</p>	<p>Support current NHW Schemes and promote & establish new Schemes</p>	<p>4/20</p>	<p>3/21</p>	<p>Included in budget above</p>	<p>How much did we do? # NHW schemes # new NHW schemes # NHW network meetings</p> <p>How well did we do it? % NHW Co-Ordinators reporting satisfaction with activities</p> <p>Is anyone better off? # and % Co-Ordinators feeling supported, confident and equipped in their role</p>	<p>1, 2, 3 & 4</p>

Strategic Priority 3: To improve confidence in Policing							
Indicator		% of crime reported to the police (NI Safe Community Survey) % who agree that the PSNI keeps their area safe (NI Life & Times Survey) % improved confidence in police (measured at local PCSP events) % overall confidence in police (NI Safe Community Survey)					
Theme	Aims & description	Key Activities	Start Date	End Date	Resource or cost	Performance measures	Reporting Quarter
Improve community confidence in policing	To effectively monitor progress of the local Policing Plan, and support the engagement of the local community with the PSNI	Facilitate Policing Committee meetings and ensure local accountability through the Policing Committee's role in monitoring police performance Hold community consultation / engagement events (using the PSNI/PCSP Mobile Engagement Unit) to identify priorities and contribute to the development of the local Policing Plan Hold at least 2 public meetings on specific policing issues including police performance	4/20	3/21	£10,000	How much did we do? # Policing Committee meetings # public meetings # engagement events and activities How well did we do it? # Member attendance at Policing Committee meetings # attendance at public meetings & events # and % participants / Members reporting satisfaction with activities Is anyone better off? % increase more likely to report crime % increase in confidence in policing following events / meetings % more likely to engage with police following event / meeting	1, 2, 3 & 4

Report to:	Policing & Community Safety Partnership						
Date of Meeting:	10 March 2020						
Subject:	Bonfire Sub Group Report						
Reporting Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
Contact Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
<table border="1"> <tr> <td>For decision</td> <td>X</td> <td>For noting only</td> <td></td> </tr> </table>				For decision	X	For noting only	
For decision	X	For noting only					
1.0	Purpose and Background						
1.1	Purpose To consider and agree the Draft Minutes of the Bonfire Sub Group held on 27 January 2020.						
1.2	Background The attached Draft Minutes provide Members with an update on the work of the Bonfire Sub Group since the last PCSP Committee meeting on 21 January 2020.						
2.0	Key issues						
2.1	None.						
3.0	Recommendations						
3.1	That the Committee:- <ul style="list-style-type: none"> • Note the report. • Agree the attached Draft Minutes of the Bonfire Sub Group held on 27 January 2020. 						
4.0	Resource implications						
4.1	None - all actions are budgeted for in the PCSP Action Plan 2019/20.						
5.0	Equality and Good Relations implications						
5.1	No Equality of Opportunity or Good Relations adverse impact is anticipated. Should have a positive impact on Equality of Opportunity and Good Relations.						
6.0	Rural Proofing implications						
6.1	Due regard to rural needs has been considered.						
7.0	Appendices						
7.1	Appendix I: Draft Minutes of the Bonfire Sub Group held on 27 January 2020.						
8.0	Background Documents						
8.1	None.						

Minutes of PCSP Bonfire Sub Group Meeting on Monday 27 January 2020 at 10.00am

in Multi-Purpose Room, Newcastle Centre

Present:

Damien Brannigan, NMDDC
 Steve Brook, NIEA
 James Campbell, NMDDC
 Cllr William Clarke, NMDDC (Chair)
 Liam Dinsmore, NMDDC
 Sgt Ryan Duffy, PSNI
 Cllr Hugh Gallagher, NMDDC
 Martin Healy, NIFRS
 Shirley Keenan, NMDDC
 Cllr Alan Lewis, NMDDC
 Claire Loughran, NMDDC
 Gary McCurry, NMDDC
 John Minnis, NIEA
 Suzanne Rice, NMDDC
 Jude McNeill, PCSP Independent Member
 Fiona Stephens, PCSP Independent Member

Apologies:

Sgt Suzanne Cochrane, PSNI
 Katrina Hynds, NMDDC
 Bronagh Magorrian, NIHE
 Grace McQuiston, PCSP Independent Member
 Svea Nagel, NMDDC
 Judith Thompson, NMDDC
 Cllr William Walker, NMDDC
 Martina Flynn, NMDDC

In Attendance:

Fidelma Tweedy, NMDDC

Actions

1. Welcome and Apologies	<ul style="list-style-type: none"> • Cllr Clarke took the role of Chairperson and welcomed all to the meeting; apologies were recorded as above. 	
2. Matters Arising from previous Minutes	<ul style="list-style-type: none"> • Minutes of the meeting held on 25 November 2019 were proposed correct by Cllr Gallagher and seconded by John Minnis. • Environmental Health staff will endeavour to be at Hallowe'en school intervention events but request notice of the dates early in September. • PCSP officer J Thompson has attended meeting in relation to issues in Shrigley. 	
3. Update from Copius Consulting – Presentation re Findings from Peace IV Programme	<ul style="list-style-type: none"> • PCSP received an email last Friday in relation to Copius Consulting which said that they had to prepare a document for Peace IV, therefore it is still at consultation stage and has yet to be ratified by the funders. They would be able to do a presentation at the next PCSP meeting though it may be advisable to move that to the next meeting of this Sub Group. • Discussions are ongoing within communities in relation to bonfires. • Chief Executive of Council has asked for Bonfire policy to be renewed. • NIEA continuing inspections of tyre retailers in NMD area 	

Meeting concluded at 10.27 am

Date of next meeting: Monday 23 March 2020 at 10.00 am in Newcastle Centre.

Report to:	Policing & Community Safety Partnership						
Date of Meeting:	10 March 2020						
Subject:	ASB Sub Group Report						
Reporting Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
Contact Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager						
<table border="1"> <tr> <td>For decision</td> <td>X</td> <td>For noting only</td> <td></td> </tr> </table>				For decision	X	For noting only	
For decision	X	For noting only					
1.0	Purpose and Background						
1.1	Purpose To consider and agree the Draft Action Sheet of the ASB Sub Group held on 12 February 2020.						
1.2	Background The attached Draft Action Sheet provides Members with an update on the work of the ASB Sub Group since the last PCSP Committee meeting on 21 January 2020.						
2.0	Key issues						
2.1	None.						
3.0	Recommendations						
3.1	That the Committee:- <ul style="list-style-type: none"> • Note the report. • Agree the attached Draft Action Sheet of the ASB Sub Group held on 12 February 2020. 						
4.0	Resource implications						
4.1	None - all actions are budgeted for in the PCSP Action Plan 2019/20.						
5.0	Equality and Good Relations implications						
5.1	No Equality of Opportunity or Good Relations adverse impact is anticipated. Should have a positive impact on Equality of Opportunity and Good Relations.						
6.0	Rural Proofing implications						
6.1	Due regard to rural needs has been considered.						
7.0	Appendices						
7.1	Appendix I: Draft Action Sheet of the ASB Sub Group held on 12 February 2020.						
8.0	Background Documents						
8.1	None.						

Newry, Mourne and Down Policing & Community Safety Partnership (PCSP)

Action Sheet of **ASB Sub Group Meeting held on Wednesday 12 February 2020**
at 6.30 pm
in Newcastle Centre

Present

Councillors:

Independent Members:

Statutory Partners:

Council Officers

Apologies:

In attendance:

Councillor Alan Lewis, Councillor Michael Savage, Councillor William Walker
 Audrey Byrne (Chairperson), Una Kelly, Grace McQuiston
 Sgt Ryan Duffy, PSNI, Owen McDonnell, NIHE, Bernadette McDowell, YJA
 Judith Thompson, PCSP Officer; Claire Loughran, PCSP Officer
 Sgt Suzanne Cochrane, Martina Flynn, Insp Darren Hardy, Jude McNeill
 Fidelma Tweedy

ITEM	SUBJECT	DECISION	FOR COMPLETION – including actions taken/date completed or progress to date if not yet completed.
ASB/001	Declaration of Interest	No Declarations of Interest were made.	
ASB/002	Matters arising from Action Sheet from meeting held on 18 December 2019	None	

ASB/003	Community Safety Wardens	<p>CSW cover requested for Mill Hill/ rear of the Centre on Newcastle Road/Blue Row (Castlewellan)</p> <p>JT to advise U Kelly where the Wardens have been in Downpatrick</p> <p>CSW reports requested for the group.</p> <p>Sub Group should be able to make recommendation that CSWs are requested to go to different areas</p> <p>CSWs to be deployed to the Rowallane area (specifically Killyleagh)</p> <p>CSW cover requested for the youth disco in Newcastle on 14 February</p> <p>Parking issues at Youth Disco in Killeavy</p>	<p>For follow up - MF</p> <p>Actioned - MF</p> <p>Actioned – MF. As previously advised, reports from the provider cannot be shared due to GDPR considerations. Verbal updates have been provided at the Sub-Group meetings.</p> <p>Actioned – MF. As previously advised, operational management of the CSW Scheme is the responsibility of the SC&GR Manager.</p> <p>Actioned - MF</p> <p>Actioned – MF (already agreed as per custom in relation to this event).</p> <p>Actioned - PSNI to do drive around of area and assess issues.</p>
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ASB/004	Current Emerging Issues	<p>A request for alley gating at Moses Arch in Killyleagh was made</p> <p>Request made to ascertain if there is a NHW Co-Ordinator/Scheme in the Carrivemaclone/Dunbrae/Patrician Park areas of Newry DEA</p> <p>Group to be advised of date for Public Meeting</p>	<p>Actioned – NIHE to begin process.</p> <p>Actioned - MF</p> <p>Actioned - MF</p>
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The meeting ended at: 8.09 pm

Report to:	Policing & Community Safety Partnership
Date of Meeting:	10 March 2020
Subject:	NIHE Community Safety Strategy 2020-2023 Consultation
Reporting Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager
Contact Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager

<table border="1"> <tr> <td>For decision</td> <td><input checked="" type="checkbox"/></td> <td>For noting only</td> <td><input type="checkbox"/></td> </tr> </table>		For decision	<input checked="" type="checkbox"/>	For noting only	<input type="checkbox"/>
For decision	<input checked="" type="checkbox"/>	For noting only	<input type="checkbox"/>		
1.0	Purpose and Background				
1.1	<p>Purpose To approve the attached response to the consultation on the NIHE Community Safety Strategy 2020-2023.</p>				
1.2	<p>Background The Northern Ireland Housing Executive launched a public consultation on the NIHE Community Safety Strategy (2020-23) on 19 December 2019. The consultation is due to close on 13 March 2020.</p> <p>Views from the public are sought on the strategic themes, priorities and objectives set out in the Strategy and how these issues will be delivered through NIHE's annual action plans.</p> <p>The attached response to the consultation has been prepared on behalf of Newry, Mourne & Down PCSP.</p>				
2.0	Key issues				
2.1	None.				
3.0	Recommendations				
3.1	<ul style="list-style-type: none"> - To note this Report. - To approve the response to the consultation on the NIHE Community Safety Strategy 2020-2023. 				
4.0	Resource implications				
4.1	None.				
5.0	Equality and good relations implications				
5.1	No Equality of Opportunity or Good Relations adverse impact is anticipated. Should have a positive impact on Equality of Opportunity and Good Relations.				
6.0	Rural Proofing implications				
6.1	Due regard to rural needs has been considered.				
7.0	Appendices				
7.1	<p>Appendix I: NIHE Community Safety Strategy cover letter</p> <p>Appendix II: NIHE Community Safety Strategy 2020-23 Consultation Document</p> <p>Appendix III: Consultation response from Newry, Mourne & Down PCSP</p>				
8.0	Background Documents				
8.1	None.				



CHIEF EXECUTIVE
Clark Bailie

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E clark.bailie@nihe.gov.uk
W nihe.gov.uk
@nihecommunity

19th December 2019

Dear Consultee

NIHE Community Safety Strategy 2020-2023

On Wednesday 11th December 2019, the Board of the Housing Executive approved the draft Community Safety Strategy 2020-2023 'Working Together for Safer Communities'. The Housing Executive will now undertake a 12 week external consultation exercise, to seek feedback on the strategic direction the organisation has set out in the document.

This Strategy builds on the key strategic themes from the previous Strategy 'Safer Together', and outlines the key priorities and objectives. It strongly supports our commitment to continuing to work together with a range of partners across the statutory and voluntary sector, and importantly seeks to work further with the community sector towards solutions.

We would welcome responses relating in particular to the strategic themes, priorities and objectives set out in the strategy and how these issues will be delivered through our proposed annual action plans.

We would also ask consideration be given by consultees to the following questions:
What does a safe place to live look like?
What does a good ASB service looks like?

Should you wish to participate in the consultation process, a copy of the consultation is available on the NIHE website (the link for which is listed below) or can be made available in alternative formats on request.

The Housing Executive will publish a summary of responses following completion of the consultation process, in line with the Freedom of Information Act 2000 Confidentiality of Consultations (attached).

I would be grateful if you could forward your response to this strategy by 5pm on Friday 13th March 2020, in writing or email to:

Jill Smyth, Community Safety Manager
NIHE, 1st Floor South,
9 Lanyon Place,
Belfast BT1 3LZ
Email to: Team.Communitysafety@nihe.gov.uk

Freedom of Information Act 2000

Confidentiality of Consultations

The Housing Executive will publish a summary of responses following completion of the consultation process. Your response, and all other responses to the consultation, may be disclosed on request. The Housing Executive can only refuse to disclose information in exceptional circumstances. Before you submit your response, please read the paragraphs below on the confidentiality of consultations and they will give you guidance on the legal position about any information given by you in response to this consultation.

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Housing Executive in this case. This right of access to information includes information provided in response to a consultation. The Housing Executive cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity should be made public or treated as confidential.

This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances. The Lord Chancellor's Code of Practice on the Freedom of Information Act provides that:

- The Housing Executive should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Housing Executive's functions and it would not otherwise be provided.
- The Housing Executive should not agree to hold information received from third parties "in confidence" which is not confidential in nature.
- Acceptance by the Housing Executive of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner.

For further information about confidentiality of responses please contact the Information Commissioner's Office (or see the website at: <http://www.informationcommissioner.gov.uk/>).

Freedom of Information Act

Working together for safer communities

COMMUNITY SAFETY STRATEGY
2020-2023



TABLE OF CONTENTS

- 1.0 Foreword**
- 2.0 Introduction/Our Vision**
- 3.0 Legislative Authority & National Picture**
- 4.0 What is Community Safety**
- 5.0 What are we doing about Community Safety**
- 6.0 What Communities can do**
- 7.0 Key Achievements**
- 8.0 Strategic Plan and associated outcomes**
- 9.0 Action Plan**

1.0 Foreword

Anti-social behaviour is a national issue for all Landlords. The Housing Executive's approach to dealing with anti-social behaviour (ASB) has been well documented over a number of years and is founded upon a clear understanding that it has to be addressed in the wider context of communities experiencing a variety of complex social and economic problems.

We recognise that anti-social behaviour can have a significant influence on the lives of victims and wider communities; it can impact an individual's feelings of personal safety, make a neighbourhood an unpleasant place to live or work and greatly reduce quality of life. Tackling and preventing anti-social behaviour is a priority for the Housing Executive as we would like every resident to feel safe, enjoy living in their neighbourhood and feel confident when reporting incidents of anti-social behaviour to us. Importantly we must continue to develop and sustain our successful working relationships with the communities we serve and wherever possible engage in consultation to assess, monitor and feedback the results of our work.

Most of us accept that anti-social behaviour includes a range of behaviour which can be extremely complex. It is essential, therefore, that Partnership working must sit at the heart of this strategy with a clear focus on reducing incidents of anti-social behaviour, tackling not only the issue as it presents but also to address the underlying causes where they manifest. This approach also assists when responding to the needs of victims and witnesses in an effective way, with agencies working together to identify their areas of expertise and provide a rounded solution to the problems our communities encounter.

This strategy places emphasis upon ensuring that those responsible for causing nuisance or annoyance change their behaviour in an effort to stop or reduce the incidences of anti-social behaviour occurring. The Housing Executive will work with those individuals in an effort to resolve issues using the intervention, prevention and support measures at our disposal. This approach aligns with our anti-social behaviour policy and demonstrates our commitment to dealing with anti-social behaviour in a balanced incremental way. Communities should be reassured, however, that the Housing Executive will not hesitate to use more robust action whenever and wherever it is required.

Our Communities have a role in preventing anti-social behaviour. We will continue to encourage our communities to have an active role in helping to tackle issues and preventing anti-social behaviour through communicating concerns to responsible agencies, and formally reporting witnessed incidents. We continue to remain committed to supporting individuals to take responsibility for their actions and recognising how their behaviour will impact and affect their neighbours.

Clark Bailie
Chief Executive

Professor Peter Roberts
Chair

2.0 Introduction & Vision

As Northern Ireland's largest housing authority, it is our responsibility to ensure our communities are safe and anti-social behaviour is tackled appropriately. We want to ensure that housing plays its part in making an important contribution to creating a peaceful, prosperous and fair society. In order to make this vision a reality the Housing Executive is dedicated to tackling anti-social behaviour in all its forms. In doing this our goal is ultimately to improve the quality of people's lives.

The Community Safety Strategy 2020-2023:

- Outlines the key achievements of the Housing Executive over the lifetime of the previous strategy 'Safer Together'; to help tackle anti-social behaviour and alleviate the fear of crime in our communities.
- Sets out what will be done over the next three years to continue this work. Many of our priorities do not change substantially from year to year as they follow long term trends and whilst our strategic priorities will be established for a three year period, Action Plans will be delivered on an annual basis. We recognise that we may, however, need to re-focus our priorities in response to emerging or changing issues and will have the flexibility within the Action Plans to address this.

We look to a future in which everyone will experience peace and enjoyment within their homes and communities in a safe environment free of anti-social behaviour, but we cannot do this alone. The Housing Executive has worked and will continue to work across government with our statutory partners and will build on our well established relationships with voluntary and community based agencies to intervene and reduce anti-social behaviour in our communities.

This Strategy focuses on the importance of working together to realise change and highlights the important role that the Community play. Ultimately the aim is to empower communities, build greater community confidence, raise community safety awareness and improve support to those who are vulnerable within our communities.

We have and will continue to take a proactive approach by investing in local initiatives through the Community Safety funding programme as a preventative measure to ensure community safety, deal with local issues, create safer communities, lessen the fear of crime and build community confidence.



3.0 LEGISLATIVE AUTHORITY & NATIONAL PICTURE

In addressing anti-social behaviour the Housing Executive employs an incremental and proportional approach. We work with the perpetrator through a range of interventions in an attempt to keep the individual in their home while at the same time addressing the offending behaviour. If, however, the individual fails to respond to offers of assistance and the anti-social behaviour continues, or the behaviour is of such a serious nature that the Housing Executive must take immediate action, then we will use the legal powers available to us to ensure that the victims of anti-social behaviour are protected and the unacceptable behaviour is stopped.

Legal interventions can take a number of forms. We may seek an injunction to stop the anti-social behaviour or choose to repossess the property occupied by the perpetrator to protect the community. The statutory powers and related duties of the Housing Executive are contained in the following:

- Housing (NI) Order 1981
- Housing (NI) Order 1983
- Housing (NI) Order 1988
- Housing (NI) Order 2003
- Anti-Social Behaviour (NI) Order 2004
- Housing (Amendment) Act (NI) 2010
- Housing (Amendment) Act (NI) 2011
- The Housing (Amendment) Act (NI) 2016

Draft Programme for Government Framework 2016-21

The Housing Executive has taken note of developments within the wider community safety network in Northern Ireland which includes a set of Draft Programme for Government commitments agreed in 2016 by the Northern Ireland Executive. The draft Programme for Government Framework (2016-21), details 14 strategic outcomes. These outcomes cover aspects of work right across government, including the attainment of good health and education, economic success and confident and peaceful communities. The draft Programme for Government places clear expectations on inclusive collaborative working across different organisations and sectors working together to achieve common outcomes.

The Housing Executive is committed to reflecting government commitments set out in the draft Programme for Government in this strategy. The areas relating to Community Safety are:

Outcome 7 - *We have a safe community where we respect the law and each other*

Outcome 9 - *We are a shared society that respects diversity*

Outcome 12 – *We have created a place where people want to live and work, to visit and invest*

In respect of these outcomes the Housing Executive will work with a broad range of partners from across the spectrum. We want people to feel safe within their communities and we will contribute to achieving these outcomes by:

- Renewing our commitment to tackling anti-social behaviour and promoting safety and respect within our neighbourhoods.
- Focusing on prevention and early intervention responses and ensuring these services are available for everyone who wishes to avail of them.
- Tackling the negative impacts of alcohol and illegal drugs through support and intervention responses.
- Promoting mutual understanding and working to increase awareness, and reduce fear and mistrust among people of different ages, identities and backgrounds, building a community where they play a full and active role in building good relations.
- Working with our partner organisations and communities affected by criminal gangs and paramilitaries to help build a future that is free from threat of violence and intimidation.
- Continuing to promote and celebrate diversity within our communities recognising that diversity builds strength and adds value to neighbourhoods and society as a whole.

Community Planning

Since the last Strategy community planning came into play through the Local Government Act (NI) 2014, which states that Northern Ireland Departments must promote and encourage community planning and have regard for Community Plans in the exercise of their departmental functions. Community planning was introduced in NI following Local Government reform bringing together a wide range of partners, including representatives from the statutory partners for example The Education and Library Boards, The Health and Social Care Trusts, Public Health Agency, Health and Social Care Board, Police Service of Northern Ireland, Northern Ireland Housing Executive, Northern Ireland Fire and Rescue Service amongst others. In addition representatives from business, higher education, and community and voluntary sectors, work together to develop a long-term plan to improve the services and quality of life for the council districts.

Policing and Community Safety Partnerships (PCSPs) are key to the delivery of community safety actions within the plans, as well as supporting other outcomes in Community Plans. The Housing Executive is a statutory partner and is represented on all 11 partnerships. In addition the Housing Executive works collaboratively on Support Hubs where they are in operation.

National Picture

In England and Wales the Anti-Social Behaviour, Crime and Policing Act 2014 streamlined 19 existing anti-social behaviour powers into 6 faster and more effective powers. The Anti-

Social Behaviour Order (ASBO) has now been replaced by the Criminal Behaviour Order (CBO). The new tools introduced include:

- Injunctions
- Criminal Behaviour Orders
- Dispersal Powers
- Community Protection Notices
- Recovery of possession of dwelling houses– Absolute ground for possession for anti-social behaviour
- Community Remedies

Within the draft Programme for Government there was a commitment to review Northern Ireland's legislative framework for helping tackle anti-social behaviour. The Department of Justice has been examining the developments in anti-social behaviour legislation and powers within other jurisdictions and sought views through a public consultation on proposed new powers for Northern Ireland. The Housing Executive provided a comprehensive response to this consultation in July 2018 and given the current political situation await the outcome of it.

Social Housing Reform Programme

In 2013 a series of proposals to reform social housing in Northern Ireland were announced by the then Department for Social Development (DSD) Minister. The Minister's proposals were only the first step in looking at the reform of social housing. The stated aims of the programme included the ability to allow social landlords to play a more proactive role in the communities they serve. The Housing Executive has demonstrated over many years, a strong commitment to working with communities in delivering our services, placing them at the heart of what we do. This strategy re-emphasises that commitment.

Good Relations

The Housing Executive will continue to support opportunities to build strong, cohesive communities that make a positive contribution to good relations. We made an explicit commitment to promote equality and good relations, the core values of which are reflected in our Community Cohesion Strategy 2015-2020. These are aligned with the Northern Ireland Executives' Together: Building a United Community (**TBUC**) and subsequently the current thinking within 'Housing For All', and is delivered across 5 themes:

1. Segregation/Integration
2. Race Relations
3. Communities in Transition
4. Interface Areas
5. Flags, Emblems and Sectional Symbols

Race Relations

The Equality Strategy for Northern Ireland 2015-2025, launched in December 2015, aimed to establish a framework for Government departments (and others):

- to tackle racial inequalities and to open up opportunity for all;
- to eradicate racism and hate crime; and
- along with Together: Building a United Community, to promote good race relations and social cohesion.

We aim to demonstrate a clear and positive commitment to promoting integration and tackling race issues. We contribute to improving race relations on a strategic and operational level through effective partnership working. This has been reflected in our Race Relations Policy and will continue to be reflected in our refreshed Race Relations Policy.

Our cohesion unit supports front line staff to ensure that all black and minority ethnic people in Northern Ireland can get full and fair access to housing services and employment opportunities within the Housing Executive. We aim to support the promotion of good relations between and within ethnic groups and communities.

Community Involvement

Engaging, Enabling and Empowering our communities has been at the core of what we do and we will continue to play our role in developing the capacity of our communities to make improvements in their estates, whether that be social, economic or environmental. Tenant participation and community involvement is embedded in the way the Housing Executive delivers services and we are committed to ensuring we engage with our customers in a way that suits them. We aim to promote community involvement across all our communities, as well as enable our communities to challenge, influence and shape our housing service.

Social Enterprise

The Housing Executive is committed to supporting the creation of self-sustaining and economically vibrant communities through the development and implementation of local social (housing) enterprise initiatives.

Our Social Housing Enterprise Strategy 2020-2023 is complementary to a number of other Housing Executive strategies, including Community Involvement, Community Safety and Community Cohesion in order to help build and sustain safe, vibrant communities. Each of these strategies commits funding to deliver their respective objectives, providing social investment, funding and support.

Tenancy Sustainment

Our customers are at the heart of everything we do. As the statutory authority for housing and homelessness in Northern Ireland, and in our role as a social landlord to over 86,000 tenants, we have an acute understanding of the link between prevention of homelessness and providing cross-tenure care, support and advice to sustain tenancies. For both tenancy breakdown and homelessness, prevention is better than the cure, because having a secure and stable home and environment is an essential cornerstone to a person's life chances and has a positive impact on ability to secure employment, children's educational attainment and on overall health and wellbeing.

Fundamental Review of the Social Housing Allocations

In September 2017 the Department for Communities launched a public consultation exercise in relation to proposals to change how social homes are allocated. Twenty proposals suggesting change to the current Housing Selection Scheme to make the allocation process more fair, transparent and effective have been consulted on. Two of the proposals were based on an applicant's eligibility for social housing if they had been involved in unacceptable behaviour. The consultation has closed and further information from the Department will follow.

Housing Executive strategies

This document complements the following existing NIHE strategic documents:

- Community Cohesion Strategy 2015 – 2020
- Community Involvement Strategy 2018 – 2023 Inspiring Communities Shaping our Services
- Social Investment in Social Housing Communities 2015
- Homelessness Strategy for Northern Ireland 2017 – 2022 Ending Homelessness Together
- Customer Support & Tenancy Sustainment Strategy 2016 – 2019
- Social Enterprise Strategy 2020-2023

4.0 What is **Community Safety**?

It is a quality of life issue which impacts on all of society, individually and collectively. It is widely recognised that responsibility for crime prevention and community safety cannot be viewed as the exclusive responsibility of the Criminal Justice System. The Housing Executive is committed to making a difference by improving the quality of life for residents in our estates.

While the majority of our estates are safe and popular places to live we recognise that nuisance and anti-social behaviour are real issues which can have a major impact on individuals and communities as a whole.

Community Safety is about helping people in our communities be and feel safe in our estates.

The Housing Executives defines ASB as *Engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to a person residing in, visiting or otherwise engaging in lawful activity in the locality of a dwelling house.*

5.0 What we are **doing about anti-social behaviour**

We are working to ensure our communities are safe and anti-social behaviour is tackled appropriately through various approaches, some of which can be seen below:

- **We will tackle anti-social behaviour** by employing an incremental approach, working with the perpetrator through a range of interventions in an attempt to keep them in their homes whilst addressing their unacceptable behaviour. This may include the use of warning letters, support for underlying issues, mediation or a Community Restorative Justice resolution. Where individuals fail to respond to offers of assistance, or where the anti-social behaviour is of a serious nature then the Housing Executive will take immediate action using our statutory powers to protect victims. These powers include initiating taking possession of a Housing Executive property, injunction proceedings or seeking an Anti-Social Behaviour Order.
- **We know** that being a witness or victim of anti-social behaviour can cause stress and upset. We want to tackle anti-social behaviour in all its forms and we need you to tell us when it occurs. We want victims to feel confident in the service they receive from us. We will ensure we deal with each case in a timely, supportive and highly professional way.
- **The Local office** is the first point of contact for those wishing to report anti-social behaviour. The Housing Executive has put in place dedicated Patch Managers who will deliver on all aspects of housing. These Patch Managers have received

comprehensive training in how to deal sensitively and speedily with anti-social behaviour.

- **Support for Victims and Witnesses** is available and the Housing Executive will signpost individuals to specialist organisations to avail of their services.
- **We will continue** to work collaboratively with our partner agencies across the statutory, voluntary and community sectors to address issues of anti-social behaviour where it occurs in our estates.
- The Housing Executive has the statutory power when **considering a person's eligibility** for housing assistance not to allocate housing accommodation to any applicant where it decides they or a member of their household is guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant and, in the circumstances at the time their application is considered, they are unsuitable to be a tenant of the Housing Executive by reason of that behaviour.
- **A dedicated Community Safety Team** is in place responsible for the delivery of the anti-social behaviour policy. The Housing Executive has adopted a structured approach to dealing with anti-social behaviour and very clear procedural guidance is in place and is continually monitored and reviewed to ensure customers receive an optimum service.
- The Housing Executive **values feedback** from our customers. In order to help us understand what our customers believe a good community safety service means to them we will be working in partnership with our Customer Engagement & Campaigns Team to analyse customer data already gathered and carry out further engagement.



6.0 What can Communities do?

We acknowledge the importance of working together to realise change and the important role that Communities play in achieving this, therefore we need Communities to work with us.

- **Communities** have the right to expect agencies such as the Housing Executive to make tackling anti-social behaviour a priority and for them to respond professionally. Additionally, **support from communities** can play an important role and by working with us communities can help us successfully tackle anti-social behaviour.
- The Housing Executive endeavors to help tenants feel safe, connected and involved which we believe is vital in order to foster vibrant communities. We need **information from** our tenants and communities giving us their perspective on what they believe a safe place to live looks like, as this is important to help us understand what **our communities** want.
- **Communities** can do this by reporting anti-social behaviour to us and or another appropriate agency. We work collaboratively with our partner agencies PSNI, Environmental Health and Youth Justice. By coming forward to report anti-social behaviour communities may prevent the same problem happening again and help make communities safer places.
- **Evidence from victims and witnesses** is important as it demonstrates the distress and annoyance anti-social behaviour can cause. We will provide victims and witnesses with support at every stage of the process. It is vital we **work together** to make a difference and create an environment where anti-social behaviour is tackled not tolerated.

7.0 Key achievements

The Housing Executive invests in our communities through various funding streams to fund community safety initiatives, community cohesion projects and social enterprise investment. Our message to our customers and communities is that “it’s not just about bricks and mortar”, we will build on our achievements to date and going forward will continue to have a major role supporting and working with our communities and others to ensure that we develop, maintain and sustain attractive, connected, healthy and economically active places. This will require us to remain committed to involvement in strategic collaborative working arrangements which seek to tackle and deal with anti-social behaviour and to actively participate in all relevant inter-agency partnerships.

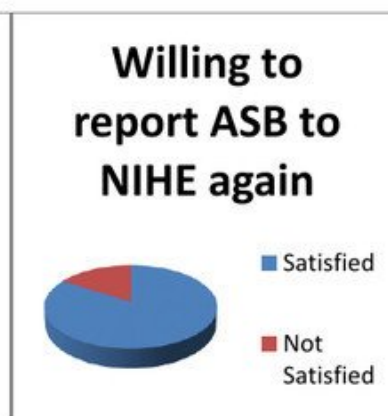
Our previous Community Safety Strategy “Safer Together” set out our direction of travel over the past four years and included an action plan which we successfully implemented.

Ultimately our tenants and communities decide on the standards of service we provide. Feedback from our service recipients has indicated our strategy to date has been a success. Customer Satisfaction Surveys have evidenced tenant confidence in staff dealing with anti-social behaviour has been at a high level. The most recent results (2018/19) show that 85% of our customers felt it was easy to contact a member of staff to report their complaint:



The most recent results (2018/19) show that 85% of our customers felt it was easy to contact a member of staff to report their complaint

83% felt staff dealing with their complaint were knowledgeable, and significantly, 84% felt they would be willing to report anti-social behaviour to the Housing Executive in the future.



Some of our achievements **over the last four years** include:

- Received and responded to **9802** reports of alleged anti-social behaviour affecting approximately 26000 people.
- Most reports of anti-social behaviour were resolved through the use of interventions which included **5725** of these complaints being closed after the issue of warning letters and visits by local office staff.
- A combined Community Safety / Community Cohesion Mediation Service delivered by Tides allows local offices to address neighbour / neighbour and community disputes through independent mediation. During this period Tides dealt with **190** cases, involving approximately 400 individuals.
- **21** Mediation Awareness sessions held for over 400 of our staff in our local offices
- We regained possession of **36** dwellings following legal action. Possession continues to be a last resort after exhausting all other interventions.



- Community Safety funding of over **£1,568,961** has been provided to a range of community based groups, Policing and Community Safety partnerships, Councils and voluntary sector groups to enable the development of local solutions to address unacceptable and anti-social behaviour in our estates. This funding allows for Community Safety Warden Schemes, good morning services; detached youth work programmes, education in schools, diversionary activities and intergenerational workshops.

- Our support for the Good Morning projects has ensured delivery of services to approximately **4709** vulnerable clients with **531,391** calls being made to reassure those who feel most at risk within our communities.
- Our Community Restorative Justice Partners Northern Ireland Alternatives and Community Restorative Justice Ireland continued to be utilised with **1067** referrals.
- Community Safety funding supports the delivery of a Hate Crime project in South, East and North Belfast. **1123** victims of hate crime have been supported.
- The Hate Incident Practical Action (HIPA) scheme continues to be available to support victims of hate harassment where there is damage to property by providing additional security measures to homes allowing victims to feel safer. Repairs to **146** properties were undertaken through this scheme.
- The Housing Executive's Functional Training team has delivered anti-social behaviour competency based training to **375 staff** ensuring they have the knowledge to deal with anti-social behaviour issues on the front line.
- The Community Safety Team developed and implemented use of a Risk Assessment Matrix (RAM) for victims of anti-social behaviour which has been designed to provide a consistent approach to the identification of vulnerable people and enable local office staff to provide advice on appropriate interventions that could support them.

8.0 Strategic Plan 2020-23

This strategy has been developed in keeping with the Housing Executives Corporate Plan and in particular to deliver the objective of FOSTERING VIBRANT COMMUNITIES.

Service Standards

The Housing Executive has published a statement of policy and procedures which detail the minimum service standard recipients should expect from us when we are dealing with anti-social behaviour. These include:

- ✓ Doing more than is legally required under the conditions of tenancy (by providing support and assistance, signposting etc.)
- ✓ Quickly and formally acknowledging all reports of unacceptable behaviour.
- ✓ Seeking to investigate all reported instances of anti-social behaviour by local office staff in a timely manner
- ✓ Identifying and interviewing all relevant parties.
- ✓ Establishing inter-agency working where appropriate.
- ✓ Using legal action when all efforts at conciliation are deemed inappropriate. Legal action can include, injunctions, Anti-Social behaviour Orders and possession.
- ✓ Endeavouring to take action on behalf of Housing Executive tenants who are victims of anti-social behaviour caused by non-Housing Executive tenants.
- ✓ Seeking to respond to instances of anti-social behaviour in Housing Executive estates, whether the complainant is our tenant, a private tenant or an owner occupier.
- ✓ In the context of re-housing, taking full account of any anti-social behaviour carried out by the housing applicant or a member of their household, to the extent that this is legally permissible.
- ✓ Seeking to address proportionately the needs of vulnerable victims and perpetrators.
- ✓ Providing witness support where needed.

These standards will be reviewed regularly to ensure they are meeting the requirements of our communities.

Below is a summary of our strategic aims. It should be noted that work is cross cutting and inextricably linked but fundamentally built on these 3 key aims:

Building Community Confidence

Ensuring Local Solutions

Working Together

Highlighted under each of the aims are some of the activities that help us to shape our work as well as an overview of our high level objectives going forward. The Action Plan in Section 9.0 sets out in more detail, the actions that will help us to deliver our objectives.

Whilst this is a 3 year strategy, on an annual basis, we will report on progress against a yearly action plan to assess if we are on track. Over the period of this three year strategy, it may be necessary to react to any changes in, for example, the housing market, new legislation, government policy or funding.

1. Building Community Confidence

There are 2 Outcomes detailed within the Building Community Confidence aim, the first of which is:

Outcome 1: Residents and Communities will come forward to report issues to us, confident that we will respond to anti-social behaviour in their areas.

Highlighted below are examples of how as an organisation we will support the delivery of this outcome. This will be primarily through internal structures, policies and statutory and intervention tools, but, also through investment in the provision of services delivered by other sectors including the voluntary and community sector. To demonstrate the type of investment a number of case study scenarios have been highlighted on page 19.

- A Dedicated Community Safety Team**
There is a dedicated Community Safety Team with specialist officers who remain committed to work directly with front line service staff to ensure we deliver a first class service to our tenants and communities.
- Transparent anti-social behaviour Policy and Procedural information**
The Housing Executive continue to have in place a robust set of policies and procedures to deal with anti-social behaviour and remain committed to ensure these are current and up to date. Policy is applied consistently across the organisation, is publicly available and can be found in the "Statement of Policies" on the Housing Executive's website. This policy statement also sets out how anti-social behaviour can be reported and the process that is initiated once a complaint has been received.

Any changes which may be required, for example, by the introduction of new legislation, will be reflected in our policy for dealing with anti-social behaviour and community safety.

- Provision of anti-social behaviour Clinics to Front Line Staff**
Specialist officers from the Community Safety Team deliver regular anti-social behaviour clinics to local office front line staff providing advice and assistance on case management issues, how to support their customer as well as sharing best practice. We remain committed to roll this out across the province.

- **Patch Manager Role**

The Housing Executive has introduced Patch Managers to deliver services directly to communities. Patch Managers are responsible for all housing related matters in an identified area or estate, including issues relating to anti-social behaviour. It is envisaged this approach will make engagement with customers and communities more meaningful and build relationships and confidence going forward.

We will continue to work with other organisations to provide services in the heart of communities. Securing the support of residents and communities to tackle anti-social behaviour is key to the success of our approach and will assist in developing confidence to report it. Examples of these services include:

- **Use of a locally based Community Safety Officer**

The Housing Executive has been piloting the use of this role in an area of Belfast to help address the very real problem of under-reporting. Currently this position is jointly funded by the Housing Executive and Belfast City Council PCSP.

By building community confidence among local residents and supporting communities to report incidents of anti-social behaviour to statutory agencies, it is anticipated the community safety officer will work towards having the capacity to act as a professional witness. That said local politicians and other representatives can also act as a 'professional witness' should victims or witnesses not feel confident enough to provide this information directly. Whilst the best form of evidence is direct evidence there are circumstances where this is not possible because of fear of reprisal.

- **Community Safety Warden Schemes**

The Housing Executive contributes to funded warden schemes in a number of Councils. The Wardens provide a visible presence and act as a deterrent against low level crime in anti-social behaviour hotspots during evening and weekend hours across our estates. They have forged relationships with residents, community organisations and voluntary and statutory agencies to help tackle anti-social behaviour and improve community safety.

In addressing anti-social behaviour the Housing Executive uses an incremental and proportionate approach working through a range of interventions in an attempt to keep individuals and families in their home, whilst at the same time attempting to address the offending behaviour. The Housing Executive has at its disposal a range of statutory and non-statutory interventions. Communities should be reassured that we will respond appropriately to anti-social behaviour

where it occurs in our estates by using measures available which include:

Non Statutory interventions.

Not all complaints about anti-social behaviour require a legal response; rather they can be resolved by early intervention and preventative action by the Housing Executive and / or in partnership with other agencies. These measures can take the form of:

- Warning Letters

- An independent mediation process
- Use of restorative practices through the Mediation and Community Support Programme
- Tailored support for victims and perpetrators of anti-social Behaviour
- Acceptable Behaviour Contracts

Residents should feel anti-social behaviour issues are being tackled effectively in their areas and they as local residents are supported where anti-social behaviour enforcement action is not an appropriate option.

Statutory interventions

Where situations are more serious or where intervention or prevention measures have had no impact then the Housing Executive can use statutory powers in order to resolve issues. These include:

- Issuing of possession proceedings against Housing Executive tenants
- Use of Injunction Proceedings
- Anti-Social Behaviour Orders (not generally used by Housing Executive but still listed under statute)

Included overpage are example cases where the Housing Executive has used statutory powers in response to different types of anti-social behaviour complaints.

When considering an applicant's eligibility for housing assistance the Housing Executive will enquire if the applicant or a member of their household has been found guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant.

CASE STUDY EXAMPLES

Injunction Proceedings

The Housing Executive received complaints of a large structure housing more than 30 pigeons in a tenant's back yard. The complaints were regarding the illegal structure and the nuisance created by the pigeons.

Unfortunately the tenant failed to comply with the Housing Executive's "General Conditions of Tenancy" which states:

the tenant promises, **"Not to erect or suffer or permit to be erected within the curtilage of the dwelling any movable or immovable structure without the prior written consent of the Manager except to the extent that this is permitted by Statute"**.

As no consent had been given for this structure and with the tenant refusing to remove same the Housing Executive had no choice but to proceed to court to obtain an "Injunction" to remove the structure and pigeons.

The Injunction was secured at Court by our Legal Services department and the structure was subsequently removed.

Possession Case 1

The perpetrator had been living in a terraced house for a couple of years.

The Housing Executive received complaints about loud music, screaming, shouting, people running up and down the stairs, banging doors and walls and physical fighting in the street. When interviewed the tenant blamed the partner, however, investigations identified that the noise was also happening while the partner was not present at the property.

The PSNI had attended on various occasions and witnessed the noise nuisance first hand.

The complainants continued to complete incident diaries and stated on them that their *"lives were a living nightmare"* and that they were *"afraid and anxious"*. One neighbour moved out due to the anti-social behaviour.

Outcome

Despite interviews, warning letters and offers of support, the anti-social behaviour continued and as a result the Housing Executive serviced a Notice Seeking Possession (NSP) on the tenant. Once the NSP was served the noise escalated with banging and hammering on the party wall during the night and the perpetrator shouting *"I hope you are trying to sleep"*.

A court hearing ensued and the judge awarded the Housing Executive a decree for possession.

Possession Case 2

The Housing Executive was made aware of a serious assault that took place on Housing Executive property in a block of flats.

CCTV cameras captured the incident of a young person being subjected to a serious assault; the assailant was identified as a Housing Executive tenant.

Given the seriousness of the incident the Housing Executive applied to the court for a Possession Order with the judge awarding an immediate Possession Order.

The next outcome detailed within the ***Building Community Confidence*** aim is:

Outcome 2: Residents and Communities are engaged and informed about community safety issues and the action we have taken in their area.

Ensuring our Communities are kept informed about the work we are carrying out and the outcomes we have achieved is an important element of confidence building, therefore, we are committed to:

Publicising the work of the NIHE

The Housing Executive is involved in funding a wide range of initiatives to tackle anti-social behaviour and community safety issues.

We regularly promote these initiatives using a range of communication channels including local press and social media. This allows us to profile the positive work we are carrying out within our communities. Activity taken against the perpetrators of anti-social behaviour is also often publicised through such means as the issuing of press releases. The purpose of this is to act as a deterrent to other potential perpetrators; demonstrate to residents that their concerns have been responded to; increase confidence in agencies' abilities to tackle anti-social behaviour and enable relevant court orders to be effectively 'policed' by the public to allow the prompt reporting of any breaches. The publication of successful enforcement action taken against those perpetrating anti-social behaviour helps to build confidence and improve perceptions within communities. On a case by case basis, the Housing Executive will decide what action to take against perpetrators and what information to publicise.

Participating at Events

The Community Safety Team will continue to use public events such as the Community Conference and PCSP events amongst others to raise awareness of the Housing Executive role in dealing with community safety issues. These events offer the opportunity to highlight the consequences of engaging in such behaviour and promote pro-social behaviour.

Providing Support to Victims and Witnesses is a key priority for the Housing Executive. This will assist in providing the confidence to those suffering anti-social behaviour to come forward and make a complaint. In particular it is extremely important for us to identify vulnerable victims of anti-social behaviour and to assist with this we will continue to:

Utilise and promote the use of the Victim Matrix

Supporting Victims of anti-social behaviour is of the upmost importance to the Housing Executive. All our frontline officers have been trained to deal with individuals experiencing anti-social behaviour issues.

We do, however, recognise there are circumstances where specialist services are required and have introduced a Victim Matrix to ensure that we better understand the impact of anti-social behaviour on their lives. The matrix will assist officers in identifying if a more specialist response is required. If so we will make a referral to the most appropriate organisation, but only with the consent of the victim.

Gauging the views of those within our communities who have used our service is vital in order to improve how we do things. Confidence will be built by continuing to engage directly with our tenants and acting on feedback. We will do this by:

Undertaking community engagement

We identify concerns and priorities at community level and seek to engage communities in resolutions where appropriate.

Monitoring satisfaction levels

The Community Safety Team monitors satisfaction levels of anti-social behaviour complainants and uses this data to identify issues in service delivery. The analysis of this information allows us to assess the impact of our own work. It also allows us to tailor resources to improve customer perceptions and the delivery of anti-social behaviour services in areas where issues have been identified by using GIS mapping tools available within the Housing Executive overlaid with information from our statutory, community and voluntary partners.

2. Ensuring Local Solutions to Local Issues

Outcome 1: Prevention / Interventions / resolutions are designed to respond to the needs of communities.

Under the 'Ensuring Local Solutions to Local Issues' aim there is one key outcome which looks to supporting prevention, intervention and resolutions that are designed to respond to the needs of communities. It is widely recognised that there is no "one size fits" all solution to anti- social behaviour issues and, therefore, as an organisation we work to achieve this through contributing to local partnership working, as well as supporting community organisations to deliver projects on our behalf which will deliver local solutions for our customers. Outlined below are some examples of this. We have understood for a long time that as a consequence of supporting the delivery of local solutions we are receiving real social return on our investment. To demonstrate we have highlighted a few interagency, partnership working and projects below.

Outcome 1

Anti-social behaviour is multifaceted and highly localised in nature and, therefore, requires a holistic local approach. The Housing Executive is committed to playing its part in ensuring our response to anti-social behaviour is reflective of local circumstances. We will continue to participate on:

Policing and Community Safety Partnerships (PCSPs)

PCSPs are statutory bodies established within each Council area with the objective of ensuring the voices of local people are heard on issues pertaining to Policing and Community Safety.

The Housing Executive is a designated body participating in monthly meetings alongside political and independent members in all facets of work relating to community safety. Policing and Community Safety Partnerships consult and engage with the local community and statutory groups in order to identify local concerns in relation to community safety. They prioritise and prepare action plans to address these issues, and fund major programmes of work with voluntary and community bodies.

Anti-social behaviour Forums

Anti-social behaviour forums work collectively and are underpinned by Information Sharing arrangements between the Housing Executive, PSNI, Youth Justice and respective councils. These localised forums focus on addressing anti-social activity within our communities in partnership with the other agencies.

The Housing Executive works directly with Community based organisations to deliver local responses to local issues. This is done across a number of wide ranging projects, including youth diversionary activities, intergenerational projects, tackling fear of crime and promoting social inclusion programmes and working with perpetrators and victims of anti-social

behaviour. We recognise the important role our community based organisations play in making real change in their respective communities and we are committed to supporting these projects and services going forward. A small sample of these projects and services are outlined below:

Mediation & Community Support Project (MACS)

Following the introduction in 2007 of the Criminal Justice Branch (NIO) Protocol for Community Based Restorative Justice Schemes, the Housing Executive entered into partnership arrangements with Northern Ireland Alternatives (NIA) and Community Restorative Justice Ireland (CRJI). These organisations deliver a Mediation and Community Support (MACS) project on behalf of the Housing Executive. NIA provide this in the greater Shankill, North Belfast, Newtownabbey and North Down and CRJI works in the Greater West Belfast area. The MACS projects provide community based mediation and have made a significant difference to the quality of people’s lives by addressing anti-social activities, neighbourhood disputes, alcohol and substance misuse and family issues within communities. They assist clients to resolve their own issues and have contributed to helping them continue to live in a peaceful environment with their neighbours. These two groups have built trust within local communities, increased capacity and improved understanding and co-operation with other statutory service providers as a means of addressing reported anti-social behaviour.

MACS service user testimony: *“I’m sure there are many more families in the same position, or even worse, who are in desperate need of the endless support and care that our family received from all at North Belfast Alternatives. I just hope these families have the opportunity to receive the amazing help and support they deserve”.*

The Respect Programme



Frank Maskey
Principal of Corpus Christi College in Belfast;
“Many of the issues covered in this project could be experienced by children at our school. As educators, we have a duty to provide opportunities for them to overcome community safety barriers and become positive citizens in our society.”

The Housing Executive is partnering the Children’s Safety Education Foundation to deliver the Respect Programme through identifying two Schools per year who receive text books, e-books, worksheets and support from the Children’s Safety Education Foundation.

The programme teaches young people about the devastating consequences that crime and anti-social behaviour has on their health, safety & well-being as well as the effect it has on their community. In turn this will help create a community where it is socially unacceptable amongst peer groups to take part in anti-social behaviour.

Ken Perry
Principal of Dundonald High School;
“Issues of community safety and anti-social behavior are best addressed in a constructive way. This initiative allows us the opportunity to deal directly with the key issues and help prepare children for challenges faced in wider society as they learn for life and work.”

Mediation and Community Support Hate Crime Project

Delivered by Northern Ireland Alternatives this project is focused in South, East and North Belfast to work closely with local communities to provide a programme of education and support around hate crime. It acts in a mediatory and brokering role allowing prospective tenants from ethnic minority backgrounds to accept an offer of accommodation. It also aims to promote understanding for the need for acceptance of change and diversity.

Investing Locally in our Communities

Good Morning Services

Over the last number of years and in conjunction with other organisations, the Housing Executive has contributed to the funding and delivery of Good Morning Services.

The main aim of the Good Morning Telephone service is to befriend older and vulnerable people with a morning telephone call. This call not only helps older people who are isolated to connect to people within their community but also provides reassurance and the ability to talk with someone about any fears. It offers signposting to relevant agencies who can help with various issues and acts as an alert service seven days per week – 365 days per year. The overall aim of this service is to reduce:

- feelings of loneliness and isolation
- feelings of vulnerability and connect clients to their local communities and services
- fear of crime and anti-social behaviour;

Analysis was carried out on the Social Return on Investment (SROI) for Good Morning Down Project which indicated for every £1 spent, social return on investment amounts to £4.61:

Good Morning Down	The Good Morning Down project provides telephone calls and befriending service to older and vulnerable residents in South Down. 133 people are regularly supported through phone calls and attendance at social events. Information is provided on health promotion and crime prevention initiatives. 30 new beneficiaries came on during the year	£1 - £ 4.61
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Edgarstown Residents Association Detached Youth Programme

The Housing Executive supports this programme for delivery of a highly visible and approachable detached youth work service across several social Housing Executive estates in Portadown. It is aimed at youth aged 9-20yrs who are vulnerable and at risk of becoming involved in anti-social behaviour as they do not engage with traditional structured youth provision. The Programme coordinator works in partnership with statutory and voluntary youth providers already offering club based services in Portadown. The programme has been successful in engaging young people in accredited OCN courses and in mentoring primary school pupils. In addition to this, volunteers have built on existing befriending services to the elderly and these elderly residents are now complementing the project by reporting issues like youths loitering. Consequently they feel safer in their homes knowing the detached team are in their area. This programme reaches those groups who have disengaged with traditional support.

Phyllis Abraham Youth Co-ordinator *“It is no exaggeration to state that without the backing, encouragement, support and funding from the NIHE (in particular the Community Safety Team) many of our programmes and projects that have produced life changing inputs and impacts quite simply would not exist.”*

Analysis carried out on the Social Return on Investment (SROI) for Edgarstown Residents Association Detached Youth Programme indicated for every £1 spent, social return on investment amounts to £5.84:

Edgarstown Residents Association	This project involved detached youth workers out and about in estates in the evenings and weekends engaging and supporting young vulnerable people. Awareness sessions were delivered in local schools – drugs/alcohol, building self-esteem etc. 5 young people were supported, into the community as volunteers and have now graduated from Jordanstown with a Community Development degree.	£1 = £5.84
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Off the Street Community Youth Initiative

The Housing Executive supported this programme for delivery of a highly visible and approachable youth initiative in Derry/Londonderry. It aimed to improve the quality of life of 12 young people with education and support providing news skills and a chance to use their new skills to organise and deliver community events. The aim was to promote young people in a more positive light. Additionally, more young people volunteered and helped to plan and deliver events for local residents.

Analysis carried out on the Social Return on Investment (SROI) for Off the Street Community Youth Initiative indicated for every £1 spent; social return on investment amounts to £19.56 taking into consideration the reduction in Fire Service/PSNI call outs, youth engagement activities, reduction in fear of crime of residents etc., the social value created is significant:

<p>Off the Street Community Youth Initiative</p>	<p>This project aimed to engage up to 12 hard to reach local young people and provide them with training (in a local setting) and support to enable them to host and oversee a community fun day event. There were recruited by the youth team who deliver street based support for young people in Outer North. Throughout the programme Off the Street (OTS) youth leaders supported participants to gain skills and knowledge and to use these skills to deliver community events in Galliagh. There was a reduction in anti-social behaviour and no bonfire for the first time in years.</p> <p>The PSNI also provided a letter praising the impact of the project in making the community safer and preventing children and young people coming in the criminal justice system.</p>	<p>£1 = £19.56</p>
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3. Working Together

Outcome 1: Communities are assured we are working together with partners across statutory, voluntary and community sectors to achieve best outcomes for tenants and communities.

The Housing Executive cannot solve issues of anti-social behaviour alone and recognises the need to work with partner organisations and communities to effect behaviour change and create safer places for our tenants to live. Tackling the full range of behaviours that constitute anti-social behaviour often requires effective partnership working with Police, Youth Justice, Social Services, Education, Health, Councils and the voluntary and community sector. Many of these arrangements are underpinned by Information Sharing Protocols, which allows us to take a more joined up approach to tackling anti-social behaviour. Working together will improve community resilience, support victims and challenge the behaviour of perpetrators. The Housing Executive remains committed to working with specialist, community and statutory organisations going forward. This is demonstrated through our work with Tides to deliver a specialist Mediation Services, our contribution to support hubs and our work on Hate Crime Issues. Below are some examples illustrating our continued commitment to “Working Together, to Build Safer Communities”.

Outcome 1

It is pertinent now more than ever in a climate of austerity and shrinking public resource that we work even closer with our all our partners and stakeholders to identify and prioritise the services that have the greatest benefit in reducing anti-

social behaviour. Moving forward and working collaboratively we remain committed to deliver for our communities in the area of Community Safety. Examples of some of partnerships we are involved in are outlined below:

Policing and Community Safety Partnerships and Anti-Social Behaviour Forums

We work in partnership at a local level in Policing and Community Safety Partnerships (PCSPs) and Anti-social Behaviour Forums. These for a, however, work across both local and strategic levels for the Housing Executive, and therefore have been discussed previously under strategic aim 2 (Ensuring Local Solutions to Local Issues) with a local focus. We also work in partnership strategically and collaboratively in order to deliver a local response.

Following the publication of a review of PCSPs in NI (Working Together for Safer Communities) in August 2019 we will be working to incorporate both the strategic and operational recommendations relevant to the Housing Executive.

Mediation Service Provision

The Housing Executive works in partnership with TIDES (Training & Consultancy) in the delivery of a specialised mediation service. This ensures we provide a service for tenants and communities to access independent mediation as an option to resolve disputes. This is a non-statutory method of addressing neighbour disputes and can be used to prevent a

conflict from escalating to the point at which court action is necessary. The process is often faster, less stressful and more cost effective than enforcement measures.

Mediation as a means of successful dispute resolution

Complaint: Allegations and counter allegations between Occupant A in upstairs flat and Occupant B in flat below. Complaints from Occupant A in reference to an issue about a pet and their neighbour constantly calling at their door to complain of loud music.

Response to complaint: Occupant B alleged there was loud music from above and when they called to door to complain they were ignored. Complained also that Occupant A's dog barked constantly keeping them awake.

Action: Local Office registered both complaints; spoke to both parties and the Patch Manager carried out investigations identifying this as a neighbour/ neighbour issue and offered mediation to help them resolve their dispute. Both neighbours agreed to give it a try.

The process: The independent mediator visited both parties separately building confidence in the mediation process. It emerged that previously the individuals concerned had been more than just friends Occupant A had moved on and was in a new relationship, they felt this was when the complaints started. Both parties were keen to find a resolution to the issues. Occupant A explained to the mediator that their perception was a conflict situation would arise over anything they did. Occupant A did admit they might play music at a higher noise level but the reason for that was to compensate for the shouting of the Occupant B downstairs.

Occupant B's version of events was different. Whilst not fully agreeing they acknowledged that the loud music and loud noise was a two way problem.

Outcome: Both parties agreed to compromise over the music and banging of doors, shook hands and apologies were offered and accepted by each party.

Both stated they wanted to move on and put the past behinds them.

Review: Both parties were on friendlier terms and the Patch Manager confirmed there were no outstanding issues so the case was closed. As part of the process they agreed that any issues that may arise in the future they would sort between themselves in a positive manner. This case is now six months old and the agreement has been observed by both parties.

The Housing Executive is represented on many different fora and partnership arrangements at both Area and Regional level. Additionally we are involved in a number of strategic partnerships and cross government groups focused on dealing with Community Safety issues e.g. hate crime, information sharing, legislative amendments, emerging trends and best practice. Examples of these collaborations include:

Concern/Support Hubs

A Concern/Support Hub is where a group of people from different organisations come together to work with a person who needs help. This ensures that the person who needs the help does not have to keep telling loads of people in different organisations the same story and we all work together. These arrangements are

currently in place in a number of locations throughout Northern Ireland.

The Housing Executive is committed to prevention and early intervention approaches and the Support Hub models offer an opportunity for us to work collaboratively across agencies to reduce vulnerability and improve individuals' wellbeing. Importantly this can include working with individuals who have been the victim of ongoing anti-social behaviour or other crime. Other people may need support in order to avoid being drawn into behaviour which may lead to offending, or others may find themselves in difficult situations which can affect their personal safety, physical or mental health.

Through this partnership approach we envisage building safer, stronger and more confident neighbourhoods, where appropriate partner organisations will refer vulnerable cases, share information and work with together to achieve the best possible outcome. Confidentiality in relation to our customer's details is of vital importance and consent will be sought prior to any discussion or referral of a case to the Support Hub.

This innovative approach to collaborative problem solving demonstrates our commitment to making a difference.

Mid & East Antrim Agewell Partnership (MEAAP)

The Housing Executive has contributed to core funding the Mid & East Antrim Agewell Partnership (MEAAP). This is a local inter-agency based partnership aimed at improving the lives of older people aged 60 years and over, living in the Ballymena, Larne & Carrickfergus areas. The partnership has been successful in receiving significant funding from the Northern Health and Social Care Trust to deliver a wide range of activities and services to support frail and older people in areas such as access to transport, loneliness and literacy and, therefore, positively impacting on the health and wellbeing of older people in our communities.

Sustaining Tenancies:

- **Floating Support**

The Community Safety Team continues to work with its Supporting People and Homelessness colleagues in relation to services to meet the support needs of those experiencing anti-social behaviour / hate crime / domestic violence. Floating support services are available throughout Northern Ireland and are delivered by a range of organisations providing specialist intervention to those dealing with the range of issues which may threaten their tenancy.

Such services include STEM, (Sustaining tenancies for people from ethnic minority backgrounds) which is delivered by Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO). This is a floating support service providing support and assistance to people whose tenancy may be at risk due to harassment because of their ethnicity.

- **Assisting People and Communities Project**

The Housing Executive has a funding agreement with Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO) to deliver a floating support programme; Assisting People and Communities (APAC). This programme provides comprehensive end to end tailored support to individuals involved in anti-social behaviour, working with them to address underlying issues. It works to prevent people becoming homeless as a result of anti-social behaviour, offers support to help maintain tenancies and it seeks to promote community integration.

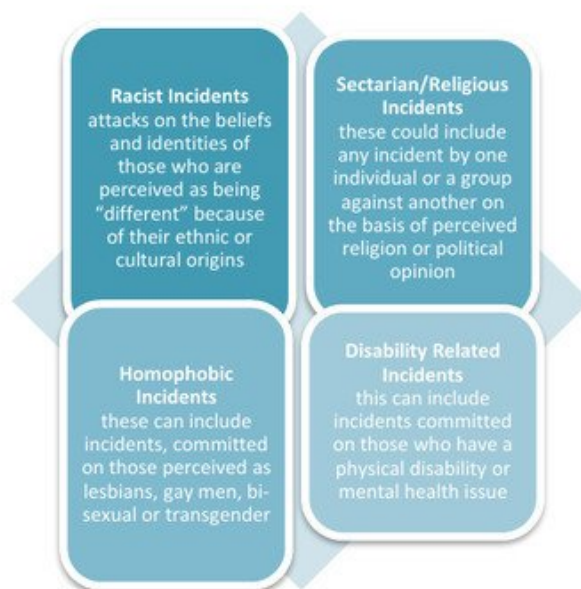
- **Preventing Homelessness**

The Housing Executive is focused on sustaining tenancies and recognises that at times individuals and families require support to address issues that may put their tenancy at risk. The Housing Executive works collaboratively with others to sustain tenancies particularly around areas of intervention and support. In addition to this the Community Safety Team have held initial discussions with Belfast Housing Solutions and our community based partners - Northern Ireland Alternatives and Community Restorative Justice Ireland in relation to how we can work together to support those at risk of becoming homeless. This model will be investigated with the potential of being developed further.

Hate Crime

Northern Ireland is becoming an increasingly diverse society with more than 200,000 people having been born outside of Northern Ireland and over 32,000 people belonging to an ethnic minority group.¹

As a Social Landlord, the Housing Executive is strongly committed to equality principles and promoting good relations between different communities in our estates. We are committed to tackling hate crime and supporting victims of hate crime by working in partnership with the police, other statutory agencies and the community and voluntary sectors thus strengthening a multi-agency response to hate crime incidents.



Toolkit

The 'Hate Harassment Toolkit' was developed by the Housing Executive in partnership with other

¹ Northern Ireland Statistics and Research Agency (2011) *2011 Census in Northern Ireland*

organisations to provide customers, staff, community groups, professionals and the general public with a wide range of information and advice about Hate Harassment.

https://www.nihe.gov.uk/Documents/Community/hate_harassment_toolkit

HIPA

The Hate Incident Practical Action Scheme (HIPA) is available across Northern Ireland to support victims of hate incidents in their homes. The scheme can provide personal and home protection measures if the home has been damaged or a victim has been targeted in the vicinity of their home, where the motivation for the attack is racist, homophobic, transphobic, disablist, sectarian or faith related. The HIPA scheme is available to all tenures. It is jointly supported by the Department of Justice, PSNI, the Housing Executive and the Department for Communities. When an incident is confirmed by the PSNI and the victim wants to remain in their home, the Housing Executive can provide security measures to the home in order to assist them to remain there safely. A Service Level Agreement between the Housing Executive, Department of Justice, PSNI and Department for Communities underpins this scheme and is in place until 31st March 2021.



9.0 Action Plan

2020-
2021

Strategic Aim: Build Community Confidence

Outcome 1: Residents and Communities will come forward to report issues to us, confident that we will respond to ASB in their areas.

Outcome 2: Residents and Communities are engaged and informed about community safety issues and the action we have taken in their area.

What will we do	How will we do it	Delivery Mechanism	Timescale	How will we measure
Help Support Communities to address Under-reporting of ASB incidents within a Community Setting.	➤ Work with individuals and communities and actively involve them in identifying ASB issues.	Local Office	2020/21	Annual Action Plan Review
	➤ Increase Awareness and Improve understanding of what ASB represents within our communities and how the Housing Executive can address it by delivering awareness sessions to Regional and Area HCN, and Housing Community Network members.	Community Safety Team	2020/21	No. of awareness sessions delivered to HCN membership.
	➤ Ensure that we make it easy for victims of ASB to report to us, through face to face contact, email, by phone, in writing or via NIHE website.	Patch Managers Local Office	2020/21	Customer satisfaction Survey Q1 - how easy was it to contact a member of staff to report your complaint
	➤ Work to improve NIHE website platform and progress Digital Tenancy Services (Customer Portal) to enable our customers to self-service on selected features.	Community Safety Team/ IT Team	2020/21	Annual Action Plan Review
	➤ Continue to work collaboratively with our partners at a strategic and operational level to build capacity, relationships and ultimately confidence within and between our communities.	Community Safety Team	2020/21	Annual Action Plan Review

9.0 Action Plan

2020-
2021

73

What will we do	How will we do it	Delivery Mechanism	Timescale	How will we measure
Ensure our communities are confident that we have in place resources and responses to deal with ASB issues to encourage communities to come forward.	<ul style="list-style-type: none"> ➤ Have in place transparent and robust organisational policy and procedures to deal with ASB and ensure they are reflective of any changes in Government Policy or introduction of new or amended legislation. Identify and adopt any additional prevention or intervention responses which would assist the Housing Executive deliver the Community Safety Service. 	Community Safety Team	2020/21	Annual Action Plan Review
	<ul style="list-style-type: none"> ➤ Ensure staff are trained in all aspects of managing ASB and specialist advice and assistance is available when dealing with complex cases of ASB. 	Community Safety Team / Functional Training Team	2020/21	No. of Staff trained on managing ASB, no. of advice clinics delivered to local office staff, and no. of cases recorded for advice.
	<ul style="list-style-type: none"> ➤ Procure specialist ASB Training for staff dealing with ASB related issues. 	Community Safety Team	2020/21	Annual Action Plan Review
	<ul style="list-style-type: none"> ➤ Work in partnership internally to further develop technology for Patch Managers to use whilst out on site to improve service. 	Community Safety Team / HMS Project Team	2020/21	Annual Action Plan Review
Take reported cases of ASB seriously.	<ul style="list-style-type: none"> ➤ Record all cases of reported ASB, acknowledge, investigate, and deal with in line with policy and procedures. 	Local Office	2020/21	Analyse reports of ASB
	<ul style="list-style-type: none"> ➤ Identify within local Business Plans actions to address local issues of ASB where appropriate. 	Local Office	2020/21	Update Business Plans

9.0 Action Plan

2020-
2021

What will we do	How will we do it	Delivery Mechanism	Time scale	How will we measure
Support victims and witnesses of ASB	<ul style="list-style-type: none"> ➤ Use the Victim Matrix to identify vulnerabilities and provide support to victims and witnesses where appropriate, including referral to specialist support services where required. 	Patch Manager	2020/21	Analyse data on support
Utilise intervention as a means of resolving neighbour /neighbour disputes	<ul style="list-style-type: none"> ➤ Referrals to mediation are undertaken. 	Patch Manager	2020/21	Analyse data on cases referred to mediation service
Provide support for perpetrators to address underlying issues.	<ul style="list-style-type: none"> ➤ Signposting to specialist support agencies. 	Patch Manager	2020/21	Analyse cases referred to floating support
Tackle Fear of Crime issues for those elderly groups within our communities	<ul style="list-style-type: none"> ➤ Support projects providing services tackling fear of crime and social isolation and promoting intergenerational engagement and activities. 	Area Office / Community Safety Team	2020/21	Analyse supported Projects
Monitor and Review Customer Satisfaction with service and implement improvements where identified.	<ul style="list-style-type: none"> ➤ Attempt to carry out Customer Surveys on each closed case (where there has been an identified Complainant) to establish service issues. 	Customer Service Unit	2020/21	Analyse customer satisfaction surveys completed.
Publicise to a wider audience the work being undertaken within communities to tackle ASB and raise awareness of Housing Executive services to our communities.	<ul style="list-style-type: none"> ➤ Develop a Communications Plan to include a wide range of communications e.g. website, events, Housing Community Network. 	Community Safety Team/ Communications team	2020/21	Communications Plan in place.
Understand what our tenants perceive to be a safe place to live	<ul style="list-style-type: none"> ➤ Assessment of existing data and insight, as well as undertaking face-to-face engagement with communities. 	Community Safety Team/ Customer Engagement & Campaigns Team	2020/21	Analysing customer data already gathered and host further engagement.

9.0 Action Plan

2020-
2021

Strategic Aim: Ensuring local solutions to Local issues				
Outcome : Interventions / Resolutions are designed to respond to the needs of communities				
What will we do	How will we do it	Delivery Mechanism	Timescale	How will we measure
Provide interventions and resolutions to respond to the needs of communities at a local level	➤ Actively participate in 13 Policing and Community Safety Partnership meetings (PCPS) across NI.	Area Office	2020/21	Monitor with Area Managers
	➤ Undertake an internal review with Area Managers about the workings of Policing and Community Safety Partnerships and monitor bi-annually.	Community Safety Team / Local Office	2020/21	Outcome of Review
	➤ Review outcome of CJNI PCSP Report (Working Together for Safer Communities) and implement appropriate recommendations: <ul style="list-style-type: none"> • Strategic Recommendation 5 – to increase the recognition of the role of PCSPs and delivery of shared positive outcomes in their corporate planning. • Operational Recommendation 2 – to have direction from internal lines of reporting within NIHE to report on achievement through PCSP. 	Community Safety Team / Local Office	2020/21	Annual Action Plan Review
	➤ Proactively tackle ASB within Housing Executive estates across NI through local ASB Forums.	Area Office	2020/21	Monitor with Area Office
	➤ Undertake a review to gather feedback from operational staff to establish the effectiveness of ASB forums and produce analysis on feedback.	Community Safety Team	2020/21	Outcome of Review

9.0 Action Plan

2020-
2021

76

What will we do	How will we do it	Delivery Mechanism	Timescale	How will we measure
Gain intelligence on types of ASB and hot-spots within our neighbourhoods.	Record all individual complaints of ASB by type and location.	Patch Manager HMS ASB system & Dashboards	2020/21	Analyse records on ASB system detailing type of nuisance by location. Use of GIS
Use Community based organisations to resolve neighbour/neighbour disagreements	Use of community restorative justice organisations where available to deliver resolutions or interventions to Anti-Social behaviour within local community settings.	Patch Manager/ Community Safety Team	2020/21	Analyse ASB complaints resulting in mediation or restorative practice referrals.
Empower communities and promote tenant responsibilities	Continue to promote the use of the Good Neighbour agreements at sign up.	Patch Manager	2020/21	No measurement required part of sign up.
Ensure our Officers actively encourage and act upon customer feedback at a local level to improve customer service	Cases failing to meet customer satisfaction rate of 80% or above to be contacted.	Community Safety Team	2020/21	Analyse Cases requiring contact
Consider supporting organisations to deliver projects and initiatives to deal with issues relating to Community Safety based on the needs of the local community.	Community Safety Funding support.	Area Manager Community Safety Team	2020/21	Assessing the Number of community safety applications submitted and numbers approved within local areas.

9.0 Action Plan

2020-
2021

77

Strategic Aim : Working Together				
Outcome: Communities are assured we are working together with partners across Statutory, Voluntary and Community Sectors to achieve best outcomes for tenants and Communities.				
What will we do	How will we do it	Delivery Mechanism		How will we measure
We will work with partner organisations and communities to tackle ASB and hate crime and create safer places to live	➤ We will work in partnership with our procured independent mediation provider, TIDES, to provide a specialist mediation service to our customers to prevent disputes between neighbours and communities escalating.	Local Office	2020/21	Analyse cases referred to Mediation and restorative practice referrals
	➤ We will work collectively, taking a multi-agency approach to reduce vulnerability and improve the wellbeing of individuals via Support Hubs where they exist.	Local Area Managers	2020/21	Monitor with Area Office
	➤ Where tenancies are at risk of failing because of unacceptable behaviour we will work with the tenant to try to sustain their tenancy where possible and offer to sign post our tenants to relevant support agencies.	Local Offices	2020/21	Analyse Floating Support referrals data
	➤ Represent the Housing Executive on a range of relevant multi –agency strategic, steering and working groups to respond to issues relating to community safety.	Local offices /Community Safety team	2020/21	Monitor with Area Office
	➤ We will continue to deliver the multi-agency Hate Action Practical Action Scheme (HIPA), on behalf of the Department of Justice, to ensure repairs are undertaken to properties to assist victims to remain in their homes in safety.	Local Office /Community Safety Team	2020/21	Number of cases referred for HIPA support
	➤ Work collectively to commence a review and update the Information Sharing Protocol.	Community Safety Team	2020/21	Progress towards Updated Protocol

9.0 Action Plan

2020-
2021

78

What will we do	How will we do it	Delivery Mechanism		How will we measure
Identify and categorise incidents where they are perceived as a hate crime	Use new ASB system configuration to record type of Hate Crime.	Local Office	2020/21	Analyse cases recorded in hate crime categories
Work with a range of partners and communities to deliver focused services where hate crime issues have been identified.	➤ Provision of Community Safety Funding.	Community Safety Team/Local Office	2020/21	Monitor with Area Office
	➤ Review Hate Harassment Toolkit.	Community safety Team	2020/21	Annual Action Plan Review
	➤ Work with the Housing Community Network to challenge housing myths in relation to migrants and increase awareness of ASB and hate crime.	Community Safety Team	2020/21	Annual Action Plan Review
Explore new approaches for tackling ASB using intelligence led models based on problem solving	Work with organisations to explore new practices for dealing with ASB using different models.	Community Safety Team	2020/21	Annual Action Plan Review
Develop initiatives to support and sustain tenancies	Work with partners to explore new innovative interventions to support customers to remain in their own homes.	Community Safety Team	2020/21	Annual Action Plan Review

Newry, Mourne & Down PCSP – Response to Working Together for Safer Communities (NIHE Community Safety Strategy 2020-2023)

1.0 Introduction

- 1.1 Newry, Mourne and Down Policing & Community Safety Partnership (PCSP) is a statutory body established under the Justice Act (Northern Ireland) 2011 with the remit of making Newry, Mourne and Down safer.
- 1.2 The membership of the PCSP is made up of 10 locally elected Councillors, 9 local independent members of the public who have gone through a public appointment process and representatives from 7 statutory organisations who can have a positive impact on policing and community safety. These designated organisations are required by law to nominate a representative to attend the PCSP.
- 1.3 As required by the Justice Act (Northern Ireland) 2011, NMD PCSP also operates a Policing Committee comprising of its Elected and Independent Members. The Policing Committee has specific “restricted functions” as set out in the legislation which involves identifying priorities for consideration in the development of the Local Policing Plan (this plan sets out the targets against which local policing is measured), monitoring police performance and gaining the cooperation of the public with the police in preventing crime and enhancing community safety in the Newry, Mourne and Down District.
- 1.4 Building on effective relationships both with the designated organisations and with local partners is also critical to underpinning a joined-up, multi-agency, multi-disciplinary approach to making our local communities safer so that duplication can be avoided and impact maximised.
- 1.5 The NIHE is one of the seven designated organisations represented on Newry, Mourne & Down PCSP; the Executive is also represented on thematic sub-groups of the PCSP including the Anti-Social Behaviour Sub-Group and the Bonfire Sub-Group.

2.0 Response to Working Together for Safer Communities (NIHE Community Safety Strategy 2020-2023)

- 2.1 The PCSP welcomes the opportunity to respond to this consultation and is supportive of the NIHE’s stated commitment to partnership working to improve safety across local communities.
- 2.2 The PCSP welcomes the acknowledgement from the NIHE that PCSPs are key to the delivery of community safety actions across Northern Ireland, and particularly welcomes the commitment to the implementation of both strategic and operational recommendations contained within Working Together for Safer

Communities – A Review of PCSPs in NI (Criminal Justice Inspection Northern Ireland, August 2019).

- 2.2 The PCSP sees its role as being a supportive one to the NIHE in achieving the purpose and outcomes of their Community Safety Strategy. Our role is to help improve community safety and reduce the fear of crime across our District – this is complementary to the NIHE’s objective of ‘helping people in our communities be and feel safe.’
- 2.3 The PCSP welcomes the commitment of the NIHE to addressing the issue of anti-social behaviour on an incremental basis and tackling not only issues as they present but also addressing underlying causes where they manifest. Tackling anti-social behaviour across our District is also a key objective for the PCSP, and the Partnership has committed to supporting a range of initiatives which will allow communities to develop local solutions to these issues. These may include –
- The provision of diversionary / intervention programmes which incorporate developmental opportunities and encourage behaviour / attitudinal change (these may include parental support projects)
 - The provision of diversionary / intervention programmes which will reduce the number of incidents of Anti-Social Behaviour through partnership working in local communities
 - The provision of early intervention projects which will reduce the risk of individuals, (especially young people aged up to 17 years) from engaging in Anti-Social Behaviour
- 2.4 Newry, Mourne & Down PCSP recently held a number of local engagement events in our local communities (Autumn / Winter 2019) and we asked local people attending these to tell us what a safe community looks like to them. Some responses included -
- Evidence of community events taking place - it was noted that these types of events are a great way to bring families / residents together and encourage people who live in the same area to get to know each other better. People can feel safer in their communities as a result of making these connections.
 - Thriving local businesses - it was felt that local businesses prosper when people feel safe in their communities, especially when walking to smaller convenience shops in local neighbourhoods.
 - Children playing outside - there was a view that it can be comforting to see children play outside in their local communities. It was noted that parents are more willing to let their children play outdoors if they feel the area is safe from potential danger.

- Neighbourhood Watch Schemes - it was felt that safe neighbourhoods are a sign that people care about their community and are interested in keeping it crime-free. Local Neighbourhood Watch Schemes are considered to be a good example of this.

- 2.5 The PCSP welcomes the continued commitment of the NIHE to invest locally in communities and acknowledges the significant contribution which these projects can make in local areas. This is demonstrated well throughout the Strategy via evidence of the Social Return on Investment (SROI) of a number of these projects. The PCSP looks forward to continued partnership working with the NIHE on a number of local projects in the Newry, Mourne & Down area, including the development of a new PSNI Mobile Engagement Unit which has received financial support from the Housing Executive's Community Safety programme.
- 2.6 The PCSP further welcomes the continued commitment of the NIHE to Newry, Mourne & Down Community Support Partnership (and other Support Hubs across Northern Ireland). The local Community Support Partnership is chaired by the PCSP and provides an opportunity to support vulnerable individuals who may find themselves in difficult situations which might affect their personal safety, physical or mental health.

3.0 Conclusion

- 3.1 Newry, Mourne & Down PCSP welcomes the development of the Community Safety Strategy from the NIHE.

The PCSP is committed to continued partnership working with the Housing Executive, and being a supportive delivery partner.

10 March 2020

Report to:	Policing & Community Safety Partnership			
Date of Meeting:	10 March 2020			
Subject:	DEA Officers' Report			
Reporting Officer (Including Job Title):	Martina Flynn, Safer Communities & Good Relations Manager			
Contact Officer (Including Job Title):	Kerri Morrow, DEA Co-Ordinator			
<table border="1"> <tr> <td>For decision</td> <td>For noting only</td> <td>X</td> </tr> </table>		For decision	For noting only	X
For decision	For noting only	X		
1.0	Purpose and Background			
1.1	Purpose <ul style="list-style-type: none"> To note the report. To note the attached DEA Officers' Report (March 2020). 			
1.2	Background To inform members of the ongoing work of the District Electoral Area (DEA) Officers and connections with the work of the PCSP.			
2.0	Key issues			
2.1	None.			
3.0	Recommendations			
3.1	That the Committee:- <ul style="list-style-type: none"> Note the report. Note the attached DEA Officers' Report. 			
4.0	Resource implications			
4.1	None.			
5.0	Equality and Good Relations implications			
5.1	No Equality of Opportunity or Good Relations adverse impact is anticipated. Should have a positive impact on Equality of Opportunity and Good Relations.			
6.0	Rural Proofing implications			
6.1	Due regard to rural needs has been considered.			
7.0	Appendices			
7.1	Appendix I: DEA Officers' Report – March 2020			
8.0	Background Documents			
8.1	None.			

ACTIVITIES/PROGRAMMES	DEA
<p>Safe Place Training This training session raised awareness of Domestic Violence and how groups may be able to support and signpost people in need within their communities. 12 people participated from several groups across the area.</p>	Crotlieve
<p>ASB Mournes Development of an ASB Programme in partnership with local representatives and youth groups to be delivered in the new financial year.</p>	Mournes
<p>Night Time Economy Working together with YMCA, PCSP and Street Chaplins to assist with youth safety during night time economy.</p>	Mournes
<p>Parenting Programme Supporting parents and families with teenagers and young people who may be at risk. Newry, Kilkeel/Newcastle, Crossgar.</p>	Newry, Mournes, Rowallane
<p>Intercommunity Sports Programme Development of an interagency, intercommunity sports programme in partnership with PCSP and PSNI Officer. Building confidence of local policing in Newry City area.</p>	Newry
<p>Youth Screening - 16 March 2020 Young people from the FLARE Ambassadors Project supported by NMDDC, NIHE and PCSP will host 120 young people at Newry Omniplex to take part in an ASB awareness event.</p>	Newry
<p>Roads Safety Downpatrick, Rowallane and Slieve Croob DEAs working in partnership with 6 local primary schools to design a Roads Safety Banner for the road. PSNI attended the schools to give a talk on Roads Safety.</p>	Downpatrick Slieve Croob Rowallane.
<p>Shared Schools Programmes Activities across the Newry, Slieve Gullion and Mournes schools tackled issues relating to Racism, Diversity and Inclusion. 120 young will participate in the upcoming March event.</p>	Newry, Slieve Gullion