



one

darlington.

perfectly safe

Darlington's Community Safety Plan  
2015-2020



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## AN INCLUSIVE APPROACH

If English is not your first language and you would like more information about this document, or if you require information in an alternative format, please contact us as below.

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## WHAT 'ONE DARLINGTON: PERFECTLY SAFE' MEANS FOR YOU

This plan is about the work that Darlington Community Safety Partnership (CSP) has been doing to ensure that our town provides a safe and caring environment for its residents. It also describes the plans that the CSP has to ensure that Darlington remains one of the safest places to live and work in the country.

The CSP brings together five 'responsible authorities' – the Council, the Police, Clinical Commissioning Group (Health), Probation and Fire and Rescue – to meet a legal duty to tackle crime, anti social behaviour, substance misuse, environmental crime and reoffending. In practice, this means that the partnership has to take into account all the factors that contribute to crime and offending behaviour, including, for example, homelessness and unemployment. It is also about supporting communities and neighbourhoods to be more cohesive, caring and resilient, able to divert offending behaviour towards positive resolutions.

This plan has been developed in one of the harshest economic climates seen in decades, and the partnership is facing difficult decisions about the way we go about our business. Partner agencies have seen significant reductions in budget allocations which will inevitably impact upon service provision, and the full impact of welfare reform on the people of Darlington has still to be seen. We need to make the best use of what we have through working together, and reduce demand on our services by supporting community and individual responsibility.

On a more positive note, the partnership can demonstrate a number of outstanding achievements, some of which have received both national and international accolades. However, the CSP is not complacent, and is acutely aware of the challenges that lie ahead: in delivering what it sets out to achieve in this plan, the residents of Darlington can be assured that the CSP will be addressing those challenges, and will respond to them in positive, innovative ways to make sure that the town continues to be a safe place for the people who live and work here.

Together, we all have a part to play in making sure that Darlington's future sees us living in a community where crime and anti social behaviour continue to fall, where people feel safer, and their perceptions of crime better reflect reality. Together, we can contribute to building stronger, cohesive, inclusive, more resilient communities that can address potential problems at an early stage. Through working collaboratively, our activities can sustain our vision of Darlington as a safe and caring community.



# FOREWORD

## Welcome to our community safety plan for 2015-2020 'One Darlington: Perfectly Safe'.

The plan supports Darlington's sustainable community strategy 'One Darlington: Perfectly Placed', which sets out the longer term vision and priorities for the borough, and it sets the direction for the various organisations that work together within our community safety partnership. The plan shows some of the many achievements we have made recently, and gives a flavour of the wide range of activities and partners who work together to tackle crime and anti-social behaviour in the town.

Current figures show that Darlington is a safe place to live, with falling rates of crime and anti-social behaviour, so there is much cause for optimism. However, as a partnership, we know that we still have work to do to build upon our success and focus on some new actions. This plan sets out our aims and objectives for the medium term, showing what we want to achieve, and how we plan to achieve it, to ensure that Darlington becomes even safer and our communities feel safer.

Community safety has a significant impact upon community cohesion. This does not mean that the partnership is responsible for all aspects of ensuring cohesive communities in Darlington, but that it will, where possible, engage in projects that promote this. One example of this is the Good Friends scheme, which recruits volunteers through Neighbourhood Watch who will ensure that vulnerable people in local communities are supported and do not become isolated. We also have a hugely successful Neighbourhood Resolution scheme in Darlington, which supports residents experiencing crime or conflict through a restorative approach (a form of mediation). It offers victims the chance to meet offenders in a safe environment to discuss the harm caused and agree a way forward.

Some families in our communities lead lifestyles which cause a disproportionate level of crime and anti-social behaviour, but they are also some of our most vulnerable residents, and we have put processes in place to safeguard both them and the communities in which they live. Whilst any crime can have a significant impact on the life of a victim,

the impact of violence or abuse of any kind can be devastating, causing severe and lifelong harm, and our work on child sexual exploitation, domestic abuse and sexual violence demonstrate our ability to protect people by providing support where abuse does occur so that we obtain the best outcome for victims and their families.

The work to tackle hate crime and the creation of safe places across the town will also contribute to making Darlington more inclusive and safe for everyone, whilst the Mutual Gain pilot in Northgate will help in the development of strong and cohesive communities who feel able to take an active part in keeping their local areas safe. Darlington has a great history of working in partnership and has achieved many successful outcomes by working collaboratively. Crime and disorder are no exceptions, as this plan shows. I am confident that by continuing to work in partnership with agencies, we will deliver the aims and objectives set out in the plan.

**Chief Superintendent Graham Hall**  
**Chair – Darlington Community Safety Partnership**



# DARLINGTON COMMUNITY SAFETY PARTNERSHIP

Darlington has a long tradition of partnership working, both in the community safety arena and in the wider community, through the work of Darlington's local strategic partnership, which has an overarching role in the regeneration of the town. It has responsibility for producing and implementing a sustainable community strategy 'One Darlington: Perfectly Placed' which sets out the vision and aspirations for Darlington until 2026. The strategy has been encapsulated into a *plan on a page* (opposite).

The community safety plan is 'owned' by the CSP, and sits under the sustainable community strategy. As such, it is designed to enable all of the agencies that come together within the CSP to focus on the most important things that need to be done, to co ordinate activities and to get the best results from available money and other resources, for, whilst the action headlines in this plan are rightly aspirational, they will be impacted by the resources that each respective organisation has, and the reductions each will be required to make over the coming years. The individual organisations that form part of the CSP deliver the plan through five themed groups, which have responsibility for various projects and programmes that are set out into one year action plans with key performance indicators (Appendix B). Progress is continuously monitored via the themed groups, which report back to the CSP Board, where they are held to account by representatives from the five 'responsible authorities'.

Currently, there are themed groups working on each of the following areas, which were agreed following a process of public consultation:

- Reducing offending and re-offending;
- Tackling anti-social behaviour;
- Working with families with multiple problems;
- Supporting vulnerable people, with a particular focus on addressing domestic abuse, hate crime and sexual violence;
- Reducing the harmful effects of drugs, alcohol and tobacco.

An additional theme of " Health Protection " will be explored as under the Health and Social Care Act 2012 there are new and additional health protection duties for local government. Cross cutting issues such as mental health problems, communication difficulties and cybercrime are considered by each of the themed groups as an integral part of their work streams: we want our staff to be able to identify and support these needs, so that we can improve outcomes for the people with whom we are engaged.

The CSP also has to take into consideration a number of key areas of focus set out by the Police & Crime Commissioner (Appendix A), underpinning his four main objectives, which are:

- Inspiring confidence;
- Supporting victims;
- Keeping all our communities safe;
- Delivering an efficient policing service.

A challenge for the CSP is how to include mental health and wellbeing into its activities. For those who need specialist support, access to mental health services at the right time and in the right place is a priority, as agreed in the Mental Health Crisis Concordat.

In delivering the community safety plan, we aim to create safe, healthy environments where people and businesses can thrive. By working in partnership, we will protect our communities from harm, and we will work with those communities to help people to feel safer, so that everyone is able to enjoy in full the quality of life that Darlington offers.

# THE SUSTAINABLE COMMUNITY STRATEGY: PLAN ON A PAGE

## ONE Darlington: PERFECTLY PLACED Sustainable Community Strategy

### OUTCOMES

Children with the best start in life

More people active and involved

More people healthy and independent

A safe and caring community

More businesses and more jobs

More people caring for our environment

Enough support for people when needed

A place designed to thrive

## ONE Darlington: PERFECTLY PLACED DELIVERY PLAN

Children and Young People Strategy

Health and Social Care Plan

Economic Strategy

Community Safety Plan

Inclusion Strategy

Transport Plan

Local Plan

Housing Strategy

Sport and Physical Activity Strategy



Delivery

Narrowing the Gap  
Wider Determinants of Wellbeing  
Wider Determinants of a Growing Economy

Community Development Toolkit



Asset Management Plans



# REDUCING OFFENDING AND RE-OFFENDING

## Overview:

Reducing reoffending is vital to cutting crime. This cross-cutting theme affects and influences all the other priorities on which the community safety partnership is engaged. Darlington is at the forefront of work to reduce offending and reoffending, and has received national recognition for its initiatives in this field. We pride ourselves on the innovative work we are engaged in to remove the stigma associated with having a history of offending, so that offenders have a real opportunity to make a positive contribution to our local community.

Our work with offenders starts whilst they are still young, and the Youth Offending Service (YOS) has developed a suite of tools and interventions aimed specifically at young people aged between 10 and 17, which has resulted in an inspiring and measurable reduction in first time youth offenders entering the Darlington court system. The YOS contributes both to improving community safety and to safeguarding and promoting the welfare of children, particularly in protecting them from significant harm.

For a number of years, we have operated a very successful integrated offender management unit (IOMU) in Darlington, which resettles and rehabilitates those offenders on statutory supervision who present the highest risk to our communities. The IOMU also co-ordinates a number of projects to divert people out of the criminal justice system, including the Gateway to Change project for adult women who have been charged with theft offences.

Under the Ministry of Justice's 'Transforming Rehabilitation' programme, reforms have been introduced which have resulted in the creation of two new organisations to deal with adult offenders.

The new public sector National Probation Service (NPS) works with a discrete cohort of offenders who require intensive support, and multi-agency public protection arrangements (MAPPA) are in place to ensure the successful management of violent and sexual offenders. The NPS assess risk and advise the courts to enable effective sentencing and rehabilitation of offenders and directly manage those offenders in the community who pose the highest risk of harm.

Meanwhile, the newly formed Community Rehabilitation Company (CRC) now has responsibility for supervising those offenders who are subject to either a community order or a prison licence. Previously, services were only offered to offenders who had been sentenced to twelve months imprisonment or more, but the recent changes mean that rehabilitation packages are available to those who have been imprisoned for as little as one day, offering a valuable opportunity to change the lives of individuals and ultimately making our communities safer places for us all to live.

In Darlington, responsibility for the CRC is held by a joint venture called ARCC, which works with those offenders who are identified as low or medium risk. Their interventions are based on a 'desistance' model which aims to foster an individual's sense of self-worth by avoiding negative labelling or stigmatising, with a strong emphasis on restorative approaches. Offenders will be given the opportunity to put something back into their community through programmes of social action, which provides them with the many positives that result from volunteering whilst providing direct benefit to the local community.

To work effectively, desistance requires the engagement of the wider family, the local community, and a diverse range of partnerships. This needs to be supported by easily accessible services able to meet people's basic human needs, ideally delivered from an environment that does not attract shame or blame. The development of a community hub with the fire service and local service providers will help offenders to rehabilitate and turn their lives around. To successfully desist from crime offenders need to feel part of their local community and feel responsible for their actions. This is why work around implementing this model of desistance informed practice has as its longer term aim the ambition of developing a Community Safety Hub and Community Court for the residents of Darlington.

In addition, for some offences, the option of participating in the multi-agency Checkpoint scheme is available as an 'out of court disposal', which would take the place of a prosecution. This programme seeks to identify and resolve the root causes of some crimes, and offenders face up to their actions by completing a four month contract with a Checkpoint

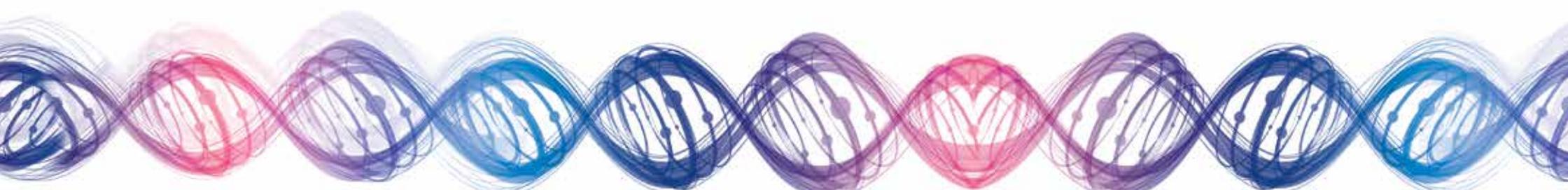
'navigator' who is trained to ensure they receive appropriate interventions which address their critical pathways. These pathways are the areas with which individuals may be struggling, and which may prevent a positive outcome, specifically: drugs; alcohol; mental health; domestic abuse; relationships; accommodation; finance; employment; and sexual exploitation.

#### **What we said we'd do:**

- Effectively manage the changes resulting from the introduction of the Offender Rehabilitation Act 2014;
- Maximise the use of volunteers and mentors;
- Maintain and expand the Gateway to Change scheme;
- Maintain the actual rate of reoffending in Darlington below that of the national predicted rate;
- Maintain a high level of victim satisfaction with all restorative justice work in Darlington.

#### **What we achieved**

- The Youth Justice Board has rated the YOS as "outstanding" and the service has also won a national award for restorative approaches;
- Restorative approaches continue to have overwhelmingly positive results for harmers and harmed;
- Social action projects are in development with support from key stakeholders, and are helping to bring probation services back into the community;
- A pilot has been agreed and funded that is based on the desistance model, involving the development of a peace garden and lunch club;
- The Checkpoint programme is achieving positive outcomes;
- Women offenders are successfully diverted away from crime through the Gateway to Change programme.



## Key Issues and future needs

The partnership recognises the importance of breaking the cycle of offending early with targeted interventions and support rather than waiting for offending behaviour to occur. Our integrated offender management principles need to be expanded to a wider and lower level cohort, providing diversion and interventions away from the criminal justice system.

With limited resources available, the overriding priority must be to join up services wherever possible to provide more robust support, and to change services where necessary to meet identified needs.

This means we need to improve and develop our 'Think Family' approach and seek out new opportunities to integrate 'Think Family' resources into our local offender management structures. In respect of first time entrants to the youth justice system, we will need to maintain and support pre-court assessments and interventions for young people to further reduce first time entrants into the youth justice system, whilst continuing to improve the options available to young offenders between the ages of sixteen and eighteen.

In addition, we will continue to support women offenders and those women vulnerable to offending. We also need to continue with our holistic approach to managing critical pathways so that offenders are provided with the best possible opportunities to leave chaotic lifestyles.

Multi agency intervention using deterrence and desistance is key to reducing offending and reoffending, and will be further developed over the lifetime of this plan. The responsibility for managing the most prolific offenders remains with the IOMU team, who continue to work closely with offenders to guide them through multi agency pathways intended to reduce their offending. The Checkpoint initiative will expand the use of these pathways to a wider range of offenders using tailored interventions to reduce crime.

Using restorative approaches for low level incidents of crime, anti-social behaviour, and neighbour disputes are bringing people together to resolve conflict. The benefits of this process to victims cannot be overstated. There is scope to extend this to 'Looked After Children' Services in Darlington. Work is also under way to deliver a post-conviction, pre-sentence restorative justice pilot with Durham Crown Court.

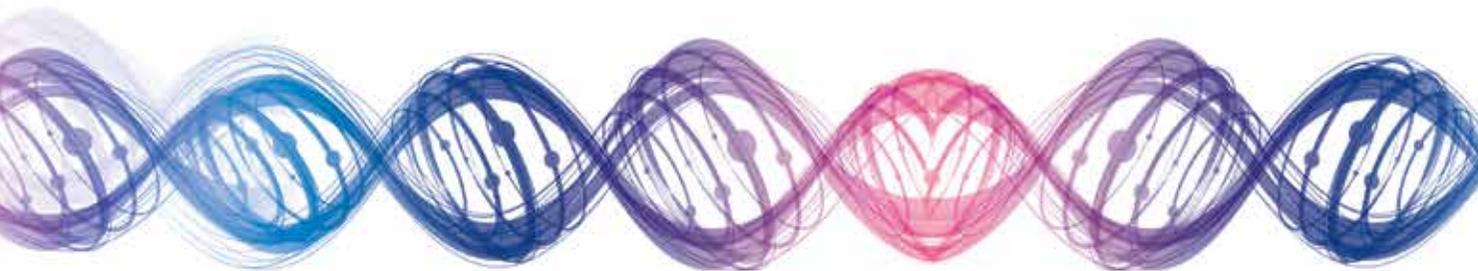
## CASE STUDY

*Marie has been in prison several times over the past few years for shoplifting and breaching the terms of community orders. The last time, on a six week sentence, she found out she was pregnant.*

*Marie was subsequently arrested in Darlington for stealing a joint of meat to sell on for cash. Her solicitor told her about the Gateway to Change project and she agreed to participate. She attended all the appointments that were set as bail conditions, wrote a letter of apology to the store she stole from, and has now successfully completed the scheme. Marie's offending was a result of her drug use which spiralled when her mum died.*

*Finding out she was pregnant was the catalyst for getting herself off drugs and re-establishing contact with her family. She says the diversion opportunity came at just the right time as she was ready to engage with probation and other services and take the opportunity to get her life onto a more even keel. She has appreciated having "someone to talk to" and being helped to find a flat for herself and her baby.*

*Before she began using drugs, Marie worked as a carer for 5 years, a job she enjoyed. She knows that her criminal record means a return to the caring profession will be hard but she would like to go back to work at some point after her baby is born. Meanwhile Marie is rebuilding her relationship with her father and sisters, with the support of her skilled and dedicated woman mentor.*





## ACTION HEADLINES

- Prevent repeat offending;
- Reduce reoffending.

### What it will look like as we move forward

Our approach means fewer victims, fewer crimes and reduced demand on the criminal justice system. The public are confident in our ability to reduce the impact of offending behaviour in Darlington, and there is a consistent victim led approach to restorative practices across the town. Offenders are given the opportunity to change their perception of themselves and communities are given a voice to shape developments in their local neighbourhoods based on their perception of need. The critical pathways of prolific adult offenders are successfully managed in order to stop the cycle of offending. A 'Think Family' approach is taken for all offenders, and rehabilitative and/or retributive programmes are individualised to meet their needs. Fewer young people are entering the youth justice system, and support is available for women offenders and women vulnerable to offending. We understand the range of activities in which statutory organisations, the voluntary sector and faith community are engaged, and have explored how the business community can contribute to reducing offending and reoffending. A community safety hub is in place, and social action projects will reduce reoffending as well as providing community benefit. The development of projects that promote desistance is contributing to an infrastructure that encourages the trust of the community and improves their quality of life.

### Where's the detail

- Offender Rehabilitation Act 2014
- Crime & Disorder Act 1998
- Anti Social Behaviour, Crime & Policing Act 2014
- Darlington Youth Offending Service – Youth Justice Strategic Plan

# TACKLING ANTI-SOCIAL BEHAVIOUR

## Overview:

Dealing with anti-social behaviour (ASB) is a complex issue. ASB doesn't just make life unpleasant, it holds back the regeneration of disadvantaged areas and creates an environment where more serious crime can take hold. It includes noise, graffiti, environmental damage, harassment, verbal abuse and alcohol related nuisance. It is defined in the Crime & Disorder Act 1998 as:

**'Behaviour which causes or is likely to cause harassment, alarm or distress to one or more people not of the same household'**

The Anti-Social Behaviour, Crime and Policing Act 2014 has brought with it changes to the way that Darlington Community Safety Partnership responds to victims and communities, who, empowered through the new community trigger and community remedy, now have a greater say in how agencies respond to complaints of ASB and in out-of-court sanctions for offenders.

Anti-social behaviour remains a priority for the partnership, due to the potential harm for victims and the fact that it can be an early indicator of a lapse into offending for young people. The challenge will be to reduce ASB incidents through effective problem solving, improving public confidence and satisfaction that police and partners are tackling the issues that matter to local communities, and provide effective support to victims of anti-social behaviour to protect them from further harm. In practical terms, PACT (police and communities together) processes continue to be an influential factor in public confidence, reflecting the concerns of local residents and often focused on public nuisance issues. The partnership is working to increase membership of Neighbourhood Watch (NHW) and other Watch schemes tailored to meet the needs of specific communities, whilst 'Street on a Beat' seeks to recruit a new NHW coordinator each month in areas where we do not have active schemes.

Initiatives such as 'Adopt Your Street', 'Street Champions', 'Love Where You Live' and 'Good Friends' also seek to engender a community spirit amongst our residents, building on social capital so that the focus of demand is shifted.

A community engagement project has been piloted in Northgate which encourages residents to share their views and opinions regarding the area they live in and actively problem solve the issues they identify. The partnership also co-ordinates a Junior Neighbourhood Watch programme in schools across the town, facilitated by representatives from several partner agencies: Staysafe operations are organised to keep young people out of trouble on key dates across the school year, primarily at the end of each term, and diversionary activities are regularly organised to help prevent young people from becoming involved in anti-social behaviour.



There is a strong ethos in the partnership arena around the use of restorative approaches. The Youth Offending Service offers 'pre-reprimand disposals' to reduce the number of young people coming through the service as first time entrants (FTEs). The programme is voluntary and is offered to young people who commit their first offence and who otherwise would receive a police reprimand.

In addition, 'pre-court restorative justice disposals' are now used to further reduce the numbers of FTEs by allowing the victims of low level offences the opportunity to participate in the criminal justice process. This provides each victim with the opportunity to decide what outcomes they would like, raising confidence in the wider criminal justice system.

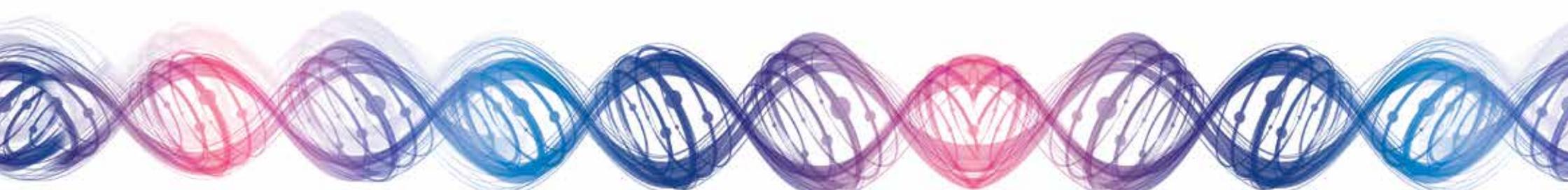
Building on the success of these restorative approaches, the partnership has now developed a Neighbourhood Resolutions project. Members of the public, trained as facilitators, support residents experiencing crime or conflict through a form of mediation, offering victims the chance to meet offenders in a safe environment to discuss the harm caused and agree a way forward.

#### **What we said we'd do**

- Effectively share information in order to identify problems; appropriate interventions and sanctions to reduce and tackle anti-social behaviour;
- Reduce the public perception that they are victims of crime;
- Improve public confidence that the partnership agencies are effectively tackling anti-social behaviour.

#### **What we achieved**

- There has been excellent progress in relation to victim satisfaction with 90% of victims of ASB satisfied with the whole experience;
- ASB in Darlington shows a steadily declining trend – compared to a decade ago, the current level is less than half;
- The number of incidents reported to the Fire & Rescue Service is almost half of those ten years ago;
- Neighbourhood Watch continues to develop and expand;
- A Neighbourhood Resolutions project has been successfully launched to deal with adult perpetrators of low level crime and ASB;
- A community engagement project has been launched in Northgate;
- Her Majesty's Inspector of Constabularies (HMIC) stated that "problem solving is embedded ... and is carried out in areas unheard of in other forces.



### **Key Issues and future needs:**

The challenges over the lifetime of this plan will be to continue to reduce levels of anti-social behaviour, improving public confidence and provide effective support to victims of anti-social behaviour to protect them from further harm. Despite the fact that levels of ASB are much lower now than a decade ago, the percentage of people who perceive a high level of ASB in their area remains fairly static. New tools and powers are available to replace existing provisions, including the new community trigger and community remedy, which will give victims and communities a greater say in how agencies respond to complaints of ASB and in out-of-court sanctions for offenders. The new tools and powers can be used to bring about a speedy resolution that meets the needs of residents experiencing ASB.

### **CASE STUDY**

*A householder in a terraced street made continual complaints to agencies regarding noise, nuisance anti-social behaviour, and damage to vehicles caused by children playing.*

*Parents in the street became enraged when the complainant started taking photographs of their children playing in order to collect evidence, resulting in angry confrontations, and threats of violence.*

*A community restorative conference was convened to resolve the matter. As well as the participants themselves, the meeting was attended by the local councillor and PCSO. An intense meeting concluded with the parties successfully negotiating an agreement.*

*The meeting led to greater tolerance from all parties concerned, resolved most of the issues, and reduced the number of calls to agencies by over 90%.*





## ACTION HEADLINES

- To reduce the damage and impact of anti social behaviour through effective problem solving;
- To improve public confidence that partnership agencies are effectively tackling ASB;
- To deliver a victim centred approach to ASB in Darlington.

### What it will look like as we move forward;

ASB continues to reduce, with fewer young people going to court. Partners respond to nuisance and harassment quickly and effectively, with firm, prompt actions taken against perpetrators. Partnership activity is victim focused: complaints are taken seriously and those who experience nuisance or harassment are encouraged to play a full part in actions taken to deal with it. Victims are informed on progress and supported during any legal proceedings that take place. Wherever appropriate, partner agencies work together to support victims in their homes, and there is a consistent approach to assessing and resolving ASB incidents. Public Space Protection Orders and Community Protection Notices are used to ensure that people do not have their quality of life impaired by ASB. The ASB service continues to work effectively with local businesses, particularly in the town centre, to deter youth related incidents. Meanwhile, NHW coverage continues to increase, and community empowerment projects encourage active citizenship, allowing communities to look at what is already taking place in their area, to consider what changes they need to make to bring about their future vision for their locality, and to work towards making that vision a reality.

### Where's the detail:

- \* Crime & Disorder Act 1998
- \* Anti Social Behaviour, Crime & Policing Act 2014
- \* Darlington Anti Social Behaviour Strategy

# REDUCING THE HARMFUL EFFECTS OF DRUGS, ALCOHOL AND TOBACCO

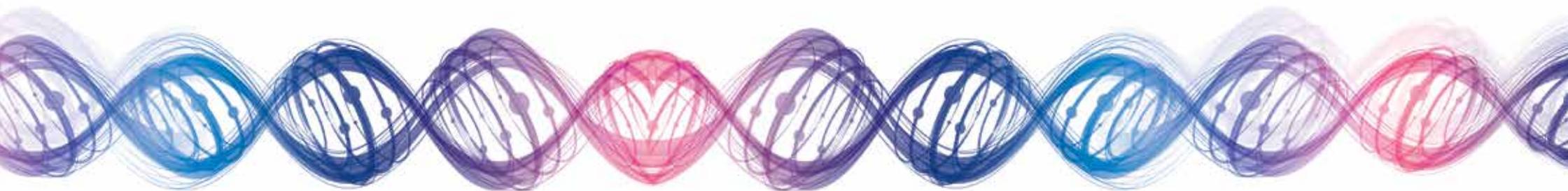
## Overview:

The misuse of drugs, alcohol and tobacco is one of the most devastating ways in which an individual can harm themselves, their families, and the communities in which they live. Substance misuse causes considerable harm, including harm to physical and mental health and wellbeing. Those who misuse substances may harm their families' lives by damaging the health and wellbeing of their children, and place a burden of care on other relatives (including their children). There can also be harm to the communities in which they live through the crime, disorder and anti-social behaviour associated with substance misuse. For children in particular, the harms can be long term, and very damaging. Projects such as Checkpoint, Blue Light and the Safer Homes initiative bring multiple partners together to tackle the harms caused by substance misuse. The partnership's adoption of a desistance approach to reducing offending, sits well with the emphasis on visible recovery within the substance misuse strategy and service.

Following the abolition of NHS Primary Care Trusts in 2013, responsibility for commissioning drugs and alcohol prevention and treatment services moved to the local authority under the Director of Public Health. The Alcohol Harm Reduction Unit continues to co-ordinate alcohol related activity, targeting problematic licensed premises, including those linked to organised crime groups, and policing and leading strategy around the night-time economy. We recognised the importance of focusing on vulnerabilities in relation to alcohol, and potential links with child sexual exploitation related issues. Analysis suggests that there are issues with alcohol consumption in the home, which has been linked to violent crime, and wider research identifies health and social risks, particularly in deprived areas. When we asked our communities, 67% told us that they thought underage drinking and sale of alcohol is a problem in their area. Research suggests that the problem is not as widespread as people perceive, although the physical or medical harms and increased vulnerability (e.g. link to child sexual exploitation) related to alcohol consumption for young people are well documented.

## What we said we'd do:

- Continue the reducing trend of young people involved in substance misuse;
- Continue to reduce the upward trend in adult alcohol related hospital admissions;
- Increase the number of adults successfully completing drug treatment;
- Monitor the treatment status and substance misuse by individuals seen by arrest referral workers;
- Increase the number of offenders, both adults and young people, successfully completing treatment.



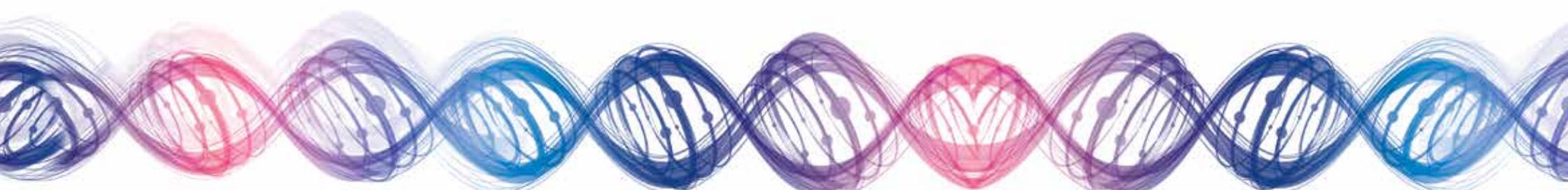
### What we achieved:

- The Healthy Lifestyles Survey indicates that there is a continued year-on-year reduction in young people's self-reported substance misuse;
- The young people's service is achieving quality outcomes with more young people leaving specialist substance misuse interventions in a planned way;
- There is a continued reduction in alcohol related hospital admissions for those aged under eighteen;
- For the first time, we are seeing a reduction in adult alcohol related hospital admissions;
- The substance misuse treatment and recovery service received excellent reports following Care Quality Commission inspections and an independent evaluation.

### Key Issues and future needs:

There is much more to be done. We must work harder to prevent substance misuse occurring, targeting our efforts towards those individuals, families and communities most at risk but also ensuring that we address the needs of the wider population. We must also tackle the availability of illegal drugs and the inappropriate and irresponsible sale of alcohol and tobacco, and the associated crime and anti-social behaviour. The substance misuse strategy for Darlington covers prevention, control and recovery treatment. Partners have signed up to local declarations on tobacco and alcohol, which are driving a co-ordinated approach to local work to maximise effective use of available legislation and support for future development. Another vital strand of the work around both prevention and control is to work in partnership to tackle the growing impact of the sale and use of new psychoactive substances ('legal highs') and emphasise the fact that just because something is legal, does not mean it is safe or fit for human consumption.

The needs of people who use drugs, their families and the wider community must be at the heart of everything we do. The strategy for Darlington is strongly focused on recovery rather than treatment, with ongoing objectives to prevent people from starting to use drugs, alcohol or tobacco. Drug testing on arrest, and the use of critical pathways through the IOMU and Checkpoint are being developed to refer offenders into drug treatment services, with a view to recovery that would also lead to crime reduction.







## **ACTION HEADLINES:**

- To develop, implement and deliver an effective five year substance misuse strategy 2015-20 with an underpinning partnership delivery plan;
- To develop, implement and test robust, integrated pathways, across all critical pathways, in relation to substance misuse;
- To expand and develop community integration and partnership working including: working with the police on the Blue Light project, the fire service on the Safer Homes initiative, and the ARCC on desistance approaches.

### **What it will look like as we move forward;**

There is less harm to individuals (particularly children and young people), their families and wider communities from the misuse of drugs, alcohol and tobacco. Recovery is visible and substance misuse is not stigmatised. There is equitable access to, and quality of, education, prevention and recovery treatment services, and related support. Each individual's treatment programme should be based on their individual needs as well as their wider needs. Vulnerable families are identified and supported, with children reached out to early on. There is a more developed skills base of partners and service providers and a more effective joined up approach between them. Residents of and visitors to Darlington can enjoy alcohol in a safe and vibrant night time economy without harm to themselves or the community. There is increased awareness of hazardous or harmful drinking and drinking at lower risk, which mean that Darlington is a safe and healthy place to live.

### **Where's the detail:**

- \* Darlington's Substance Use Strategy 2015-2020.

# WORKING WITH FAMILIES WITH MULTIPLE PROBLEMS

## Overview:

A very small number of households in Darlington lead chaotic, complex lifestyles, and these families have a disproportionate impact on the community through anti-social behaviour and crime. The same families often perpetrate or are victims of violence and domestic abuse, and have issues around unemployment, welfare benefit and housing. Children from these households are likely to have behavioural problems at school, as well other health problems. As these families are some of the most vulnerable to becoming offenders or victims of crime it is important to provide an effective, personalised, multi-agency response to safeguard both them and the communities in which they live.

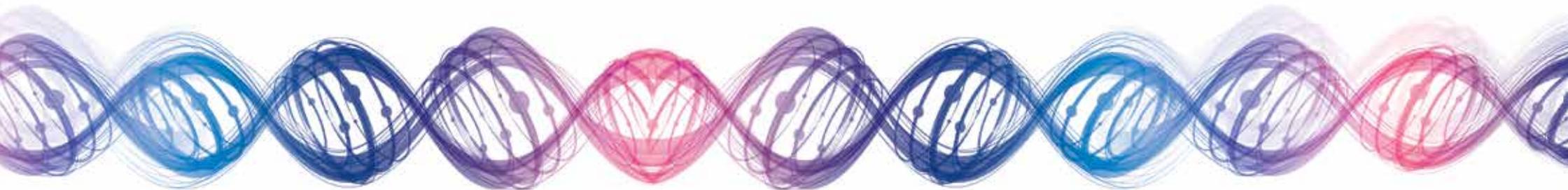
The 'Think Family' board has oversight of partner activity around families with multiple problems, supported by the Family Intervention Team (FIT). The FIT model of working means that tailored support packages can be offered to troubled families and high impact households. The Think Family approach aims to identify the broader needs of the family and provide support in a co-ordinated way to minimise

duplication of services, free up resources and provide additional support to the families most in need. The FIT works with some of the most challenging families in Darlington to provide them with the intensive support they need to improve the life chances of their children and have a more positive impact upon their communities. The troubled families initiative aims to offer long term, planned, focused interventions to families that will get children back into school, cut crime and anti-social behaviour and get adults back into work. The extended programme has just commenced and includes families with issues around domestic abuse, substance misuse and mental health.

The high impact households project started in October 2011 following the murder of a homeless man in Darlington. This project aims to reach the critical four or five families where the presenting issues are crime and ASB, but where there may be many additional problems.

## What we said we'd do

- Work closely with schools to identify at the earliest opportunity families that are experiencing difficulties;
- Continue the remodelling of the workforce to ensure families who need more sustained contact with services are not bound by service timescales;
- Ensure partners and council departments continue to embed the Think Family culture in their organisations, and continue the positive information sharing that is currently happening.



## What we achieved

- The Think Family Board has been set up to oversee all three stands of work with families and it works with partners to embed the whole family approach across all social care teams and the wider organisation;
- The programme required Darlington to 'turn around' 275 families, in the 3 years (2012-2015) by addressing educational attendance, youth crime, ASB and adult who are not working and in receipt of out of work benefits. The Think Family Approach has resulted in improved partnerships with schools to identify children with attendance issues with a proactive approach to supporting the young people to improve attendance and educational opportunities. The team have worked closely with the Youth Offending Service to support families where youth crime and ASB was impacting negatively on the stability of family life and with support from the ESF scheme some adults in the family have been encouraged and provided with the skills to secure jobs and come off benefits. The programme had a 100% success rate.

## Key Issues and future needs

Measuring success is not an easy task when working with families who have multiple problems. The issues are often multi-generational, and well embedded within families. These families are likely to have had many agencies working with them over a considerable number of years, and success is difficult to define. Often, a seemingly small step forward is a major achievement for people who have a lot to overcome. It is therefore possible for a family to take small steps forward, but have many issues remaining which will require ongoing work and support. Easier referral routes for families with need are being established, and eligibility criteria widened. The partnership is keen to ensure that an effective service is provided to families with multiple problems, and we will continue to look at the best ways to achieve this, so that these families are given all the support they need, for however long they need it. In addition we need to make sure that processes are in place to identify those young people who may pose a threat of harm at the earliest possible opportunity.

## CASE STUDY

*A family in Darlington was identified for inclusion in the Troubled Families Programme. Mum was vulnerable due to her mental health difficulties and level of understanding, which had led to local youths smoking and drinking at her home. Mum did not feel able to ask them to leave which was putting both her and her 11 year old daughter at risk. A multi-agency meeting took place and agreed a course of action around educating mum to ensure the safety of her daughter and her property.*

*Joint visits were completed to the family home to discuss ways of empowering mum to say no to the young people entering the property and to explain the potential consequences if they continued to do so. The local PCSO came along which ensured that mum was aware of how serious the situation was. The PCSO also worked in the local community and spoke to the families of the young people involved. Support was given to mum to help with her mental health issues and develop her self confidence in order to protect her and her daughter. Multi-agency meetings were held to share information and ensure the intervention was as effective as possible.*

*Since the intervention, the family has not needed to call the police, and there have been no further reports of antisocial behaviour. The family is no longer part of the Troubled Families programme, but mum continues to work with the FIT and the local PCSO to maintain the progress made and ensure that there are no further incidents of antisocial behaviour.*





## **ACTION HEADLINES**

- Reduce the number of families involved in crime and ASB;
- Reduce incidences of domestic violence and abuse within families.

### **What it will look like as we move forward**

The extended programme for troubled families is in place and focuses on six headline areas, one being 'parents and children involved in crime and ASB'.

Closer working relationships with the police, the YOS and the ASB team facilitate the early identification of young people on the edge of crime. The Think Family board continues to oversee activities, with the FIT offering support to both troubled families and high impact households. The families with whom the FIT work are no longer engaged in crime or ASB. On release, prisoners and their families are provided with appropriate support from mainstream services. Accommodation issues are resolved so that families do not have to live with the threat of eviction. Risk is carefully managed to prevent children and young people becoming subject to child protection plans or being looked after. Due to the level of professional support provided, there is less risk to children and young people from sexual exploitation. Consideration is also given to additional factors that may impact upon children's wellbeing, including, for example, parental mental health, substance misuse or domestic abuse. Life chances for the children with whom the FIT works are improved because they are attending school, and as a consequence, there are fewer young people at risk of becoming not in employment, education or training (NEET). Accommodation pathways are in place to ensure that as they move forward into adulthood, vulnerable children and young people have accommodation that meets their needs. Interventions result in positive outcomes, which means that the cycle of families experiencing complex problems that span across generations is finally broken down, and they are able to make meaningful contributions to our local community.

### **Where's the detail**

- Understanding Troubled Families – Dept. for Communities and Local Government

# VULNERABILITY WHICH RELATES TO DOMESTIC, SEXUAL VIOLENCE AND HATE CRIME

## Overview

Any crime can have a significant impact on the life of a victim, those closest to them, any witnesses, and on occasion the wider community, but the impact of violence or abuse of any kind can be devastating, causing severe and lifelong harm. The strategic vision that underpins work to tackle sexual violence, domestic abuse and hate crime has three main themes:

### *...Protect, Prevent & Prepare, Pursue...*

We aim to prevent domestic / sexual violence from happening by challenging the attitudes and behaviours that foster it, and to intervene early to prevent it. We will take action to reduce the risk to victims and ensure that perpetrators are disrupted or brought to justice. We will also protect people by providing adequate support where abuse does occur and work together to obtain the best outcome for victims and their families.

Around 43% of recorded violent crime is domestic abuse, of which approximately 40% is alcohol related, and we know that domestic abuse is under-reported. Tackling the issues involved can only be done effectively by working with other agencies; recent examples include the ongoing development and evolution of the Multi Agency Safeguarding Hub (MASH), through to work with GPs, strategies for supporting victims in the workplace, appropriate school education, and support through the court process.

Regionally, a co-ordinated approach is being taken to initiatives aimed at ending violence against women and girls, encompassing domestic / sexual violence, harassment and stalking, human trafficking and sex work, forced marriage and so-called honour based violence, and female genital mutilation. However, men can also be victims, and domestic / sexual violence can affect people in same sex and transgender relationships as well as heterosexual relationships. Data suggests that of every five victims, three will be female and two will be male.

Tackling Child Sexual Exploitation (CSE) is also a high priority among community safety partners. The responsibility for developing a strategy for dealing with CSE lies with the Local Safeguarding Children Board (LSCB). However the CSP will support and contribute to this work wherever appropriate. Some aspects of cybercrime and use of social networking sites are both areas that need to be addressed as part of safeguarding children from exploitation and the CSP will take appropriate action to deal with these issues as part of supporting the LSCB.

Hate crimes occur when someone becomes a victim of crime because of who they are. Hate crime can severely affect the quality of life of the victim, but often goes unreported, due to the victim's fear of repercussions from the perpetrator, the fear that no-one will take them seriously, or that they will just be wasting police time. Under the slogan 'Report it to Sort it' a range of agencies have come together to give victims the channels to report crime and get the support they need.





The 'Safe Places' scheme has developed a network of safe places in central public areas for anyone who feels threatened or anxious due to real or perceived behaviour of others around them. Meanwhile, Community Hands provides a dedicated volunteer helpline number for potential victims. At their most dangerous, hate crimes can take place due to intolerance or extremism, and we are determined to demonstrate our ability to robustly tackle these issues. To this end, the partnership is responding to the ideological challenges of terrorism and extremism and the threats we face from those who promote such ideologies. We have processes in place to prevent vulnerable people from being drawn into terrorism or extremism and ensure that they are given appropriate advice and support. We also work proactively with sectors and institutions where there may be a risk of radicalisation which needs to be addressed.

Our vision for Darlington is of an integrated community, where everyone is able to play a full part in local life irrespective of their disability, gender, sexual orientation, race, religion or lifestyle choice.

### What we said we'd do

- Implement new services to support victims of domestic abuse and their children;
- Commission a domestic abuse perpetrator programme;
- Maintain the level of repeat victims whose cases come back to a Multi-Agency Risk Assessment Conference (MARAC) at less than 28%;
- Carry out work in schools to promote healthy relationships;
- Increase the number of hate crimes reported.

### What we achieved

- The MASH has been set up to deal with safeguarding concerns, where someone is concerned about the safety or well-being of a child or adult, or thinks they may be at risk of harm;
- A Rape Scrutiny Panel has been set up and a 20-point plan developed to provide support and protect women and girls who are victims of violence or abuse;
- Work around healthy relationships has started in schools;

- The number of repeat victims at MARACs is less than the national average of 28%;
- Training has been provided to staff around Child Exploitation Online Protection (CEOP);
- Safe Places have been set up in Darlington;
- The Community Hands project has been set up to raise awareness around hate crime;
- Developed a training strategy around domestic abuse and sexual violence;
- Commissioned a new domestic abuse support service which began in April 2015 and implemented a perpetrator programme which will be monitored and evaluated during 2015;
- Obtained funding from the Department of Communities and Local Government to provide some additional accommodation to support our existing refuge provision.

## Key Issues and future needs

The partnership will always deal robustly with reports of sexual violence, challenging some of the myths surrounding sexual violence and abuse; ensuring that victims are provided with support; improving data recording and ensuring that perpetrators are brought to justice. Furthermore, although Darlington has a predominantly white British population, we still do not fully understand how victimisation might be affecting individuals within some of our minority communities.

Recent high profile national investigations mean that there is more public awareness around child sexual exploitation, and we will continue to view it as a priority area for the partnership in order that vulnerable young people in our communities are protected from harm.

Following the introduction of the ASB, Crime and Policing Act 2014, the partnership has new powers to protect victims. Programmes such as Clare's Law and domestic violence protection orders support effective local approaches by giving the PCC the information needed to tackle violence against women and girls. Human trafficking, modern day slavery and forced labour are emerging as issues nationally, and a local response to this will be needed.

Hate crime continues to impact significantly on some people's lives and remains a priority area within Darlington as well as a priority for the PCC. Our objectives are to increase reporting from protected groups, as well as increasing victim satisfaction and increasing public confidence. Despite increased demand, it is important that victims of hate crime continue to receive a high standard of service from the first point of contact.

## CASE STUDY

*Fred had a learning disability. He was walking to a football match when he was attacked by someone he knew, punched in the face, and hit with a bottle. He was then kicked and dragged into some bushes. The incident was not initially reported as a hate crime, but as more information was received by the police, it became clear that Fred had been targeted because of his disability.*

*The suspect was arrested within an hour. The police, court and Crown Prosecution Service supported Fred by making reasonable adjustments to help with his learning disability, and he had an advocate to help him through the process.*

*The suspect pleaded guilty and was given a community sentence. Fred has had no further problems with him since.*





## ACTION HEADLINES

- To continue to increase public confidence and satisfaction in the way that victims of hate crime are supported;
- Monitor the number of women exiting support services who are living independently and free from domestic abuse after 3, 6 and 12 months;
- Explore existing services and pathways for young people experiencing domestic abuse with a view to better co-ordination and awareness of those services.

### What it will look like as we move forward

Partners have fewer resources, but are using them effectively, resulting in a sustained reduction in levels of crime and anti-social behaviour, and volunteers are actively involved in managing their own communities. There is less risk to children and young people from sexual exploitation, and the good relationship between the partnership and the Local Children's Safeguarding Board in Darlington continues under the ERASE brand (Education and Raise Awareness of Sexual Exploitation). Children have an understanding of the behaviours that may put them at risk, know about healthy relationships, and have respect for others. The Violence against Women and Girls strategy continues to raise awareness, so that victims are more likely to report sexual / domestic violence, and services are in place to support them. We can demonstrate our ability to adapt to the changing world of technology, and are making effective use of new powers under the ASB, Crime and Policing Act 2014 in order to protect victims. We are also developing our understanding of the issues that human trafficking, modern day slavery and forced labour might pose to people living and working in Darlington. We are proactive in our approaches to prevent vulnerable people from being drawn into terrorism or extremism and ensure that they are given appropriate advice and support. We have embraced the Mental Health Crisis Concordat to ensure that people with mental health issues are given the best possible level of service, and we are continuing to take a robust approach to hate crime, so that all our local residents feel safe, whatever their disability, gender, sexual orientation, race, religion or lifestyle choice.

### Where's the detail

- The Darlington Domestic Abuse Strategy
- The Strategic Vulnerability Group Action Plan
- The Durham and Darlington Sexual Violence Strategy
- The Violence against Women and Girls Strategy
- The Hate Crime Strategy 2012 – "Challenge it, Report It, Stop it"
- The Darlington Durham Joint Hate Crime Action Plan

## HOW WILL WE KNOW IF WE'RE GETTING WHERE WE WANT TO BE?

These are the key things we will measure and report that show whether we are moving in the right direction. They will help us and everyone else to see the progress that we are making.

### Preventing offending and reoffending

We will know if our plans are working because fewer young people will be entering the criminal justice system, and we will be able to evidence the impact of sanctions and interventions.

There will be less stigma attached to offending, and we'll see a strong emphasis on restorative approaches.

### Reducing the harmful effects of drugs, alcohol and tobacco

A substance misuse strategy will be in place, outlining the details of our approach to tackling substance misuse, including legal highs. We'll be working with partners, locally and wider, and we will have processes in place to address the critical pathways people need.

### **Anti Social Behaviour**

The approach will be victim centred, so that the public will be confident that we are tackling ASB, and effective problem solving will reduce the damage and impact of anti social behaviour in the borough.

### **Vulnerability which relates to domestic / sexual abuse and hate crime**

People in Darlington will feel safer because of the work we are doing in relation to the Violence against Women and Girls Strategy, and with the Hate Crime Action Group. The Mental Health Crisis Concordat will give people with mental health issues the support they need, when they need it.

### **Working with families with multiple problems**

We will know when families are experiencing difficulties through our work with schools, and we will make sure that they get the services they need to support them, for as long as they need help. We will also make sure that we promote a culture of 'Think Family'.



# APPENDIX A: PCC OBJECTIVES AND THEIR LINK TO KEY PARTNER OBJECTIVES

 <p>Safe Durham Partnership</p>	 <p>Darlington Community Safety Partnership</p>	
Alcohol and substance misuse harm reduction	Reducing the harmful effects of drugs and alcohol	Objective: Keep all our communities safe Key area of focus: Alcohol and Drugs
Facilitated by the <b>Alcohol Harm Reduction Strategy Group</b> , <b>Drug Strategy Group for County Durham and the Drug and Alcohol Action Team in Darlington</b> . <i>I have representation on these groups.</i>		
Anti-social behaviour	Tackling anti-social behaviour	Objective: Keep all our communities safe Key area of focus: Anti-social Behaviour
Facilitated by the <b>Anti-Social Behaviour Strategic groups in County Durham and Darlington</b> . <i>I have representation on these groups.</i>		
Reducing reoffending	Reducing offending and reoffending	Cross cutting key area of focus: Reducing Reoffending
Facilitated by the joint Reducing Reoffending Group across both County Durham and Darlington. <i>I have representation on this group.</i>		
Embedding Think Family	Working with families who have multiple problems	Objective: Keep all our communities safe. Consistent with the Constabulary's Problem Solving approach
Protecting vulnerable people from harm	Supporting vulnerable people (supporting victims of domestic abuse and sexual abuse).	Objective: Support Victims Key areas of focus: domestic abuse and hate crime
Facilitated by the regional <b>Violence Against Women and Girls Strategy</b> , and across County Durham and Darlington the joint <b>Hate Crime Working Group</b> , the joint <b>Domestic Abuse Finance Group</b> and specific Domestic Abuse and Sexual Violence forums. <i>I have representation on all of these groups.</i>		
Road casualty reduction		Objective: Keep all our communities safe Key area of focus: Road Safety.
Facilitated by the <b>Road Casualty Reduction Partnership</b> , of which <i>I am a member</i> , covering both Durham and Darlington		
Counter terrorism and prevention of violent extremism		Objective: Keeping all communities safe. These threats are covered by the Strategic Policing Requirement, as issued by the Home Secretary.
Facilitated by the <b>Partnership CONTEST Board</b> which covers the whole of the force area.		

## APPENDIX B: KEY PERFORMANCE INDICATORS

The CSP has five themed groups, each led by one of the Responsible Authorities, working together with other partner agencies. There is a delivery plan for each theme, with measures for activities and performance. These delivery plans sit under the community safety plan, and feed into regular performance reports provided to the both Community Safety Partnership Board and the Local Strategic Partnership Board. The key indicators for each theme are as follows:

### Reducing Offending and Reoffending

- Prevent repeat offending;
- Reduce reoffending.

### Tackling anti-social behaviour

- To reduce the damage and impact of anti-social behaviour through effective problem solving;
- To improve public confidence that partnership agencies are effectively tackling ASB;
- To deliver a victim centred approach to ASB in Darlington.

### Reducing the harmful effects of drugs, alcohol and tobacco

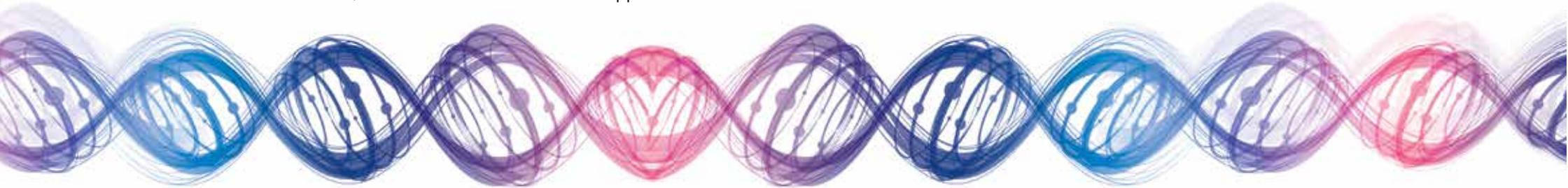
- To develop, implement and deliver an effective five-year substance misuse strategy 2015-20 with an underpinning partnership delivery plan;
- To develop, implement and test robust, integrated pathways, across all critical pathways, in relation to substance misuse;
- To expand and develop community integration and partnership working including: working with the police on the Blue Light project, the fire service on the Safer Homes initiative, and the ARCC on desistance approaches.

### Working with families with multiple problems

- Reduce the number of families involved in crime and ASB;
- Reduce incidences of domestic violence and abuse within families.

### Vulnerability which relates to domestic, sexual violence and hate crime

- To continue to increase public confidence and satisfaction in the way that victims of hate crime are supported;
- Monitor the number of women exiting support services who are living independently and free from domestic abuse after 3, 6 and 12 months;
- Explore existing services and pathways for young people experiencing domestic abuse with a view to better co-ordination and awareness of those services.

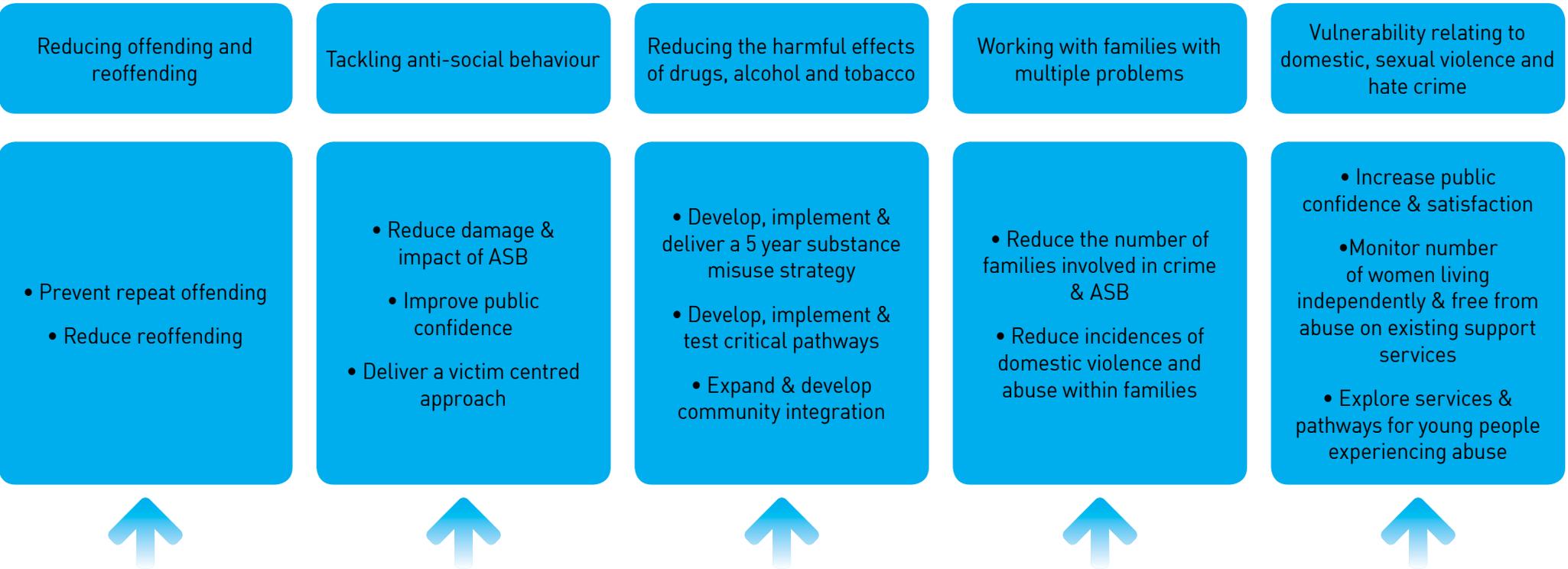


# ONE Darlington: PERFECTLY PLACED Sustainable Community Strategy

## OUTCOMES



## COMMUNITY SAFETY PLAN



**CROSS CUTTING THEMES, including MENTAL HEALTH PROBLEMS, COMMUNICATION DIFFICULTIES and CYBERCRIME**

## APPENDIX C: GLOSSARY

WORD/PHRASE	MEANING
<b>Achieving Real Change in Communities (ARCC)</b>	Local consortium to supervise and support offenders on their release
<b>Adopt Your Street</b>	Local scheme to get people to take pride in their own streets
<b>Alcohol Harm Reduction Unit (AHRU)</b>	Unit led by Durham Constabulary to tackle the harm caused by alcohol
<b>Austerity</b>	Difficult economic time by Government reducing public expenditure
<b>Blue Light Project</b>	National programme for treatment resistant drinkers
<b>Care Quality Commission (CQC)</b>	Independent regulator for health and social care
<b>Checkpoint Project</b>	Programme to reduce reoffending
<b>Child Exploitation Online Protection (CEOP)</b>	Service that protects children from harm online and offline
<b>Child Sexual Exploitation (CSE)</b>	Type of sexual abuse in which children are sexually exploited for money, power or status
<b>Clare's Law</b>	Scheme which allows the police to share information with someone whose partner has a record of abuse
<b>Clinical Commissioning Group (CCG)</b>	Group that decides what local hospital and community NHS services are needed
<b>Commissioning</b>	Providing funding in return for a particular task or service
<b>Community Hands</b>	Voluntary group to raise awareness of and tackle hate crime
<b>Community Rehabilitation Company (CRC)</b>	Company responsible for managing low/medium risk offenders and supervising short-sentence prisoners after release
<b>Community Remedy</b>	List of actions a victim may choose for an offender of some crime and ASB
<b>Community Safety Partnership / CSP</b>	Group of responsible partners working together to protect the community
<b>Community Trigger</b>	Way a victim of constant anti-social behaviour can request a case review

WORD/PHRASE	MEANING
<b>CONTEST</b>	A counter-terrorism strategy by the Home Office designed to reduce the risk to the UK and its interests overseas from terrorism
<b>Crown Prosecution Service</b>	Responsible for prosecuting criminal cases investigated by the police in England and Wales
<b>Department of Communities and Local Government (DCLG)</b>	Ministerial department to provide good places to live and work and give more power to local people to shape what happens in their area.
<b>Desistence</b>	An extended period of refraining from offending
<b>Domestic Violence Protection Notice (DVPN)</b>	A power that enables the police and magistrates to protect victims immediately after a domestic violence incident
<b>ERASE</b>	Local campaign to educate and raise awareness of sexual exploitation
<b>Family Intervention Team (FIT)</b>	Specialist team helping children, young people and families who need extra support
<b>Gateway to Change</b>	Local scheme enabling adult women charged with theft to be diverted out of the criminal justice system
<b>Good Friends</b>	Local scheme that encourages people to help their neighbours
<b>Hate Crime</b>	Any crime targeted at someone because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, or sexual orientation
<b>HMIC</b>	(Her Majesty's Inspectorate of Constabulary) Inspects our Country's police forces
<b>Integrated Offender Management Unit (IOMU)</b>	Unit where partner agencies work together to manage offenders
<b>Junior Neighbourhood Watch</b>	Programme for children to raise their awareness of personal safety and social responsibility
<b>Key Performance Indicator</b>	Way in which achievement of an aim can be measured
<b>Legal Highs</b>	Substances used like illegal drugs but not covered by current misuse of drugs laws

WORD/PHRASE	MEANING
<b>Local Safeguarding Children Board (LSCB)</b>	System for organisations to work together to safeguard and promote the welfare of children.
<b>Local Survey</b>	Local surveys undertaken by the Constabulary
<b>Love Where You Live</b>	Part of Keep Britain Tidy to encourage people to take pride in their own streets
<b>Mental Health Crisis Concordat</b>	National agreement between services and agencies involved in the care and support of people in crisis
<b>Ministry of Justice</b>	A department of UK Government to provide justice and civil liberties
<b>Multi Agency Risk Assessment Conference (MARAC)</b>	Risk management meetings where professionals share information on high risk cases of domestic violence
<b>Multi Agency Public Protection Arrangements (MAPPA)</b>	Group that assesses and manages the risks posed by sexual and violent offenders
<b>Multi Agency Safeguarding Hub (MASH)</b>	Single point of contact for all safeguarding concerns relating to children and young people
<b>Mutual Gain</b>	A way of using the skills, knowledge and experience in the community to make it better for everyone
<b>National Probation Service</b>	Service that provides advice to Courts and supervises and supports high risk offenders
<b>Neighbourhood Resolution</b>	A way for people affected by low level crime, ASB and neighbour disputes to resolve issues outside of the criminal justice system
<b>Neighbourhood Watch</b>	Community safety agencies and public coming together to protect community
<b>Not in Education, Employment or Training (NEET)</b>	Term used to describe young people, aged between 16 and 24 who are not in education, employment or training
<b>Opportunity Knocks</b>	Coordinated door knocking activity within communities with the overall aim of improving community engagement
<b>Partners</b>	Organisations, agencies, charities who we work with
<b>Police And Communities Together (PACT)</b>	Meetings to share concerns and thoughts

WORD/PHRASE	MEANING
<b>Police and Crime Commissioner (PCC)</b>	An elected official with responsibility for providing efficient and effective policing of a police area
<b>Public Space Protection Notice</b>	Way of dealing with a problem that is affecting people's quality of life by setting conditions on the use of specific areas
<b>Rehabilitative</b>	To be able to reintegrate the offender back into society safely
<b>Responsible Authorities</b>	Term for the agencies with responsibility for protecting their local communities from crime and helping people to feel safe
<b>Restorative Justice/Approach</b>	Focusing on needs of victim and offender together in serving justice
<b>Retributive</b>	Punishment proportionate to the crime
<b>Safe Places</b>	Places where people can go if they are anxious, confused or unsafe and need help or a safe environment
<b>Safer Homes Project</b>	Scheme to help vulnerable and older people to feel safer in their own homes
<b>Social Action</b>	A way of working together to create positive change
<b>Stay Safe</b>	A co-ordinated approach to look after young people on key dates in the school year when they are likely to drink too much and put themselves at risk , and get them to a place of safety
<b>Street Champions</b>	Volunteer scheme to encourage residents to take a more active role in their community
<b>Street on a Beat</b>	A way to increase Neighbourhood Watch membership in areas with low coverage
<b>Sustainable Community Strategy</b>	In Darlington - 'One Darlington: Perfectly Placed' document
<b>Think Family</b>	Initiative to work with vulnerable families and break intergenerational cycles of poor outcomes
<b>Youth Offending Service (YOS)</b>	Team that works with young people who are in trouble with the law to try to help them stay away from crime

## Arabic

إذا رغبتكم الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو الاتصال بنا على رقم الهاتف التالي 01325 388351 مع ذكر رقم الاشارة.

## Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন। 01325 388351

## Cantonese

如果你需要其它語言的版本，請與以下電話聯係並報出參考號碼：01325 388351

## Hindi

यदि आप यह प्रकाशन अंग्रेजी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर) बताकर निम्नलिखित 01325 388351 पर संपर्क करें।

## Punjabi

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 388351 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

## Urdu

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو براہ مہربانی ٹیلیفون نمبر 01325 388351 پر فون کر کے حوالہ نمبر بتائیں۔

## Polish

Jeśli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić pod numer 01325 388351 i podać numer identyfikacyjny dokumentu.

